



# • NEIGHBORHOOD PLACE

• Where

• Working Together

• for Families

• is an

• Art!



# Welcome to Neighborhood Place

*The Place for Family Services!*

**Working together to provide health,  
education, and human services for  
children and families.**



10/01/2007

<http://www.neighborhoodpl.org/>



# ***Neighborhood Place is***

**A partnership of public sector agencies that have come together to establish community-based “one-stop” centers to serve individuals and families who live in Jefferson County/Louisville, KY.**

Partner organizations include:



- Consulting partner through Kentucky's University Training Consortium

***Why are there Neighborhood  
Places in  
Jefferson County/Louisville, KY?***



- In the early 1990s the poverty rate for children younger than 5 years of age reached 35% for some areas in Jefferson County.
- During the same period, the state legislature passed the Kentucky Education Reform Act (KERA), which established school-based Family Resource and Youth Services Centers.
- In November 1993, the first pilot family multi-service center – Neighborhood Place – opened to increase access to services.
- Today, eight Neighborhood Places, along with four satellite sites, serve all of the citizens of Jefferson County. Services are tailored to fit each Neighborhood Place area.



## ***What makes Neighborhood Place different?***

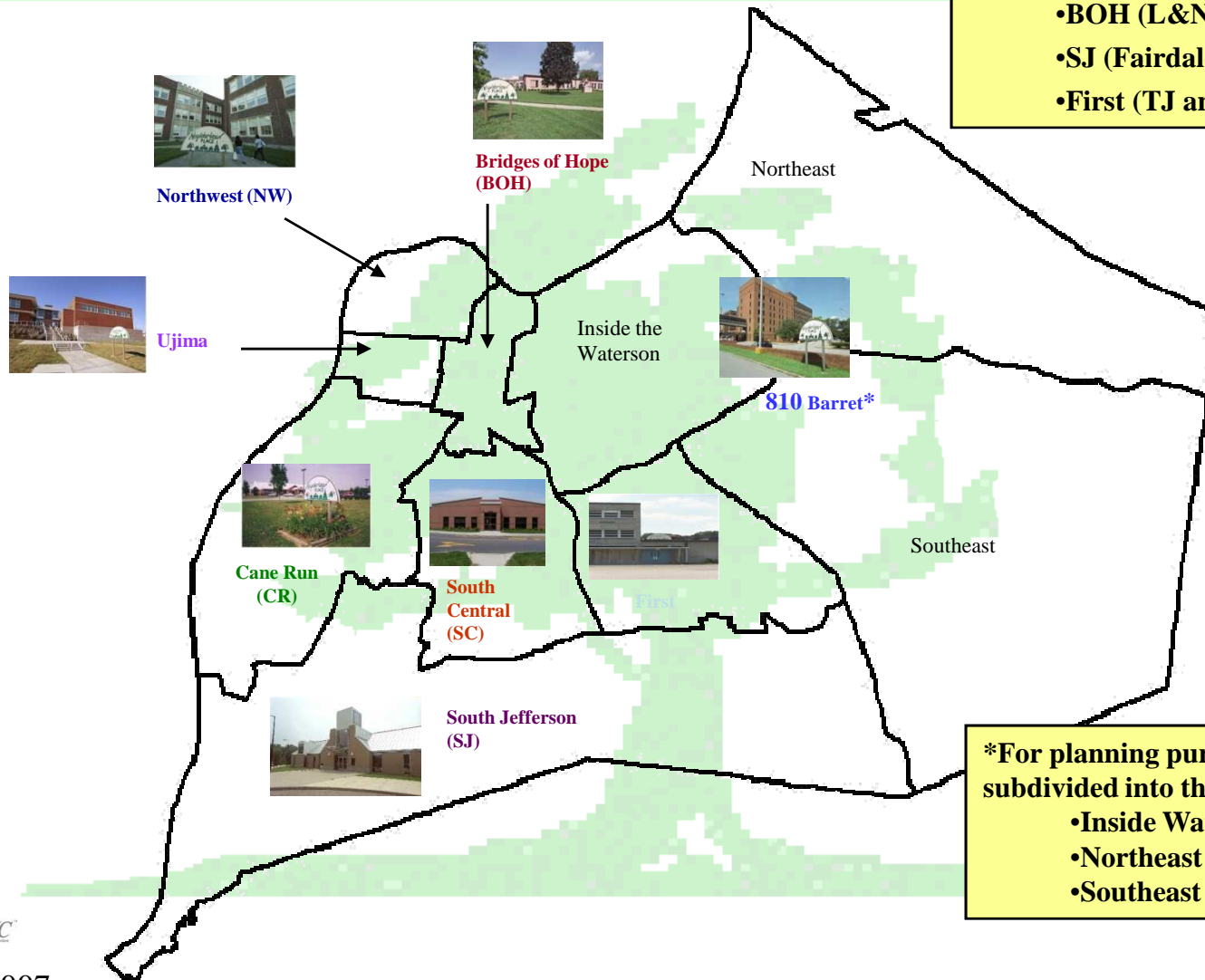
- **A single intake and assessment process.** Clients access an array of services at one location, giving basic information only once.
- **A team approach.** Service providers are housed together and work in teams with clients toward specific, client-identified goals.
- **A common release form.** Clients need sign only one form to authorize many agencies to begin working cooperatively on their behalf.
- **A community focus.** Each Neighborhood Place is guided by a Community Council made up of customers and people who live and/or work in the area.

# Neighborhood Place Areas



Three sites also have satellite locations:

- BOH (L&N and Algonquin)
- SJ (Fairdale and Valley)
- First (TJ and Liberty)



\*For planning purposes, 810 Barret is subdivided into three sections:

- Inside Waterson - IW
- Northeast - NE
- Southeast - SE



10/01/2007

# ***Greatest Benefit***



## **A new service delivery model**

- **Because agencies are not competing with one another, they are positioned to maximize every resource available to them.**
- **Client satisfaction surveys consistently show that more than 90% of clients would return or recommend Neighborhood Place to a friend. Neighborhood Place's customer-friendly approach really works.**
- **Over 500 staff from partner public sector agencies work at Neighborhood Place sites.**
- **Each Neighborhood Place has an administrator who functions as a team leader with diverse staff from 4 different agencies.**

# ***Governance Structure***



***Managing Board:*** The Managing Board adopts community-wide goals for the network of Neighborhood Places; establishes desired outcomes to evaluate the effectiveness of the centers; assures a consistent network of service delivery; identifies issues that present barriers to self-sufficiency; assures on-going collaboration among multiple agencies; establishes policies which produce a culturally sensitive, non-duplicative operation; coordinates and approves fund raising activities submitted by Community Councils; and reviews and acts on recommended changes to Community Council by-laws.





## ***Full Partner Agencies:***

- Organizations that invest and dedicate a minimum of eight full-time staff members to a total of four centers by contributing funds for staff-associated costs and general operating expenses.
- Each full partner agency has a voting representative on the Managing Board.

## ***Community Council Representatives:***

- One member is elected by each of the Community Councils to serve as a voting member on the Board.



# ***Roles of the Community Council***



## **Council Members as Advocates of the Community**

**Reflect the thinking of the community as a whole.**

**Support community members as they interact with Neighborhood Place.**

**Interpret community needs to the Neighborhood Place.**

## **Council Members as Ambassadors**

**Promote the concept of Neighborhood Place in the community.**

**Explain services and assistance available to community members.**

**Encourage the use of Neighborhood Place for services to meet family needs**

# ***The Council as Partners in Leadership***



**Members will serve as Partners to the Managing Board to:**

- **Help set the direction of Neighborhood Place**
- **Ensure that Neighborhood Place remains true to its mission**
- **Review goals and objectives regularly to ensure that Neighborhood Place is true to its mission**
- **Work with an administrator who is responsible for the day-to-day operations of Neighborhood Place and who interprets Council policy to the staff**

# Neighborhood Place Goals



**For those who access our services,  
Neighborhood Place works to:**

- Improve economic self-sufficiency among families.
- Improve the health status of mothers and babies.
- Reduce violence within families.
- Improve the level of student success.

**In addition, we strive to:**

- Provide citizens with timely access to an array of services;
- Provide services that are coordinated; and
- Work in concert with communities.





# Neighborhood Place Data Collection Tools

- **Client Self-Assessment Form** — collected daily from participating clients coming to Neighborhood Place for services.
- **Partner Agency Data** — collected throughout the year within each agency and then shared through the Outcomes/Trends Committee.
- **Client Satisfaction Survey** — collected annually at each Neighborhood Place site, during a specified time period.
- **Staff Collaboration Survey** — collected annually from Neighborhood Place staff members, during a specified time period.



# Client Satisfaction Survey



**Clients have been asked to share their experiences with Neighborhood Place since 1999. Following are highlights from the most recent survey:**

- **94%** found location easy to get to
- **93%** said the hours of operation were convenient
- **74%** come for assistance in the morning hours
- **84%** stated they were served in a timely manner
- **83%** were treated courteously
- **94%** would recommend Neighborhood Place to others
- **35%** learned about Neighborhood Place from friend or family

# Service by the Numbers



Activities are now tracked by Administration in an effort to better understand how the community utilizes NP services. As in any new project, there were some hurdles to clear so the data is not 100% complete. However there are many noteworthy accomplishments:

- **28,000** self-assessment forms were completed by clients
- **26,399** calls for information and referral were assisted
- **58,922** WIC enrollments were completed
- **55,549** new food stamp applications were received
- **41,191** food stamp clients were recertified
- **6,922** referrals were made to school social workers
- **9,306** requests for financial assistance were screened
- **5,151** immunizations were provided

# Neighborhood Place Case Management Model

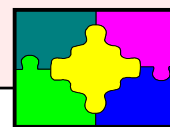


- **Family Solutions**
- **Integrated Services**
- **Family Team Meetings**





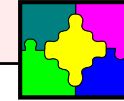
# Family Solutions



*"Sometimes the simple things are the most radical."*

Dana.Christensen@louisville.edu

# Family Solutions

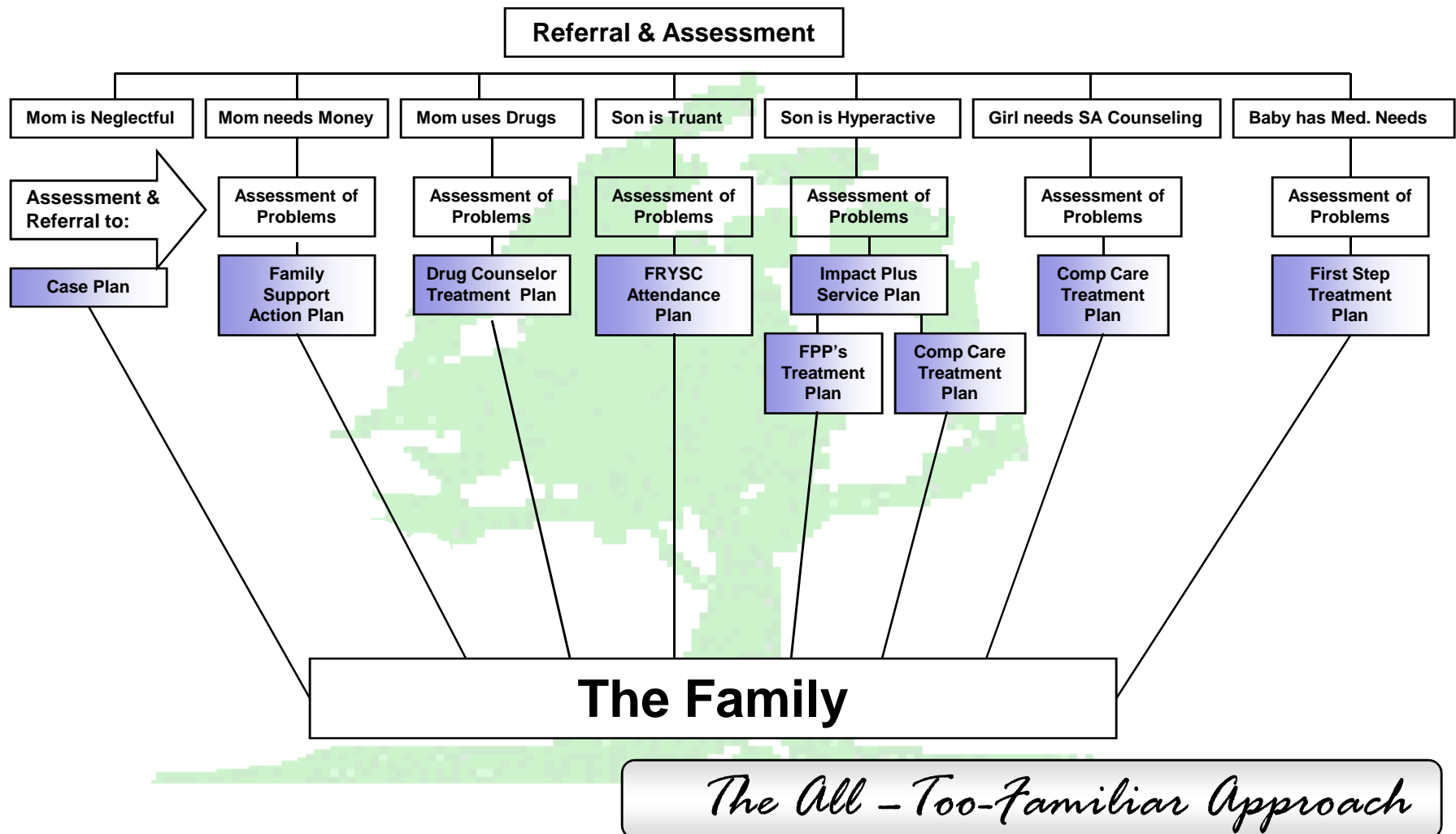


## *What is it?*

- **A conceptual model that defines problems as difficult situations in everyday life.**
- **Focuses attention on understanding exceptions to the problem as well as the problem itself.**



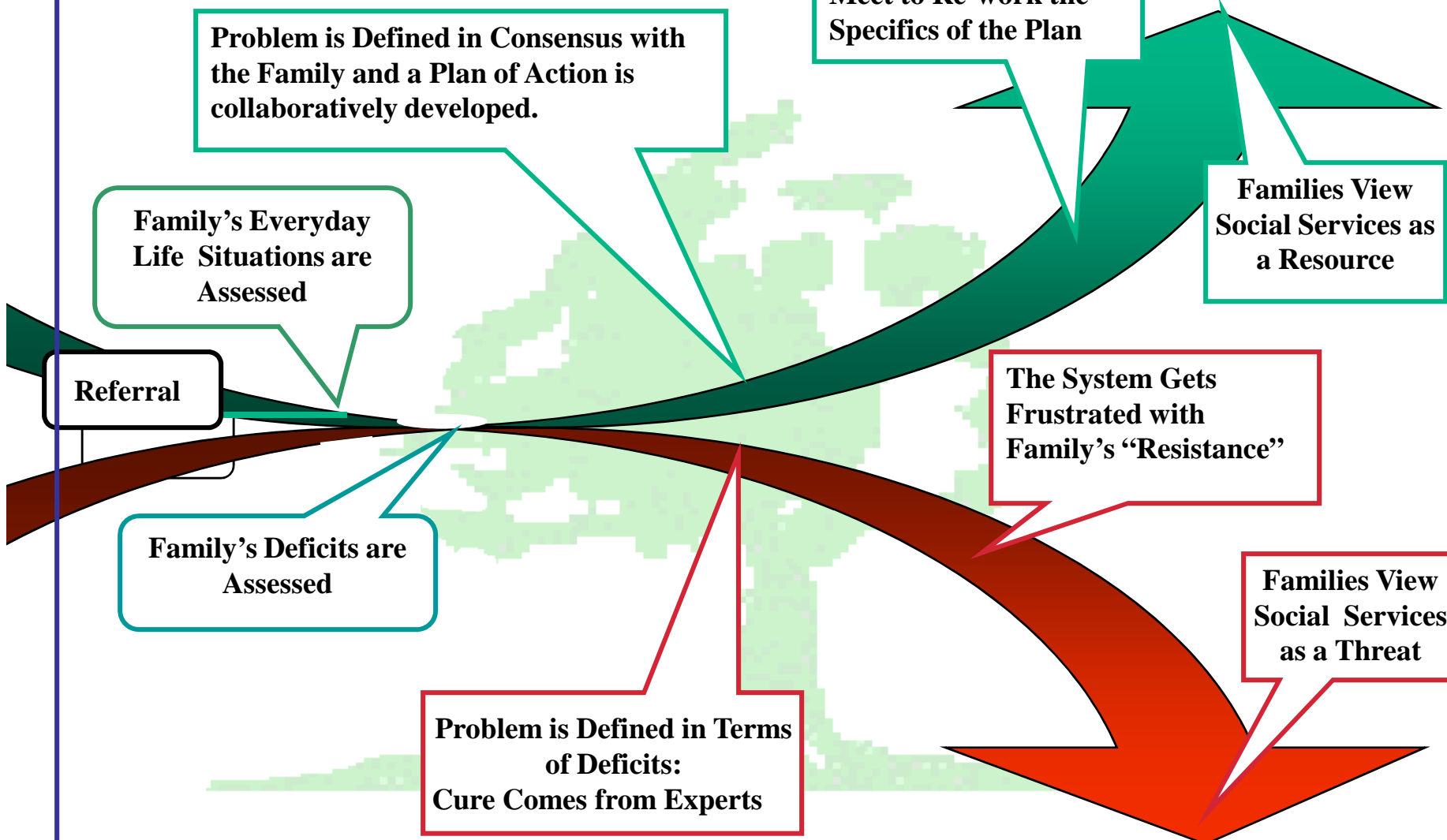
# Familiar Approach



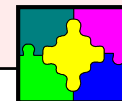




# Why Bother with Partnerships?



# Family Solutions



## ***How does the model organize assessment ?***

- ***What are the family's developmental needs?***
  - ***What specific task is giving them problems?***
  - ***What is their interaction around the task?***
- .....
- ***Who loses control when it doesn't work?***
  - ***What are their patterns for loss of control?***
  - ***What specific prevention skills are needed?***

# Integrated Services



- **Case Review Meeting where NP staff person can bring a case that is especially challenging, stalled, or needs new direction.**
  - **Group knowledge and experience available to case manager**
  - **New resources identified**
  - **Support in accomplishing tasks**

# Family Team Meeting



- **Integrated Services meeting with the Family**
- **Goal: Accelerating Progress**
  - **Assess where you are in assisting the family (case plan)**
  - **Based on the purpose, who needs to attend?**
  - **Suggest a general agenda and confirm that the direction makes sense to everyone**
  - **Your agenda should relate to what you think your team needs to accomplish (i.e. build an initial consensus, get back on track, celebrate and credential progress)**



# Family Team meeting

- If your agenda calls for generating new ideas or strategies (*getting back on track or resolving a crisis type meetings*), then suggested approach might include:
  - Brainstorm possible ideas from all teams
  - Facilitate both safety and prevention type tasks
  - Ask family (but others as well) for pros and cons
  - Discuss who will help with what tasks
  - Discuss how group could record and document success
  - Ask what could go wrong
- Follow-up with written notes to everyone about agreements reached



# Comments and Questions

<http://www.neighborhoodpl.org/> **or**  
[http:// www.louisvilleky.gov/NeighborhoodPlace](http://www.louisvilleky.gov/NeighborhoodPlace)