

# NEIGHBORHOOD PLACE

## **DESCRIPTION:**

Neighborhood Place is a partnership of Louisville Metro agencies and community residents who have come together to deliver services in a new way. The approach requires a unified action plan among diverse governments, agencies and neighborhood residents. Because agencies are not competing with one another, they are in a position to maximize every resource available to them. The most significant benefit is to the families Neighborhood Place serves.

Before Neighborhood Place was created, families who lived in different parts of the county and needed help had to travel to various locations to get the services they needed. They drove or took the bus to one building to apply for food stamps, Medicaid, or welfare benefits, another for health needs, one more for emergency financial needs, and still another to get help applying for jobs. None of the agencies formally knew what the other was doing with the families. Families were not routinely asked what they needed, but rather were fit into a program. They were determined eligible or ineligible for services, and were sent on their way.

In the early 1990's, Jefferson County officials learned that the poverty rate for children younger than five years of age reached 35% for some areas. During the same period, the state legislature passed the Kentucky Education Reform Act (KERA), which established school-based Family Resource and Youth Services Centers. The traditional fragmented service system simply could not handle the volume of families needing services. In November 1993, the first pilot multi-service center – Neighborhood Place – opened to increase access to services. Today, eight Neighborhood Places, along with two satellite sites, serve all of the citizens of Jefferson County.

## **MISSION:**

Neighborhood Place works with communities to provide blended and accessible health, education, employment and human services that support children and families in their progress toward self-sufficiency.

## **GOALS:**

- To improve economic self-sufficiency among families who receive Neighborhood Place services
- To improve the health status of mothers and babies who receive Neighborhood Place services
- To reduce violence within families who receive Neighborhood Place services
- To improve the level of student participation in school among children who receive Neighborhood Place Services
- To provide citizens with timely access to an array of health, education, employment, and human services
- To provide services that are coordinated
- To work in concert with communities

## **UNIQUE FEATURES:**

A single intake and assessment process that is driven by the simple goal that no client will be asked to repeat a piece of information. At the time of intake a worker collects all the information that the provider agencies generally need, though later the client may be required to verify or provide additional information. (Download Printable Intake Form.)

A common release form, or "Consent to Release Information" form, allows workers to communicate, within the law, regarding the goals, plans, and progress of a client or family and to have the workers, not the client, make the necessary adaptations to facilitate coordination of services. This is particularly beneficial when a crisis occurs, as the client has access to a number of professionals who are in positions to help, rather than waiting until a specific staff person is available.

A team approach is central to Neighborhood Place. Workers select and design ways they can enhance each other's functions through a team effort. Because communication between service providers occurs up front, workers are able to set priorities with a clear understanding of their colleagues' activities. The result is a significant reduction of duplication and counter-productivity.

A community focus is what sets Neighborhood Place apart. Neighborhood Place is unique in that it targets the total population of Jefferson County. In addition, each center is guided by a Community Council that largely is made up of past or current clients and people who live or work in the service area.

A new service delivery model, Neighborhood Place is of greatest benefit to the client. 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.