

Goal Statement:

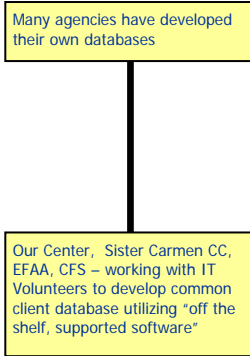
Coordinated Services Action Group

"Human Services in Boulder County are delivered by an integrated and coordinated system. This community system ensures: effective and equitable access to services, efficient use of resources, services are provided consistent with unified strategic plan that utilizes best practices to ensure high quality, encourages enhanced and effective communication between clients, organizations, and the community at large.

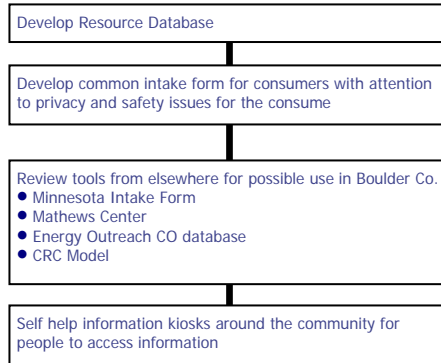
Needs



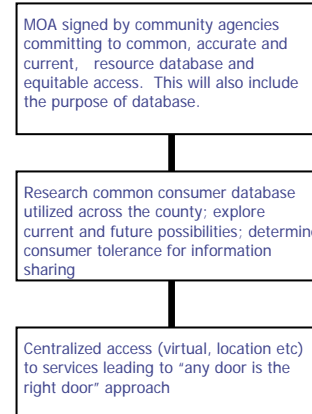
Capacities



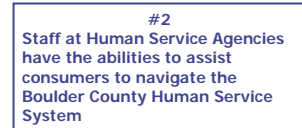
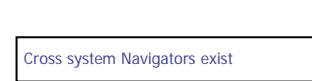
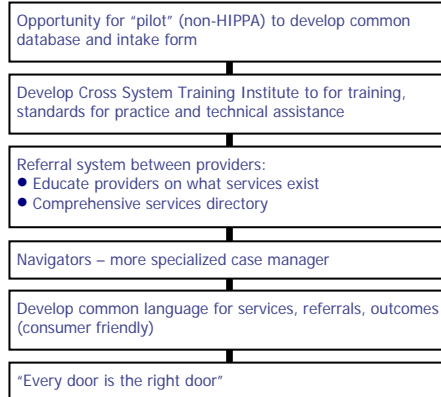
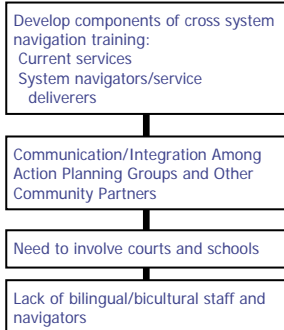
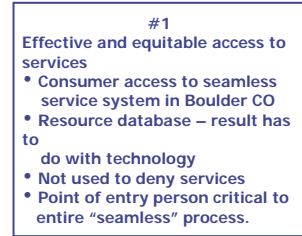
Strategies



Benchmarks



Results



Goal Statement:

Coordinated Services Action Group

Needs

Philosophical MOA conversation:

- Values – develop county-wide consensus on System-of-Care Values
- Ethics
- Efficiencies
- Results/outcomes
- Commitment to new ways of doing business

Need technical assistance from business

Capacities

“System of Care” Values exist in individual agencies

Funding Group will drive change with their vision

Revenue Stabilization Plan

Strategies

Focus on consumers, strengths, culture

Business models offer best practice solutions here

Executive loan program

Community Evaluation Plan in Place

Develop consumer friendly standards of practice

Benchmarks

Identify, agree upon and enter into MOAs which outline a county wide system of care-values across human service agencies in Boulder County.

Results

#3
System-wide Best Practices leading to high quality services which balances serving consumers with sound business practices

County-wide consistency in interpretation of policies affecting marginalized populations (including immigrant issues)

Standardized “Code of Ethics” that all service providers/agencies agree to

HSA/St.Vrain Community Council/LHOT

Pro-bono lawyers
Immigration Policy Center

Action Groups meeting (July)

BCDHS “on-board”

Coordination with the Medically Underserved Group

Mobilized advocates focused on specific populations

Human Services “Policy Statements”

Utilize HB 1313 for purpose of legal entities et.al. meeting

“Legal Accord” established across municipalities regarding service policies and policies impacting service access: e.g., current immigration policy (this should be developed collaboratively with lawyers, public entities and nonprofits)

Comprehensive Strategic Plan that guides policy development

#4
Congruent county-wide service delivery policies that ensure that no consumers are marginalized and help to institutionalize practices

- Ability to serve all without regard to immigration status
- Without unintended consequences to other “marginalized” populations
- Current relationships/connections/collaborations are between individuals not organizations

Current Resources and Navigation Discussion

Develop components of cross system navigation training

- Current services
- System navigators/service deliverers

Turf issues/conflict resolution process between nonprofits “caught” in the turf issues

Commitment to new ways of doing business

Current array of services

211 has begun to map

“Status of Children Report” contains a map of assets/funding in community

Youth and elders as assets (human capital)

Cross System Training Institute to develop training, standards for practice and technical assistance

Resource Bank

Recruitment and retention of staff – look at consumers as potential staff (bicultural, bilingual staff, gender) training of case managers/navigators/volunteers

Equitable, centralized technical assistance center for non-profits staffed by executives on-loan

County-wide Needs Assessment

MOAs between nonprofits focused on commitment and resource sharing.

Develop set of system-level outcomes (e.g. Reduced duplication of services)

Yearly county wide gap analysis which examines current and potential assets (resources), identifies gaps and redundancies

#5
Efficient use of resources plus intentional investment of resources (in non profits) to support broad community benchmarks identified by an ongoing County wide Needs Assessment.