

A Dialogue With Human Services Advisory Groups

Working Together to Effectively Support Better
Outcomes for Fairfax County Residents
May 19, 2012



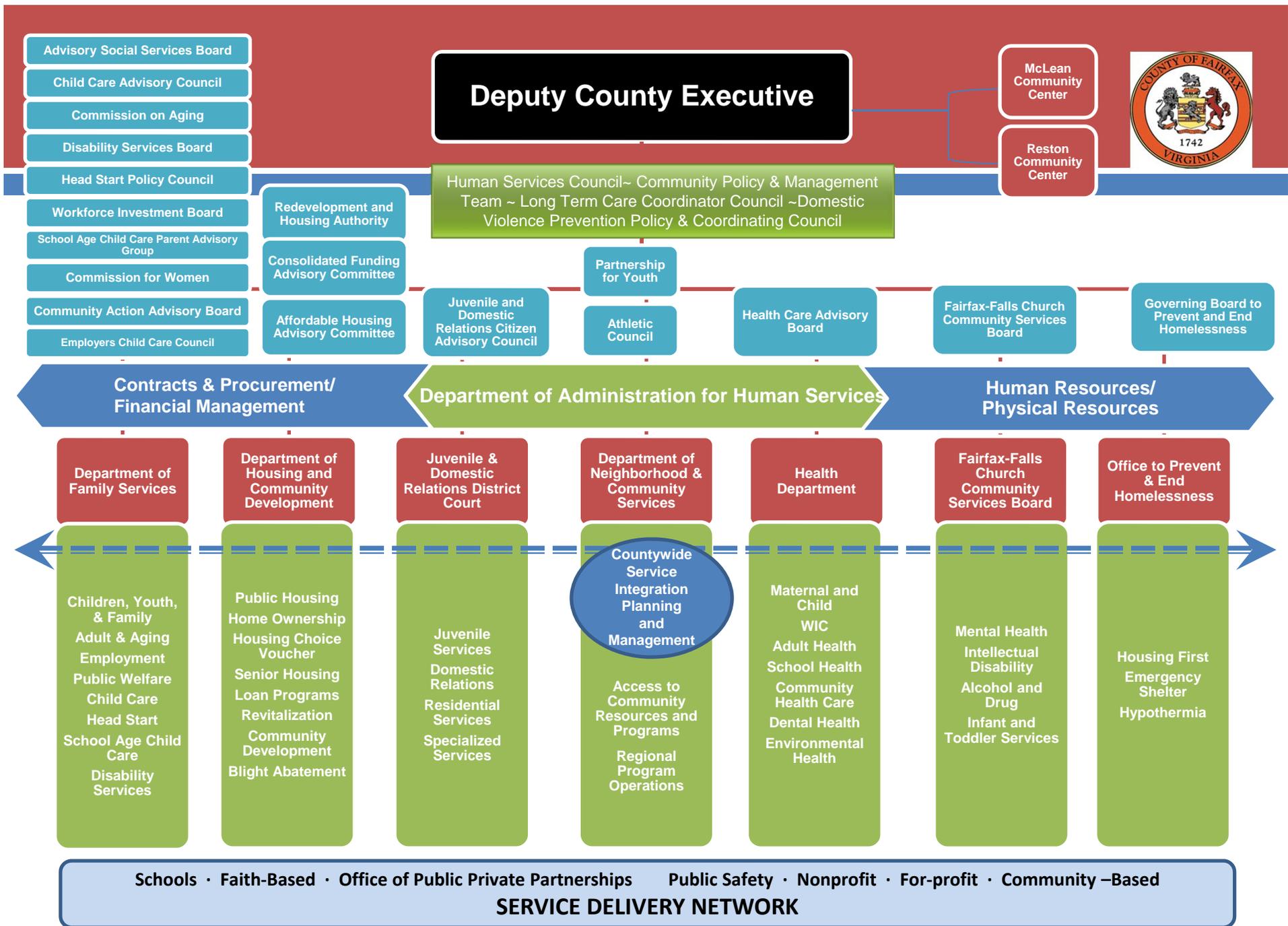
Setting the Stage for Dialogue

- ☞ The human services system today
- ☞ Factors/drivers impacting human services
- ☞ Our role, strengths, and challenges
- ☞ Your role, strengths and challenges
- ☞ Future direction

The Human Services System Today

∞ **“No single organization, however innovative or powerful, can solve the challenges we face; but we can come together and turn what we have into what we need to make a collective impact on those issues that need our voice and effort”**

- **Stanford Collective Impact Project**



A Complex and Integrated System

- ∞ Serve diverse residents with a wide spectrum of needs
- ∞ Multiple funding streams
 - Total annual budget of about \$520 million
 - 55% general fund (local) support
 - 45% revenue (federal, state, grants, fees)
 - 74% of that amount, or \$172 million is federal or state money
 - Net Local Cost of Services of about \$287.5 million
- ∞ Dispersed service areas and access points
- ∞ Different eligibility requirements for most services
- ∞ High expectations for level and quality of services
- ∞ Central matrix-managed administrative support
- ∞ Significant data reporting requirements but no common data measures or reporting system

**We have a compelling and
urgent need to understand our
changing environment**

AND

Respond and Adapt To Meet The Changes



Factors/Drivers Impacting Our System

- ∞ Changing demographics
- ∞ Suburbanization of poverty
- ∞ Funding resources
- ∞ Impact of federal and state funding/mandates
- ∞ BOS directives
- ∞ Agency changes
- ∞ Science based approach to human services
- ∞ Expectations to measure and report outcomes and impacts
- ∞ Technical problems versus adaptive problems (complexity of challenges we face)

Our Role In Meeting These Challenges

∞ **Our role is multifaceted**

- Strategic Leader
- Partner
- Funder
- Supporter For Social Entrepreneurs and service ventures with strategic business partners
- Service Provider

∞ **With support from all sectors, our role is to facilitate a shared responsibility and commitment to solve problems or address service needs**

- Convene events to communicate needs and structure dialogue

∞ **GOVERNMENT CAN'T DO IT ALL**

- **(WE (HS STAFF) ALSO NEED TO ACCEPT THAT)**

Your Role In Meeting These Challenges

- ∞ Historically, you have help shaped human services, we need your continued commitment
 - Share knowledge, perspective, commitment, capacity
 - Send a “collective” message about the urgency to change
 - Understanding the impacts if we don’t change
 - not only to our service of interest, but to the entire network of services
 - Manage Change

- ∞ Plan for sustainability
 - Purpose/roles communication
 - Membership
 - Structure
 - Staff support

- ∞ Communicate and find areas of synergy with other advisory groups

Responding To Our Challenges

- Being aware of our trends and challenges, we have put initiatives in place and worked to be proactive in our strategies.
 - Using data to target our efforts and focus on specific communities and populations
 - Integrating prevention and early intervention strategies into countywide planning
- But we have to be more adaptable, creative and innovative in our approach if we truly want to offset the impact of these future trends and meet the very real conditions we are facing in the coming years

Responding To Needs

- ▶ We are developing opportunities to:
 - ▶ Strengthen relationships with corporate partners to target specific issues
 - ▶ Increase volunteerism to build capacity in our programs and services
 - ▶ Use creative and diverse media strategies to reach our multi-ethnic community
 - ▶ Coordinate school, county, community responses to improve graduation rates and job opportunities of minority students

Strategic Focus Areas

Human Services has identified six strategic areas for intensive cross-agency policy and program development and resource-sharing

Affordable Housing

Affordable housing is safe, stable and accessible living accommodations that all individuals can afford along with other basic necessities including persons at risk of homelessness, persons with disabilities, older adults, and individuals in the local workforce.

Economic Self-Sufficiency

Economic self-sufficiency is the ability of individuals and families to consistently meet their basic needs - including food, housing, utilities, healthcare, transportation, taxes, dependent care and clothing – with no or minimal financial assistance or subsidies from private or public organizations.

Successful Children and Youth

Successful children and youth are cared for by nurturing adults who support their healthy growth and development; live in safe environments free from abuse, neglect, and trauma; have their basic needs met; have access to suitable recreational opportunities; have access to quality early care and education that fosters school readiness; choose healthy over risky behaviors; and have supports to develop employment and independent living skills.

Positive Living for Older Adults & Individuals with Disabilities

Positive living for older adults and individuals with disabilities includes affordable and accessible housing that offers the least restrictive daily living environment; access to community services and amenities; employment with reasonable accommodations; opportunity for social engagement; and health services that promote independence.

Healthy People

Healthy people are those of all ages who practice healthy behaviors; take action to prevent and manage chronic disease; are free from exposure to environmental hazards; have access to physical, oral, behavioral, and long-term health services; have healthy relationships; and are safe and free from abuse and domestic violence.

Connected Individuals

Connected individuals are those of all ages and abilities who contribute to and are engaged in their communities as well as have access to local services.

Human Services System Initiatives

Results Based Accountability:

focusing on achievable community outcomes in everything we do

Partnership for a Healthier Fairfax/Community Transformation Grant:
promoting community health

Housing Support Services Blueprint:

ensuring effective services to help people obtain and maintain housing

Opportunity Neighborhood:

supporting cradle through college development through a comprehensive place-based approach

Human Services System Initiatives

Bridging Affordability:
preventing homelessness through rental subsidies for those most at risk

Institutional Analysis:
identifying and mitigating the unintentional systemic causes of disproportionality in juvenile justice

Health Care Reform:
positioning ourselves to ensure access to quality care for all county residents

Sustained Employment Project:
ensuring workforce skills meet employer needs

System Wide Initiatives

- ∞ Cross agency policy, program development and resource-sharing:
 - Embed health and social equity in all policies, practices, and programs
 - Implement a family driven Systems of Care model
 - Build a system of community based/sponsored services for older adults and those with disabilities

Success Factors for Change

- ∞ Deep understanding of the complexity of social challenges we face
- ∞ Accept “Government cannot do it alone”
- ∞ Recognize the importance of cross sector alignment between county governments, faith based organizations, nonprofit sector, philanthropic sector and corporate partners
 - Build stronger strategic partnerships with the boards and staff from the Housing Authority, Park Authority, Reston Community Center, McLean Community Center, Libraries
- ∞ Create different approaches to tackle complex social issues
- ∞ Work together for Collective Impact
 - Seek a common agenda
 - Identify clear outcomes, shared measurement and accountability
 - Work together through mutually reinforcing activities - differentiated approaches, willingness to adapt and change
 - Support consistent, open communication at all levels that will build trust and increase understanding

A Strong, Healthy, and Thriving Fairfax County

☞ Everyone's responsibility

- To create a place where everyone can thrive, government, community, businesses and individuals must work together to ensure our youth, older adults and families are supported and provided opportunities to succeed

☞ Collective Impact

- To really make a difference – to move the needle – we need to structure our work and advocacy in order to maximize our impact and the outcomes for our customers