



THE NEIGHBORHOOD PLACE **TRAINING SERIES**

This document provides an overview of several curriculums designed to serve as a guide to communicate information about Neighborhood Place. While these manuals are designed primarily for training purposes, they can be adapted and used as stand alone courses. The curriculums can be used at workshops, meetings and/or presentations with staff, community partners and/ or stakeholders.

Module 1 (3 Hours): Orientation to Neighborhood Place
Online Training
Course No. NP 001

Module 2 (3 Hours): Making Choices: The FISH Philosophy
Course No. NP 002

Module 3 (9 Hours): Neighborhood Place: A Partnership
Making the Transition
Course No. NP 003



ORIENTATION TO NEIGHBORHOOD PLACE **ONLINE TRAINING COURSE**

Course Description

This course is designed to help those assigned to work at Neighborhood Place Sites, their supervisors and key stakeholders. The online training provides key information about Neighborhood Place, the legal mandate, mission and philosophy.

Course Content and Format

This course provides a brief summary of Neighborhood Place an explanation of the law (Act 775) defines the state partners and explains the Service Delivery Model.

Audience

The audience for this program is for anyone involved with the Neighborhood Place Program.

Course Objectives

After completing this course, participants should be able to:

1. Provide a brief overview of Neighborhood Place.
2. Explain the legal mandate Act 775.
3. Discuss the mission, goals and the purpose of Neighborhood Place.

Prerequisite

None

Length of Course

The course will take approximately three hours to complete, this includes taking notes to prepare for the course “Neighborhood Place a Partnership: Making the Transition.” Trainees may log in and log out to take the course at any time.

Technical Requirements

For this course you must have Internet access.



LOUISIANA NEIGHBORHOOD PLACE

Overview

Families across Louisiana currently travel to multiple locations to apply, access and receive services such as Food Stamps, Medicaid, Child Care Assistance, referrals, substance abuse and mental health counseling, etc. The Neighborhood-based service integration model creates a true “one-stop shop”. Neighborhood Place employees target assessing and then providing services to meet the immediate needs of a family in transition or crisis timely and effectively. The goal is to strengthen the communities in which it operates. As the model evolves and expands into other neighborhoods across a city or parish:

- A unified system of service centers is created
- Partners participate fully in the development and delivery of this unified services system
- Services are provided efficiently and effectively

No Wrong Door

By Act No. 726 of the 2003 Regular Legislative Session, the Louisiana Legislature directed the Department of Social Services to develop an integrated service delivery system in order to better meet the needs of our clients. In response to that directive, the “No Wrong Door” initiative was created. The goal of this initiative is to provide the full range of social services in a coordinated and seamless manner. No Wrong Door will be successful if clients are safer, healthier and self-sufficient.

Neighborhood Place is another tool that can be used to further the “No Wrong Door” initiative.

The Mandate

Act 775 of the 2008 Regular Session requires the development of a state leadership team to provide for a service integration delivery model in the state of Louisiana. It bestows the responsibility for creating the model to the cabinet level state leadership group of the following departments: Louisiana Department of Social Services, Louisiana Department of Health and Hospitals, Louisiana Department of Education, Louisiana Workforce Commission, and Louisiana Office of Juvenile Justice.

- Establishes the guiding principles that must be followed as state leaders pursue and implement the community-based, integrated service delivery model

- Names the model facility “Neighborhood Place” and mandates the state leadership group to establish at least one Neighborhood Place by July 2009
- Mandates the state leaders to work in partnership with local governments, parents, community organizations and others in establishing Neighborhood Places
- Recommends the services that a Neighborhood Place should promote and coordinate

State Partners

Louisiana Department of Social Services
Louisiana Department of Health and Hospitals
Louisiana Department of Education
Louisiana Workforce Commission
Louisiana Department of Juvenile Justice

Community Partners

Community partners are determined by the local Implementation Team for each Neighborhood Place site.

Service Delivery Model

Background Information – Kentucky’s Design

The model for Neighborhood Place was developed in Kentucky. Before Neighborhood Place was created families who lived in different parts of Jefferson County and needed help had to travel to various locations, most downtown, 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.

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 Service Centers. The traditional fragmented service system simply could not handle the volume of families needing services. In November 1993, the first prototype multi-service center – Neighborhood Place – opened to increase access to services. Today, eight Neighborhood Places, along with three satellite sites, serve all of the citizens of Jefferson County.

Kentucky measured outcomes for Neighborhood Place and has consistently proved that the strategy for a multi-service center works. Typically, students who perform in the lower third on the standardized reading test can be considered at-risk for academic difficulties and warrant further review and/or support. Over the past four years there has been a steady decline of students who are identified as being at risk.

In another measured outcome, truant students who have experienced absences greater than 25 days have shown a decline in numbers. Yet another shows improvements in case management service for families that are experiencing issues with child behavior at home or school, truancy or impaired functioning of the family. It shows a 27% improvement in the living environments, 26% increased knowledge of resources, 11% improved youth behavior/attitudes and 11% improvement in school dynamics for these families. This is proof positive that the model works and is providing results.

Louisiana's Design

Within a Neighborhood Place, multiple and different service organizations have staff presence. The staff members from various programs jointly provide case management to attain the best solutions for the family's need as a result of the commitment toward outcomes.

Through the use of consent form(s), information will be shared among agencies working with the client/customer to improve outcomes.

The model will:

- Be community-based and culturally appropriate
- Produce timely and effective Interventions
- Be a culture, not a “program” or a “pilot”
- Build grassroot partnerships
- Effectuate shared decision-making and resource coordination

Benefits of the Neighborhood Place Model

Establishes Community Partnerships

- Ideally located near community schools, the model addresses the leading barriers to children and youth succeeding in the educational environment
- Team-based collaborative problem solving among the agencies
- Undoing the traditional “silos” in which the agencies operate
- Allows for greater innovation in meeting the various needs of the community

Provides Comprehensive Services

All services available through the integrated services model shall be:

- Comprehensive screening
- Eligibility and assessment
- Full application
- Approval, referral, and redeterminations.

Provides Prevention and Intervention

- Responsiveness in meeting the need is cost-effective
- Daily, site staff will use their acquired skills to collectively work with families to set goals and formulate plans to achieve those goals
- Traditional fragmented service delivery becomes “the old way of doing business”
- “Get in quickly, and then get out” – Maximizes the dollars and results while respecting the individual

Based on Values and Family Strength

- Demonstrates respect for the families we serve
- Empowers families and community networks to target self-sufficiency
- Managing complex issues with a family requires adaptation, adjustment, alteration and modification of traditional government-directed service delivery



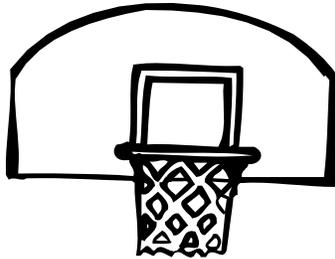
Promotes Excellence

- Best practice model of integrated service delivery
- Builds upon the investment of time and money to date

Mission, Goals, and Guiding Principles

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 actively pursue comprehensive services for families identified as “at-risk” and “in immediate need” of specified services through public and private partnerships
- To provide economic self-sufficiency among families who receive services
- To provide citizens with timely access to an array of health, education, employment and human services
- To deliver coordinated and timely services
- To operate in unison with communities and their citizens
- To improve the health and wellness of mothers and their babies who receive services
- To improve the level of student participation, suspensions, students at academic risk and attendance in the school among children who receive services

Guiding Principles

- Support community human service endeavors that transcend and strengthen any single agency’s mission
- Recognize that collaboration occurs among people, not among institutions
- Encourage agencies to fully cooperate through productive dialogue and action that dissolved barriers and advances more effectively service delivery
- Promote a commitment to collaboration at every level of participating organizations
- Recognize the diversity of both the community to be served and the providers

- Recognize and address the obstacles local agencies, organizations or institutions will face in this process
- Instill mutual accountability among all participating organizations measures by qualitative and quantitative data
- Promote maximization of state general fund investments and increase the state's return on investments



**I HAVE COMPLETED THE
ORIENTATION TO
NEIGHBORHOOD PLACE
ON-LINE TRAINING**

NUMBER OF HOURS _____ DATE _____

EMPLOYEE'S SIGNATURE _____

SUPERVISOR'S SIGNATURE _____

