Building Systems that Work for Families

Training for Community Systems Leaders

MAY 2019

Train educators, cause a ripple effect.
It’s amazing what they absorb before they’re five.
Intentional practice of organizing systems to improve access and quality of services, and reduce barriers to and decrease or eliminate gaps in services for a defined target population

- Systems are often fragmented and not built with end-users in mind
- Populations with complex needs experience barriers to accessing services and resources
- Many social issues cross service sectors
- Promotes efficient use of resources
- More effective services, greater impact
Strategies for integrating and aligning systems

- Coalition building
- Cross-training
- Targeted training and technical assistance
- Align/connect cross-systems initiatives
- Policy and advocacy
Coalition building

Bring together leaders from systems that affect a particular population to identify and address barriers to services and fill gaps between or within systems

• Core/foundational strategy
• Strategic membership
• Challenges and solutions should be identified together
• Intentional and concrete work
• Ground rules are important—differences in system culture and language can create challenges
Intentional sharing of knowledge and resources among staff across service systems

• Plan and train together
• Basic system education—high level, not program specific, “sales pitch”
• Applied/practical activities
• Opportunity for relationship building—structured, supported
• Multi-level target audience—administrators, supervisors, and front line staff
• Repeat regularly
• Opportunity to identify system/policy barriers
Homeless Services & Home Visiting: Collaborating to Serve Families
August 20, 2013
10:00am-4:00pm
160 N LaSalle, C500, Chicago, IL

Morning Agenda
All morning sessions will be located in the main auditorium.

I. Welcome .................................................................................. 10:00am-10:15am
   Nancy Radner & Teresa Kelly

II. Young Children & Homelessness ................................................. 10:15am-10:50am
    Fiona Anderson & Melanie Glubisz

III. 10 minute break .................................................................... 10:50am-11:00am

IV. Navigating Illinois Department of Human Services (DHS) .............. 11:00am-12:00pm

Afternoon Agenda

V. Lunch ......................................................................................... 12:00pm-12:45pm
   Lunch will be provided in N502

VI. Break-out Sessions ................................................................. 12:45pm-2:30pm
    Attendees will split up by service system

   A. Homeless service providers to learn about home visiting .......... 12:45pm-2:30pm
      Mark Valentine
      Room N502

   B. Home visitors to learn about homeless services ..................... 12:45pm-2:30pm
      Nicole Amling, Kathleen Molnar, Melanie Glubisz
      Auditorium

VII. 15 minute break ...................................................................... 2:30pm-2:45pm

VIII. Small Group Discussions .................................................. 2:45pm-3:30pm

IX. Closing ................................................................................... 3:30pm-4:00pm

System leaders affirm commitment to cross-system collaboration

Level setting—“why are we here?”

Shared training need

Basic system education

Practical application and relationship building
Targeted training/technical assistance

Intentional efforts to build capacity within systems to work with a defined target population

• All service providers have both deep expertise and significant gaps in knowledge and skills

• Leverage existing PD systems

• Written materials, toolkits, etc.

• Consider barriers to accessing/benefiting from training in other systems: language, continuing education, times/dates, etc.
Align and connect cross-system initiatives

Ensures that efforts to address the needs of a particular population are linked to similar efforts in other systems

- Can be small and simple or very complex
- Be opportunistic
- Consider issues of trust and control
- Be open and flexible
Policy/advocacy

Promote policy and systems change that improves services for a particular population

- Strong collaboration is not a cure-all
- Document barriers/challenges → map to policy/funding issues
- Connect to advisory bodies and advocate community
- Don’t be afraid to ask
- Ask the right person
Conditions to support systems integration and alignment

- Dedicated staff (or time)
- Neutrality
- Strong relationships
- Frequent communication
- Shared agenda, activities, and definitions of success
Common challenges

- Slow pace of change
- Data—not enough, not the right data
- Funding
- Staff changes
- Complexity—many factors, many opportunities for something to go wrong
- Labor intensive—lots of time and effort
- Work can be tedious and menial at times
- Politics
Tips for working across systems

- Be intentional: make a plan and put it in writing
- Avoid jargon and acronyms
- Respect the expertise of others
- Meet systems (and people in them) where they’re at
- Work where there is energy and synergy
- Cultivate and recognize small successes
- Patience, patience, patience
- Believe that change is possible
Questions?

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