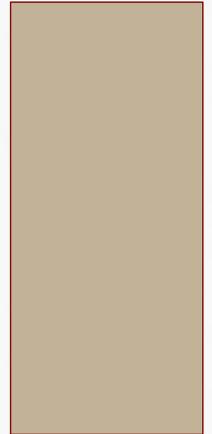




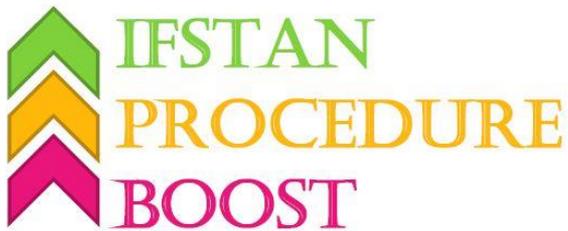
# STANDARD 7

COMMUNITY-BASED APPROACH TO SERVICE



# POLICY VS. PROCEDURE

Policy	Procedure
Broad application	Narrow application
General guiding principle	Describes in detail specific processes or protocols
Statements of "what" and/or "why"	Statements of "how," "when" and/or sometimes "who"
Rarely changes	Prone to change
Approved by the Board	Does not need Board approval



Look for this graphic on slides designed to help programs further define procedure beyond policy. This will help peer reviewers know what specifics to look for, especially if the program's policy is essentially the standard.



# REVISION DATES ON POLICIES AND PROCEDURES

- ✓ Tracking policy and procedure changes is a requirement to be eligible for the expedited renewal policy effective July 1, 2018.
- ✓ Programs must track these changes on a POLICY AND/OR PROCEDURE level to be eligible.

Procedure Name:	<b>Memorandum of Understanding</b>
Applicable to:	Programs, Program Specialists
Effective Date:	March 2008
Date(s) of revision:	May 2011; March 2014; May 2014; December 2015
Other References:	MOU, SEQIP; Involuntary Withdrawal Form

<b>Policy Name</b>	<b>Effective Date</b>	<b>Revised Date 1:</b>	<b>Revised Date 2:</b>
Assessments and Frequency	January 1, 2011	March 4, 2013	November 6, 2016
Family Goal Planning	January 1, 2011	April 11, 2012	July 21, 2012
Frequency of Visits	January 1, 2011	April 3, 2016	

# STANDARD 7

A community-based approach increases the ability of the organization and community to support children and families and meet their needs.

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## GLOSSARY DEFINITIONS:

**Community** - A specific group of people living in the same locality, and who may share a common culture, values, and norms.

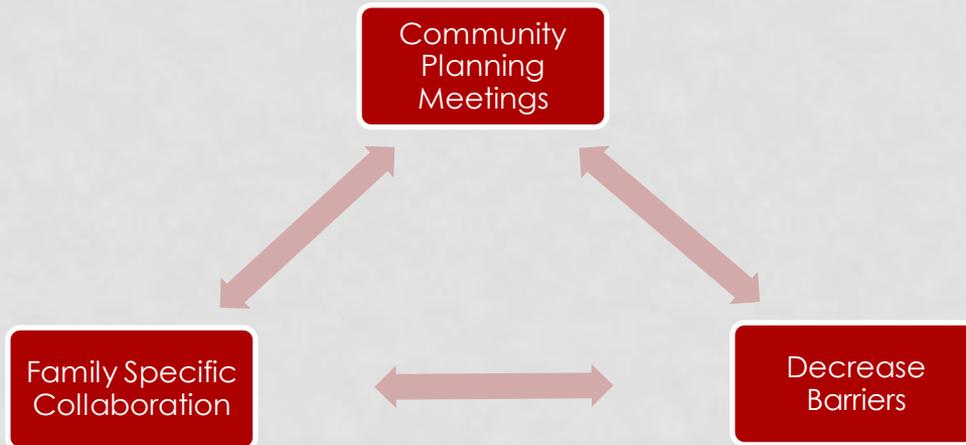
Communities can also be defined by race, religion, ethnicity, age, occupation, political status, interest in particular problems or outcomes, or other common bonds. The term "community" encompasses worksites, schools, tribes, residential neighborhoods, business districts, recreational areas, and health and human service sites.



# STANDARD 7.01

The organization works and partners with other community providers to coordinate service delivery and increase the likelihood that needed supports and services will be used.

*NA The organization provides only parent education groups or short term in-home family support services.*



## COLLABORATES WITH COMMUNITY PARTNERS TO:



- Coordinate Services
- Decrease barriers to supports and services



# UNDERSTANDING 7.01

## EXAMPLES:

The organization can work at several levels to advocate with, and on behalf of, persons, groups, and families served.

For example, direct service personnel can be given the time to carry out advocacy activities so they can support persons and families served to solve problems related to their individual cases.

Advisory board members, management, and other personnel, along with persons served, can engage in legislative and other system-wide advocacy activities. They may also work collaboratively with other community organizations to monitor federal, state, and/or local activity that impacts the service population.

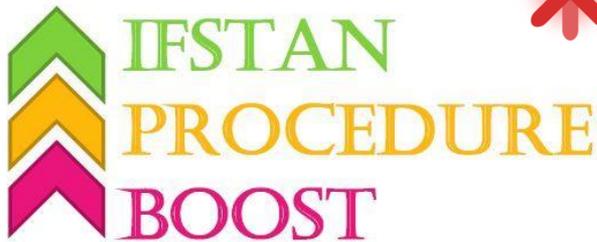


# UNDERSTANDING 7.01

What?	Descriptive Words	Procedure Definition	Where is it Documented? (How will peer reviewers know about this work?)
Works / partners with community partners	Which community partners? When? How? Where?	Describe those community partnerships (hint – not every partnership is the same).  Describe the meetings or groups that leadership or program staff participate in (hint – make sure this is specific to the PROGRAM as this is a program standard)?	Community Collaboration – agendas, meeting minutes, flyers, MOUs, etc. <ul style="list-style-type: none"> <li>• Be sure to include a sample over a length of time, not just one or two</li> <li>• Flyers from meetings planned in collaboration with community partners</li> </ul>
Coordinate service delivery	Which community partners? When? How? Where?	Describe the purpose of various community organizing meetings.  Describe process for family specific collaboration for coordinating service delivery.	Community Collaboration – agendas, meeting minutes, flyers, MOUs, etc. <ul style="list-style-type: none"> <li>• Be sure to include a sample over a length of time, not just one or two</li> </ul>



SAVE THOSE AGENDAS AND MEETING MINUTES

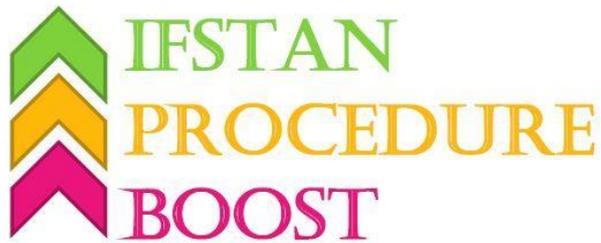


# UNDERSTANDING 7.01

What?	Descriptive Words	Procedure Definition	Where is it Documented (How will peer reviewers know about this work?)
Increase the likelihood that needed supports and services will be used (decrease barriers)	Which community partners? When? How? Where?	Describe work as in community collaboration meetings to decrease barriers.  Describe work individually with community partners to decrease barriers (not family specific). For example asking community partners to provide feedback on barriers to accessing barriers.	Community Collaboration – agendas, meeting minutes, flyers, MOUs, etc. <ul style="list-style-type: none"> <li>• Be sure to include a sample over a length of time, not just one or two</li> </ul>



SAVE THOSE AGENDAS AND MEETING MINUTES



# STANDARD 7.02

To promote the availability of a full range of community services, the organization:

- a) regularly assesses the resources and services available to families;  
and
- b) advocates for needed services when they are lacking or not easily accessible.

- ✓ Both bullets are REQUIRED elements
- ✓ Programs must define “regular” in 7.02 (a)



# UNDERSTANDING 7.02

What?	Descriptive Words	Procedure Definition	Where is it Documented? (How will peer reviewers know about this work?)
Regularly assesses resources and services	When? How? Who? What?	Describe regularly. How often are resources and services assessed?  How are resources and services assessed?  Who? Is it just the organization or is it a group of community partners?  What information is gathered as part of this process?  <b>(HINT – programs need to be actively involved in this work, not just using the work of others)</b>	Intra-agency or intra-program meeting minutes and agendas documenting the assessment of resources and services.  Community meeting agendas and meeting minutes (showing the program's ACTIVE involvement) documenting the assessment of resources and services.
Advocates for needed services when lacking or not easily accessible	When? How? Who? What?	Describe methods of advocacy inside the program. This would primarily be formal methods.  Describe methods of advocacy within the community with other community partners.	Intra-agency or intra-program meeting minutes and agendas documenting advocacy efforts. <ul style="list-style-type: none"> <li>• Documentation could include formal and informal efforts.</li> </ul> Community meeting agendas and meeting minutes (showing the program's ACTIVE involvement) documenting the assessment of resources and services.

# STANDARD 7.03

Program activities facilitate a connection to the community, and promote a coordinated response to community needs, by encouraging families to:

- a) connect with other community members, organizations, and institutions; and
- b) contribute time and skills to family support and community building efforts if and when it is appropriate to do so.

*Interpretation:* Some families may not be at a point in their lives where they can contribute to family support and community building efforts.

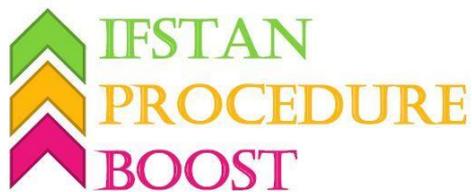


**THIS TAKES PLANNING  
AND PURPOSEFULNESS!!**



# UNDERSTANDING 7.03

What?	Descriptive Words	Procedure Definition	Where is it Documented? (How will peer reviewers know about this work?)
<p>Program activities facilitate a connection to the community by <b>encouraging families to:</b></p>			
<p>Connect with community members, organizations, &amp; institutions</p>	<p>When? How?  Who does the work?</p>	<p>Describe when these program activities take place to connect.  Describe the purposefulness behind the work done to encourage families to connect. How does the program make sure this is done?</p>	<p>Group connection agendas  Group connection flyers with community members &amp; organizations presenting  Individual family contact notes where individual connections were facilitated.</p>
<p>Contribute time and skills to family support and community building efforts</p>	<p>When? How? Who?</p>	<p>Describe how program activities encourage families to engage in community building efforts and family support. Who does this? How is this done?</p>	<p>Group connection agendas  Group connection flyers with community members &amp; organizations presenting  Flyers for individual opportunities to contribute time &amp; skills.  Individual family contact notes where individual connections were facilitated.</p>



# UNDERSTANDING 7.03

## EXAMPLES:

Earth Day “Park Cleanup” Event

Advisory board participation opportunities

Community stakeholder meetings

Opportunities to read to children at library

Opportunities to mentor new parents

Opportunities to donate used baby items such as swings, toys, etc...

Opportunities to participate in program or organization fundraising efforts

Opportunities to volunteer at senior care facilities

Some families may not be at a point in their lives where they can contribute to family support and community building efforts.



**QUESTIONS?**

**COMMENTS?**

**CONCERNS?**





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