
The Human Service Community in Monroe County -- Goals and Strategies

Having a high quality of life in Monroe County is directly dependent on the existence of a coordinated and comprehensive human service network. In the face of growing local demand and declining state and federal funding, it is imperative to use the information contained in SCAN and related studies to develop and implement a comprehensive, long-range human service plan that is consistent with a vision for our community.

Individuals representing all sectors of our community must continue to work together to develop effective means of communicating, building respect, exchanging quality information, optimizing available resources and capacities, and planning and cooperatively implementing programs and services that are consistent with community needs and goals.

Below are several draft goals, derived from the SCAN data, for further community discussion:

Goal 1: A Safe, Civil and Caring Community

Strategies...

1. Foster a community environment that promotes citizenship and civic responsibility, and recognizes and respects individuals and cultures.
2. Encourage citizen to model mutual respect and civility.
3. Build community by helping individuals and families reach their full potential.
4. Develop a human service nonprofit sector that has a long-range vision, adheres to the highest professional standards, is adequately supported by resources, has the capacity to deliver quality programs and services, and works collaboratively with one another and with other sectors (government, business, faith-based, etc) to understand and address community needs.

Goal 2: High Standards & Accountability for Nonprofit Organizations

Strategies...

1. Expect nonprofit organizations to be informed and conduct themselves according to the highest professional standards and accepted practices in their respective fields.
2. Expect nonprofit organizations to maintain accountability practices and to regularly communicate this information to stakeholders – including citizens and community decision makers/leadership.
3. Expect nonprofit organizations to utilize information systems to collect and analyze relevant and timely data.
4. Adequately compensate staff of nonprofit organizations commensurate with their education, experience and skills. Provide opportunities for participation in quality professional development, for recognition and for advancement.

Goal 3 – Networking and Continuous Improvement

Strategies...

1. Develop effective mechanisms for networking that take advantage of technology.
2. Create a shared vision for continuous improvement of the sector. Implement the systems to support the learning and professional development that will be needed to support high performance levels, develop mechanisms for coordinating efforts toward the common goals, and secure needed resources.
3. Provide opportunities to inform and educate the public and decision makers about key issues.
4. Assist organizations with ways to evaluate and demonstrate program effectiveness and accountability for the stewardship of public resources in their trust.
5. Contribute to the ongoing collection of data on community human services needs to help prioritize problems, provide direction to the community, and evaluate planning and implementation efforts.

Goal 4 – Support High Expectations for Human Service Delivery

Strategies...

1. Recognizes that prevention is critical to addressing community problems. This may require outreach to certain geographic areas and vulnerable populations. Prevention and early intervention are wise community investments and significantly reduce the social and economic costs to individuals, families and societies.
2. Human service delivery is proactive and includes strategies for public awareness, information and education. A communication infrastructure should be developed that a) supports human service planning and delivery, b) informs community leaders and c) encourages public discussion and input.
3. The needs of all citizens, including the economically-disadvantaged, youth, elderly, individuals with disabilities and members of diverse cultures will be considered when planning human services.
4. Services and programs will be delivered for maximum accessibility (location, service hours, and cultural access). Recognizing that individuals and families have multiple interrelated needs, programs will include comprehensive, client-friendly and coordinated service delivery.
5. Every person in our community should have nutritious food to eat, clothes to wear and a roof over their head. Young people should be taught to make good decisions, to be critical thinkers and to develop their academic, social and emotional abilities through schooling and other productive activities. Those who are able to work should be encouraged and supported in their efforts to become more educated and find and maintain employment. Primary health care should be accessible to everyone. Everyone has the right to feel safe in their home and community. Human resource programs and services can help every individual make the most of their life by removing barriers and presenting opportunities.

Goal 5 – Manage Resource Effectively

Strategies...

1. Recognize that financial and human resources to support programs and services are limited.
2. Investigate how existing services could be better utilized, redirected or expanded before creating new organizations with separate administrative overhead and facility expenses.
3. Pursue effective and efficient delivery of human services through cooperative and coordinated efforts among agencies, funders and the public and private sectors. Collaborative ventures should result in decreased competition for the same dollars, increased dialogue and improved service delivery and/or a reduction in overhead expenses.
4. Prioritize expenditures to a) ensure stable resources (financial and human) are available for the basic operating needs of organizations addressing life-threatening/critical basic human needs in the community, b) maintain capacity in each critical human service areas, and c) target community needs identified through systematic research and planning to maximize every investment of time, energy, effort and funding.
5. Develop coordinated mechanisms to access new resources for addressing community-wide issues.

**Copies of the Service Community Assessment of Needs [SCAN]
Report and Supplement are also available online at
www.bloomington.in.us/~scan.**

**For more information about SCAN, contact
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