# Building CAA Resilience by Applying the Human Services Value Curve (HSVC)

## with Jennifer Kerr and Tina Wright-Ervin, APHSA

## February 16, 2022

**2:00pm ET/1:00pm CT/12:00pm MT/11:00am PT**

Helping People. Changing Lives. community Action PARTNERSHIP AMERICA'S POVERTY FIGHTING NETWORK

# The Promise of Community Action

***Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.***



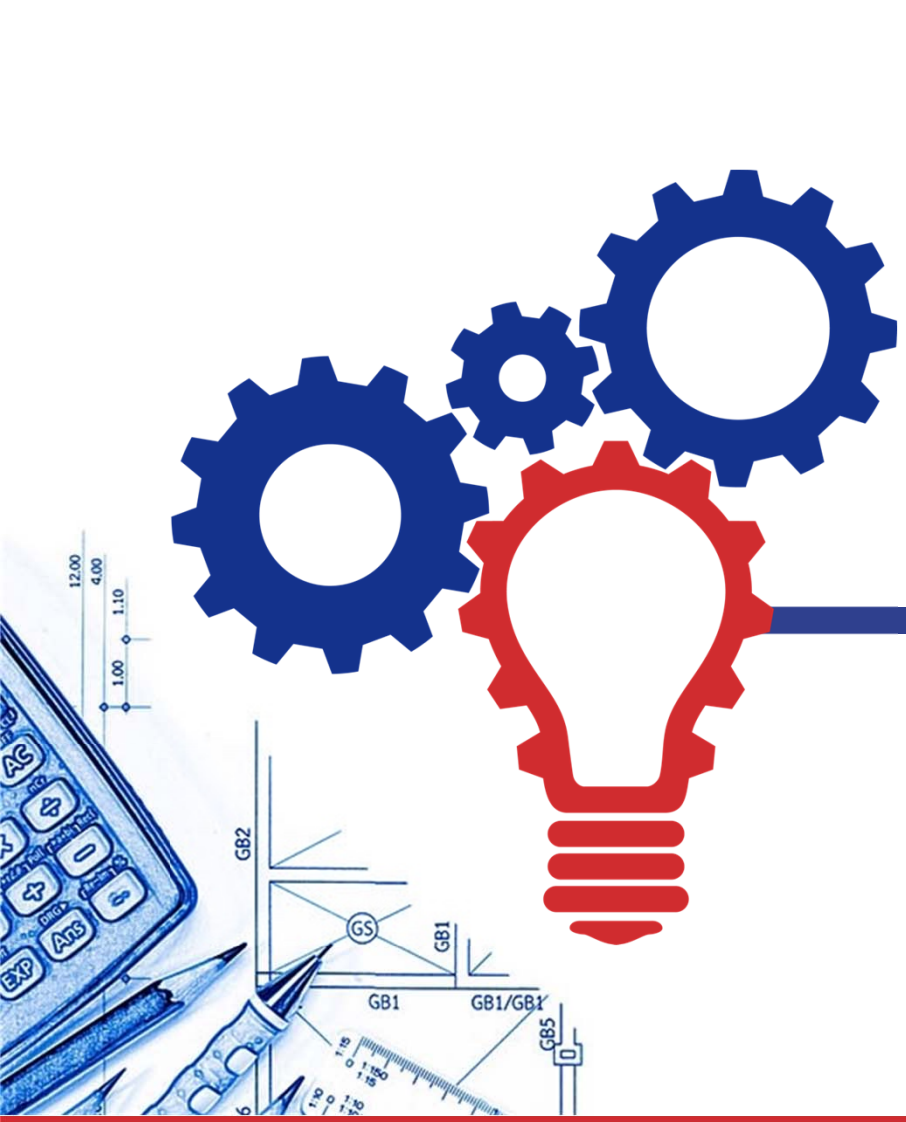
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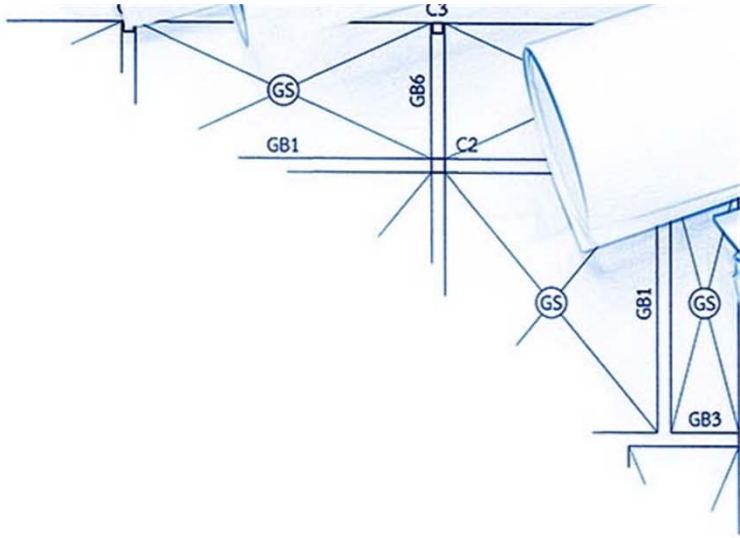
# The Human Services Value Curve Part II: Understanding and Application

February 16, 2022

APHSA
American Public Human Services Association

INFLUENCE
BUILD
CONNECT




# Welcome!

Our Agenda for Today:

- Recap and Review
- Case Practice
- Practical Application



# Knowledge Check

Use the Lucid Board (link is in the Chat) to input one or two words that you remember about each stage of the Human Services Value Curve.

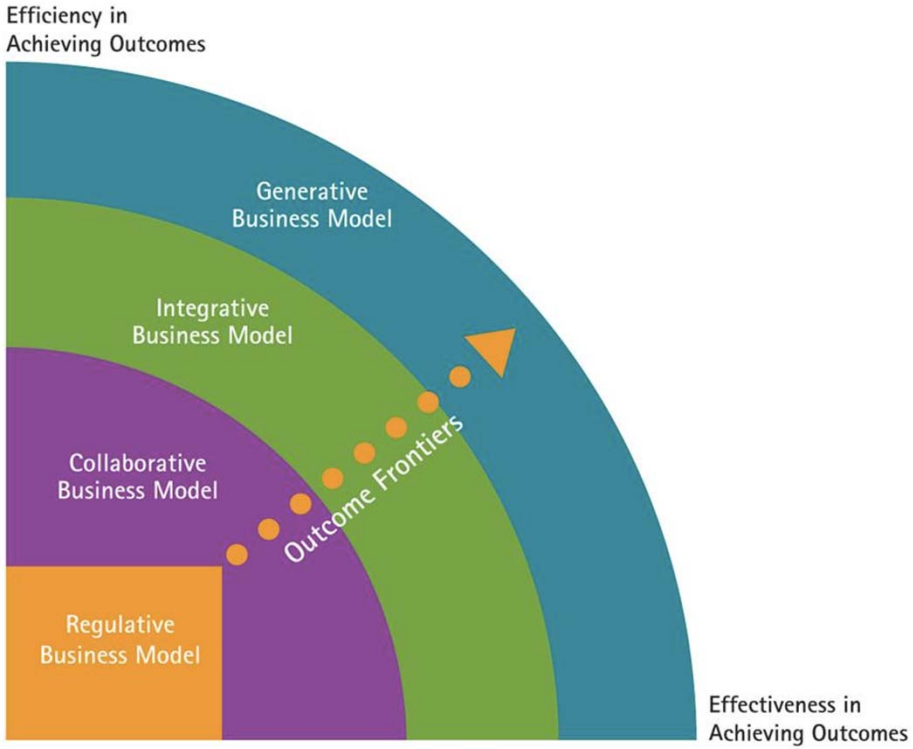


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# Finish this sentence:

Today's workshop will be successful if...

# Quick Review- Human Services Value Curve




**Generative – think "bigger than family"**

**Integrative: think getting at root causes**

**Collaborative: think 'single door' or 'no-wrong-door' approach**

**Regulative: think Program Compliance**



# Group Breakout

Practice

Review your group's case study. Using the lens of the Value Curve, discuss the following questions:

- Which level(s) are reflected?
- How do you know which level (give examples) is being reflected?
- What else should be considered?

# Case Study- 2-Gen Pilot

Several years ago, this state's Department of Social Services (DSS) accelerated the movement of the agency's goals beyond regulatory program compliance toward participant outcomes, while the State Community Action Partnership was adopting Organizational Standards for member Community Action Agencies. The two systems already had a strong working relationship and partnership, and discussions began early on about the potential of adopting a 2Gen/Whole Family approach. Community Action Agency leaders met at least quarterly with the state's Department of Social Services (DSS) Commissioner, who has had a long-standing interest in whole family approaches, and so leaders of both networks developed the concept of seeking to utilize TANF dollars to fund a long-term, 5-year project with a limited number of Community Action Agencies competing for 2Gen grants. With leadership from state ACAP, the initiative received buy-in from the General Assembly and the Governor, resulting in a $1.125 million competitive grant program to Community Action Agencies for 2Gen/whole family pilots. Pilot sites were expected to implement approaches that involve tight alignment across these systems, easing navigation and putting families at the center, among them the use of family coaches, adoption of a common data collection and outcome tracking system, and cross-site evaluation. Participation in the 2Gen pilot program accelerated Community Action Agencies' efforts to address the inefficiency of delivering services through multiple separate, unlinked databases. Establishing a uniform database across entire agencies broke down systemic silos and now facilitates intensive case management and comprehensive services at multiple points of entry, operationalizing a "no wrong door" policy and allowing the agency to develop new assessment tools and coaching models.



Personal Application

# Let's Share

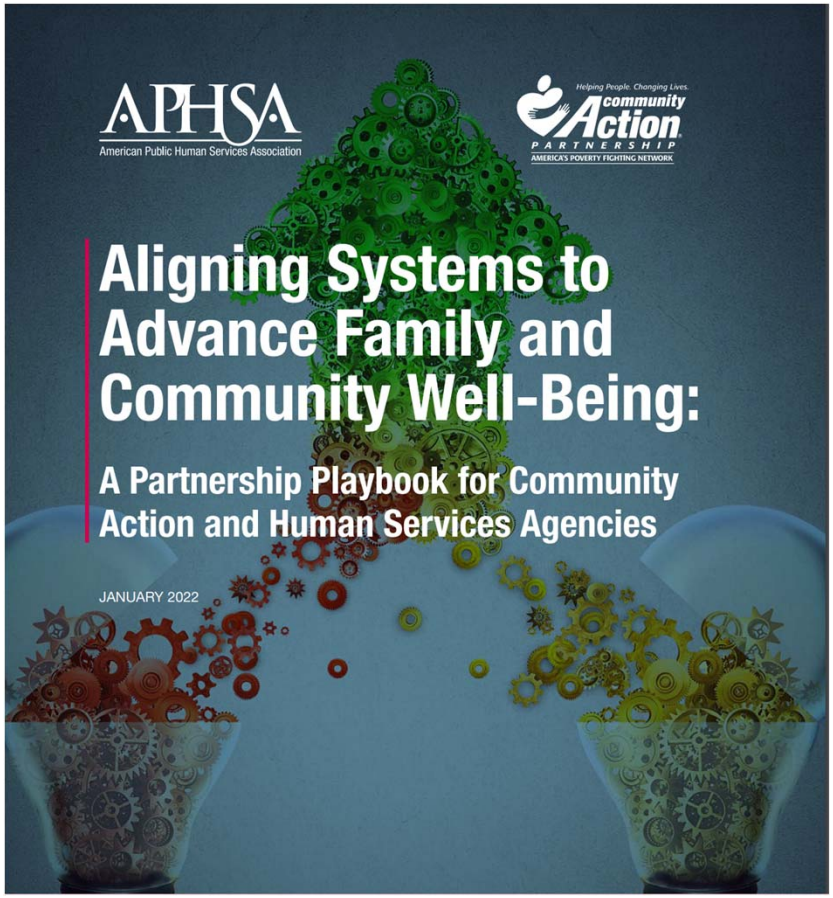
Apply the lens of the HSVC to your Leadership experience OR your organization (choose one).

Discuss with your Group how the Value Curve applies to your role as a Leader OR to your organization. Provide examples of each level through the lens of the Value Curve.

How is this perspective valuable to you?

*If time permits- Discuss one area of work you would like to advance one level.

# Playbook Overview



# Aligning Systems to Advance Community and Family Well-Being: A Partnership Playbook for Community Action and Human Services Agencies

**Presenters:**
**Matt Lyons, APHSA**
**Lana Shope, NCAP**
**Matt Fitzgerald, Virginia Department of Social Services**
**Jim Schuyler, Virginia Community Action Partnership**
**Kevin Otey, Hampton Roads Community Action Program**

**March 9, 2022**
**1:30pm ET/12:30pm CT/11:30am MT/10:30am PT**

**Registration:** https://communityactionpartnership.zoom.us/meeting/register/tZcqduiprD0rGtfK20jdqazeaQMvUyEX5LdJ

Come learn about how Community Action Agencies and public human services agencies have worked together during the COVID-19 pandemic response and what opportunities lie ahead to catalyze stronger connections to support the well-being of communities. Drawing on examples from the field, the National Community Action Partnership and American Public Human Services Association have co-created a Partnership Playbook that elevates promising areas of alignment between the two networks that can be deployed to maximize the impact of COVID-relief and other federal investments intended to support a strong and equitable recovery. The Playbook additionally explores where, despite their shared purpose and vision, more work is needed to transform the way human services and Community Action Agencies work together to help communities reach their potential.

# Finish this sentence:



*Today's workshop WAS successful because…*

## Jennifer Kerr, Director of Organizational Effectiveness

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## Tina Wright-Ervin, Organizational Effectiveness Consultant

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# For More Info

**For more information or questions contact us below:**

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