

Neighborhood Place:

Building partnerships with families piece by piece



*2007 Annual Report
(With a 2008 Calendar)*

Advance • Change • Develop Expand • Flourish • Frame Shape • Strengthen

All of these words are synonyms for the word *build*. Throughout the years, each has been a part of the vision and the implementation of a system of neighborhood-based services. There have been periods of rapid expansion and periods of **reframing**, **evaluating**, and **reshaping**. This annual report will serve as a thesaurus as one moves from month to month and learns the many phases of the evolution of Neighborhood Place.

BUILD

assemble • fashion • forge
put together

More than 15 years ago, before Neighborhood Place was created, families who lived in different parts of Louisville and who needed assistance had to travel to many locations to access services. They took the bus to one building to apply for food stamps, Medicaid, or other welfare benefits; to a different site for health services; to another for emergency financial needs; and to still another for employment counseling or school issues.

Then in 1990, the Kentucky Education and Reform Act (KERA) was passed, presenting a new design for public education. As they drew up the legislation, lawmakers realized that schools alone could not provide all the supports necessary to make sure children were academically successful. An innovative provision of KERA mandated that communities establish Family Resource and Youth Services Centers (FRYSCs) in or near schools to address social issues that impede academic performance.

Local community leaders also knew that FRYSCs could not do the job alone. Health, education, mental health, and human service agency heads—who had long talked of a more unified system—**put together** the first Neighborhood Place, which was envisioned as a system of service centers covering the entire county.

A staff from several agencies **assembled** in the wing of a school building and **forged** a relationship with one another to better serve families living in the surrounding area. These change agents **fashioned** a service delivery model that has served this metro area as well as cities all over the country.





CHANGE adjust • adapt • merge • modify • reorganize

Since the inception of Neighborhood Place, the collaboration of multiple public-service bureaucracies has been a challenge. Many community agencies have indicated a willingness to be a part of the network of service providers. Initially, seven agencies allocated full-time staff to work at the pilot center, and the Metro United Way provided additional funding.



The Kentucky Cabinet for Health and Family Services

- Family Support
- Protection and Permanency
- Community Coordinated Child Care (4-C)*



Louisville Metro Government

- Housing & Family Services (includes Community Action Partnership)
- Louisville Metro Housing Authority
- Public Health and Wellness
- Office of Youth Development (OYD)

Through the years, **adjustments** have been made. Agencies and departments **merged**, changed names, **reorganized**, changed direction, or moved on. Staff has **adapted** and/or changed, administrators have retired, and department leadership has moved. However, the current partners and the divisions within those organizations provide the foundation for the work to help families survive and thrive. These partners include the following:



Jefferson County Public Schools

- Community Development and Governmental Relations
- Student Relations
- English as a Second Language (ESL)



Seven Counties Services, Inc.

- Prevention Division
- Jefferson Alcohol and Drug Abuse Center (JADAC)

*under contract



JANUARY

CHANGE
adjust • adapt • merge
modify • reorganize

2008

Monday	Tuesday	Wednesday	Thursday	Friday
	1 New Year's Day	2	3	4
7	8	9	10	11
14	15	16	17	18
21 Martin Luther King Jr. Day	22	23	24	25
28	29	30	31	



EXPAND acquire • develop • formulate • put together

For more than a decade, the agencies representing health, education, and human services have brought a wealth of resources and creativity to the table on behalf of families. Each day, the staff located at the sites use their **acquired** skills to collectively work with families to set goals and **formulate** plans to achieve those goals. But the partnerships do not

end with those who work directly with the families. Agencies and the departments and general services within the agencies **put together** more efficient ways to serve families by writing grants and **developing** projects through Neighborhood Place. The web of collaboration reaches far beyond the original design.

Kentucky Cabinet of Health and Family Services

- Family Support
- Protection and Permanency
 - Family Team Meeting Training
 - Start Plus
 - Family to Family
 - Community Partnerships for Protecting Children (CPPC)



Louisville Metro Government

- Housing and Family Services
 - Low Income Emergency Heating Assistance
 - Emergency Financial Assistance
 - Homeless Families Response Team
- Public Health and Wellness
 - Healthy Start
 - Health Access Nurturing Development Services
 - WIC (Women, Infants, and Children) nutrition program
 - Immunizations



Seven Counties Services, Inc.

- JADAC
- Prevention Division
 - Healthy Journey for Two
 - Family Counseling
 - BRIDGES grant



Jefferson County Public Schools

- Community Development and Governmental Relations
 - Program Specialists
 - FRYSCs
- Pupil Personnel
 - Assistant Directors of Pupil Personnel
 - School Social Workers
- Health Services
- ESL Intake
- Clothing Assistance Program (CAP)
- Parent Assistance Center
- Childcare Enrichment Program (CEP)



FEBRUARY

EXPAND
acquire • develop
formulate • put together

2008

Monday

Tuesday

Wednesday

Thursday

Friday

				1
4	5	6 Ash Wednesday	7	8
11	12	13	14 Valentine's Day	15
18 Presidents' Day	19	20	21	22
25	26	27	28	29

FRAME

fit together • produce • construct

Flexibility and adapting to change have been an integral part of developing the concept of Neighborhood Place. It was equally important to **construct** a system that had integrity and would be held accountable for its work.

The "founding fathers and mothers" **produced** a document that serves as a framework for each agency and that **fits together** with the individual missions of the participating organizations. The mission is straightforward, and the goals are measurable. The services provided at Neighborhood Place **produce** results that move families toward self-sufficiency.

MISSION: Neighborhood Place works with communities in the Louisville Metro area to provide blended and accessible health, education, employment, and human services that support children and families in their progress toward self-sufficiency.

- GOALS:**
- To improve economic self-sufficiency among families who receive Neighborhood Place services
 - To improve the health status of mothers and babies who receive Neighborhood Place services
 - To reduce violence within families who receive Neighborhood Place services
 - To improve the level of student participation in school among children who receive Neighborhood Place services
 - To provide citizens with timely access to an array of health, education, employment, and human services
 - To provide services that are coordinated
 - To work in concert with communities

MARCH

FRAME
fit together • produce • construct

2008

<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
3	4	5	6	7
10	11	12	13	14
17 St. Patrick's Day	18	19	20 First Day of Spring	21
24	25	26	27	28
31				

REORGANIZE

accommodate • adapt • adjust
alter • modify • transform

The words taken from the thesaurus best represent the many strategies that staff members have to use each day when working with their clients. Dealing with family issues requires individualized attention. Staff must **accommodate, adapt, adjust, alter, modify,** and **transform** strategies in working with a client because what may work for one family does not necessarily work for another. In fact, it usually doesn't.

Since the first Neighborhood Place doors opened in 1993, staff has set a standard for treating families with respect and has provided the coordinated public services to help them. They provide a safe, neutral ground for families to take ownership of their goals to bring about stability, safety, and self-sufficiency in their home.

Today, more than 500 staff from public partner agencies work together at eight Neighborhood Place sites and three satellite sites, which are located in areas where families who need the services live. The collective Neighborhood Place staff has put an end to the traditional, fragmented system of service delivery in Louisville.

Because staff members share common, interrelated Neighborhood Place goals, these caring professionals make a difference for the families they serve.



APRIL

REORGANIZE
accommodate • adapt • adjust • alter
modify • transform

2008

Monday

Tuesday

Wednesday

Thursday

Friday

	1 April Fool's Day	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22 Earth Day	23 Administrative Professional's Day	24	25 Arbor Day
28	29	30		

ELABORATE

amplify • clarify • discuss
explain • improve • specify

Throughout the years, Neighborhood Place has consistently collected data that speak to the goals of this collaborative effort. Not only are the goals outlined in the data, but the measures and the source of the data are also identified to ensure meaningful annual comparisons of progress.

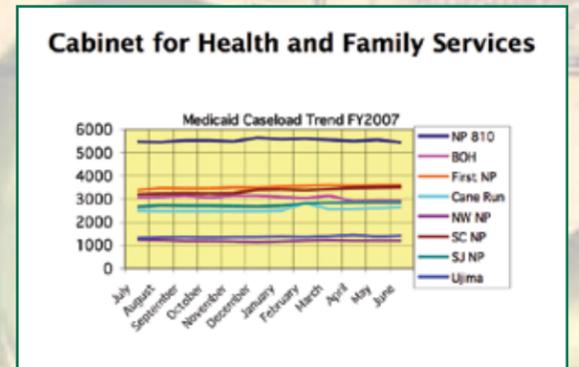
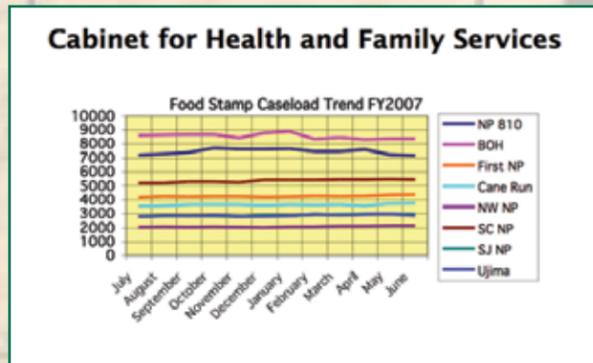
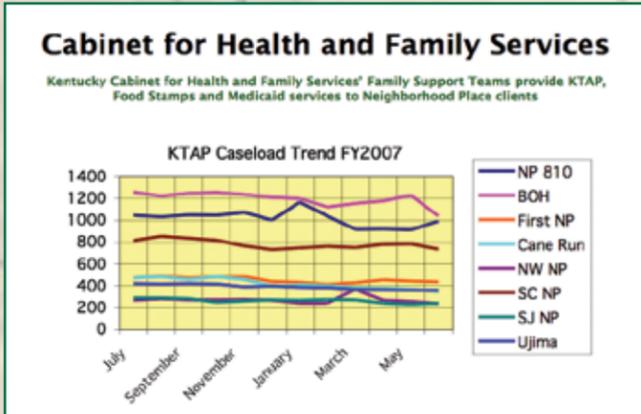
The following data provide a look at the conditions of families residing in the community by Neighborhood Place area. The data **amplify** many of the issues facing the citizens in the metro area. As the issues are **discussed** and **clarified**, the community and Neighborhood Place can **specify** ways to **improve** the outcomes as they exist today.

Measuring Progress Toward the Goals of Neighborhood Place

Goal

To improve economic self-sufficiency among families who receive Neighborhood Place Services

The Kentucky Cabinet for Health and Family Services family support teams provide the Kentucky Transitional Assistance Program (K-TAP), food stamps, and Medicaid services to Neighborhood Place clients. The three charts below reflect that the caseloads for these three services remain fairly constant from month to month. These data are used to determine the appropriateness of staff allocation to each site; however, the clients served each month are not necessarily the same families. People move off the rolls when they find employment, and new cases are added.



MAY

ELABORATE
amplify • clarify • discuss
explain • improve • specify

2008

Monday

Tuesday

Wednesday

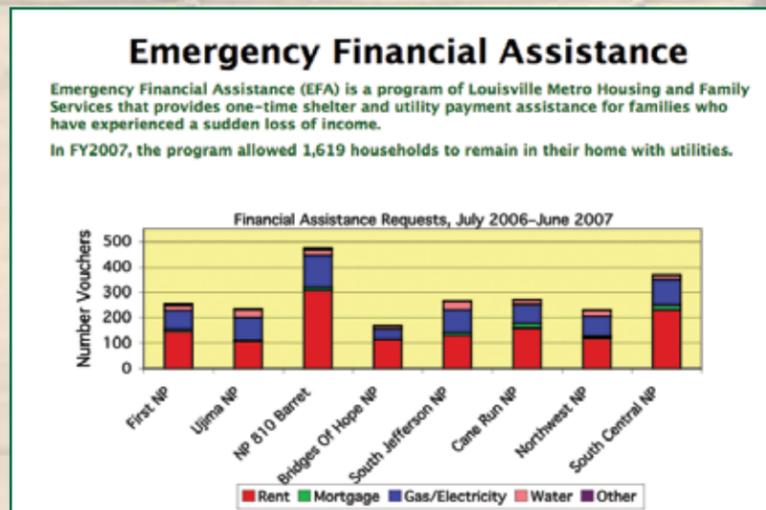
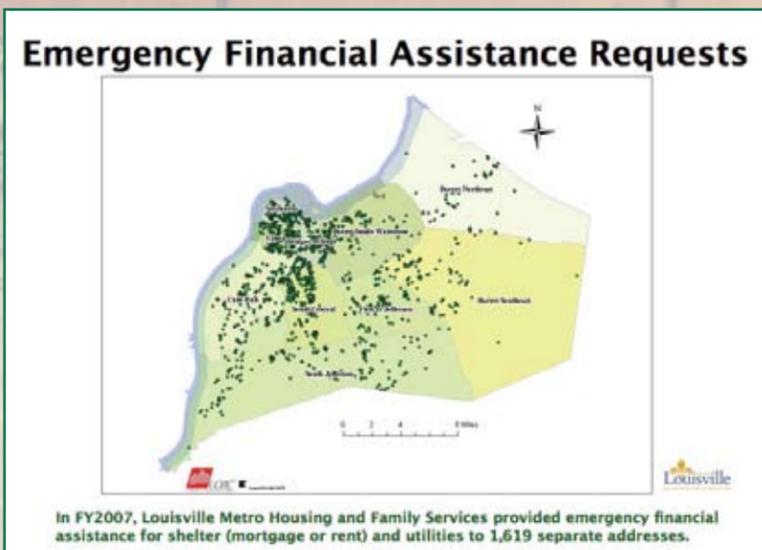
Thursday

Friday

			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30
Memorial Day				

As families struggle with medical care and putting food on the table, other expenses mount. People get sick and miss work, some get laid off, some have unexpected expenses crop up, and the money for rent and utilities is diverted to something else. The map below shows the locations of the 1,619 families who received one-time financial assistance in fiscal year 2007.

A relationship that is still developing with Neighborhood Place is assisting in the area of economic security for families. There is a continual need for employment counselors to assist clients with developing employment options as well as to help with housing and reliable transportation in order to maintain the client's employment.



JUNE

ELABORATE
 amplify • clarify • discuss
 explain • improve • specify

2008

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20 First Day of Summer
23	24	25	26	27
30				

DEVELOP

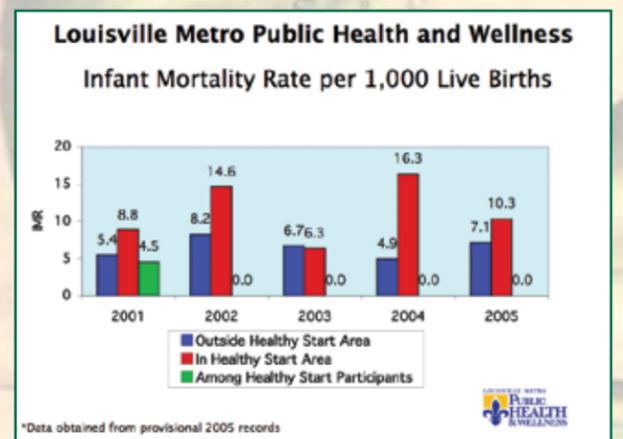
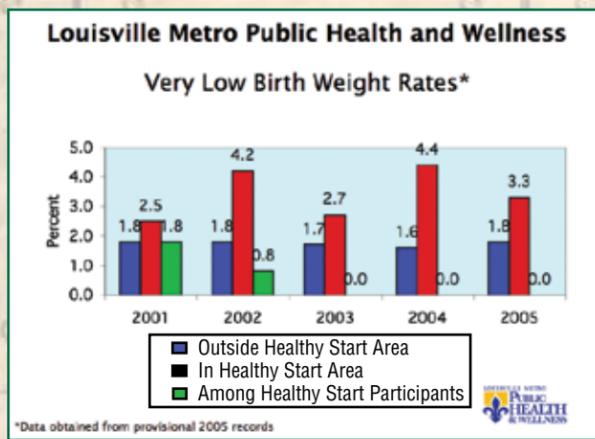
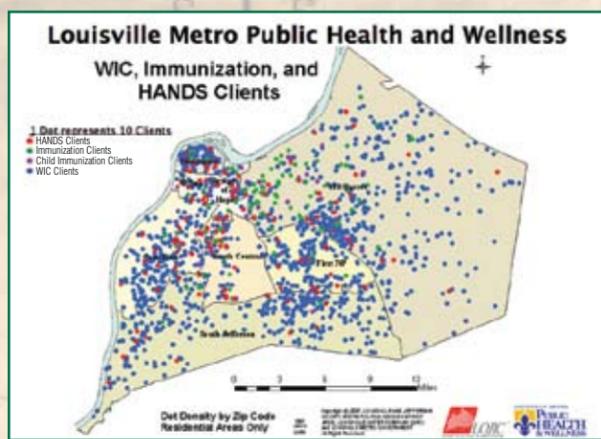
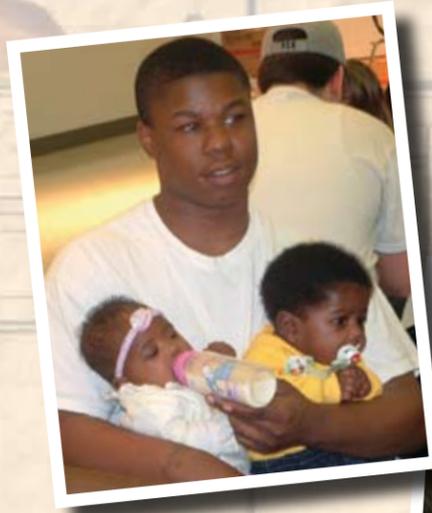
prosper • promote • thrive

Measuring Progress Toward the Goals of Neighborhood Place

Goal

To improve the health status of mothers and babies who receive Neighborhood Place services

The Louisville Metro Department of Public Health and Wellness collects data on families with young children. The effects of the services provided to these families are measured annually to ensure that health and safety are **promoted**. The goal is for mothers to **develop** child-rearing strategies so their infants **thrive**. The maps and charts below reflect the effects of provided services on the birth weights and mortality of infants. On both charts, you will note that those families who have received services from Neighborhood Place have had no incidences of infants with a very low birth weight or infant mortality. The challenge is to identify more families who qualify for the services and get them help as soon as possible.



JULY

DEVELOP
prosper • promote • thrive

2008

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4 Independence Day
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30	31	



INCREASE

expand • explain • flesh out • work out

Measuring Progress Toward the Goals of Neighborhood Place

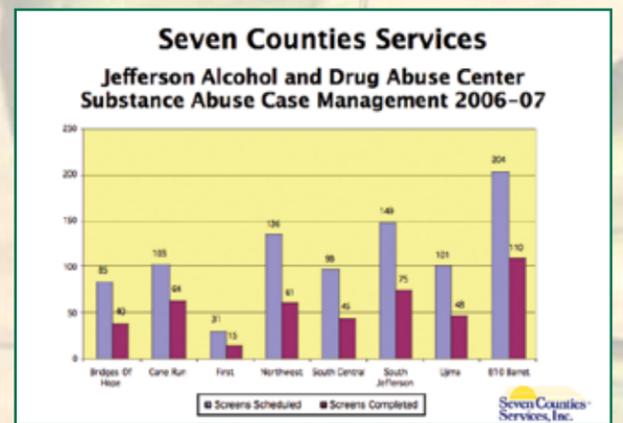
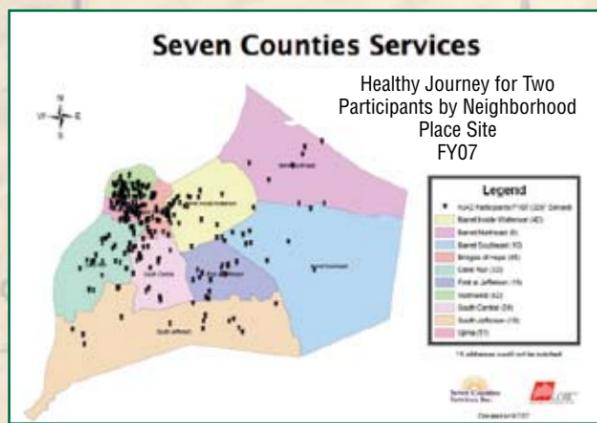
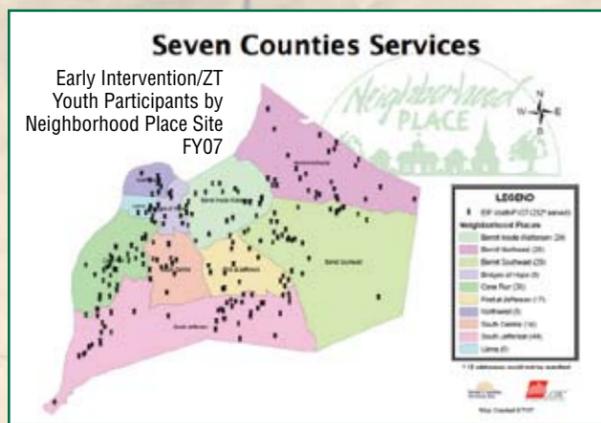
Goal

To reduce violence within families who receive Neighborhood Place Services)

One issue that crosses geographic, socioeconomic, and age groups is the use and abuse of drugs. This has a devastating effect on families and can affect a child's work in school. The preventative services for at-risk behaviors as shown below have **expanded** to include families in most areas of this community. One specific program, the Healthy Journey for Two, targets pregnant women and **explains** to the participants the dangers of risky behavior and provides periodic screening for drug use.

The metropolitan area is fortunate to have the Crisis Hot Line, which can be used 24 hours a day. The hot line is staffed by individuals who are equipped to make decisions about the severity of the issues and

whether to notify the appropriate agencies for assistance. Many families in trouble take advantage of the Crisis Hot Line. Though some calls require immediate intervention, some calls are referred to Neighborhood Place for follow-up when there appears to be no imminent danger to the caller or to the person he or she is calling about. Neighborhood Place staff members contact the parties involved and try to **flesh out** the real issues that are causing hardship and to **work out** solutions that will improve the situation.



AUGUST

INCREASE

expand • explain • flesh out • work out

2008

Monday

Tuesday

Wednesday

Thursday

Friday

				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29



IMPROVE establish • develop

Measuring Progress Toward the Goals of Neighborhood Place

Goal

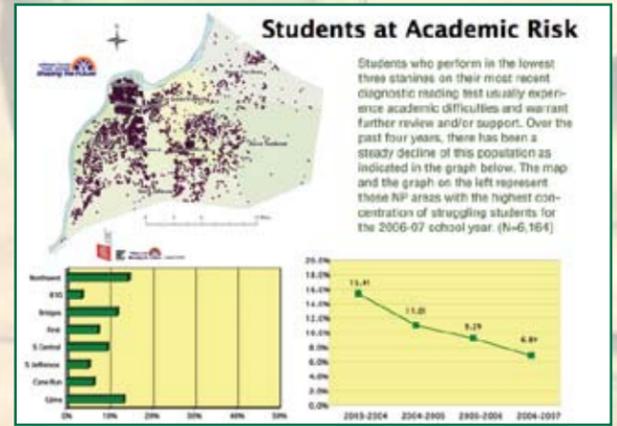
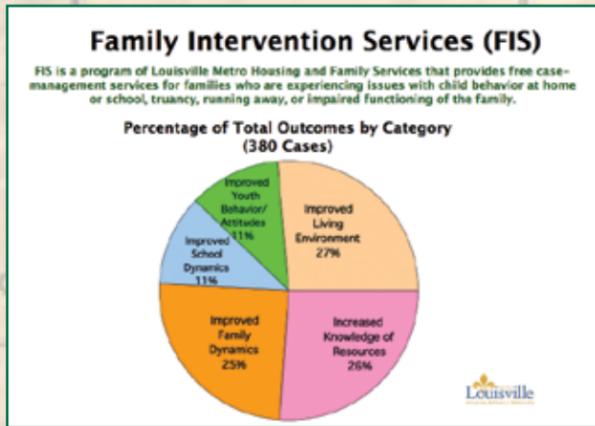
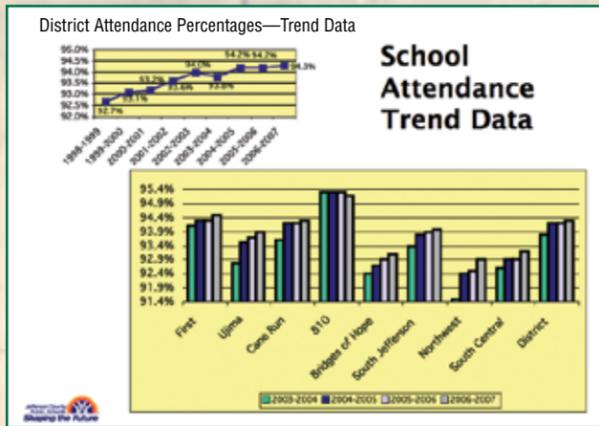
To **improve** the level of student participation in school among children who receive Neighborhood Place services

As families face crisis and instability, children sense the tension in the home and respond in many different ways. School behavior, attendance, and classroom participation can suffer and can be symptoms of what is happening in the home. Supporting the student and the family is critical to managing a fractured household. FRYSC staff are located in the schools to provide immediate assistance, including referrals to Neighborhood Place staff for a diagnosis of the issues and for intervention.

Neighborhood Place, through Family Intervention Services, provides case management to **establish** appropriate functions in the family. The needs of the entire family are taken into consideration, and action

plans are **developed** with the family and then monitored over time. Neighborhood

Place data reflect the trend of student attendance. No one person or agency can provide all of the support that some families need, nor can any take the credit alone for the trends as they are. The data shown represent some of the interactions that families have available to them through Neighborhood Place.



SEPTEMBER

IMPROVE
establish • develop

2008

Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
Labor Day				
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
First Day of Autumn				
29	30			

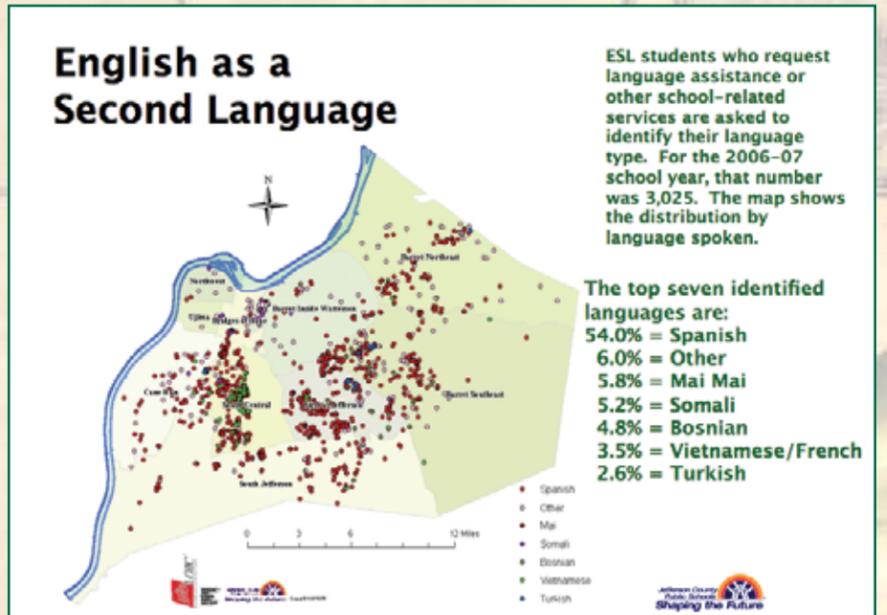
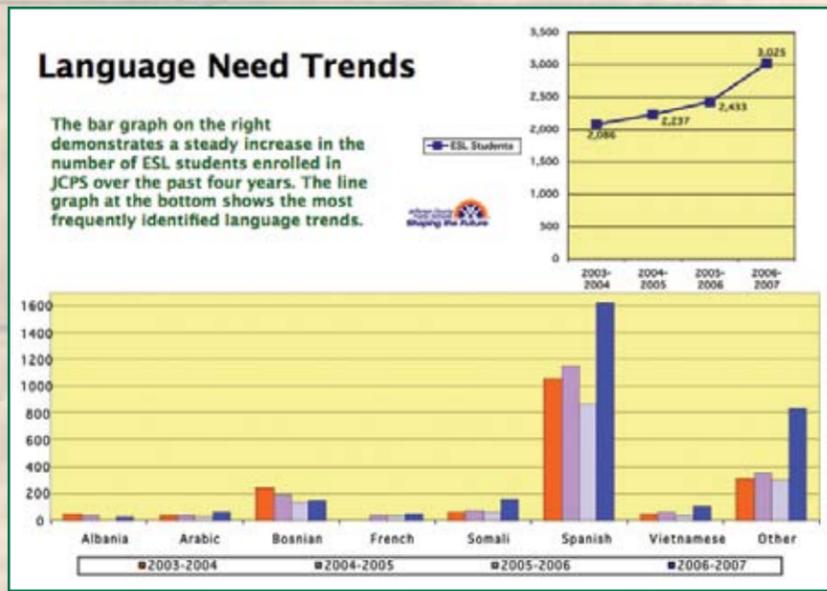


EXTEND

adjust • translate • shape • make innovations

Over the past years, the metropolitan area has seen an influx of non-English-speaking residents. Though many of these new residents started their life in Louisville in one area of town, they have quickly assimilated into the community and have moved to find housing that is more convenient to their places of work and worship.

As residents move around and **adjust** to their new life, many find themselves in need of help. Initially, one of the largest barriers is language. The multiagency staff at Neighborhood Place sites need a way of communicating quickly to adequately help clients as well as to get the information needed to **shape** a service.



OCTOBER

EXTEND
adjust • translate
shape • make innovations

2008

Monday

Tuesday

Wednesday

Thursday

Friday

		1	2	3
6	7	8	9	10
13	14	15	16	17
Columbus Day Observed				
20	21	22	23	24
				United Nations Day
27	28	29	30	31
				Halloween

Neighborhood Place now has agency forms **translated** in four different languages so that a client can fill out the forms independently. Each staff person also has a set of translation cards—an **innovation** created from necessity. These cards are used to assist with the dialogue between clients and the staff (see below).

VIETNAMESE



Welcome to Neighborhood Place.
 Neighborhood Place hân hoan chào mừng Quý Vị

This card will help us speak better together
 Mẫu giấy này sẽ giúp chúng ta nói chuyện dễ dàng hơn

Giờ làm việc
 Thứ Hai - Thứ Sáu
 8:00 giờ sáng - 4 giờ 30 chiều
 Quý vị cần làm cuộc hẹn
 Tôi giúp gì cho quý vị?
 Vui lòng ngồi và đợi người
 giúp quý vị
 Vui lòng điền mẫu giấy này
 trong khi chờ đợi

Hours of Operation
 Monday — Friday
 8:00 AM — 4:30 PM
 You need an appointment
 May I help you?
 Please sit down and wait for a
 worker
 Please fill out this form while
 you wait

Where is Restroom?
 May I use a telephone?
 Pencil?
 Pen?
 I need an appointment
 I have a worker here
 What is your worker's name?

Tại sao quý vị đến đây?
 Trẻ cấp trẻ em
 Y phục
 Thức ăn khẩn cấp
 Lớp học Anh Ngữ
 Trợ giúp tài chính
 Điện/Gas
 Thuê/Mượn tiền
 Điện thoại
 Nước
 Phiếu ăn
 Trẻ em cần đi học
 Nhà
 Tôi có thai
 Giấy khám bệnh/Passport
 WIC/Chăm sóc sức khỏe
 Quý vị đang làm việc?
 Quý vị làm tại đâu?
 Quý vị có từng đi làm?
 Đã làm việc tại đâu?
 Bao lâu?
 Quý vị nhận trợ cấp trẻ em?
 Quý vị nhận trợ cấp tàn tật?

Why are you here?
 Childcare Assistance
 Clothing
 Emergency food
 English classes
 Financial Assistance
 LG&E
 Rent/Mortgage
 Telephone
 Water
 Food Stamps
 Get children in school
 Housing
 I'm Pregnant
 Medical Card/Passport
 WIC/Health Care
 Are you working?
 Where are you working?
 Have you ever worked?
 Where did you work?
 How long?
 Do you receive child support?
 Are you receiving disability?

RUSSIAN



Welcome to Neighborhood Place.
 Добро Пожаловать на Нэйборхуд Плейс

This card will help us speak better together
 Эта карточка поможет нам понимать друг друга лучше

Рабочее Время
 Понедельник-Пятница
 8:00 AM - 4:30 PM
 Вы нуждаетесь в назначении.

Hours of Operation
 Monday — Friday
 8:00 AM — 4:30 PM
 You need an appointment

Вам Помочь?
 Пожалуйста, сядьте и ждите
 рабочего
 Пожалуйста, заполните эту
 форму, как Вы ждете

May I help you?
 Please sit down and wait for a
 worker
 Please fill out this form while
 you wait

Где У нас Туалет?
 Можно использовать телефон?
 карандаш?
 ручку?
 Я нуждаюсь во встрече
 У меня есть общественный
 рабочий здесь.
 Как зовут вашего
 общественного рабочего?

Where is Restroom?
 May I use a telephone?
 Pencil?
 Pen?
 I need an appointment
 I have a worker here
 What is your worker's name?

Почему Вы здесь?
 Помощь службы заботы о
 детях
 Одежда
 Помочь с продуктами питания
 Занятия английского Языка
 Финансовая помощь
 Компания Газа и
 Электричества LGE
 Арендная плата / платежи
 дома
 Телефон
 Вода
 Продовольственные талоны
 вписывать детей в школе
 Жилище
 Я Беременная
 Медицинская Карта/Паспорт
 WIC / Здравоохранение

Why are you here?
 Childcare Assistance
 Clothing
 Emergency food
 English classes
 Financial Assistance
 LG&E
 Rent/Mortgage
 Telephone
 Water
 Food Stamps
 Get children in school
 Housing
 I'm Pregnant
 Medical Card/Passport
 WIC/Health Care
 Are you working?
 Where are you working?
 Have you ever worked?
 Where did you work?
 How long?
 Do you receive child support?
 Are you receiving disability?

ARABIC



Welcome to Neighborhood Place.
 مرحبا بكم

This card will help us speak better together
 هذه البطاقة ستسهل التوصل بينا

التوقيت
 من الإثنين إلى الجمعة
 من الساعة 8 إلى 4:30
 لك تحتاج لموعد
 هل يمكنك مساعدتك?
 هل يمكنك اجلس وانتظر المساعدة
 املئ: الإستمارة من فضلك

Hours of Operation
 Monday — Friday
 8:00 AM — 4:30 PM
 You need an appointment
 May I help you?
 Please sit down and wait for a
 worker
 Please fill out this form while
 you wait

أين توجد المرحاض?
 هل يمكنني استعمال الهاتف?
 قلم رصاص?
 قلم حبر?
 احتاج لموعد
 أأ اعرف شخصاً يشتغل هنا
 ما اسم الشخص العامل هنا?

Where is Restroom?
 May I use a telephone?
 Pencil?
 Pen?
 I need an appointment
 I have a worker here
 What is your worker's name?

لماذا أنت هنا?
 طلب مساعدة للأطفال
 الملابس
 الأغذية / الطعام
 دورس في الإنجليزية
 مساعدة مالية
 فقرة الغاز والكهرباء
 الكراء / أقساط عقارية
 الهاتف
 الماء
 البطاقات الغذائية
 تسجيل الأطفال بالمدرسة
 السكن
 أنا امرأة حامل
 البطاقة الصحية بالسوروت
 الرعاية الصحية
 هل أنت تشتغل حالياً?
 أين تشتغل?
 هل سبق لك أن اشتغلت?
 أين اشتغلت
 لمدة?
 هل تسلم نقدة الأطفال?
 هل تسلم مساعدة الإعاقة?

Why are you here?
 Childcare Assistance
 Clothing
 Emergency food
 English classes
 Financial Assistance
 LG&E
 Rent/Mortgage
 Telephone
 Water
 Food Stamps
 Get children in school
 Housing
 I'm Pregnant
 Medical Card/Passport
 WIC/Health Care
 Are you working?
 Where are you working?
 Have you ever worked?
 Where did you work?
 How long?
 Do you receive child support?
 Are you receiving disability?

NOVEMBER

EXTEND
 adjust • translate
 shape • make innovations

2008

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11 Veterans' Day	12	13	14
17	18	19	20	21
24	25	26	27 Thanksgiving Day	28

GROW

enhance • establish • expand
improve • strengthen

As the new sites have been **established** and the network of service has **expanded**, the involvement of the Community Councils has **enhanced** the presence of Neighborhood Place in each community. The Community Council is composed of people who either live or work in the area, and it helps set the focus of the Neighborhood Place activities. Part of the role of the Community Council members is to build bridges and to **strengthen** the networks between Neighborhood Place and community agencies in the surrounding areas.



DECEMBER

GROW
enhance • establish
expand • improve • strengthen

2008

<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25 Christmas Day	26
29	30	31		

Seven Counties Services, Inc.

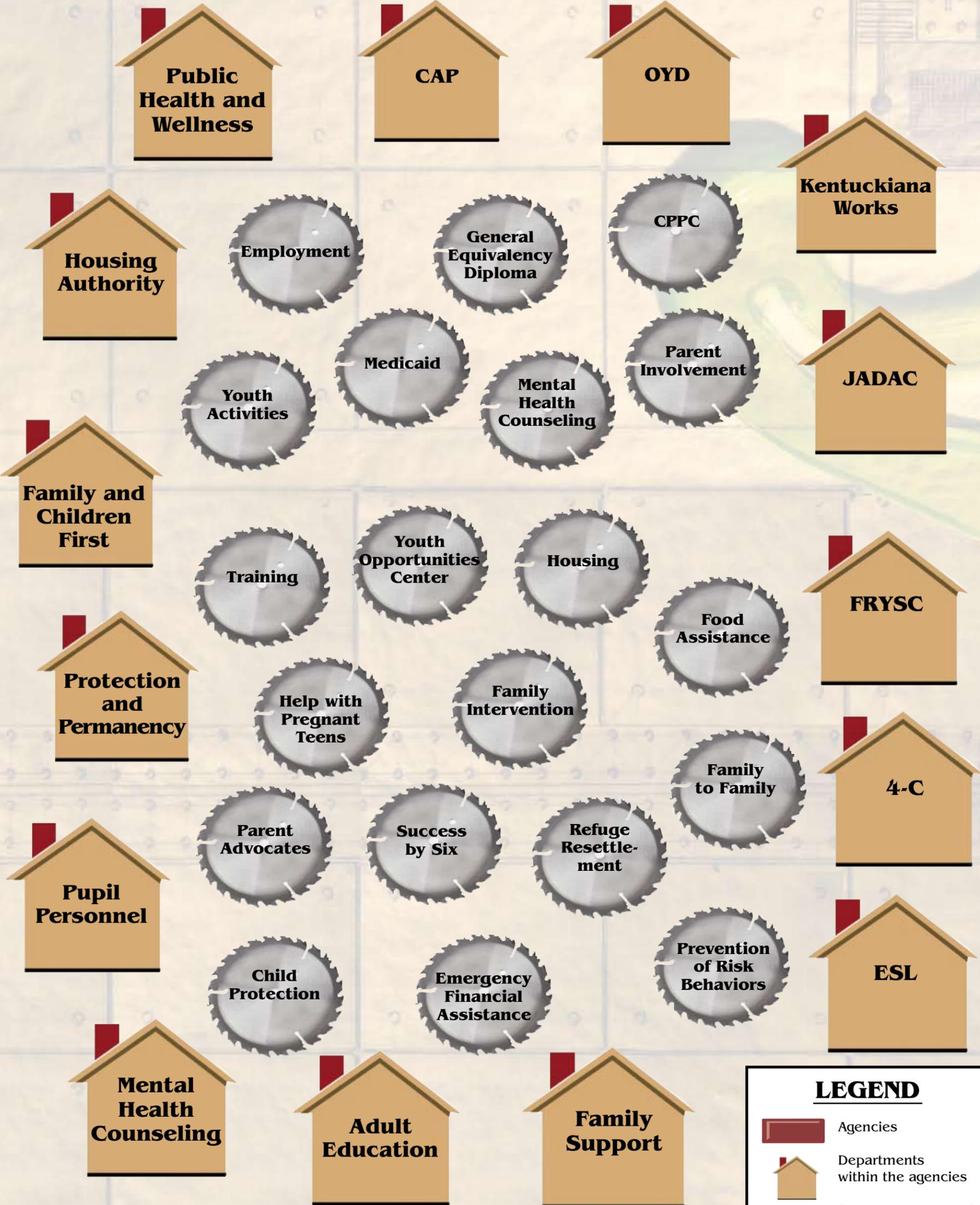
Jefferson County Public Schools

Louisville Metro Government

KY Cabinet for Health and Family Services

University of Louisville

Metro United Way



LEGEND

- Agencies
- Departments within the agencies
- Some programs and services that have been implemented