

# Community Services Integration

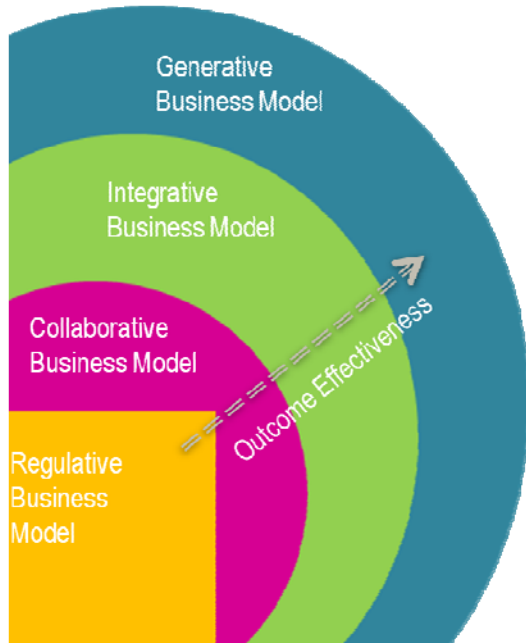
All Doors Lead to Hope!



## VISION

" Accessible and integrated environment of support and services".

## Human Services Value Curve



## MISSION

"Create a culture of shared ownership for the safety, well-being and stability of children, families and adults".

## SYSTEM TRENDS

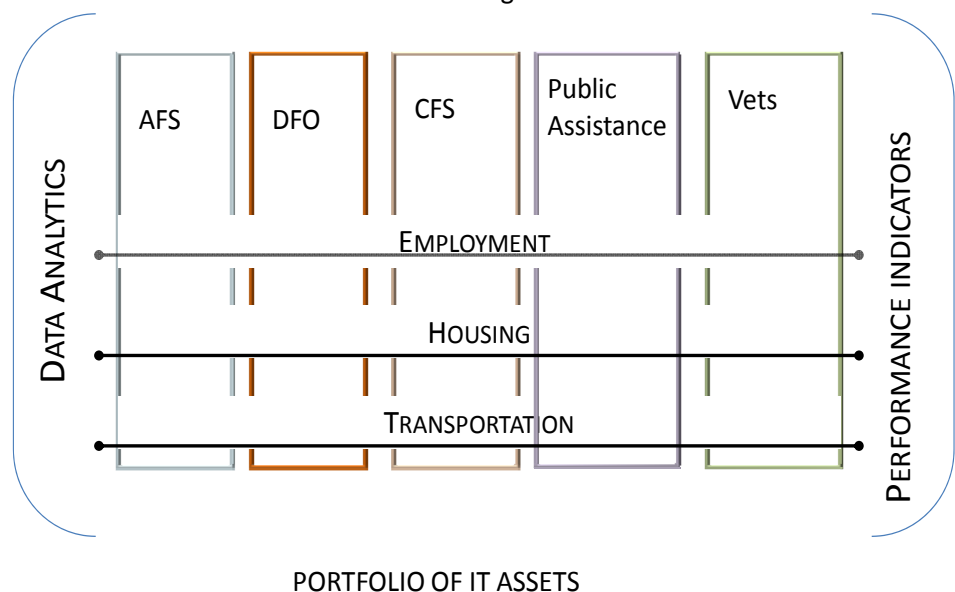
1. Non-traditional partnerships
2. Investing in social outcomes
3. Predictive analytics
4. Industry leading practices – "looking to the outside"
5. Human Services Integration – wrapping around the whole person

Dr. Jerry Mechling, PhD <http://www.innovations.harvard.edu/>

## OLMSTED COUNTY INTEGRATING OUR WORK ACROSS COMMUNITY SERVICES

"No Wrong Door"

INTEGRATION &  
NAVIGATION ACTION  
TEAM:  
Paul Fleissner  
Jennifer Bagne-Walsh  
Neill Doyle  
John Edmonds  
Brianna Harmening  
Scott Maloney  
Shayne Olson  
Amy Shillabeer  
Monty Vikdal



## Values

- Person-Centered
- Transparent
- Innovative
- Comprehensive
- Inclusive
- Continuous Improvement

## STRATEGIC PRIORITIES

### STAKEHOLDER INPUT

- Survey community and our clients
- Use social media to inform and engage
- Create a community vision
- Our outcomes match community outcomes
- Engage stakeholders in the integration discussion (NFPs, churches, schools, business, pharmacies, youth, retired, etc.)

### RESEARCH

- What are other agencies doing that works?
- Collect data on outcomes (we do) – be transparent.
- Redefining our ownership – look at the issue vs. the program – focus on commonality, crossover, and disproportionality.

### PILOT NAVIGATION PROJECT



IN DEVELOPMENT:

Olmsted County Human Services App

## 2 YEAR INAT TIME LINE

