

September 24, 2015

To Metro Council regarding Neighborhood Place

I am a founding member of Neighborhood Place Community Councils and helped roll out Neighborhood Place.

There was a quote in the Courier Journal that the Director of Community Services did not know potential changes in Neighborhood Place "was something that needed to be shared with Metro Council". If that is correct, it is appalling. To not involve the partners is incredibly arrogant. To not involve Metro Council is unimaginable.

Obviously the Director he has no knowledge of the reason Neighborhood Place was created and why it is a national role model. Many agencies, organizations and people devoted countless time and energy to forming Neighborhood Place. The services that are now a streamlined, one stop delivery system were a fragmented and costly system. What came before did not work. Neighborhood Place does. To propose significant staff cuts and think that will be efficient is ludicrous. And administrator at each location, with a comprehensive knowledge of how all the parts fit, is why Neighborhood Place works.

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Cabinet for Families and Children

Conference Spotlights Neighborhood Places' Support of Families

Press Release Date: 10/13/2003

Contact: Mike Jennings
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Louisville's Neighborhood Places are celebrating 10 years of providing services that help families achieve self-sufficiency and well being goals at an annual meeting this week.

The meeting is on Thursday, Oct. 16, at the downtown Kentucky International Convention Center. About 600 Neighborhood Place staff, community partners, private child-care providers, foster and adoptive parents and others will attend the city- and state-sponsored forum.

Kentucky Cabinet for Families and Children Secretary Viola Miller, Louisville Metro Cabinet for Health and Family Services Secretary Mary Gwen Wheeler and Louisville Metro Human Services Director Joanne Weis are scheduled to speak. Weis, who currently serves as co- chair of the Neighborhood Place Managing Board, was administrator of Louisville's first Neighborhood Place.

Neighborhood Places are "one-stop" family centers that house several public health, education and human service agencies, including the Kentucky Cabinet for Families and Children, Louisville Metro government, Seven Counties Services and Jefferson County Public Schools. Jefferson County has eight Neighborhood Places and four satellite locations, each of which is guided by a Community Council made up of customers and people who live and work in the area.

The city's newest Neighborhood Place - South Central -- had its grand opening Sept. 18 at 4255 Hazelwood Ave.

"Neighborhood Place is an innovative partnership that bridges bureaucratic boundaries to make it easier for our citizens to connect with services," said Louisville Metro Mayor Jerry Abramson. "Staff from two city agencies-Human Services and the Health Department-are part of a caring team that provides the kind of help families need.

" It's a perfect model for a customer friendly way to deliver services-a place where people can get help , from school related services to financial or housing assistance or child welfare services."

This year's event is a celebration of ten years of growth and commitment to the vision of integrated neighborhood based services.

The 45 workshops have been planned with city residents' changing needs in mind. Topics will center on the themes of strengthening community collaboration, partnering with families and improving outcomes for children. Topics include the importance of family team meetings in guiding customers to self-sufficiency, working with Hispanic and Latino families, case management with an interpreter , engaging the community in child protection, and recent trends in child welfare outcomes.

During the event's luncheon, awards will be presented to Abramson, Miller, Jefferson County Public Schools Superintendent Stephen W. Daeschner and Seven Counties Services President and CEO Howard F. Bracco for their support as major partners with Neighborhood Places.

The day's events also will include a look at the past 10 years in Neighborhood Place communities.

The convention center is at the corner of Jefferson and Fourth Streets. Registration for the forum is at 7:30 a.m. The welcoming address is at 8:30 a.m., and the meeting will end at 3:30 p.m.

Neighborhood Place

Neighborhood Place is not a new program. It is a new way of delivering services. In the 2003 Regular Legislative Session, the Louisiana Legislature directed the Department of Children & Family Services to develop an integrated service delivery system in order to better meet the needs of clients.

In November, 2007 Leaders from the Louisiana Department of Children & Family Services, along with community leaders, judges, and legislators visited Louisville to better understand several of Kentucky's service delivery models related to child welfare. Louisiana leaders were introduced to Louisville's Neighborhood Places. On April 17,

2008, the first Meeting of the NP Senior State Leadership Group (Department of Health and Hospitals, Louisiana Workforce Commission, Department of Education, Office of Juvenile Justice and Department of Children & Family Services) met. In May, 2008 a second site visit was made. Three NP sites were visited. State and parish leaders returned from the trip with a goal to involve staff and the community in developing a comprehensive plan to work towards a "seamless" system of service delivery in Louisiana. On July 15, 2008, Governor Bobby Jindal signed Act 775 the NP Legislation into law.



- [Neighborhood Place Web site](#)

LOCATIONS

<p>Sabine Parish Neighborhood Place - North 775 Hammond Street Zwolle, LA 71486 Phone: (318) 645-2699</p>	<p>Sabine Parish Neighborhood Place - South 910 West Mississippi Avenue Many, LA 71449 Phone: (318) 256-4121</p>
<p style="text-align: center;">Mahalia Jackson Neighborhood Place 2405 Jackson Avenue New Orleans, LA 70113 (504) 359-6800 (Open June 1, 2010)</p>	

BACKGROUND

Before Neighborhood Place was created, families who lived in different parts of a parish and needed help had to travel to various locations, to get the services they needed. They drove or took the bus to one building to apply for food stamps, Medicaid, or welfare benefits, another for health needs, one more for emergency financial needs, and still another to get help applying for jobs. None of the agencies formally knew what the other was doing with the families. Families were not routinely asked what they needed, but rather were fit into a program. They were determined eligible or ineligible for services, and were sent on their way.

WHAT MAKES NEIGHBORHOOD PLACE DIFFERENT?

Neighborhood Place brings together staff from multiple agencies in one readily accessible location under a single team leader to work respectfully with families in their own neighborhoods. The Neighborhood Place centers will be developed on a shared vision that includes the following:

- The size and constellation of services will vary from center to center according to the needs and scope of the existing service network of the neighborhood.
- The core services at each Neighborhood Place will include: Truancy Intervention/Student Achievement, Housing Assistance, Child Care Assistance and Referral, Medicaid/LaCHIP, TANF, Food Stamps, LIHEAP, Workforce Development WIC, Nurse Family Partnerships/Early Steps, Prescription Assistance Program and Child Welfare Preventive Services. Providers of these core services will share a commitment to prevention, community education and family self-sufficiency.

WHAT ARE THE UNIQUE FEATURES?

Key features of Neighborhood Place include:

- A single intake and assessment process that is driven by the simple goal that no client will be asked to repeat information multiple times. At the time of intake a worker collects all the information that the provider agencies generally need, though later the client may be required to verify or provide additional information.
- A common release form, or "Consent to Release Information" form, allows workers to communicate, within the law, regarding the goals, plans, and progress of a client or family and to have the workers, not the client, make the necessary adaptations to facilitate coordination of services. This is particularly beneficial when a crisis occurs, as the client has access to a number of professionals who are in positions to help, rather than waiting until a specific staff person is available.
- A team approach is central to Neighborhood Place. Workers select and design ways they can enhance each other's functions through a team effort. Because communication between service providers occurs up front, workers are able to set priorities with a clear understanding of their colleagues' activities. The result is a significant reduction of duplication and counter-productivity.
- A community focus is what sets Neighborhood Place apart. Neighborhood Place is unique in that it targets the total population of Louisiana. In addition, each center is guided by a Community Council that should be largely made up of past or current clients and people who live or work in the service area.
- A new service delivery model, Neighborhood Place, is of greatest benefit to the client. Because agencies are not competing with one another, they are positioned to maximize every resource available to them. In the Kentucky model client satisfaction surveys consistently show that more than 90% of clients would return or recommend Neighborhood Place to a friend. Neighborhood Place's customer-friendly approach really works.