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COMMUNITY SERVICES INITIATIVE

Year 4 Progress Report

(July 1, 2003 to June 30, 2004)

and

Project Plan for Year 5

(July 1, 2004 to June 30, 2005)

Prepared by

University of Nebraska
Public Policy Center
and
University of Nebraska–Lincoln
Center on Children, Families and the Law

August 2004

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YEAR 4 PROGRESS REPORT

July 1, 2003 – June 30, 2004

I. OVERVIEW

In November 2000, the University of Nebraska Public Policy Center (PPC) and the University of Nebraska–Lincoln Center on Children, Families and the Law (CCFL) entered into a partnership with the Lincoln/Lancaster County Joint Budget Committee (JBC) and the United Way of Lincoln/Lancaster County (UW). During Year 2, the Lincoln Community Foundation and Woods Charitable Fund, Inc. joined the partnership. In Year 4, the Foundation for Lincoln Public Schools and the J.C. Seacrest Trust also became partners.

The purpose of the Community Services Implementation Project (C-SIP), a University-Community partnership, has been to facilitate implementation of the Lincoln/Lancaster County Human Services Three-Year Comprehensive Plan. Many of the activities of the previous three years are ongoing; however, one important change occurred in Year 4: the project has been renamed the Community Services Initiative (CSI). The Planning Cabinet thought this name better reflected the changed nature of the project as it matured. The process implementation work is completed. CSI is an ongoing initiative seeking to achieve real change in the community.

The PPC and CCFL continue in their coordination and technical assistance role. They maintain the CSI website, database, and benchmark data infrastructure as well as oversee the data collection process. They also provide staff support and technical assistance for the Community Coalitions and Co-Chairs.

Highlights and Accomplishments:

- Funding for CSI-related projects exceeded $1million in new funding to the community for services, infrastructure and capacity development. (pp. 4-5)
- Numerous area agencies participated in the data collection effort that provides information over a wide range of areas—from more than 376,000 emergency food boxes were distributed to more than 22,800 youth were served by youth programs in Lincoln/Lancaster County. (p. 3)
- Five sets of MidWest Best Advanced Youth Training were conducted, equipping over 100 front-line youth workers with cutting edge skills. (p. 8)
- Developed and disseminated the first "community snapshot" using data from first year of data collection. **(Attachment 1)**
- Implemented the Community Services Management Information System (CS-MIS). (pp. 6-7)
- Initiated an economic impact project to examine the effect of human services spending on the economy of Lancaster County. (p. 2)
- Developed White Paper on "Human Services Inclusion in the Antelope Valley Project." (p. 2)
- Conducted second year of Wilder self-evaluation. (p. 16)
- Participated in the "Celebration of the Young Child" community event. (p. 9)

II. COMMUNITY SERVICES PLANNING CABINET

The Human Services Steering Cabinet held its first meeting on May 16, 2003. The Cabinet formed from the merger of the Steering and Advisory Committees.[1] In December 2003, the project name was changed to Community Services Initiative and the Cabinet changed its name to better reflect its tie to the project. It is now the Community Services Planning Cabinet. It has convened ten times since the initial meeting. The Cabinet provides strategic planning and oversight for CSI and handles issues that transcend coalition boundaries.

In the past year, the Cabinet developed several important documents. One was a white paper on the "Inclusion of Human Services in the Antelope Valley Project," which was incorporated into the city-wide Antelope Valley redevelopment plan. A second document created was the Community Snapshot that used the first year of coalition data to provide a "snapshot" of human service provision within Lincoln and Lancaster County. The Lincoln Journal Star *published this document as an insert on July 17, 2004.*

In the past year, the Cabinet developed several important documents. One was a white paper on the "Inclusion of Human Services in the Antelope Valley Project," which was incorporated into the city-wide Antelope Valley redevelopment plan. A second document created was the Community Snapshot that used the first year of coalition data to provide a "snapshot" of human service provision within Lincoln and Lancaster County. The *Lincoln Journal Star* published this document as an insert on July 17, 2004. The Cabinet also finalized a set of recommendations for human service needs within land use decisions. These recommendations were forwarded to the City Planning Department for consideration as part of the update of the City's Comprehensive Land Use Plan. Finally, the Cabinet initiated a study (still in development) of the impact that the human services sector has on the economy of Lincoln/Lancaster County.

The Cabinet has also been asked to provide input into several other community activities, such as the planning and development of the proposed Kroc Community Center and the Mayor's Task Force on Healthcare for the Homeless. The CSI project manager has represented the Cabinet at these two working groups.

[1] Please see the CSI website for previous Progress Reports and a brief history of the project at www.csip.nebraska.edu/reports and papers.

III. BENCHMARKS

Baseline benchmarks were established using data collected from numerous area agencies from July 2002 through June 2003. Using these data, a "Community Snapshot" was developed, providing an overview of the human services provided in Lincoln/Lancaster County. This document was disseminated to the community on July 17th, as an insert in the *Lincoln Journal Star* (see Attachment 1).

Data Highlights:

- 12,000 calls seeking assistance with basic and emergency needs were received.
- More than 376,000 emergency food boxes were distributed.
- 2,238 individuals are on waiting list for Section 8 Housing Vouchers.
- 310 families are waiting for Public Housing.
- Over 300 individuals were waiting for Substance Abuse services.
- 19,819 shelter nights were provided to victims of domestic violence.
- 19 childcare providers in Lincoln and Lancaster County are nationally accredited.
- 18 percent of childcare providers have degrees or other certification.
- More than 22,800 youth were served by Lincoln-area youth development programs.



Data collection for 2003-2004 commenced in January 2004 and is ongoing. Collection of all benchmark data was made by individual contact from CSI staff to identified data sources or by Coalition survey.

The collection approach that has been used is a very time intensive and inefficient manner of gathering data. Also, because there are multiple data sources involved, significant opportunities exist for errors due to data collection and reporting differences across agencies. Within most Coalitions, several benchmarks have been identified for which there is no known data source.

CSI is revising the benchmark process for the 2004-2005 data collection process to make it more efficient and to enhance the quality of data collected.

As benchmark data is still being collected, a complete benchmark report is scheduled to be completed in the fall.

IV. ADDITIONAL FUNDING GENERATED

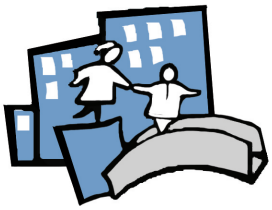
The Lincoln human services community has improved its positioning to respond to funding announcements from the State and Federal government, as well private foundations, due to the CSI process. More and more grant applications are requiring collaborative community efforts, such as coalitions and councils, to direct the grant-funded activities. The collaborative nature of the CSI Community Coalitions and their resulting action plans allow the community to respond quickly and easily to such requests, where as previously, Lincoln would not have qualified. The CSI process generates non-financial benefits for the community as a result of grants received. For example, the MidWest BEST initiative provided the community—in addition to the training—over 100 copies of its evidence-based training materials, in-kind training time equal to nine training days, as well as an expense paid "train the trainers" component to train two local leaders. The community will benefit from this for years to come through the direct and residual effects of having well-trained front-line and supervisory-level staff working with local youth.

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Funding received to date includes the following:

- **City of Lincoln Department of Urban Development** – $36,000 over two years to support the Community Services Management Information System.
- **Cooper Foundation** – $15,000 to support a coordinated transportation program for the elderly and disabled in Lincoln/Lancaster County.
- The **Family Violence Coalition** has received approximately $875,000 in new funding for 10 out of 13 proposed related initiatives. Approximately half the money will go to efforts in Lincoln/Lancaster County with the remaining funding supporting statewide initiatives.
- **Federal Compassion Capital Fund** - $3.7 million awarded to the University of Nebraska Public Policy Center (PPC) for a statewide Behavioral Health Integration Project (NEBHANDS). Currently the NEBHANDS project is working with several agencies and organizations involved in CSI and funds from the project was awarded to several CSI involved agencies. Action plans developed by the CSI Behavioral Health and Housing Coalitions and the CSI process were key components of the successful application.
- **Federal Substance Abuse Mental Health Services Administration (SAMHSA)** - $100,000 with the potential for up to $450,000 over a period of five years for SAAT.
- **Foundation for Lincoln Public Schools** - $10,000 to support ongoing operations of the CSI process.
- **J.C. Seacrest Trust** - $5,000 to support the ongoing operations of the CSI process.

- **Kauffman Foundation/MidWest BEST Initiative** - $7,000 for training youth development workers.
- **Lancaster County Mental Health Jail Diversion Project (SAMHSA)** - $297,229 for Year 1; $297,229 for Year 2; and $291,289 for Year 3. The goal of the mental health diversion program in Lancaster County is to facilitate treatment for adults with a serious mental illness or co-occurring substance abuse disorder, who are in jail for non-violent, misdemeanor crimes or who have had multiple law enforcement contacts in the community.
- **Lincoln Community Foundation** - $10,000 to support a coordinated transportation program for the elderly and disabled in Lincoln/Lancaster County.
- **Lincoln Community Foundation** - $11,500 for SAAT to lay the groundwork to develop and implement a substance abuse prevention campaign.
- **National Technology Information Administration** - $600,000 over two years awarded to the University of Nebraska Public Policy Center to help develop the technology to assist with the development of a statewide Information and Referral project. This will complement the 2-1-1 system already in place for Omaha and Lincoln. Access to a statewide Information and Referral system was a key recommendation in the original Hannah:Keelan needs assessment and will allow case managers and other frontline workers to better assist their clients.
- **Nebraska Foundation for Children and Families** - $2,500 to implement portions of the Early Childcare Group action plan.
- **Robert Wood Johnson Foundation** - $60,000 for Demand Treatment; result of the Substance Abuse Action Plan/Teams (SAAT is part of the CSI Behavioral Health Coalition action plan).
- **State Homeless Shelter Assistance Trust Fund** - $56,000 for the Community Services Management Information System (CS-MIS).
- **U.S. Department of Health and Human Services** - $165,330 awarded to the Substance Abuse Action Coalition to assist with implementation of several best practice progrmas.
- **United Way Capacity Building grant** - $16,093 for additional support for the MidWest BEST training for youth development workers.
- **United Way of Lincoln and Lancaster County** - $21,907 to support the ongoing operations of the Community Services Management Information System (CS-MIS).
- **Wood Charitable Fund** - $25,000 to support the ongoing efforts of the Community Services Management Information System and CSI benchmarking process.
- **Woods Charitable Fund** - $35,000 challenge grant to support a coordinated transportation program for elderly and disabled in Lincoln/Lancaster County.
- **Woods Charitable Fund** - $7,500 awarded to the Transportation Coalition to hold a series of facilitated discussions to develop a pilot coordinated non-medical transportation program for the elderly and disabled.
- **Woods Charitable Fund** - $20,000 awarded to the Family Violence Council to implement portions of the "Ending Violence Against Women and Children: Branching into Nonviolence" plan.



V. OTHER FUNDING OPPORTUNITIES

The following list summarizes other known grant applications involving CSI that are currently either pending or in process of development/discussion to be submitted in the near future. Applications that were submitted but not funded are listed as well.

- Early Childhood Subgroup of the Early Childhood and Youth Development Coalition will be submitting an application for Early Learning Opportunities Act funding. This funding, $500,000, will support to support activities in the community around early care literacy, improving the quality of childcare services in the community and other activities contained in the Coalition's action plan. It will also allow the Early Childhood Group hire a coordinator and move toward self-sufficiency.
- A grant application was submitted by CSI/PPC to the Lincoln Community Foundation to fund a qualitative analysis of the CSI project; pending.
- A grant application was submitted by CSI/PPC to the Nebraska Children and Families Foundation for youth development activities; not funded.
- A concept paper was submitted by CSI/PPC for operating expenses to the Community Health Endowment; not funded.
- A grant application was submitted by CSI/PPC to the Lincoln Community Foundation for funding to cover operational expenses; not funded.

As a result of the Basic and Emergency Needs Coalition's efforts, several food pantry groups that were each meeting separately every month have consolidated their meetings into one a month, which all the groups attend.

VI. COALITION AND VOLUNTEER CONTRIBUTIONS

The Community Coalitions continue to serve as the heart of the Community Services Initiative. Current and timely information about coalition activities is made available to all participants and the public through the CSI website. This includes minutes of all meetings, updated Coalition action plans, monthly calendars and meeting notices, benchmark data and various CSI reports.

Community Coalitions continue to meet on a regular basis, some monthly and others less frequently. Coalitions have spent a great deal of time "fine tuning" their action plans over the past three years; now they are executing the strategies contained in the plans.

Basic and Emergency Needs

The Coalition elected new Co-Chairs in June 2004—Doug Simpson of People's City Mission and Lee Heflebower of Friendship Home.

Over the past year, the Coalition, working in conjunction with the Homeless Continuum of Care, developed and implemented the

Community Services Management Information System (CS-MIS), which will track services provided to homeless clients. Several agencies are now entering data and the CS-MIS database is operational. It is the intent of CSI and the CCFL, which manages the CS-MIS process, to expand this client service tracking system to all United Way-funded agencies and other agencies who are interested.

The Basic and Emergency Needs Coalition also set up formal subcommittees, which have helped the Coalition move forward in meetings its goals. The full Coalition meets every other month with time set aside in the intervening month for subcommittee meetings. These subcommittees are Coordination of Service, Expanded Hours (for food pantry services), and Cultural Competency and Diversity. As a result of these subcommittee actions, several food pantry groups that were each meeting separately every month have consolidated their meetings into one a month, which all the groups attend. The Expanded Hours subcommittee has taken an inventory of the various food pantries programs in Lincoln and their hours of operation. During the United Way fund distribution process for 2004-2005, the food team submitted a proposal requesting additional resources to further expand food pantry hours. The group also had discussions with the local taxi service for expanded voucher options for people transporting food boxes home. The Cultural Competency subcommittee, in conjunction with the Human Services Federation, arranged for portions of the "Community Connections" document to be translated into several languages.

The Coalition is working with the Human Services Federation to provide "brown bag" training sessions for case managers and frontline staff. The Coalition members also agreed to share schedules of individual agency training sessions and open up training opportunities on a space available basis to other agencies. The details for this process are still being finalized.

The Coalition made changes to its Coalition Definition to more clearly address long-term language assistance for immigrants and refugees. The definition and the action plan included translation and interpretation services, but members determined that long-term assistance for immigrants and refugees to learn English was as important and should be considered a "basic need."

The Behavioral Health Coalition has been extremely well placed to take advantage of several funding opportunities. The Substance Abuse Action Team, which received private foundation and federal government support, is one example of this collaboration.

Behavioral Health

Co-Chairs: Linda S. Hellerich of Planned Parenthood of Nebraska and Council Bluffs, and Topher Hansen of CenterPointe.

The planning of the Behavioral Health Coalition and the ongoing collaborative nature of the CSI process has been instrumental in bringing additional dollars into the community. The Behavioral Health Coalition has been extremely well placed to take advantage of several funding opportunities. The Substance Abuse Action Team, which received private foundation and federal government support,

is one example of this collaboration. The Behavioral Health Plan and the CSI process were also important pieces of the NEBHANDS mental health project.

Because this Coalition has brought together organizations that were not previously "natural partners," they spent a large part of their time learning the needs of the various agencies and determining where collaboration may be appropriate. This has resulted in several collaborative projects, such as Planned Parenthood and The Arc jointly sponsoring a conference for parents and caregivers on how to deal with the sexual health needs and education of their children/clients. It has also resulted in increased awareness of community events that focused on reducing the stigma associated with behavioral health issues.

The Behavioral Health Coalition established a definition of "behavioral health" early on in the process that reflects a broad reality of relevant behavioral issues—including not only mental health and substance abuse, but also developmental disabilities and sexual health. As a result their action plan is quite complex and, at times, overwhelming. To alleviate these concerns, staff has been working with the Coalition leaders to streamline the action plan and reduce redundancy.

Members of the Behavioral Health Coalition have assumed a monitoring and advisory role for various projects. The group provided input to the Mental Health Housing Study recently conducted by Hanna:Keelan Associates for the State of Nebraska. Several members of the coalition are involved in the community planning process underway as a result of the state decision to close two of the regional mental health facilities in Nebraska.

Early Childhood and Youth Development

Co-Chairs: Bonnie Coffey, Lincoln/Lancaster Women's Commission and Julie Cervantes-Salomons, Heartland Big Brothers Big Sisters.

The Early Childhood Group submitted an application for $500,000 to the Federal Administration for Children and Families for an Early Learning Opportunities grant.

The Early Childhood and Youth Development Coalition continues to enjoy success with the MidWest BEST Advanced Youth Development Training. In the past year, three trainings have been held, training 59 participants. Since its inception, five sets of training have been held with 117 individuals completing the training. Participants include frontline youth workers, juvenile justice and detention center employees, Lincoln Public School employees, and others. Periodic "brown bag lunches," organized by the trainers, are held for participants to provide ongoing learning and networking opportunities.

Opportunities for program expansion have been successful. CSI received a grant for $16,000 from the United Way to continue MidWest BEST (MWB) trainings beyond the initial funding period. Also, discussions with Southeast Community College's Human

Services department have resulted in an agreement for students in SCC classes to participate in the training. Lincoln now has four individuals trained as trainers/facilitators for the MidWest BEST curriculum.

The Early Childhood Group submitted an application for $500,000 to the Federal Administration for Children and Families for an Early Learning Opportunities grant. This application focuses on early childhood literacy and other areas supporting early brain development, quality care and education, as well as involvement with parents and caregivers. It is anticipated that this grant will allow the group the opportunity to hire a coordinator to become the day-to-day manager for the group's activities and to oversee the grant and other activities. The United Way is the fiscal agent for this grant. The group, also through the auspices of the United Way, is seeking approval to use the United Way of America's "Success by 6" early care and education brand for its future activities.

"Brains are important. Develop them carefully" is the message posted on a Lincoln billboard for the next year. This is part of the public awareness campaign focusing on early brain development, supported in part by a $2,500 grant received from the Nebraska Children and Families Foundation. Other activities included participation in the "Celebration of the Young Child" in April 2004 where stickers and bookmarks were distributed to children and developmental milestones resources were provided to parents. Lincoln Public Libraries partnered with the group by providing age-appropriate books for "celebrity readers" to share with the children. Readers included the Mayor, a City Council member, a County Commissioner, the Fire Chief, a local news anchor, and others. The Early Childhood Group, in partnership with the Lincoln-Lancaster Women's Commission, sponsored a panel interview on TV-5 that focused on finding childcare providers. A survey/mailing was sent to all the licensed childcare providers in Lincoln/Lancaster County requesting input on issues such as licensure, accreditation, and feedback on the Coalition action plan.

The Youth Development Group of the Early Childhood and Youth Development Coalition continues to meet regularly. Discussions are ongoing about how best to gather youth input and include youth in a meaningful way in the group. Recent discussions have also focused on background checks needed for volunteers and potential employees, specifically relating to the state's decision to restrict the number of Abuse registry checks it will perform. The group is drafting a letter to send to the director of Nebraska's Department of Health and Human Services System stating its concerns. The group has also agreed to develop a more formal structure for the purposes of better integrating all of the youth-related task forces and coalitions that have formed in the community in the past couple of years. The group would like to see "one vision and one voice" for youth in the community and believe this should be the Youth Development Group.

The Youth Development Group would like to see "one vision and one voice" for youth in the community and believe this should be coordinated through the Youth Development Group.

Housing

Co-Chairs: Terry Uland, Neighborhoods, Inc. and Julie Hendricks, Nebraska Housing Developers Association.

The Housing Coalition meets regularly, working to determine their next steps. Discussions have focused on the need for transitional housing options and how to ensure that the needed and appropriate services are available to the client. Needed services may include ongoing/long-term case management; medication management; assistance with personal finances; and job assistance. This issue has become more prominent with the state's decision to close two regional centers and move clients into community-based housing/ treatment programs. The Coalition discussed having an information sharing session among housing and other service providers so that each can better understand the issues and concerns from the other's perspective.



Interest has also been expressed in the group to develop a Housing Kiosk that would be a one-stop resource on all housing-related issues. The kiosk would be centrally located, and collaboratively staffed by the various agencies that provide housing and related services.

Medical Health Coalition

Co-Chairs: Pat Lopez, Lincoln/Lancaster County Health Department and Wende Baker, Health Partners Initiative.

The CSI Medical Health Coalition has transitioned from a formal coalition of the CSI to that of a community effort guided by the Lincoln/Lancaster County Health Department in cooperation with Health Partners Initiative. This effort is focused on implementation of the Healthy People 2010 recommendations. The past co-chairs of the coalition recently rejoined the Community Services Planning Cabinet to keep Cabinet members informed on the full range of activities occurring around public and medical health in the community.

Transportation Coalition

Co-Chair: Patte Newman, Lincoln City Council

The Transportation Coalition also went through a transition with its action plan adopted by the Alliance for Sustainable Transportation (AST), a community group of concerned citizens that included many of the members of the original Coalition. The Coalition's former chair, Patte Newman, continues to serve on the Community Services Planning Cabinet in her role as a member of the City Council.

The chair also recently served as the liaison to the Mayor's "Multi-Modal Transportation (MMT) Task Force." The MMT Task Force was a 16-member community group that oversaw the formulation of the draft "Multi-Modal Transportation Plan" for the City of Lincoln.

The draft recommendations have been provided to the Mayor for her consideration. The next step in the process will be to brief the City Council on the Task Forces finding and then to seek implementation of specific recommendations.

During the past year the a Coordinated Transportation Work Group was formed to move forward with recommendations that came out of facilitated transportation discussions held in 2002 (funded by the Woods Charitable Fund, Inc.). The Work Group developed a proposal for coordinated non-medical transportation services for the elderly and disabled that will more efficiently utilize resources. This group recently received one-year of funding from Woods Charitable Fund, Inc., the Lincoln Community Foundation, and the Cooper Foundation, along with in-kind support from the League of Human Dignity and Star Tran. The group anticipates that the coordinated transportation program will become self-sustaining after three years.



Family Violence Coalition

Tri-Chairs: Bob Moyer, Family Violence Council, Amy Evans, Friendship Home, and Marcee Metzger, Rape/Spouse Abuse Crisis Center.

The Family Violence Coalition is represented by the Family Violence Council, which exists independently of the CSI infrastructure; however it is represented on the Community Services Planning Cabinet.

Implementation of the 2001 Lincoln/Lancaster County community domestic violence plan entitled, *"Ending Violence Against Women and Children: Branching into Nonviolence,"* is well under way. Forty-one of the plan's 67 action plans have either been implemented or were being implemented. Moreover, work completed in 2003 set the stage for additional plan implementation in 2004. Ten more of the action plans are being implemented in 2004.

Comparing 2003 to 2002, a number of indicators were positive: Some victim service measures were at record positive levels; the percent of domestic violence offenders receiving jail sentences was at a high level and the number of offenders in batterer intervention programs was also at a high level; the number of arrests for domestic assault dropped significantly; and the outreach to the community that was envisioned in the 2001 plan was beginning to occur very significantly, including completion of a focused study by African American women on how to improve services to African American women that led to the report, *"What Is It About The Walls?"*

But, the downturn in the economy forced Friendship Home to close one of shelters for a period of time and calls to the Rape Spouse Abuse Crisis Line dropped significantly. However, thanks to a very successful fundraising campaign and other community support, Friendship Home was able to re-open its shelter and RSACC believes

that increased use in the internet may have played a role in the decline of calls to the crisis line. Similarly, the number of dual arrests remained nearly unchanged and the percent of offenders lodged following an arrest declined.

Key areas of focus include:

- *Changing Values and Beliefs* focuses on early prevention activities and marketing.
- *Access* focuses on education and training for a wide array of groups and organizations to ensure that they are appropriately prepared to assist victims who may access services from a variety of entry points.
- *Crisis Response* focuses on providing victims with supportive services to help escape from a crisis situation.
- *Justice and Protection* was the primary focus of the initial plan and was the basis for earlier FVC reports. Many positive changes have occurred in this area, but many more are needed.

For a full copy of the Family violence Council's *2003 Domestic Violence Report,* please visit its website at www.lmef.org/FVC/fvc.htm.

Volunteer Contributions to CSI

There are more than 320 individuals involved in CSI who contributed more than 4,000 volunteer hours to CSI in the past year. Using the federal standard for valuing volunteer contributions, it is estimated the in-kind contribution to CSI in all its forms is more than $64,200.

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The number of volunteer hours dedicated to the CSI process by community members, agency representatives, elected officials, and University personnel total in the thousands. Human services agencies' contribution to CSI is invaluable with staff and particularly with agency executive directors dedicating countless hours to the process by serving as Coalition Co-Chairs, members of the Planning Cabinet and Coalition members. In addition, members of the City Council, Lancaster County Board of Commissioners, United Way and local foundation administrators are all committed and deeply involved.

Community Coalitions generally meet on a monthly basis, and meetings average 1-2 hours in length. There have been approximately 60 total coalition meetings held this past year (estimate=120 volunteer hours). Average attendance is 15 people, although this may vary. Also, since new staff came on board in September, there have been more meetings with co-chairs individually and as a group, including subgroups that have met on a variety of coalition-related activities, adding approximately another 100 hours. Approximately 1900 volunteer hours were dedicated to Coalitions in the past year. This does not include the efforts of the Family Violence Coalition that meets outside of the CSI structure.

The Community Services Planning Cabinet began meeting as an entity in May 2003, and met ten times for an average time of two hours per meeting. There are sixteen members of the Cabinet for a total of 320 volunteer hours.

In addition, youth development agencies in the community sent members of their staff to participate in the 3-day (8 hours each) MidWest BEST initiative training. Three sets of trainings were held June 2003- April 2004 with a total combined enrollment of 59 participants. This totals 1584 hours for MWB (which includes two volunteer trainers, but not their additional preparation time.)

Other volunteer efforts include various CSI subcommittees, the Detail Committee and Short-term Planning Committee, the Substance Abuse Action Teams, and the Project Manager Search Committee, among others.

VII. COMMUNITY LINKAGES

CSI Coalitions and staff work to ensure that CSI coordinates with other related activities in the community by building on current successes, maximizing our efforts to avoid duplication and promoting collaboration. Examples of some of the major community initiatives with whom we have ongoing connections include:

- Human Services Federation;
- Urban Development/Continuum of Care Committee; Research Manager (CCFL) has been particularly involved as a result of the CS-MIS project;
- Community Learning Centers;
- Health Partners Initiative;
- Mayor's Task Force on Healthcare for the Homeless;
- Program Committee for Salvation Army's Kroc Center;
- Community Health Endowment;
- Caring for Children and Families (state grant implementation team);
- City of Lincoln Planning Department (Antelope Valley Project, Comprehensive Land Use) and,
- A number of other committees and task forces (New Americans Task Force, SAAT, Keno Prevention Fund Committee, etc.).

The CS-MIS database is operational. It is the intent of CSI to expand this client service tracking system to all United Way-funded agencies and other agencies who are interested.

CSI's collaboration (through CCFL) with the Continuum of Care Committee for the development of the CS-MIS is ongoing. The pilot program is moving forward with seven agencies on board. The intent is to expand this system to all United Way funded agencies as a way to assist with data gathering for the benchmark collection process.

The CS-MIS database is operational. It is the intent of CSI to expand this client service tracking system to all United Way-funded agencies and other agencies who are interested.

CSI continues to work closely with the Community Learning Centers (CLCs) and the Foundation for Lincoln Public Schools. The

Foundation joined the Community Services Planning Cabinet to help ensure the CLC message is heard at the community table. The CLC Co-Coordinators and a number of the site supervisors are active members of the CSI Community Coalitions, particularly the Early Childhood and Youth Development Coalition. One of the CLC Co-Coordinators is a facilitator/trainer for the MidWest BEST program. The CSI Project Manager attended a conference in Portland, Oregon, this spring as part of the CLC team learning about community schools and city/county/school collaborations.

The CLC and CSI are working to better complement the each other and are working more closely at a community planning level. This closer working relationship was evident in the document provided for the Antelope Valley Project that encouraged the provision of human services in the neighborhood be guided by the CLC model. Another area of collaboration has been to emphasize the Youth Development Group as the central focal area for youth activities in Lincoln. This effort is ongoing.



Community Funding Allocation Processes

Local funders are interested in ensuring that their investments are consistent with the need areas, benchmarks, and outcomes addressed in the CSI Community Coalition action plans. The United Way and the Joint Budget Committee fund distribution processes continues to incorporate the definitions and action plans developed by the CSI Coalitions into their application. This started in 2002 and was further enhanced for the 2004-2005 cycle. The CSI Project Manager provided an overview on CSI for the United Way/JBC training for agency providers and new United Way volunteers. As a result of the information gleaned from these applications, CSI is better able to target its data gathering efforts for the benchmarks.

The City of Lincoln Urban Development Department's Request for Proposals also required applicants to address CSI related information in their applications for the 2004-2005 Nebraska Homeless Assistance Program (NHAP). Procedures and policies such as those incorporated by the United Way, Joint Budget Committee and Urban Development further strengthens CSI by legitimizing the work accomplished by the Community Coalitions (priority area definitions, action plans, benchmarks, etc.).

VIII. PROJECT STAFF

Year 4 began with a change in project personnel. DeAnn Hughes, project manager for the previous three years, left the project in July. Robyn Henderson began in September 2003. Ms. Henderson comes to the Public Policy Center with

extensive program as well as policy expertise. She spent 15 years in Washington, D.C., six as a Legislative Aide to U.S. Senator Jim Exon. Most recently, she served as Vice President for Program Services with the National Rural Health Association in Kansas City. Toni Howard continues as CSI Project Assistant and Jeff Chambers as the Research Manager. Jill Thayer joined the project in May 2004, as the Graduate Research Assistant. Jill is a graduate student in sociology at the University of Nebraska-Lincoln. Prior to beginning her graduate work, Jill worked at Friendship Home.

Core staffing is:

- Project Manger (.50 FTE), Robyn Henderson;
- Research Manager (.15 FTE), Jeff Chambers with the Center on Children, Families and the Law;
- Project Specialist (.50 FTE), Toni Howard; and
- Graduate Research Assistant (.50 FTE), Jill Thayer.

Other PPC staff provide in-kind contributions. These include PPC Director Alan Tomkins, Associate Director Nancy Shank, Financial Manager Jenn Elliott, as well as undergraduate student support.

CSI staff continue to provide support for the ongoing activities of CSI. These include staffing and coordinating the Community Coalitions; staffing and coordinating the Community Services Planning Cabinet; maintaining the website; managing the data gathering process for benchmarks and maintaining the database; developing the Community Snapshot and other public reports and documents; grant writing and other fundraising for the project; maintaining and managing meeting notes and coalition action plans; and serving as a liaison to the community.

Core funding for the project has not grown as anticipated. Currently, the project manager and project specialist have been reduced from 1.0 FTE to .50 FTE. A new operational model for CSI was approved by the Cabinet that will concentrate on core CSI activities, but relies on the Community Coalitions to build capacity to become self-sufficient. Under this new model, the coalitions will take over the responsibility for all logistical functions, such as setting meetings dates, securing meeting sites, taking minutes, and taking greater responsibility for grant writing to secure funding for Coalition activities. The PPC will continue to provide the overarching responsibilities of project oversight, staffing the Cabinet, maintaining the website and developing the Community Snapshot and other public reports; assisting in grant writing; and fundraising for the core project operations.

A new operational model for CSI was approved by the Cabinet that will concentrate on core CSI activities, but relies on the Community Coalitions to build capacity to become self-sufficient.

IX. EVALUATION

An evaluation process adapted (with permission) from an instrument developed by the Amherst H. Wilder Foundation entitled "The Wilder Collaboration Factors Inventory" has been used to evaluate the impact of CSI for the past two years. The inventory allows groups to identify their strengths and weaknesses with respect to the factors that influence collaborative success. Respondents are asked to rank their answer using a 1 to 5 scale with 1 indicating the respondent strongly disagrees with the statement and 5 indicating they strongly agree. According to the Wilder Foundation, scores of 4.0 or higher indicate strength and scores of 2.9 or lower indicate areas of concern. In 2003, responses addressing the unique purpose of the CSI collaboration, that is, no one agency could achieve this effort on their own, averaged 4.2. Respondents also thought that the timing (political and social) was right for the work of the collaborative (average score 4.0). Areas of concern include development of clear roles and policy guidelines (average score of 2.7) and sufficient funds, staff, materials, and time (average score 2.5).



During 2004, CSI plans to conduct a qualitative evaluation that will consist of a survey of agencies involved as well as personal interviews. It is anticipated that this evaluation process will discover unintended outcomes of the project (positive and negative) as well as other learning opportunities. Some examples of this might be that agencies have not had to pursue strategic planning activities on their own as they can incorporate the planning work already done by the Community Coalitions. Also, agencies have been able to provide high quality youth development training to their entire staff as a result of the MidWest Best program—something that would not have been financial feasible without the program. A grant application has been submitted to the Lincoln Community Foundation requesting funding to pursue this option.

WORK PLAN FOR YEAR 5

July 1, 2004 - June 30, 2005

1. Lead data collection effort and develop annual "Community Snapshot" document using information collected from the benchmark process.
2. Staff the Community Services Planning Cabinet and facilitate its strategic planning efforts.
3. Develop funding sources to support and grow the CSI process.
4. Initiate and develop resource tools for community education.
5. Evaluate CSI process using qualitative methods (if funding is available). If funding is not secured, the Wilder self-evaluation will be conducted.
6. Serve as information resource through CSI Website and other information avenues.
7. Link CSI with other related community-wide initiatives and related other organizations, entities and planning activities.
8. Assistance CSI Community Coalitions in building internal capacity and funding to support their meetings and activities.

Benchmarking Activities for 2004 – 2005

1. Revise benchmark process to streamline data collection; ensure appropriate data source, ensure relevance of data measure, and so forth.
2. Commence data collection in January of 2005.
3. Refine and modify Coalition Action Plans to reflect revised benchmarks.
4. Develop Community Snapshot using new data.

Attachment 1

Community Services Initiative

Working Together to Make the Community a Better Place to Live



COMMUNITY SERVICES INITIATIVE

Lincoln/Lancaster County, Nebraska

a community initiative administered by the University of Nebraska Public Policy Center

We are pleased to share this initial Community Snapshot developed through the Community Services Initiative (CSI). This document provides only a glimpse of the issues and realities dealt with in Lincoln/Lancaster County on a daily basis.

Begun in 2000, CSI was developed through a cooperative effort by the United Way, the City of Lincoln, and Lancaster County to create a coordinated planning process to direct funding and provide information on the delivery of human services within Lincoln and Lancaster County. For the past three years, coalitions comprised of community-based human service agencies, city and county officials, as well as other interested members of the community, have been working to develop action plans in seven priority areas. These action plans determine the direction of service delivery and mark progress toward meeting the community's most pressing concerns. This document provides a baseline for future measurement.

Geographically, Lancaster County covers:

- *a geographic area of 839 square miles, and*
- *incorporates 14 communities.*

Lincoln's population of about 232,000 includes approximately a 12% segment composed of people of minority or ethinic origin which demostrates an increase of about five percent since 1990. As of last census, the breakdown is:

- *White: 90%*
- *Black or African American: 3%*
- *American Indian and Alaska Native: less than 1%*
- *Asian and Other Pacific Islander: 4%*
- *Hispanic or Latino: 4%*

The aim of the project is to ensure that services are available to all Lincoln/Lancaster County residents who need them. Services such as language assistance and assistance with cultural issues are most frequently accessed by these growing populations, while all residents need access to services such as job training, education, housing, transportation and other services basic to human survival - food, utility assistance, and so forth.

We hope you find this information both useful and educational.

Just the Facts for Lincoln/



BASIC AND EMERGENCY NEEDS

12,000 calls seeking assistance with basic and emergency needs were received last year.

More than 376,000 emergency food boxes were distributed; and 256,385 on-site meals were provided to low-income individuals. However, food pantries were still unable to meet food requests of more than 2,000 families.

3,481 people requested utilities assistance, 1,695 people requested rental assistance, and almost 15,00 clients received clothing assistance.

TRANSPORTATION

Lincoln covers an area equal to 79.1 square miles, has approximately 1,245 street miles and 97.9 miles of bike paths.

The average commute time within Lincoln is 17.8 minutes.

90.8 percent of residents commute to work by automobile.

1.1 percent take the bus.

Less than 1 percent ride bikes.

3.2 percent walk.

HOUSING

Median Income: $40,150

Average monthly mortgage payment: $1,078

Average monthly rent payment: $556

Average monthly rents vary by apartment or house size from $354 for an efficiency unit to $927 for a four-bedroom unit.

20 percent of Owners and 43 percent of Renters spend 30 percent or more of their household income on housing.

2,238 are waiting for Section 8 housing vouchers and 310 families are waiting for Public Housing.

EARLY CARE AND EDUCATION

There are 16,680 children age birth to five who would benefit from quality early education.

The average cost for Center–based infant care per week is $170.00. Home-based providers may be less expensive.

Of the 795 childcare providers in the community, 18 percent have degrees or other credentials. Trained staff help children enter school with increased readiness to learn.

Lincoln/Lancaster County has 19 nationally accredited early care and education programs. Accreditation increases providers' professionalism and improves the quality of care provided.

YOUTH DEVELOPMENT

In a recent survey, 18 agencies reported providing a total of 74 programs that serve more than 22,800 youth. More than 1,150 hours of youth services are provided per week during the school year.

More than 1,000 youth were enrolled in pre-trail diversion, thereby diverting them from the juvenile justice system.

Thirty-two programs follow the Developmental Assets model for Youth Development, which influences youth decisions and choices, thereby helping them become caring, responsible adults.

89 youth workers have completed 24 hours of intensive youth development training through the MidWest BEST Advance Youth Development program.

Lancaster County, Nebraska

Family Violence

The Rape Spouse Abuse Crisis Center received 18,203 calls to its 24-hour crisis line in 2002.

Friendship Home provided 19,819 shelter nights in 2002.

171 domestic violence offenders attended batterer intervention programs approved by the Family Violence Council. 140 of those individuals completed the program for an 82 percent completion rate.

Behavioral Health Care

More than 25 percent of the staff of Lincoln/Lancaster County's Behavioral Health providers represent races or ethnicities other than white.

One in ten families in Lincoln/Lancaster County has a member who experiences a developmental disability.

Reported levels of sexual activity among Lancaster County high school students declined from 1991-2003:

	1991	2003
Ever had intercourse	51.5%	36.2%
Had more than one sex partner	34.6%	20%
Had sex in past three months	34.8%	24.2%
First sex at age 12 or younger (of those who reported having had sex)	16%	11.6%

Lancaster County Substance Abuse Treatment capacity (total number of beds/treatment slots):

Emergency care	49
Treatment	161
Rehabilitation	121
Outpatient Treatment	487
Pre-treatment	234
Post Treatment	754
Waiting list	over 300

Medical Health

People's Health Center was established to provide primary care and other services in a previously underserved neighborhood.

Health stations at Carol Yochum Family Resource Center, F Street Recreation Center, Community Learning Centers, Matt Talbott Kitchen, Gathering Place, and Lincoln Action Program provided services to 2,609 people.

Lincoln/Lancaster County Health Department provided primary care services to 2,350 people at its Primary Care Clinic and the People's City Mission.

1,106 people received health screenings, assessments and immunizations through the Mobile Health Clinics.



Additional Information

979 Human Services agency employees have attended cultural and linguistic sensitivity training.

Medical and health translation and interpretation services are provided in the community by Nebraska Urban Indian Health Center, Lincoln Literacy Council, and Lincoln Action Program's CHIRP line.

Why We're Here

The Community Services Initiative, through its coalitions, works to strategically coordinate community-based human services in Lincoln/Lancaster County and measure the impact of those services to ensure they are effectively meeting the needs of the residents.

Accomplishments include:

- The development of a community consensus process for determining priorities.
- The development of benchmark measures and a baseline from which to measure.
- The leveraging of additional funding for community-based human services.
- The implementation of a self-evaluation process.

Partners in Building a Better Community

- Lincoln/Lancaster Joint Budget Committee
- United Way of Lincoln/ Lancaster County
- Woods Charitable Fund
- Lincoln Community Foundation
- Foundation for Lincoln Public Schools
- J.C. Seacrest Trust
- Nebraska Children and Families Foundation

Seven Priority Areas Addressed

The Community Services Initiative focuses on seven priority areas, as identified in the Lincoln/ Lancaster County Human Services Three-Year Comprehensive Plan.

- Basic and Emergency Needs
- Behavioral Health Care
- Early Childhood and Youth Development
- Family Violence
- Housing
- Medical Health Care
- Transportation

More than 322 volunteers have contributed 4000 hours on behalf on the CSI Project during 2003

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Lancaster County Board of Commissioners

Terry Uland
Co-chair, Housing Coalition

**denotes Tri-chairs*

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Attachment 2

CSI 2004-2005 Budget

		Totals
Staffing/Benefits (Project Manager, Research Manager, Project Assistant, Data GRA)		$84,656
Operating Expenses (Communications, postage, copying, coalition support, etc)		$14,501
Supplies		$3,089
Travel		$2,300
Total Costs		**$104,545**
University Facilities and Administrative Costs	**10%**	$10,455
TOTAL ANNUAL BUDGET		$115,000



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