

The “One-Stop” Approach to Meeting Urgent Needs

General Assembly Presentation

November 9, 2009

Elise Slobodin



Scenario: Ongoing “Crisis” of Poverty and Near Poverty

Chronic poverty in New York (overall):

- 244,000 Jews in poverty
- plus 104,000 in near poverty

Working Age

- Russian-speaking emigres, large Orthodox families, single mothers

Elderly

- 85% of Russian-speaking elderly poor

And now, the fallout from the economic crisis...

Service Needs

All populations

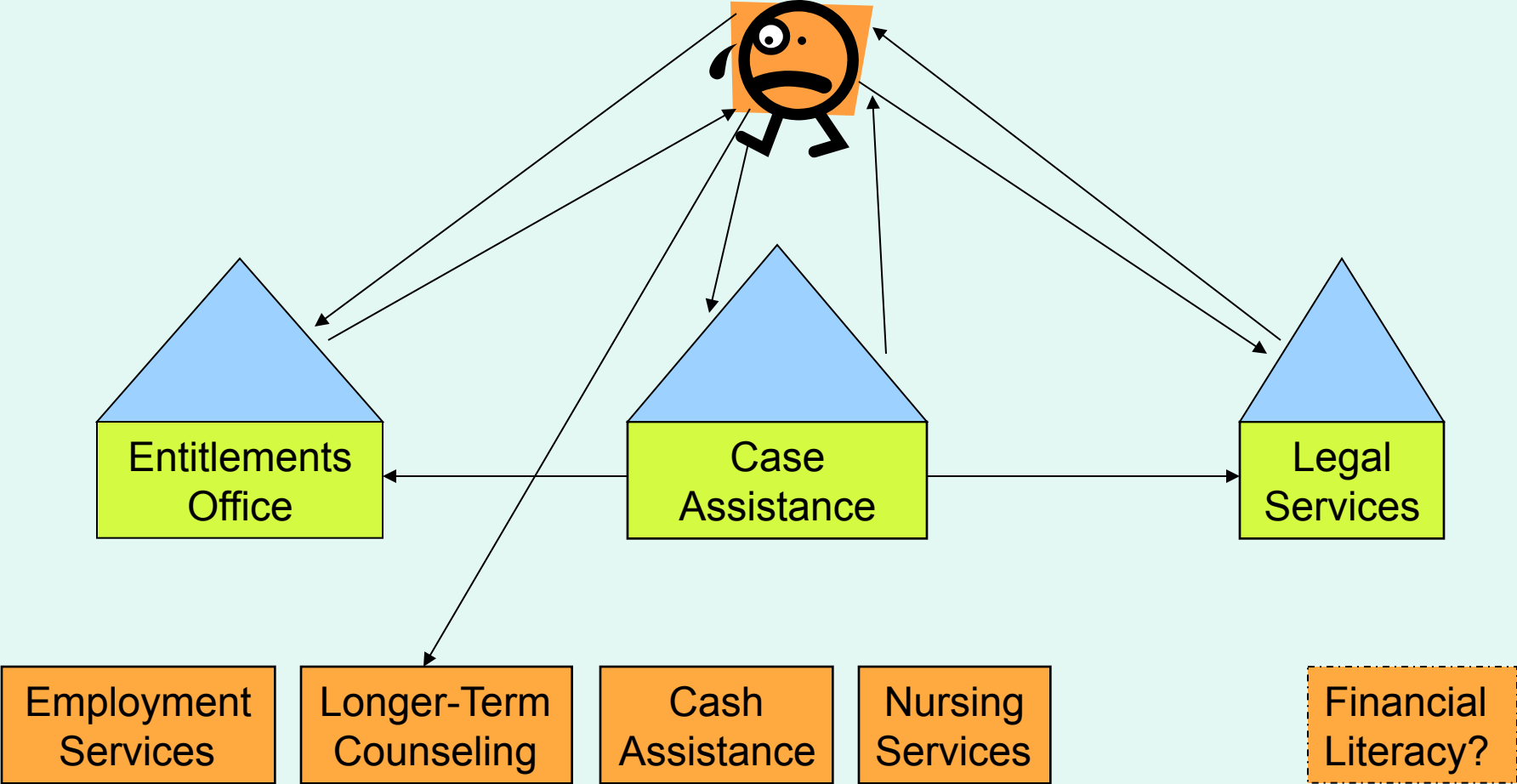
- Assessment
- Short-term counseling
- Screening for & access to government entitlements
- Cash assistance
- Legal services
- Housing
- Financial literacy/counseling

Service Needs Specific to Age Group

Working Age
Employment

Elderly
Full bio-psycho-social
In-home visits
Mental health screening
Nursing services
Home repair

Service Delivery Model Prior to “One Stop” Approach



Non-Integrated

Minimal Follow-Up → Outcomes Unknown

Robin Hood Foundation's “Single Stop” Model

Multiple services to address poverty:

- advice about public benefits
- legal counsel
- financial literacy

...all in one location

Rigorous follow-up and data collection → ROI

Where to Put Single Stops?

“Portals”

Neighborhood locations where target population lives

- Jewish Community Councils (storefronts)
- Satellite locations
- Agency capacity is vital

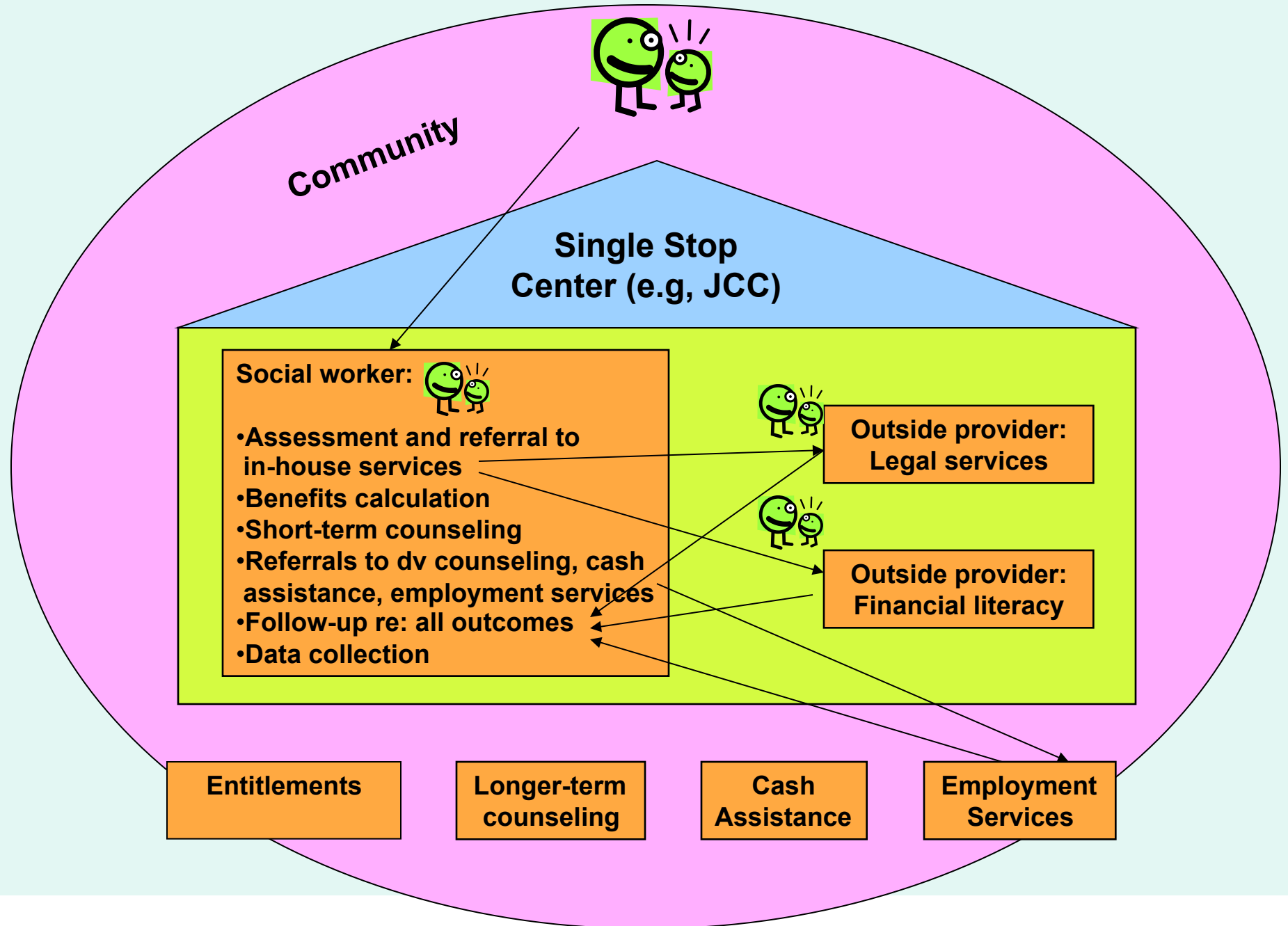
In places where people naturally gather

- Jewish Community Centers

Certain community programs are “portals”

- JCC day care/day camp scholarship requests
- Employment programs

“One Stop” Approach



Benefits: Greatly Improved Service Delivery

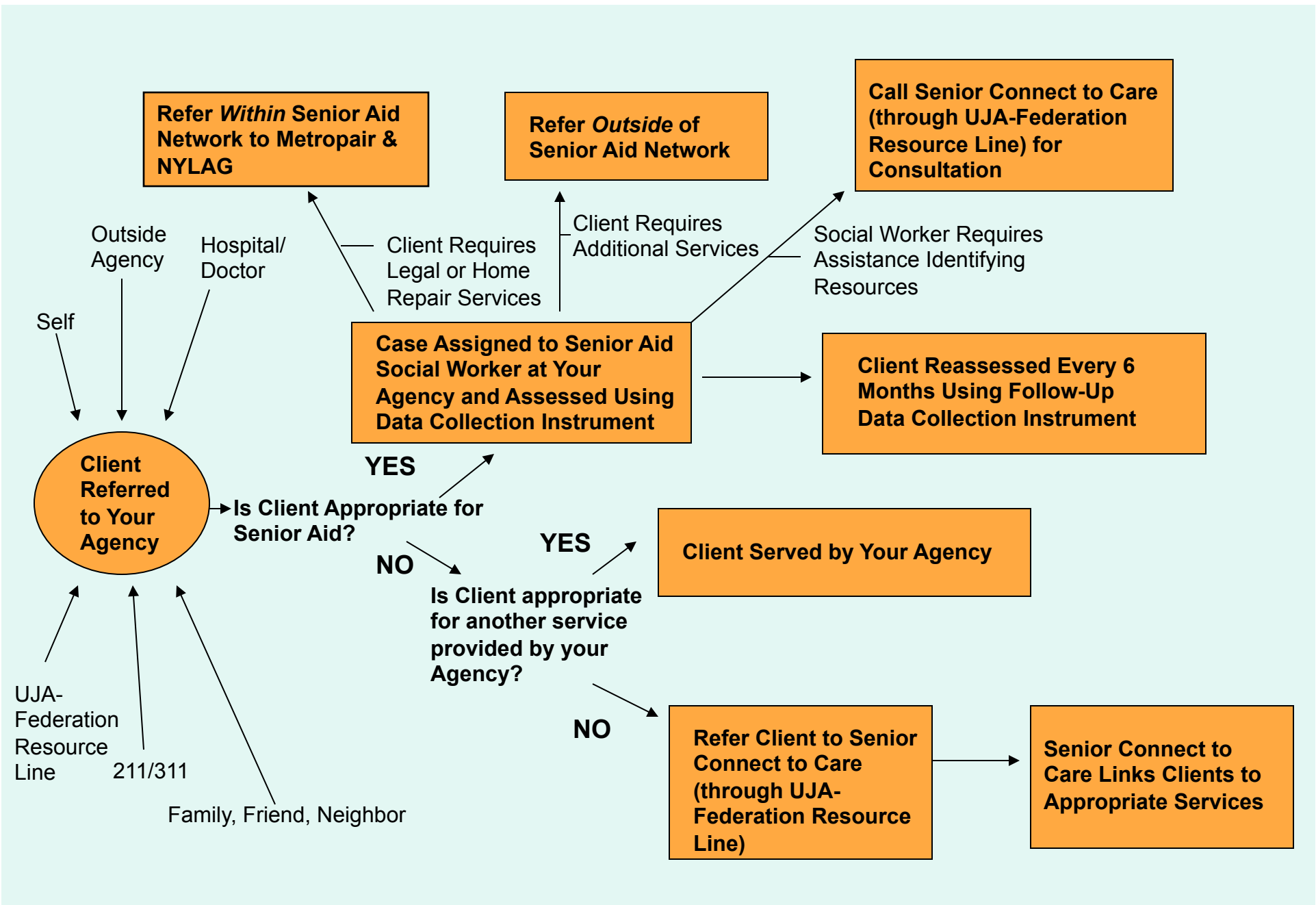
- Client only needs to enter one door
- Full range of services
 - Never offered legal or financial services as part of larger program
- Client-centered
- Services are **coordinated**
- More culturally-competent
- Integrated – no longer fragmented
- Outcomes known

Weinberg Senior Aid

- Case management
- Entitlements screening
- Crisis management
- Legal services
- Short-term counseling and referral for longer-term mental health services
- Nursing services
- Cash assistance
- Heavy duty cleaning and repair services
- Planning for illness and incapacity
- Caregiver support

Weinberg Senior Aid

- Based on Single Stop model
- Similarities:
 - single point of entry
 - comprehensive and integrated services
 - case managed
 - legal services
- Differences → Customized enhancements:
 - Additional services tailored to elderly: nursing, home repair
 - Additional point of entry: UJA-Federation's "J11"
 - Inter-agency referral for services



Weinberg Senior Aid Flow Chart

What was required for start up?

- Agency leadership commitment to collaboration
- Convening of agency executives
- Convening of “operational committee”
- Marketing materials
- Front-line workers trained to pre-screen
- Communication between agencies re: logistics and protocols of collaboration
- Scheduling of outstationed workers
- Infrastructure in place: space, technology
- Training on data collection for evaluation and reporting expectations

Ongoing Federation Role

- Ongoing convening and development of the system of providers
- Data collection/evaluation
- Leverage our funder role to address challenges in collaborations

Successes and Challenges

Successes

- Client situations improved/stabilized through more efficient system
- Catalyzed greater collaboration and integration of services, resources, and professionals across UJA-Federation and its partner agencies
- More lasting solutions achieved

Challenges/Lessons Learned

- Data collection
- Can't make the model "one size fits all"
- More expensive!
- Single Stop → needs on-site employment services

Possible Future Steps

- Can be adapted and tweaked, with other services added, more hours of one service, less or none of another
- Addition of employment services to Single Stop?
- Example: Single mothers - need for legal services and financial literacy

Presenter:

Elise Slobodin

Planning Director, Caring Commission

UJA-Federation of New York

slobodine@ujafedny.org

(212) 836-1564

