**Service Providers**
**October 13, 2006**
**Meeting Notes: 3 Recommendations**


**COMMITTEE RECOMMENDATION WORKSHEET**

**I. List the Learning(s) that this recommendation is addressing**

- **WRITE THE COMMITTEE RECOMMENDATION** (limit focus to one subject or action item, more than one recommendation may be needed to address a particular learning ):

To develop a comprehensive communication strategy among service providers, their clients, and the community through shared information, infrastructure, and other resources.

- **Identify any research, or other kinds of information that was used to craft this recommendation.** (add additional sheets as necessary)

- **Identify additional research or information that could help clarify this committee recommendation. List potential sources if possible.**

- **Indicate people or groups that we need to talk to help clarify this committee recommendation. List any recommended locations.**

- **What kind of action or resources would be necessary to implement the recommendation?**

Volunteer Center- Community Connection has begun an application to be the Athens Affiliate of Hands on Georgia and create a staffed Volunteer Center
This Center could do-
- General training around things like confidentiality, being on time
- Coordinate local volunteers, local service groups, visiting groups/companies wanting service projects
- Provide a shared volunteer coordinator for multiple agencies freeing up time and resources for them
- Could it help consolidate background checks and finger printing for agencies that need this?
- Could help with targeted recruiting like retired people or Doctors
- Coordinate for people with limited time- hold database on volunteer opportunities and help break down long term projects into smaller chunks of time while still getting follow through

Need one location for the Volunteer Center/Non-profit Resource Center
- perhaps a place where people could hang out- like a mentor and a mentee having a place to meet

- Like a community center or a Club House
- Place large enough to hold and coordinate joint staff trainings on how to make referrals to other agencies so we know what is out there
- Provide Storage- 1 agency could get large donation of clothes but don't need them all and can't store them
- Community Connection- place for their incubator
- Be careful not to centralize but spread out into community
- What is DOL's new building like?
- Non-profit Chamber of Commerce
- Maybe with a for-profit coffee shop like PLC's where students get experience in running a business and make money, Starfish Café in Savannah- learn soft skills, businesses to attract paying public
- Georgia Center for nonprofits too expensive and far away

Coordinating Communication
- Joint staff trainings
- Comprehensive Community Calendar- 211's?
- Website- Everything is so "by word of mouth", we need to bring it into one place
- Need an easily searchable database- specific to ACC- try 211's, would like to be able to put in multiple words (4 year old, father, jail) and get a list of agencies to talk to
- Unified intake form?- hard b/c specific agencies need different info, but may be a top page that would work for all with basic info
- Do all referral agencies have applications of the others- work on one-stop-shop approach
- Section in phone book divided by topic (children, housing…) so everyone knows where to go

Shared Services
- Shared Tech Support person
- Maybe a shared homepage with news and updates and database?
- Group DSL discount and web host?

Want to expand (bring to scale) existing services- really collaborate, especially on getting money
- **Indicate what forces and influences are likely to occur that will support or oppose implementation.**
**Forces that support (please list):**
**Forces that oppose (please list):**


 **\*\*As information is received and/or clarified, these potential recommendations may change or be discarded.**

**COMMITTEE RECOMMENDATION WORKSHEET**

**I.     List the Learning(s) that this recommendation is addressing:**

Our institutions and systems have failed to develop collaborative strategies that
    adequately address the challenges of poverty.

- **WRITE THE COMMITTEE RECOMMENDATION** (limit focus
    to one subject or action item, more than one recommendation may be
    needed to address a particular learning ):
    To organize a Community Foundation in Athens to provide donors with the
    opportunity to achieve their charitable goals while facilitating strategic
    community growth.

- **Identify any research, or other kinds of information that was used to
    craft this recommendation.**  (add additional sheets as necessary)


- **Identify additional research or information that could help clarify this
    committee recommendation.  List potential sources if possible.**
1. Visit Baton Rouge Area Foundation website (www.braf.org). Look at
    other successful foundations.
2. Research how United Way and a Community Foundation would
    complement one another.
3. Check statistics—how much additional funding is available for
    community growth and change? What have other foundations done?
    (David was going to pursue.)
4. What are the procedures for allocating funds?
- **Indicate people or groups that we need to talk to help clarify this
    committee recommendation.  List any recommended locations.**
1. Hank was going to find out if there was an Atlanta Community
    Foundation.
2. Some suggested people to talk with included Barbara Dooley, Ed Benson,
    Jim and Dorothy Newland, Howard Stroud, John Scoggins. It was
    suggested that Steve Jones be the contact for these conversations as the
    process continues.
- **What kind of action or resources would be necessary to implement the
    recommendation?**



- **Indicate what forces and influences are likely to occur that will
    support or oppose implementation.**
    **Forces that support (please list):**
    **Forces that oppose (please list):**

**WRITE THE COMMITTEE RECOMMENDATION**

**To develop and implement a coordinated, system wide strategic planning process among services providers in order to expand their scope, identify and address gaps and better serve the community through system change.**

**Identify any research, or other kinds of information that was used to craft this recommendation.**
- This issue has been identified by all PPA Committees.
- Service providers have years of experience with overlapping strategic planning efforts with duplicated costs, time commitments and lack of community wide focus
- Coordinated strategic planning efforts have been highly successful (i.e., Family Connection)
- America's Promise, United Way, National Partnership for Reinventing Government have emphasized importance of coordinated community wide strategic planning.

**Identify additional research or information that could help clarify this committee recommendation.**
- Identifying all existing planning efforts in Athens
- Identify legal/regulatory barriers for coordinates strategic planning
- Identify other locations where coordinated strategic planning has worked
- Train service providers/community on process and benefits
- Get buy in from highest level in agencies
- Identify regulations guiding strategic planning efforts
- "service providers really have figured out how to work together" ??

**Indicate people or groups that we need to talk to help clarify this committee recommendation. List any recommended locations.**

**What kind of action or resources would be necessary to implement the recommendation?**
- Identify all current planning processes in Athens
- Get buy in from all top level administrators
- Convene representatives of each planning group re: proposed strategic planning process
- Develop coordinated strategic planning process for community
- PPA conveners require coordinated strategic planning as condition of funding; advocate other funders to do same

- Funding tied to reduction of duplication of services
- Include evaluation in strategic planning process
- Find funding/resources for process

**Indicate what forces and influences are likely to occur that will support or oppose implementation.**

**Forces that support**
- PPA Committees identified this need
- Most providers support idea
- Better use of Board members of organization
- Funders like it
- Community likes it
- Cost/time efficient
- Consumers complain about system dysfunction

**Forces that oppose**
- Time and regulatory constraints
- Some see as threat
- Change is hard
- Different cycles of strategic planning