Community Needs Assessment - Community Collaborative

Date County Agency/Community Partner Job Title

Please check one - length of time in service: \Box less than 6 months \Box 6-12 months \Box 1-2 years \Box 2 or more years

	<i>Directions:</i> For <i>each</i> item please read the statement carefully. Fill in one circle that best represents your level of agreement. Complete the open response question.	Agree a lot	Agree half the time	Agree a little	Disagree a little	Disagree half the time	Disagree a lot		
1	Community collaborative has developed a <i>mission</i> that describes their direction and desired results								
2	Community collaborative has developed a <i>vision</i> that describes their direction and desired results								
3	Community collaborative has developed <i>outcome</i> <i>statements</i> that describe their direction and desired results								
	What next steps should the collaborative take in achieving their mission, vision, and outcomes?								
4	Community collaborative focuses on sharing system level information to develop better cross agency service delivery								
5	Community collaborative <i>infrequently</i> shares information, perceptions, and feedback with each other								
6	Community collaborative regularly addresses <i>policy</i>								
7	Community collaborative regularly addresses <i>leadership</i>								
8	Community collaborative regularly addresses <i>funding</i>								
9	Community collaborative regularly addresses <i>public relations activities</i>								
	How is information brought to leaders who influence policy and authorize resources? How would you know if directors were supporting collaborative processes? How do you support collaborative processes?								
10	Through the collaborative process individual agency/community partner interests are met								

11	Community collaborative supports on-going, planned <i>coaching/mentoring</i> of staff at all levels within agencies/community partners to increase collaborative skills								
12	Community collaborative <i>does not</i> support on-going, planned <i>interagency training</i> to increase collaborative skills for staff at all levels within agencies/community partners for families								
	What type of collaboration is done within agencies? What type of collaboration is done across agencies?								
13	Agencies/community partners are missing from the Community collaborative or attend infrequently								
14	Community collaborative has active participation of all child serving agencies/community partners								
	How should agencies be encouraged to participate in the collaborative? Which agencies are missing from the collaborative?								
15	Community collaborative has families as regular, necessary, and active decision makers among its members								
	To what extent are families involved	in Community	Collaborative	decision makir	ng?				
16	Community collaborative has a formal interagency process that specifies how to pool funding across agencies to meet the needs of children and families								
17	Community collaborative has a formal interagency process that specifies what decisions are made at the collaborative level								
18	Community collaborative <i>does not</i> have a formal interagency process that specifies how conflict is managed								
	What formal interagency agreements	s would be help	oful to you in yo	our work?					
19	Community collaborative members are <i>unaware</i> about one another's <i>budgets</i>								

20	Community collaborative members are <i>unaware</i> about one another's <i>funding streams</i>							
21	Community collaborative routinely searches for funding that supports its goals/outcome statements							
	What issues related to finance have be How does the Community collaborat			funding?				
22	Community collaborative <i>has not</i> clearly defined the children and families they are serving							
	What is the Community collaborative population? How is the community collaborative's identified population applicable to your agency mandated work?							
23	Community collaborative supports the use of a comprehensive assessment of all aspects of a child's and family's life when families first enter services							
24	Community collaborative supports single plans of care across agencies/community partners							
25	Community collaborative supports the delivery of individualized services based on the families strengths and needs							
26	Community collaborative views families as consumers of service with no relevant experience							
27	Community collaborative supports a seamless service delivery across agencies for children and families with multiple needs							
	How do you work with families to pl	an for their mu	Ilti-agency need	ls?				
28	Community collaborative has specific guidelines about the regular use of Child and Family Teams							
	How are the Child and Family Team	s occurring in y	your agency?					
29	Community collaborative regularly reviews the current child and family service array and their outcomes to ensure community needs are met							
30	Community collaborative has an effective process in place through which the identification and							

	recruitment of the new community based providers is possible								
31	Community collaborative <i>fails</i> to address any gaps in cultural competence of existing services across agencies								
32	Community collaborative members look at their target populations' needs to identify service gaps								
33	Community collaborative actively uses an established method for monitoring performance and providing feedback on achieving outcomes for <i>children and families</i>								
34	Community collaborative actively uses an established method for monitoring performance and providing feedback on achieving outcomes for the <i>community</i> <i>collaborative</i>								
	What are the collaborative outcomes? How is accountability/outcome information given to the collaborative? To agencies?								

Community Needs Assessment - Community Collaborative

The areas listed below are key in the development of a system of care in your community; please let us know what additional support may be useful. (mark an X in the column and include specific suggestions in the other column or below)

	Training	Technical Assistance	State Mandates	Other
Interagency Collaboration				
Cultural Competence				
Family Partnership				
Individualized Strengths & Community Based Services				
Accountability				
Other				

Community Needs Assessment – Direct Line Staff/Supervisors

Date County Agency/Community Partner Job Title

Please check one - length of time in service: \Box less than 6 months \Box 6-12 months \Box 1-2 years \Box 2 or more years

	<i>Directions:</i> For <i>each</i> item please read the statement carefully. Fill in one circle that best represents your level of agreement. Complete the open response question.	Agree a lot	Agree half the time	Agree a little	Disagree a little	Disagree half the time	Disagree a lot			
1	Staff's collaborative skills development are supported by on- going coaching/mentoring									
2	Staff's collaborative skill development are supported by on- going interagency training									
	What type of collaboration is done w	ithin and acros	s agencies?							
3	Directors and lead staff incorporate collaborative principles and activities in their own organization's policies and procedures									
	How would you know if lead staff were supporting collaborative processes? As lead staff, how do you support collaborative processes?									
4	Staff complete a comprehensive assessment of a child and family strength's and needs when they enter services									
5	Staff are developing single plans of care across agencies/community partners									
6	Services are <i>not</i> tailored to meet the individual strengths and needs of families									
7	Families are matched to staff <i>without</i> consideration of family characteristics									
8	Staff inquires and is knowledgeable about important issues in the family's life									
9	Staff is sensitive to a family's reading ability and therefore									

	ensures that information/forms are given in a way they can understand						
10	Paperwork is presented <i>only</i> in English						
11	Services for families are <i>only</i> given in English						
12	Staff ensures that the family receives the necessary paperwork, reviews it with them and makes sure that they understand it						
13	Staff knows where the family resides and understands how the family's neighborhood and community resources impact their life						
14	Staff is knowledgeable about family's culture and religious beliefs and uses this information to inform their work with families						
15	When working with families, staff are in touch with all involved internal agency units						
16	When working with families, staff are in touch with all involved agencies/community partners						
17	When working with families, staff ensure that services are planned and delivered in a coordinated manner without duplication or gaps						
18	When working with families, staff maintain up to date documentation on all services the family is utilizing						
	How are family-centered plans devel	oped within th	e agency, based	l on a family's	individual stre	ngths and need	s?
	How do you work with families to pl	an for their nee	eds and services	s' supports from	n different age	ncies?	
	How do you stay knowledgeable abo	out other service	es provided in t	he community	?		
19	Staff assigns families to available services <i>without</i> regard to the family's beliefs and values						
	How does your agency support a 'wl	natever it takes	' attitude in wo	rking with fam	ilies? What are	the barriers?	
20	Staff document family progress through measurable indicators e.g. grades, repeat juvenile justice involvement, out of home placements, number of times in foster care, repeat maltreatment.						

21	Staff use documented measurable progress to inform planning								
22	Staff encourages/connects families with informal support such as family members, other parents or community partners								
23	Child and Family Teams occur regularly in your community								
	If Child and Family Tea	ms do NOT o	ccur in your a	gency please g	o to Question	26			
24	Child and Family Teams <i>vary</i> widely across agencies/community partners in format and purpose								
	How are Child and Family Teams supported by your agency?								
25	Child and Family Teams are attended by the family, informal supports and needed agency staff								
	How is family participation in Child and Family Teams supported by your agency?								
26	Staff make every effort to support families' active involvement in the development of their plan for services and supports								
	How are equal partnerships with fam	ilies supported	within the age	ncy?					
27	Family members are viewed as consumers of service with no relevant expertise								
28	Families are active decision makers in all aspects of service delivery, e.g. policy, planning, implementation, training, evaluation, quality improvement, etc.								
	To what extent are families involved improvement, etc?	in service deli	very e.g. policy	, planning, imp	plementation, tr	aining, evaluat	ion, quality		

Community Needs Assessment – Direct Line Staff/Supervisors

The areas listed below are key in the development of a system of care in your community; please let us know what additional support may be useful. (mark an X in the column and include specific suggestions in the other column or below)

	Training	Technical Assistance	State Mandates	Other
Interagency Collaboration				
Cultural Competence				
Family Partnership				
Individualized Strengths & Community Based Services				
Accountability				
Other				

Community Needs Assessment - Staff

Date County Agency/Community Partner Job Title

Please check one - length of time in service: \Box less than 6 months \Box 6-12 months \Box 1-2 years \Box 2 or more years

	<i>Directions:</i> For <i>each</i> item please read the statement carefully. Fill in one circle that best represents your level of agreement. Complete the open response question.	Agree a lot	Agree half the time	Agree a little	Disagree a little	Disagree half the time	Disagree a lot
1	Staff are unaware of the agency mission						
2	Policies, procedures, and activities are consistent and support the agency's mission						
3	Staff at all levels impact how friendly the agency appears to families						
4	Staff go "above and beyond" to ensure that families' individual needs are met						
5	The agency has prepared me to deal with people from diverse backgrounds and disabilities through <i>training</i>						
6	The agency has prepared me to deal with people from diverse backgrounds and disabilities through <i>ongoing support</i>						
7	Paperwork is presented <i>only</i> in English						
8	Paperwork is presented <i>without</i> regard to families literacy level						
9	In addition to ensuring that families receive the necessary paperwork, staff reviews paperwork and makes sure that the family understands it						
10	Services for families are <i>only</i> given in English						
11	Staff are <i>unaware</i> of what other units/sections are doing						
12	Staff within units/sections communicate across units/sections to provide services to families						
13	Staff are told about and trained on agency changes and initiatives to serve consumers better						

14	The agency collaborates with both public and private agencies in the community						
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Community Needs Assessment - Family

Date

County

I am currently or have been involved with the following agencies:

□ Social Services □ Mental Health □ Schools □ Public Health □ Juvenile Justice

My child/ren are age(s):

	<i>Directions:</i> For <i>each</i> item please read the statement carefully. Fill in one circle that best represents your level of agreement. Complete the open response question.	Agree a lot	Agree half the time	Agree a little	Disagree a little	Disagree half the time	Disagree a lot
1	I was treated respectfully and with concern when I went to social services						
2	People involved with my family talk about what is good in my family						
3	My social worker/case manager worked well with my family						
4	All the people involved with my family come together to develop a plan with my child						
5	Meetings and appointments are at times and/or places that are good for me						
6	I am listened to and my opinion is valued when planning services for my family						
7	I feel my family's beliefs and traditions are important in how my services are developed						
8	People working with my family go above and beyond to get the services we need						
9	I am always contacted prior to my family's services being changed or discontinued and I am involved in the discussions around the change						
10	I have been asked my opinion and to help solve the problem of not enough services in the community						
11	I know and have been asked my opinion on how well agencies work together to help children and families						