

Reporting Back on the Jewish Family and Child Services (JF&CS) SERVICE MODEL REVIEW

BACKGROUND

As part of our Strategic Plan and in response to changing client and community needs from the pandemic, we engaged in a Service Model Review. A committee of employees from across the agency reviewed how our services aligned with our mission and values, as well as how they are funded. We looked at research on trends in the social services sector. We talked with clients and community partners about their experience accessing services and with employees about how services are delivered.

KEY FINDINGS FROM THE SERVICE MODEL REVIEW

What we heard about the difference JF&CS makes:

The connected and caring approach of employees makes a big difference in clients' lives. Accessing more than one service at JF&CS, having basic needs met, and having services that are meaningful to Jewish identity all significantly impact clients' lives.

What we heard about community need:

- There are increased community needs resulting from the pandemic:
 - Basic needs such as income, housing, mental health, safety
 - Those with multiple needs have had a harder time accessing services
 - There are not enough services to meet need
 - The path to access service is sometimes unclear

What we heard about how services can better meet need:

Changing the JF&CS service model to better meet need would involve focusing:

- Who we serve
- The approaches we use to provide service
- What services are offered

Sharing that with the community and supporting our employees to deliver those focused services, would allow us to better serve those with greatest need.



RECOMMENDATIONS

All of the information gathered as part of the Service Model Review supports our recommended approach to updating our service model that was unanimously supported by our Board of Directors. The picture depicts the recommendations at a high level.

Step 1. Confirm our WHY - the impact we want to have in the community

Step 2. Define our WHO - the clients we serve

Step 3. Commit to HOW with approaches that:

- Communicate to clients what to expect
- Improve and integrate service delivery
- Support our employees

Step 4. Determine the WHAT - use what we learned to:

- Update our services to meet defined client need
- Update our internal processes to support new approaches
- Make sure our services are delivered in a way that honors Jewish values and traditions

Step 5. Determine WHERE client need is best met - work to make sure there are clear paths for service within JF&CS and throughout the greater community

Step 6. Determine commitment to WHEN - put processes in place to respond to client needs in a timely and effective manner

OUR COMMITMENT TO DEVELOPING A NEW JF&CS SERVICE MODEL

Some of the smaller steps from the recommendations are already being implemented. A plan is being put into place for program level recommendations to improve existing service delivery.

Consideration for agency level recommendations from the Service Model Review will flow from strategic decisions. JF&CS will soon begin connecting with clients, community members, partners, and employees to hear their thoughts on the upcoming Strategic Plan Cycle.

