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Cultivating Change in Human Services Telestration Transcript

Today's human services landscape is more challenging than ever.

It's an environment clouded by demand, complexity, mandates and cost—where resources are being cut.

Despite this terrain, organizations must grow their capacity to deliver better outcomes, supporting individuals and families on the path to their full potential. But how?

Renewal is about evolving and

maturing the business mode over time – focusing on organizational, process and technology modernization that cultivates change for agencies, and for the people they serve.

The nation's human services leaders created and refined a framework to chart this growth. The Human Services Value Curve tracks business model development across four levels. The higher the level, the greater the capacity to deliver outcomes and impact to people in need of support.

The first level is the Regulative Business Model. This model is a starting point for all human services organizations. It's a basic business model to deliver services to eligible people in compliance with requirements.

And it's working in the nation's public welfare offices every day where technology interfaces, data sharing and incentives - are helping agencies to achieve compliance excellence, reflected in a national SNAP error rate of less than 3 percent.

The next level is the Collaborative Business Model. The business model matures beyond a singular compliance focus to deliver the best mix of services to people - by breaking through boundaries for collaboration and information sharing around policies, programs and processes.

It's at work at the District of Columbia Department of Human Services, where the Strong Families program provides wrap-around support from multiple agencies and community partners - and new processes and policies are improving service integration between the TANF and Homeless Services populations.

The next level is the Integrative Business Model.

Continuing to broaden capacity, this business model focuses on seamlessly coordinating and integrating services.

It's about working at the optimum level across multiple programs to transform service with one-stop

options, drive participation and make the most of data.

This is exactly what's happening in New York City with the landmark HHS-Connect program - that connects 35 programs and 15 agencies for game-changing data access, information sharing and inter-agency collaboration.

The most advanced level is the Generative Business Model.

It's an innovative, future focused model of human services delivery - that addresses complex family problems and social and economic issues to generate lasting outcomes for people and communities.

In this model, leadership, operations, technologies and processes are adaptive and innovation is continuous.

While no jurisdiction has yet achieved this, Washington State is making exciting inroads. Here, officials started with an impact

statement that reflected the full scope of how human services would connect into the community.

The Human Services Value Curve is not a one-size-fits all framework—even specific programs can be at different levels.

Moving up requires a relentless focus on outcomes, adaptive leadership, leading technology and innovation.

It is possible to reach the top and empower services and improve lives. The place to start? Understand where your organization is today on the Human Services Value Curve. Because to move forward and make an impact in human services, it's important to know where it all began—and where it must go.