Moments that Matter
Inspiration from the 2015 Human Services Summit

Video Transcript

**Antonio Oftelie:** We’ve been talking a lot about collaboration across boundaries, about how we can get better impact from government, about outcomes, trying to figure out what outcomes means in the Human Services world? So we worked a lot with you guys to create the Human Services value curve. Now the value curve, as you guys know, is, it’s about maturity model, but it’s also a leadership model so that you can figure out how do I pace the organizational change that we need to bring forward in order to get more capacity over time, to get these outcomes and impact we’re talking about?

**Gordon Jeyes:** So we’re having a debate not about our shared past, but about our shared future. And for each of us, whether it’s a school or a social work service or a family center, the effectiveness of services and about the effectiveness of society as a whole.

**Soon-Hoo Gog:** I think number one is about putting customer first. We must always ask our self who are we serving? Because there is a lot of time we’ve – after a while we are forgetting whether we are serving a system, are we serving the customer?

**Raquel Hatter:** We’re starting not to talk about timeliness, not just being timely with SNAP, we’re not just making sure it’s accurate, but if we’re not timely, how many kids and families are waiting? It’s not the time that is measured, it’s a hungry measure. Many people are still hungry because we didn’t get it done. So although it’s a regulative indicator, it has a generative effect.
**Susan Dreyfus:**
I never thought six years ago that I would be coming and having people with actual examples on the ground of how they’re transforming Human Services delivery to get under root causes, to change the context within which people live their lives every day and not just delivering a unit of service to them, but truly working to change their lives for the better.

**Timothy Becker:**
Primarily it’s people not programs. It doesn’t matter how well we run our programs if we don’t get back to the heart of the matter and ask the real question, what is it that brought the people to us to begin with? They landed in our programs for a reason, so we can’t just stay in our lanes and keep our heads down.

**Benjamin Koh:**
At the end of the day, it’s the client that we are serving. And if you put the client at the center of trying to integrate social services, you get a different outcome from just the sum of all the different processes that agencies themselves have to undertake.

**Maria Cancian:**
When you come to a challenge, you can think of kind of trying to make that challenge go away or you can kind of think of it as being two sides of a coin and your job is to flip that coin. Your job is to figure out how that barrier can become a strength.

**Kelly Harder:**
I sat here five years ago when we were learning about what the value curve meant and what it could translate to mean and to sit and watch it in action and how transformational it has been to this industry on a national level, is very humbling for myself and to really be reassured that we’re on the right path to improve the overall service delivery system because of this work.