



IN COMMON

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For the Common Good Discusses Partnership with The Rensselaerville Institute

On May 23, 2001, members of the For the Common Good State Team met with Elliot Pagliaccio, of The Rensselaerville Institute (TRI) to discuss the potential for future collaborative efforts between the Common Good and TRI. Formed in 1963, TRI is a non-profit organization dedicated to helping communities and organizations engage in change efforts. It works with communities, organizations, and the groups that support them.

During 2000, the Common Good project had an opportunity to work with TRI when Elliott Pagliaccio presented two programs on outcomes funding approaches. The first, held in April, was designed to help local programs implement outcome frameworks in their agencies. The second, held in May at Camp Mary Orton, was for state agency staff who are the investors in local programs. As a result of these activities, TRI has approached the Common Good State Team to develop a collaborative partnership that would allow TRI to reach a much larger number of people.

TRI has already done a substantial amount of work in Ohio through the Ohio Department of Development and other agencies. However, working with the Common Good project would allow it to accomplish the following:

- work with all partners, including investors at the state and local level and implementors in agencies and programs
- keep some balance in the subject of outcomes, including between accountability and learning and the partnership of investors who think outcomes are a good idea and those who are responsible for implementing an outcomes framework
- create opportunities to learn from each other since no one individual or agency has all the information or “know how” related to the use of outcome frameworks
- ensure that TRI can encourage people to aspire to what outcomes should be and help explain the connections between and among the existing outcomes models.

TRI is interested in reaching the following three audiences through a partnership with the Common Good.

- Individuals who are investors in state agencies
- Not-for-profit providers who cannot afford to hire TRI directly so that it can help them use the outcomes approach
- Leaders who need to be able to articulate the right message about outcomes

During the session with Elliot, a number of potential strategies and activities for the proposed partnership were discussed, including institutes, application training sessions, conferences, inquiry interviews, and briefings. Currently, the Common Good State Team is in the process of completing a plan for how it will implement this partnership. Look for more information in future issues of *InCommon*. For additional information on TRI, click on <<http://www.tricampus.org>>.

Common goals...

Common customers...

Common needs...

Common challenges...

News from the Field

Scioto County Team Creates Dental Health Care Facility

After two years of hard work and dedication, a team of individuals in Scioto County made the dream of improving dental health care for impoverished children in the region a reality. The Community Action Organization (CAO) Center for Dental Wellness opened its doors in January 2001 after representatives from local service clubs, government, public agencies, Shawnee State University, and the Southern Ohio Medical Center collaborated to garner community support and funding for the clinic.

The new clinic targets children at or below 200% of the poverty level. However, clinic services are available to all. Medicaid is accepted and the uninsured are charged according to a sliding fee scale. Services offered by the Center currently include complete oral health care and dental screenings.

The idea for a comprehensive dental clinic arose in 1999, when members of the Scioto County Common Good team assessed that dental care was the number one unmet health care need in the region. According to Carrie Massie, the Center's coordinator, the need for dental services targeted primarily to children living below the poverty level is tremendous. Only nineteen dentists currently serve the region and only six of those offer services to low-income, uninsured, and Medicaid patients. The ratio of dentists to impoverished clients is 1 to 22,709.

According to Brenda Benson, Carousel Center Director and Common Good team member, the clinic could not have opened without the generosity and collaboration of the community. The Anthem Foundation of Ohio awarded \$250,000 in grant money. The Scioto County Commissioners set aside a total of \$15,000 of their fiscal 2000 Community Development Block Grant for clinic equipment, and Southern Ohio Medical Center donated more than \$14,000 in dental equipment. The Scioto County Department of Job and Family Services agreed to fund the wages of non-health personnel operating the clinic. Wages for health professionals are funded by the Work Force Investment Act and administered through CAO of Scioto County. Finally, the Portsmouth Department of Development procured \$10,000 to defray the cost of building improvements necessary to make the clinic operational.

Representatives from the collaborating agencies continue to work together to bring more services, staff, and patients to the dental clinic. As of the middle of May 2001, 300 people had toured the facility, 183 people had attended presentations by the dental clinic staff, and several Shawnee State University students have gained clinical experience at the Center.

Stark County Common Good Team Fosters Employer-Agency Collaboration

The Common Good Team of Stark County promotes self-sufficiency for unemployed and underemployed persons by recruiting, training, placing, and providing on-the-job support for potential employees. At present, the team consists of twenty collaborating agencies. Since its inception, the Stark County team has facilitated collaboration across many participating agencies, including Stark County Department of Job and Family Services, Rural Opportunities, Inc., the Timken Company, and Sisters of Charity Foundation of Canton. These collaborative efforts have led to many innovative initiatives in the Alliance/Canton/Massillon areas. Among these are two recent endeavors that have changed the face of human services in the area.

The Health Care Collaborative Project addresses the hiring and training needs of health care industry employers in Stark County. The team conducted a survey of health care employers to determine staffing and skills needs for the area. The survey revealed that primary concerns of employers include high turnover and a lack of soft skills (i.e., time management, communication skills, proper attitude and behavior on the job).

The Health Care Collaborative responded by forming a committee to determine collaborative services that can be provided by the team on an individualized "employer-focused" basis. Recently developed services target Canton and Massillon nursing care facilities. The team hopes to expand services to other health care settings in Stark County.

In March 2001, the Stark County Team hosted area employers at the first "EMPLOYER RESOURCE EXPOSITION." Nineteen Common Good agencies created presentations to demonstrate their agency's prowess at facilitating employer human resource efforts, including training, recruitment, and retention of employees.

The Common Good Website
<http://literacy.Kent.edu/CommonGood/>

RESOURCE CORNER

Manpower Demonstration Research Corporation (MDRC)

Manpower Demonstration Research Corporation (MDRC) is a nonpartisan social policy research organization dedicated to learning what works to improve the well-being of low-income people. Through its research and the active communication of its findings, MDRC seeks to enhance the effectiveness of public policies and programs. MDRC was created in 1974 by the Ford Foundation and six federal agencies in the wake of the Great Society antipoverty programs of the 1960s. Lacking clear measures of their effectiveness, these programs were the subject of both unsubstantiated claims of success and criticism by anecdote, with no firm legacy to inform future efforts. MDRC's founders sought to establish a new kind of organization that would build a body of evidence about whether social programs do or do not work. All of MDRC's work is designed to be relevant for policy and to address important issues, but in recent years, its agenda has expanded beyond evaluations of welfare reform efforts. Its current projects focus on three areas: welfare and income security, education, and employment and community initiatives.

The MDRC website (<http://www.mdrc.org>) contains a full description of MDRC activities and many of its publications are available in full text. One that may be of interest to Common Good team members is *Beyond Work First: How to Help Hard-to-Employ Individuals Get Jobs and Succeed in the Workforce*. Written by Amy Brown, this how-to guide presents promising practices for identifying and assisting individuals who have difficulty finding work because of complex problems such as substance abuse, domestic violence, and physical, mental, and learning disabilities. The guide is based on information and lessons from relevant research and the experiences of rehabilitation, clinical treatment, and welfare-to-work providers. It can be downloaded from <http://www.mdrc.org/InPractice.htm>.

Another publication of interest to practitioners in welfare-to-work and employment programs is *Questions from the Field*. Each of these brief publications responds to a question generated from practice. One issue, for example, addresses the question, "How do I market my welfare-to-work program to employers?" The response includes suggestions for building a long-term relationship with employers, understanding their needs, and designing a marketing message. A list of organizations and programs for further information is provided. *Questions from the Field* can also be accessed at <http://www.mdrc.org/InPractice.htm>

Study of CG Impact Underway

In order to assess the impact of the Common Good Local Linkage Teams (LLTs) on current interagency collaboration under WIA, Common Good project staff have begun collecting information from individuals associated with Common Good LLTs and relevant community agencies. A total of 583 surveys were mailed to the Common Good mailing list; 35 % were returned and used in analysis. In addition to collecting information through the survey, telephone interviews have been conducted with individuals in communities where Common Good LLTs and One Stops overlap.

Preliminary findings suggest Common Good activities did contribute to inter-agency collaboration efforts and continue to foster good interagency communication. Merger with the local One Stop has affected Common Good LLTs; of those study respondents indicating their local linkage team no longer meets, 60 percent attributed the dissolution of the LLT to a merger with the One Stop. The study is expected to be completed by the end of August 2001.

Upcoming Events

The Ohio State Apprenticeship Council's 47th Annual Conference is scheduled for September 26 to 28, 2001, at the Toledo Radisson Hotel. State Team members Jeff Gove and Sally Prouty will participate as panelists during the conference. For further information, contact Jean Sickles at <sicklesj@odjfs.state.ohio.us>; telephone (614) 466-2469.

The Ohio Department of Job and Family Services is sponsoring the following upcoming events:

Youth Meeting, October 10-11, 2001

- How to operate year-round youth programs
- Setting goals for youth measures
- Working with youth councils

Fiscal Meeting, October 23-24, 2001

- General overview of DOL fiscal policies
- Discussion of accrual, obligation, and interest
- Financial requirement

Additional information on the agenda, workshops, and hotels will be coming soon from ODJFS.

Annual Statewide Conference on Refugees and Immigrants, September 24, 2001, Marriott North, Columbus, OH. Registration available online in the near future.

"Tools for System Change: Moving Forward to a Youth Development System," November 28, 2001, Columbus Athenaeum, Columbus, OH. For more information see: www.stwclearinghouse.org

Community Action Agency Programs Honored

Seven of Ohio's community action agencies achieved recognition for their efforts to improve the lives of low-income people through building partnerships and increasing agency capacity. In partnership with The John Glenn Institute, the Ohio Association of Community Action Agencies acknowledged best practices among community agencies in six categories. Policy, advocacy, and community action experts evaluated programs based on documented outcomes, innovation, replicability, and collaboration.

Programs receiving Best Practice awards for partnerships include:

- Youngstown Area Community Action's Head Start/Childcare Partnership Program—This program is a collaborative effort between Youngstown's Head Start program and six local childcare centers to provide safe, secure facilities with extensive resources.
- SELF's FAST (Family Assessment and Support Team)—One hundred percent of customers have completed in-depth assessments and developed plans for attaining self-sufficiency.
- Warren County Community Services' Head Start Program—This program provides 296 children with Head Start services, including 53 who are able to receive full-day services due to Warren's partnerships with other agencies.
- HAPCAP and Gallia and Meigs' Dislocated Coal Miner Retraining Program—For the first time, customers are retrained prior to losing their jobs. This program serves potentially 820 miners working three shifts with classes at the mine facilities.

Agencies recognized for increasing their capacity to achieve results include:

- Adams-Brown Counties Economic Opportunities' Glass Refractory—The Refractory uses 100 percent recycled bottle glass to create much-needed jobs by producing nearly 25,000 decorative glass products a year.
- Pickaway County Community Action's PROS (Pickaway Rural Outreach Services)—Using support from Jobs and Family Services and the Pickaway County Commissioners, the CAA outfitted a van to provide emergency and referral services to all corners of this rural county. In a recent year, PROS helped connect 700 customers with resources and jobs.
- Lorain County Community Action's Management Training Institute—Last year, this institute trained 25 managers in critical skills, such as leadership, communication and teamwork.

These seven agencies, along with nine others in two additional categories were presented with awards at the first Best Practices Awards Banquet on January 25, 2001 at the Hyatt on Capitol Square in Columbus.

For the Common Good is supported by funds from the Ohio Department of Education, Office of Career-Technical and Adult Education, Section 2 & 3 of Title II, Adult Education and Family Literacy Act, of the Workforce Investment Act. Opinions expressed herein do not necessarily reflect those of the Ohio Department of Education nor the U.S. Department of Education and no endorsement should be inferred. For further information, contact Susan Imel, Center on Education and Training for Employment, 1900 Kenny Road, Columbus, Ohio 43210-1090; (614) 292-8606 or (800) 848-4815, ext. 28606; e-mail<imel.1@osu.edu>.



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