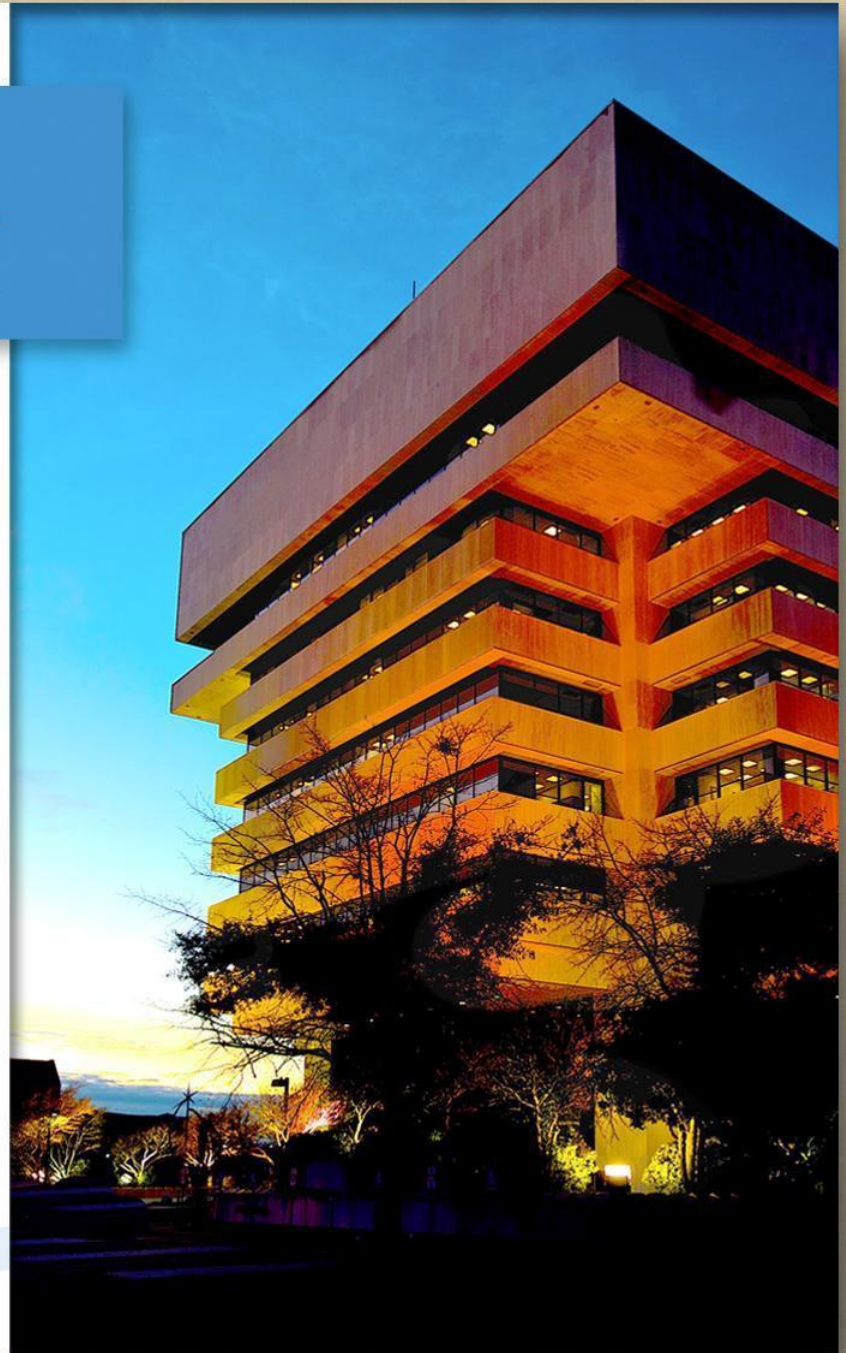


# HAMPTON VA

## **Family Resilience and Economic Empowerment**

**Wanda E. Rogers  
Director  
Hampton Human Services**

**November 13, 2019**



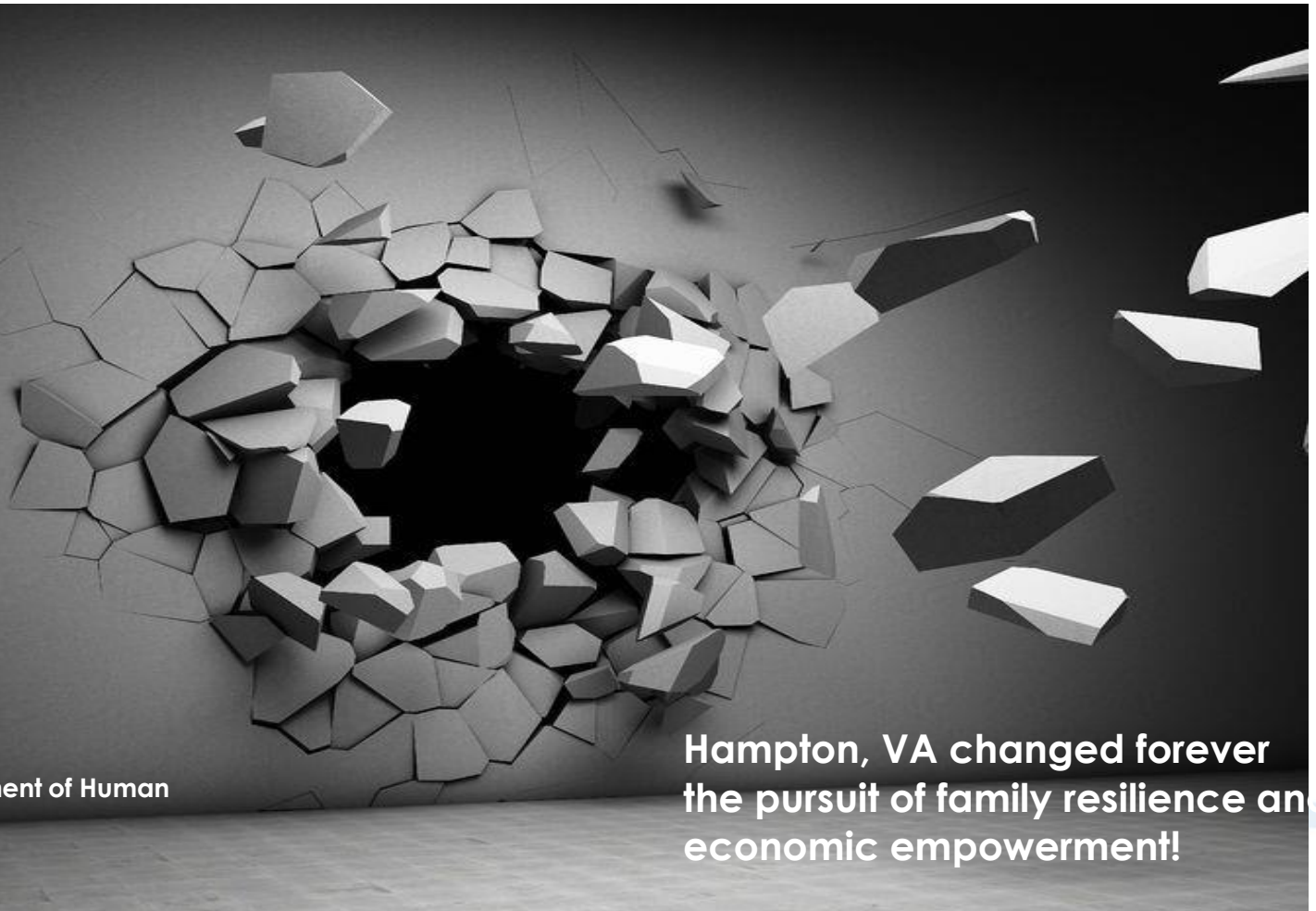
03

26

19

Wanda E. Rogers  
Director  
Hampton Department of Human  
Services

Hampton, VA changed forever  
the pursuit of family resilience and  
economic empowerment!

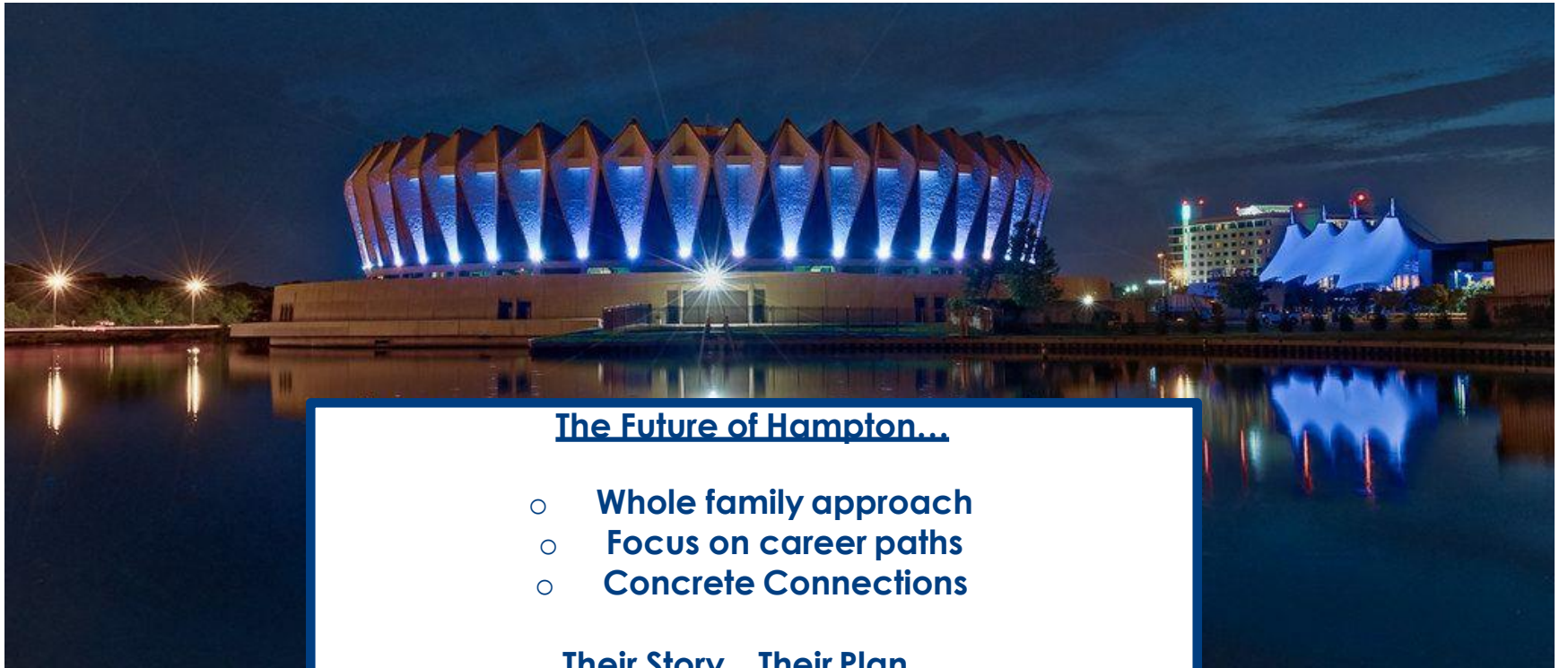




**HSVC Provided the  
framework...**

**Regulative  
Collaborative  
Integrative  
Generative**

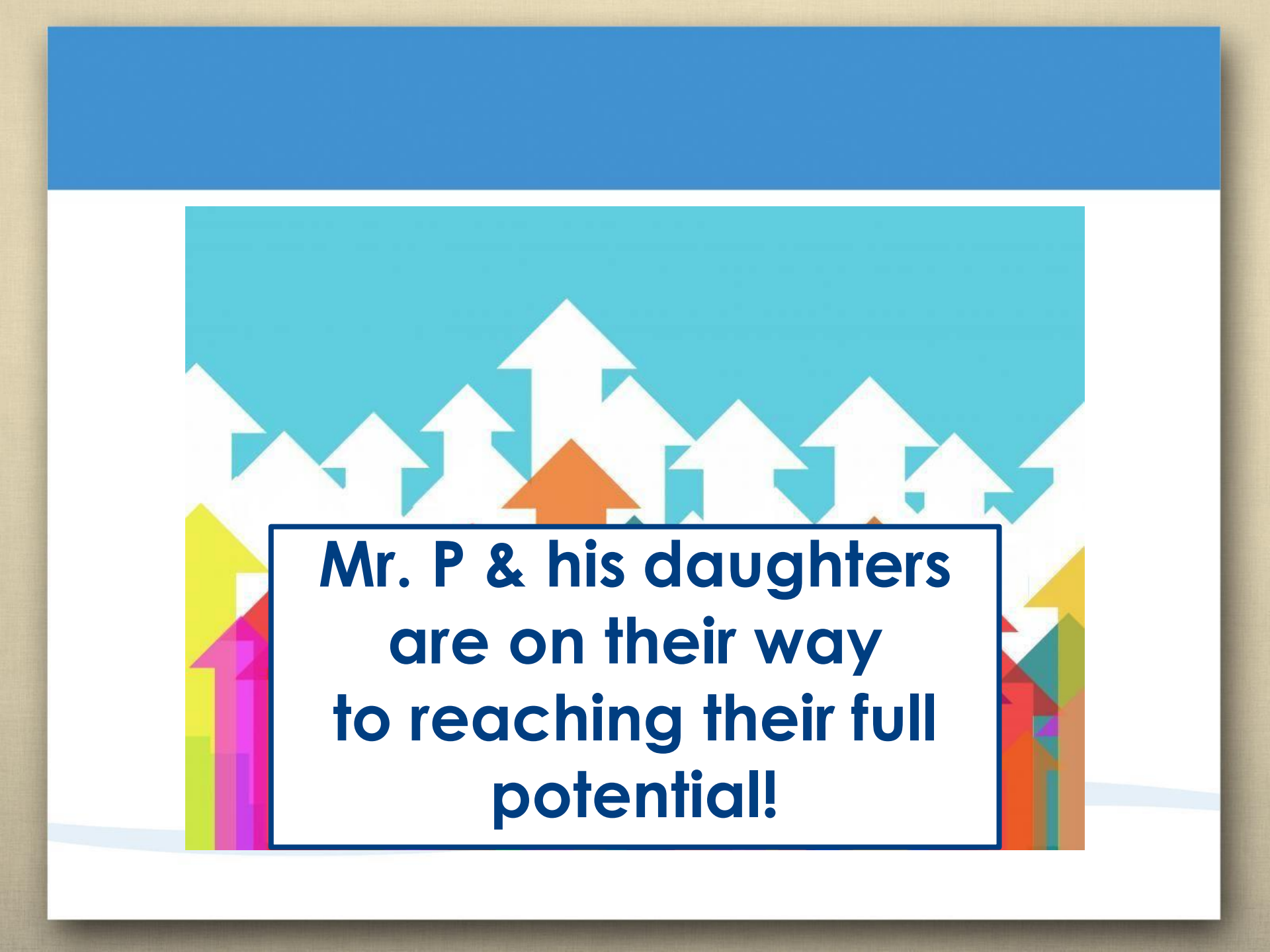
**New energy,  
Better communication**



### The Future of Hampton...

- Whole family approach
- Focus on career paths
- Concrete Connections

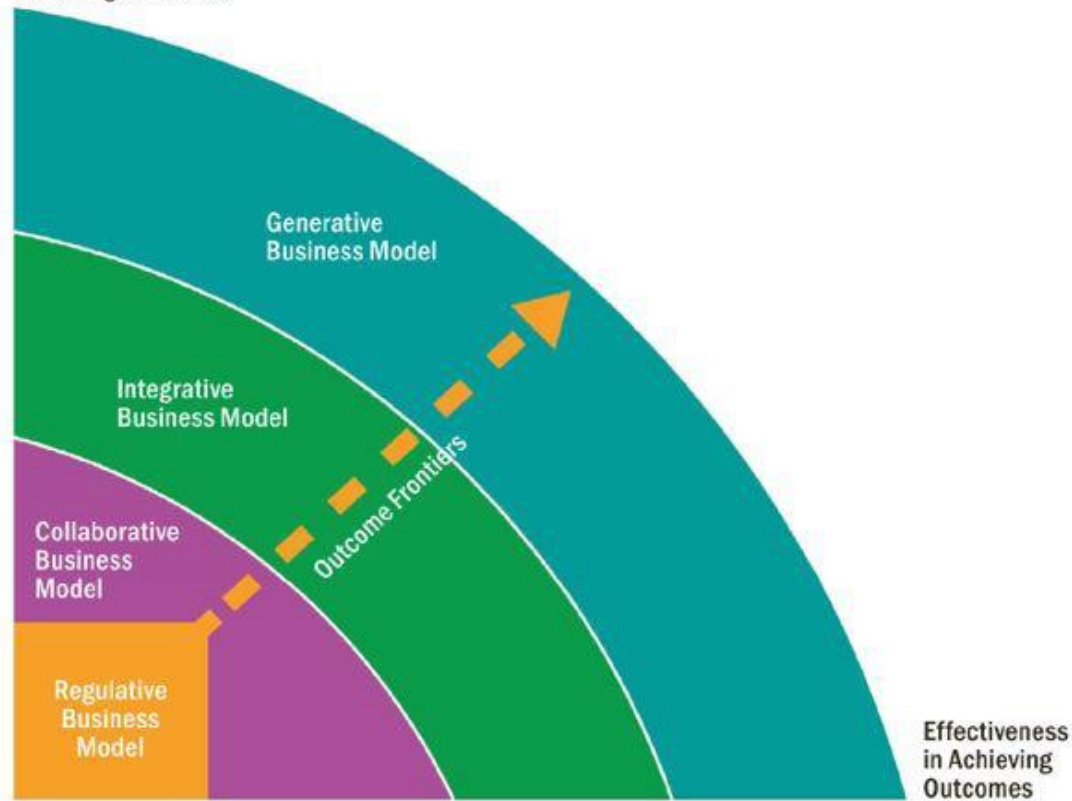
Their Story...Their Plan...  
Access & Opportunity



**Mr. P & his daughters  
are on their way  
to reaching their full  
potential!**

# The Human Services Value Curve

Efficiency in  
Achieving Outcomes



**Regulative Business Model:** The focus is on serving constituents who are eligible for particular services while complying with categorical policy and program regulations.

**Collaborative Business Model:** The focus is on supporting constituents in receiving all services for which they're eligible by working across agency and programmatic borders.

**Integrative Business Model:** The focus is on addressing the root causes of client needs and problems by coordinating and integrating services at an optimum level.

**Generative Business Model:** The focus is on generating healthy communities by co-creating solutions for multi-dimensional family and socioeconomic challenges and opportunities.

© The Human Services Value Curve by Antonio M. Oftelie & Leadership for a Networked World is licensed under a Creative Commons Attribution-NonCommercial 4.0 International License. Based on a work at [Inwprogram.org/hsvc](http://Inwprogram.org/hsvc). Permissions beyond the scope of this license may be available at [Inwprogram.org](http://Inwprogram.org).

## Vision

- To reimagine service delivery and implement whole family approaches to positive outcomes.

## Mission

- The department works to ensure that all Hampton families are able to become healthy and self-sufficient.

# Moving Upstream

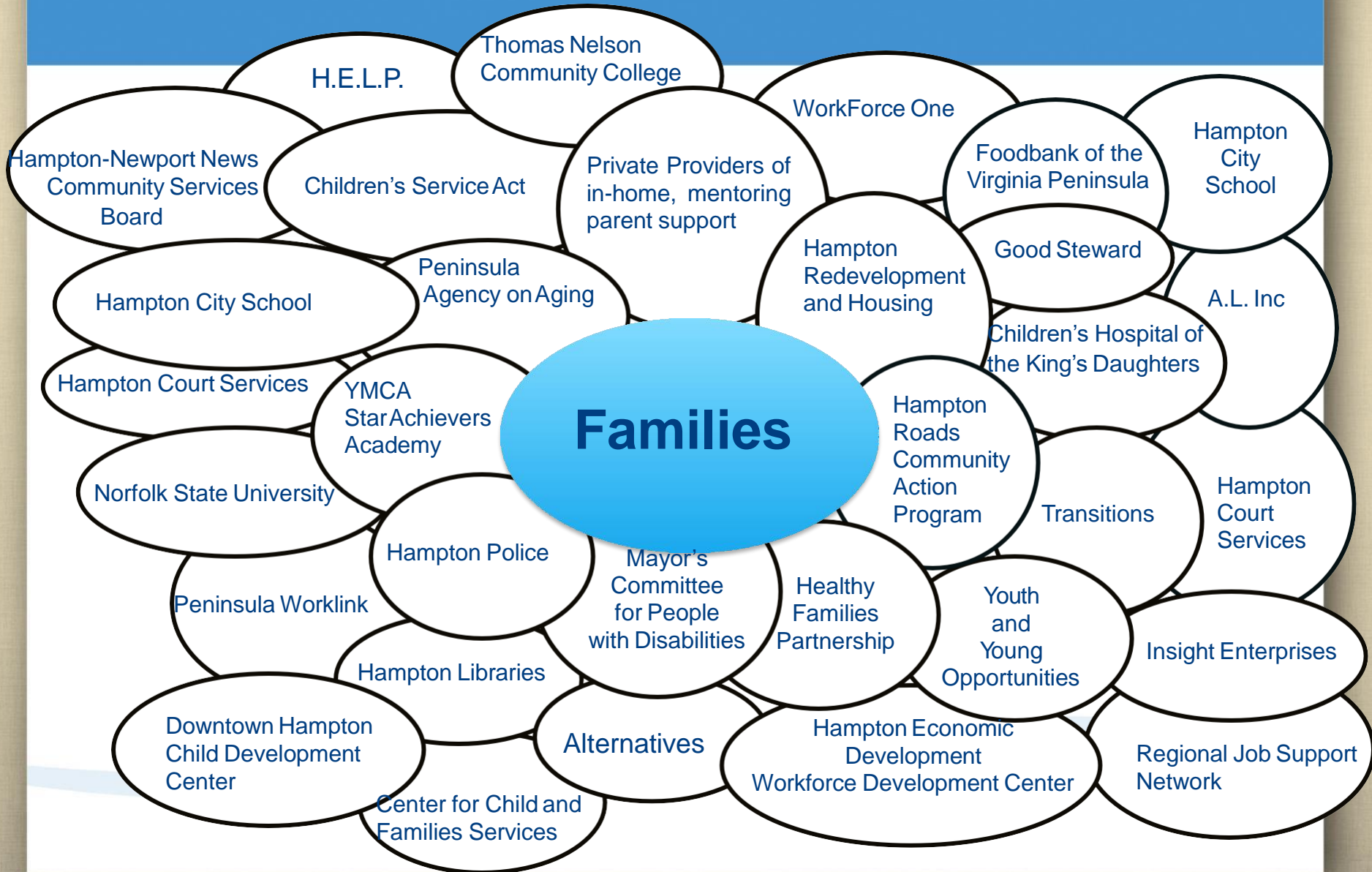
- Root Causes
- Barriers
- Enablers



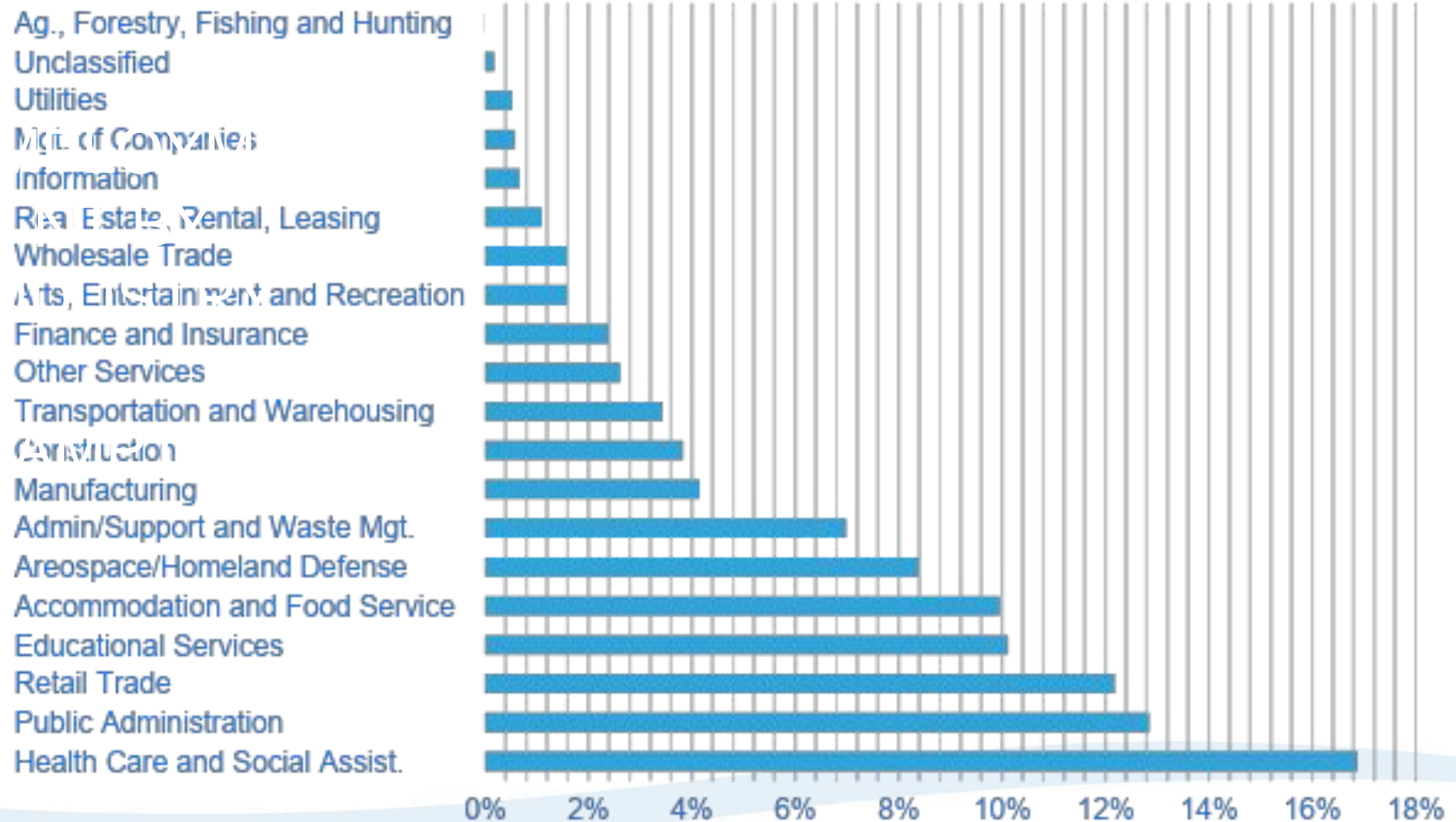
*Traditional human services have often focused on helping people “downstream, when a crisis arises, or “midstream” to assist a family during a challenging time, while “upstream” work addresses root causes, barriers and enablers of healthy families and thriving communities.*



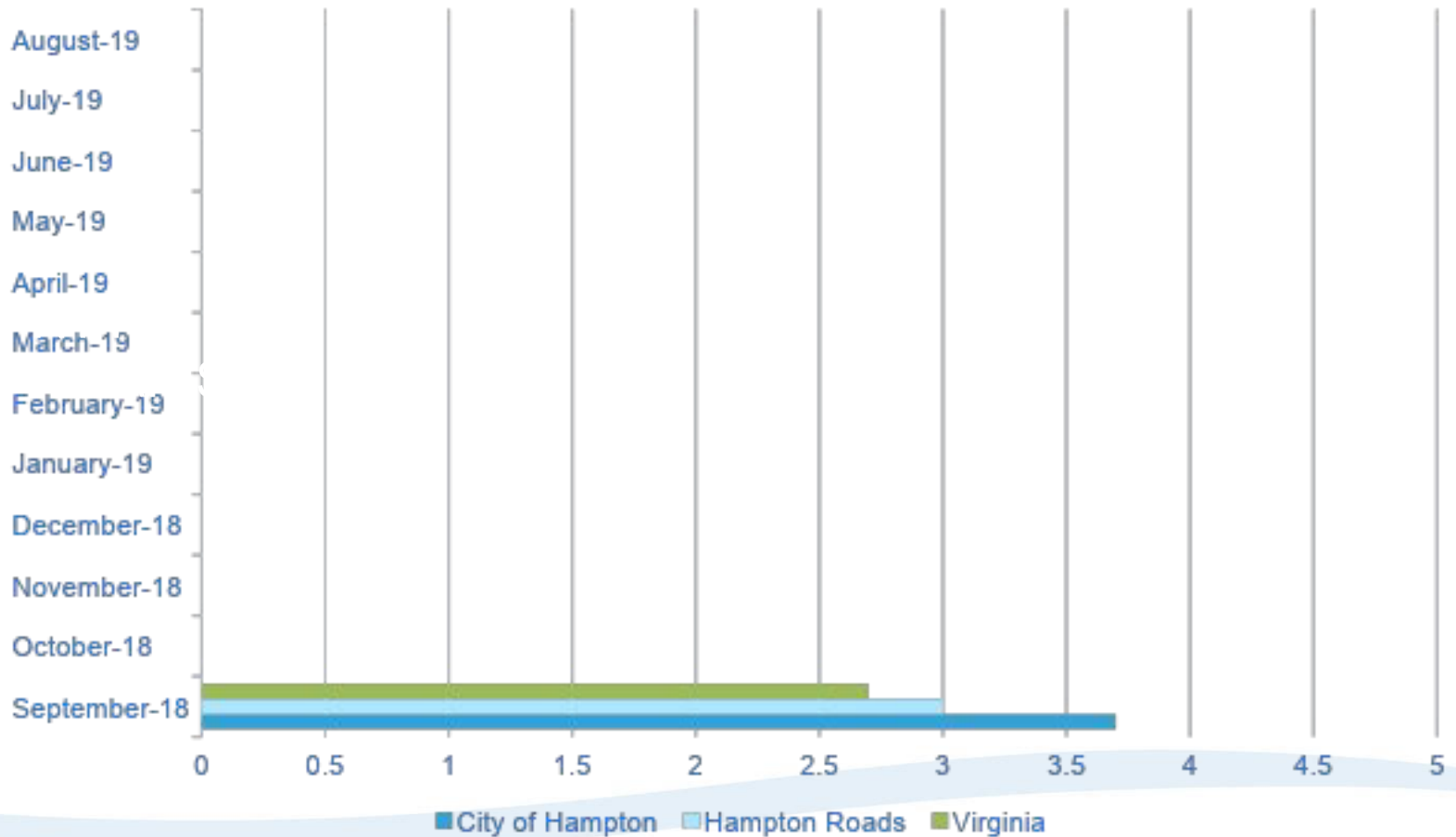
# SERVING 27,561 individuals daily



# Employment By Industry In Hampton



# Unemployment Rate Comparison



# WORKFORCE Development Activities Summary

- ACT Work Ready Community Initiative
- Workforce Hampton – job fairs and hiring events
- WorkOne Center – training and skills development center
- Business Exchange Hampton – providing support service to Hampton Businesses through advocacy, retention, expansion assistance and workforce development
- Hampton Department of Human Service – collaborative effort to support DSS clients with jobs skills and obtainment



# Top Priorities



Achieving  
Outcomes and  
Results

Achieving Family  
Economic and Social  
Well-Being

Whole Family Approach

To Ensure...

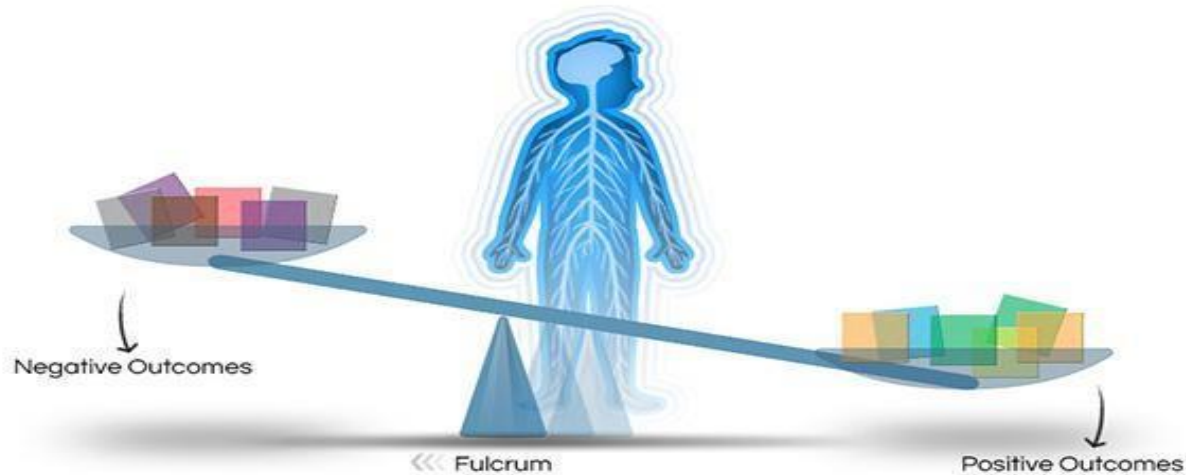
# ALIGNMENT of Services

<b>Therapeutic Summer Camp</b>	<b>Parent to Parent Support</b>	<b>Resource Parenting</b>	<b>Adult Protective Services</b>	<b>Foster Grandparent Program</b>	<b>Intensive Care Coordination</b>	<b>Auxiliary Grant</b>	<b>Pathway to Permanency</b>
<b>Healthy Families</b>	<b>Young Families Centers</b>	<b>Refugee Assistance</b>	<b>Court Services</b>	<b>Parental Capacity Studies</b>	<b>Housing</b>	<b>Balanced Approach to Success and Empowerment School</b>	
<b>SNAP Employment and Training Program</b>	<b>Temporary Assistance For Needy Families</b>	<b>Foster Care</b>	<b>Nutrition Services</b>	<b>Home Visiting Programs</b>	<b>HNNCSB Case Managers</b>	<b>Truancy Initiative</b>	<b>Stabilization Order</b>
<b>Child Care Assistance</b>	<b>Speech Instructions</b>	<b>Child Protection Services</b>	<b>Physical Therapy</b>	<b>Transportation</b>	<b>Adult Care</b>	<b>Therapeutic Afterschool and Suspension Project</b>	<b>Family Unification Project</b>
<b>Playgroup</b>	<b>Vision Services</b>	<b>Parent Education</b>	<b>Nursing Services</b>	<b>Early Intervention</b>	<b>Infant and Toddler Connections</b>	<b>Audiology</b>	<b>Teaching Parent Project</b>
<b>Psychological Services</b>	<b>Energy Assistance</b>	<b>Family Finding</b>	<b>Companion Care</b>	<b>School Age Programs</b>	<b>Therapeutic Respite</b>	<b>Child Dependency Medication</b>	<b>Adult Foster Care</b>
<b>Adoptions</b>	<b>21<sup>st</sup> Century Community Learning Sites</b>	<b>General Relief</b>	<b>Assistive Technology</b>	<b>Parents As Teachers</b>	<b>Specialized Housing</b>	<b>Parents and Children Together</b>	<b>Supplement Nutrition Assistance Program</b>
<b>Youth in Fast Forward</b>	<b>Infant Massage Class</b>	<b>Pre-School Readiness</b>	<b>Skills and Positive Parenting</b>	<b>Social Work Services</b>	<b>General Relief</b>	<b>Family Stabilization Program</b>	
<b>Virginia Initiative For Education and Work</b>	<b>Mayor's Book Club</b>	<b>Health Services</b>	<b>Speech Language Pathology</b>	<b>Specialized Foster Care</b>	<b>Occupational Therapy</b>		
<b>Medical Assistance</b>	<b>Youth Civic Engagement</b>	<b>Post Adoption Services</b>					
<b>Earned Income Tax Credit</b>		<b>Intensive Intervention</b>				<b>School Age Program Scholarships</b>	

# Our Family Resilience Work...

Is designed to tip the scale for positive outcomes for whole families!

“Supportive Relationships and Active Skills-Building Strengthen the Foundations of Resilience”



Source: [Developingchild.Harvard.edu](https://developingchild.harvard.edu)

<https://developingchild.harvard.edu/science/key-concepts/resilience/>

# Breaking Through.....

- ***“As societal health and human services challenges become more complex, the innovation and organizational responses to those challenges will become more complex as well”***
- ***“Increasingly, health and human services organizations will have to work across boundaries, share ideas, data and insights, and build novel solutions that can generate breakthrough results”***
- ***“Identifying and advancing policies, organizations and systems and the services they provide that get to the root of social and economic mobility and that need to be redesigned in order to build an equitable and thriving future for all people”***

Source: Harvard University 2019 Health and Human Services Summit: Purpose, Passion and Impact for the Future



# Challenges

- Blending and Braiding Funding
- Insufficient Collaborations Across Federal Agencies Serving Similar Populations
  - ie. Dept. of Labor, Dept. of Agriculture, Housing and Urban Development, Child Support Enforcement
- Variations in Federal Eligibility Requirements Across Programs

