We looked at three areas of the human service system in Washington County. This helped us understand how people get connected to the services they need. It also showed us how services are provided and coordinated by different agencies in Washington County.

ACCESS TO SERVICES

This area looks at how people find out about services and get connected to them.

What We Found:

- *Most services needed by people are available.*
- *People have to wait to get into some types of services.*
- *People don't always know what services are available or how they can get them.*

RECOMMENDATIONS:

- Learn more about why people have to wait to get into some services.
- Create an online directory of services to help people find what they need.
- Continue to educate residents about what services are available.

SERVICE PROVISION

This area looks at how agencies meet the needs of people once they are getting services.

What We Found:

- *Human service workers care about the people they serve and have good relationships with them.*
- *There are many good things that work well in Washington County.*
- *Family members need to be more involved in developing service plans.*

RECOMMENDATIONS:

- Follow-up with people after they get services to see how they are doing.
- Build on things that work well in Washington County and try things that are working in other places.
- Involve family members more when service plans are developed.

AGENCY INTERACTION

This area looks at how different agencies work together when they are serving the same people.

What We Found:

- *Human service agencies in Washington County want to work together.*
- *Human service workers have problems with waiting lists, rules, and funding when they try to get people help from other agencies.*
- *Information is not always shared when people get services from different agencies.*

RECOMMENDATIONS:

- Find ways for all human service agencies in Washington County to get together to plan for improvements to services.
- Try new ways to share information when people get services from different agencies.
- Provide training for human service agencies to learn about each other.

September 2007

Understanding the System to Better Serve the Residents of Washington County

System Analysis of Human Services in Washington County

PURPOSE OF THE PROJECT

Human services help people be successful in life. The Washington County Human Service System Analysis project takes a look at human services in Washington County. It gives us a picture of the human service system and provides information about what is working well. The project also identifies ways that services can be improved to better meet the needs of the people in Washington County.

MANY THANKS

Support and guidance for this project was provided by: Washington County Board of Commissioners – Larry Maggi, Bracken Burns, and Diana Irey, Washington County Department of Human Services, members of the project Implementation Team, Service Providers and Consumers in Washington County, and Collective Impact, LLC. This project is dedicated to the memory of Bob Harms, "The Gentle Giant."

WASHINGTON COUNTY DEPARTMENT OF HUMAN SERVICES

Washington County Department of Human Services is responsible for coordinating a lot of services that local people need. The Department works closely with community agencies and organizations. The Department receives funding from several places. This funding is used to develop needed services and improve how they are delivered to the people in Washington County.

Washington County Human Services Programs

- Aging Services of Washington County
- Child Care Information Services
- Children and Youth Services
- Homeless Assistance and Housing Assistance Programs
- Mental Health and Mental Retardation Services
- Washington County Health Center (long-term care facility)

WASHINGTON INFORMATION NETWORK (WIN)

Washington Information Network (WIN) is a coalition of agencies working together to improve human services in Washington County. WIN was started in 2002 by Community Action Southwest, Inc., Southwestern Pennsylvania Human Services, Inc., and the Washington County Department of Human Services. Since then, many other agencies have gotten involved with the WIN collaborative.

WASHINGTONKNOWS.ORG

A new online resource directory will be available at www.washingtonknows.org starting in the fall of 2007. This directory will help people in Washington County find out about human services that are available. Local human service agencies will be able to easily add information to the directory about the types of services they have available for people in Washington County.

For a copy of the full report and/or the Analysis Resource Disc, contact Washington County Department of Human Services at 724.228.6863