



*Engaging the community by examining data and establishing priorities to improve local health and human services*



[www.agendavf.org](http://www.agendavf.org)

## THE PROCESS

The earliest phase of the Community Agenda began in 2004 during the strategic planning process of One Voice for Volusia, when the Coalition identified the need to connect existing coalitions, committees and initiatives in the area.

After taking an inventory of approximately 26 area groups, a meeting was convened with key representatives to explore the collaborative efforts. After several months of research through the work of an Ad Hoc Committee, a formal meeting was held in February 2005 attracting 75 community leaders. The outcome reached by consensus: To improve local health and human services through the creation of a Community Agenda.

### Steps Involved

1. Form a Steering Committee of local leaders.
2. Recruit volunteers from all community sectors.
3. Each of 5 workgroups draft a vision statement of the "ideal" portrait of life for residents.
4. Each workgroup identifies up to 10 key indicators after analyzing data. These indicators serve as the benchmark in monitoring progress and tracking change on an annual basis.
5. Enhance awareness and receive additional community input through the facilitation of Town Hall meetings and presentations of the final list of indicators.



### WHAT IS AN INDICATOR?

An indicator is a measurement which reveals how we are doing in a specific area, and in this case, regarding health and human services. It is a piece of information that may shed light on the bigger picture of a system or social issue.

### SELECTING & PRIORITIZING THE INDICATORS

The selection of each indicator was constructed carefully with great detail. There were some limitations in selecting the recommended data. In reaching consensus to recommend the final list of indicators, each Workgroup Chair led discussion during the final meeting by asking the questions below.

#### Is this data...

- Available **ANNUALLY**?
- **AVAILABLE** and from a **CREDIBLE** source?
- **STABLE** and **RELIABLE**? Is it consistently collected, compiled, calculated the same way each year.
- **CLEAR**? Per-person rates vs. raw numbers
- Do we **UNDERSTAND** it?
- **USEFUL**? Does this data assess progress?
- **MEANINGFUL**? Does it provide information to help understand important aspects of the community?
- **RELEVANT**? Does it measure positive change?
- Does it **REPRESENT** our Workgroup Vision for improvement?
- **IMPORTANT**? Do we agree that it is important in relation to our Workgroup Vision?



## SNAPSHOT REPORT

The first annual report served as the benchmark for galvanizing the community to improve and monitor issues specific to the focus areas listed below. The Vision Statement below each focus area helps define the ultimate achievement for that focus area.

### ***Creating a Brighter Future for Our Children & Youth***

Our community has children and youth who are safe and secure with a family and support network that provides for their physical, emotional and educational needs in a nurturing and stable environment. All children and youth have opportunities to thrive, reach their potential and become contributing, responsible, productive citizens.

### ***Building Stronger Families & Neighborhoods***

Our community has stable family units that feel safe, secure and connected to their family, neighborhoods and the community as a whole and who take personal responsibility for themselves and their neighborhood and have easy access to appropriate resources when they need help.



### ***Creating Independence for Elderly & Creating Independence for Adults with Disabilities***

Our community provides an environment of security, independence, empowerment and respect for elderly and disabled citizens through access to a seamless system of support and services that assist individuals in reaching their personal potential for an enhanced quality of life.

### ***Responding to Community Disaster***

Our community has a recognized, collaborative prevention and response system with the capacity to mobilize the appropriate resources to promptly respond to citizens' needs in the case of a community disaster, providing immediate basic needs and restorative stabilization services.

### ***Promoting Wellness & Protecting Our Health***

Our community provides an environment conducive to healthy living so individuals have the support and awareness necessary to reach optimal mental and physical health with access to comprehensive health

## SPECIAL REPORTS

Three over-arching themes were identified by all five community workgroups during the identification of indicators to research. These themes transcended over all workgroup discussion as key challenges faced by residents as well as professionals assisting individuals with health and human service needs.

### ***Information & Referral***

The foundation of an effective information and referral system is accurate and comprehensive information. Information like this is outdated as soon as it comes off the press, so an ideal "database" would be web-based with ongoing updates. A strong system must have effective and convenient points of access. This may mean a network of "first contacts" rather than one particular service.

United Way of Volusia/Flagler has managed the **First Call for Help** call system for almost 30 years and is now the provider for the 2-1-1 call system. Many agencies also have an internal system to assist callers requesting information and/or services.

### ***Poverty***

The effects of poverty and its prevalence account for numerous issues facing our community today. Research shows that children from low-income families are at greater risk of poor and/or failing grades in school, inadequate health insurance coverage and a lack of primary health care. They are also more likely to engage in unhealthy behavior. Many local programs use the percentage of poverty as the measure to determine program eligibility.

These risk factors and many others, such as low hourly wages and a decline in affordable housing, contribute to the economic impact on families.

### ***Transportation***

Access to transportation and mobility is essential and, sometimes, even critical. For some, public transportation is the only option available. Health and human service professionals need to be equipped to assist clients seeking transportation. Issues relating to mobility cross all generations and abilities. Serving the Transportation Disadvantaged is an important component of public transportation in both Flagler and Volusia Counties.

## TAKING ACTION

### WHAT COMES NEXT?

#### ***Share***

- Distribute Snapshot report
- Schedule presentations about the Snapshot report

#### ***Engage***

- Recruit members for the Snapshot Review Committee
- Host the Annual Health and Human Services Summit

#### ***Improve***

- Continue to build a Funders' Council to engage key leaders of the area's primary funding streams to explore strategies for working together more efficiently and effectively
- Frame the Community Agenda into local strategic planning efforts
- Work with community organizations to maintain data relevancy and to address "missing" indicators
- Explore specific issues more deeply to effect a lasting impact on health and human service systems.



## HOW TO BECOME INVOLVED

Should you decide to use the **Community Agenda Snapshot** in strategic planning, to move policy change or help in decision-making, kindly let us know. We are happy to provide materials (presentations, general information, etc.) to assist your efforts. Also, we would like to track the network of individuals and organizations who are using the report to improve their community efforts.

If you are interested in the Snapshot Review Committee or want copies of the **Community Agenda Snapshot** please contact:

One Voice for Volusia  
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## STEERING COMMITTEE

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Mary Bruno, Volusia County School District  
Susan Caplan, Caplan Management Group, LLC  
Tom Coleman, M.D., Volusia Co. Health Department  
Edwin DeBardeleben, Agency for Persons with Disabilities

Bob Elkin, Palm Coast Data  
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Sam Willett, Bank of America

## 2008-09 FINANCIAL SUPPORTERS

### Sustaining Partners

County of Volusia  
One Voice for Volusia

### Philanthropic Sponsors

Bank of America  
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Focus on Flagler Youth Coalition  
United Way of Volusia/Flagler Counties

### Community Associates

Community Partnership for Children

### Community Supporters

Council on Aging  
Serenity House  
The House Next Door  
United Way Women's Initiative