

STARTING
AN
INFORMATION AND REFERRAL
(I&R)
SERVICE

Presented by

NEBHANDS
A Faith Based Community Initiative

and

United Way of the Midlands

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Table of Contents
Starting an Information and Referral (I&R) Service

Course Overview.....3

A Brief Outline.....4

Trainer’s Instructions.....5

Trainer Outline.....5

Supplies and Equipment Needed.....13

Bibliography.....14

Handouts.....15

Course Overview

How to Start an I & R

This three (3) hour course defines I & R services, looks at the components necessary to establish an I & R and the development of community resources.

A Brief Outline

Time	Outline
5 Minutes	I. Introduction <ul style="list-style-type: none">A. TrainersB. HousekeepingC. Learning goals and expectations
20 Minutes	II. What does an I&R do?
5 Minutes	III. Components needed to establish an I&R
45 Minutes	IV. Inclusion/Exclusion Policy <ul style="list-style-type: none">A. InclusionB. Exclusion
45 Minutes	V. Community Resources <ul style="list-style-type: none">A. Types of resourcesB. Where to find themC. Information to collectD. Where to get the information
10 Minutes	VI. Barriers to existing services
10 Minutes	VII. Identifying unmet needs
30 Minutes	VII. Developing community services <ul style="list-style-type: none">A. Who to bring to the tableB. Community MappingC. Review resources, prioritize needs and develop services
5 Minutes	VIII. Conclusion <ul style="list-style-type: none">A. Learning goals and expectationsB. EvaluationC. Thank you

Trainer's Instructions

This manual is organized so that a trainer can conduct the starting and I & R training with as much ease as possible. Each section listed in the index is tabbed in the Starting an I & R Training Manual. Inside the front cover of the manual is the Power Point presentation on disk.

There is a list of supplies and equipment needed to conduct the training.

The handout Section is indexed and contains original documents that will be discussed during the training, a copy of the Power Point presentation, and the Training Evaluation, all of which can be copied for participants. There is also a Brief Outline that the trainer can handout, if he or she desires to do so.

The Trainer's Outline is more detailed than the Brief Outline. On the left side of the Trainer's Outline are the resources needed for each section of the Training Outline. On the right side is the outline itself.

Italic notations in the Trainer's outline are dialog suggestions for the Trainer to use to introduce exercises, discussion or to further explain the point being made.

Trainer's Outline

Resources

Notes

- Introduction:*
- A. *Trainers*
 - B. *Housekeeping*
 - C. *Learning goals and expectations*
 - i. *The function of an I&R*
 - ii. *The components of starting an I&R*
 - iii. *Developing community services*

I. What does an I&R do?

Exercise: 15minutes

Divide the group up into 2 groups of 10, more than 2 groups may be necessary depending on the number of people attending the session. One group of 10 will each have a 3x5 card with a service on it the other group will each have a 3x5 card with a need listed. Let them find each other. One cards with have more than one need and one card will have a need for which there is no service.

Power Point

Discussion:

- A. Brings services and people together. Provides information about a broad range of community services that otherwise may be unknown to them
- B. Discovers service gaps in the community

Power Point

- ### II. Components needed to establish an I&R
- A. Resource Files – accurate up-to-date information on available community resources
 - B. Classification System – a means of retrieving the service information
 - C. Data Collection – collects and organizes the data and identifies service gaps

Power Point

- ### III. Inclusion/Exclusion Policy - Guidelines to govern resource file development. The guidelines need to be specific as to what groups are included and what groups are excluded from the resource file

Flip Chart

Why do you want to have a written Inclusion/Exclusion Policy?

Power Point

Trainer's Outline

Resources

Notes

- A. Consistency
- B. Legitimizes decisions
- C. Makes it easier for staff to determine if an organization qualifies for the database

Flip Chart

What qualities are you looking for in an organization?

Power Point

- IV. Inclusion:
 - A. Non profit agencies offering health and human services
 - B. For profit agencies that accept Medicare/Medicaid, sliding fee scale, free, low-cost services or flexible payment plan.
 - C. Government agencies providing educational, health and human services
 - D. Other agencies providing specialized I&R, hotlines, helplines, and crisis lines.
 - E. Organizations, such as churches and civic groups, that offer services for the community-at-large, e.g. clothing or food pantries
 - F. Support groups
 - G. For profit organizations that provide a service not offered in the non profit community
 - H. Stability
 - I. Within your geographic area

Flip chart

What might disqualify an organization?

Power Point

- V. Exclusion: Refusal to list an agency if such listing is deemed inappropriate according to set criteria and in the sole opinion of the I&R
 - A. For profit organizations and private practitioners

An alternative is including professional societies, e.g., American Medical Association, American Bar Association

Trainer's Outline

Resources

Notes

A for-profit organization might provide a free service to the community, e.g., relay service provided by the phone company

- B. Organizations requiring membership in order to receive services, e.g. a church might provide financial assistance, but only to church members. Exceptions might be:
 - iv. The YWCA might provide free domestic abuse services to the community
 - v. Local civic and service clubs offering services to the community, e.g., the Lions Club because they donate eyeglasses to people in need or the Rotary providing Thanksgiving turkey donations.
- D. Organizations that discriminate based on sex, color, race, religion, ancestry, or nationality, etc.
- E. Organizations that misrepresent their services, engage in illegal or fraudulent activities, or non-delivery of services.
- F. Non licensed organizations in a field that licensing standards exist
- G. Political or issue oriented groups

An alternative to excluding groups who may provide services that are beneficial to the community but may also represent a position not agreed with by the I&R is to provide a balance of services, thus avoiding charges of espousing a position, e.g. Republicans and Democrat candidates may provides ride to the polls for elderly and disabled voters.

Trainer's Outline

Resources

Notes

H. Religious participation as a condition of service

Some church-based organizations require participation in a religious service as a condition of getting assistance, e.g. free meal, clothing, or shelter. Some I&Rs make the distinction between proselytizing as a condition of service, such as a cult, and those requiring attendance at a service but not whole-hearted acceptance of the particular doctrine. Excluding the former, but including the later.

I. agencies that:

- i. No longer meets the required criteria
- ii. Agency does not provide updated information on the request.

J. Disclaimers

- i. Listing in the database does not include endorsement of or liability for any agency program or service.
- ii. Agencies are completely and wholly responsible for screening callers for eligibility of services. Referral to an agency service does not guarantee service

K. Handling exclusions

- i. Appeals by excluded or removed agencies
- ii. Complaints and removal procedures if an organization has had serious complaints lodged against them with regulatory body, other organizations or the I&R itself.

Trainer's Outline

Resources

Notes

Flip Chart *What services are available in your community?*

- Power Point
- VI. Determine what services are available in your community
 - A. Types of resources
 - i. Food
 - ii. Clothing
 - iii. Housing
 - iv. Financial Assistance
 - v. Substance Abuse services
 - vi. Counseling/Mental Health services
 - vii. Transportation
 - viii. Senior services
 - ix. Disability services
 - x. Abuse services
 - xi. Health/Medical services
 - xii. Support Groups
 - B. Resources
 - i. National
 - ii. State
 - iii. County
 - iv. Local
 - v. Internet

Flip Chart *What information do you need about an agency to give a referral?*

- Power Point
- C. What information to collect
 - i. Name, address, phone numbers, fax numbers, email address of the agency
 - 1. Is the mailing address the same as the physical address, and is the address confidential?

Trainer's Outline

Resources

Notes

2. Are there after hour phone numbers or numbers for different services that need to be listed?
 - ii. What services are provided?
 - iii. What are the eligibility requirements?
 - iv. When are the services available?
 - v. What is the service area?
 - vi. When and how can one apply?
 - vii. What does it cost and how does one pay?
 - viii. Is the service accessible to people with special needs?
- D. Where to collect information
 - i. What do you know?
 - ii. Service providers
 - iii. Telephone book
 - iv. Newspapers
 - v. Internet
- VII. Look at barriers to existing services
 - A. Transportation
 - B. Inaccessibility for disabled callers
 - C. Financial limitations
- VIII. Identify community unmet needs, what services does the community need that aren't available
- IX. Develop community services
 - A. Who to bring to the table
 - i. Nonprofit organizations
 - ii. City/county services agencies
 - iii. Schools
 - iv. Libraries
 - v. Volunteer organizations
 - vi. Neighborhood associations

Trainer's Outline

Resources

Notes

- vii. Colleges and universities
- viii. Media outlets
- ix. Large businesses and major employers
- x. Churches
- xi. Community leaders
- B. Community Mapping
 - i. Expands community support systems
 - ii. Sample form
 - iii. How to utilize the information
- C. Bring the information and community partners together to review resources, prioritize need and develop services

Conclusion:

Review the learning goals and expectations:

- i. The function of an I&R*
- ii. The components of starting an I&R*
- iii. Developing community services*

Evaluation of Training and Trainer

Ask participants to complete and hand in evaluation

Supplies and Equipment Needed

1. Flip chart and easel
2. Magic Markers
3. Masking Tape
4. Power Point Presentation Disk
5. Lap top computer, projector and screen for Power Point Presentation.
If this is not available, you can make transparencies of the Power Point Presentation and use an overhead projector.
6. Copy of the Learning Objectives for each attendee.
7. Copy of handouts of Power Point Presentation for each attendee.
8. What does and I&R do? Exercise Cards – 5 sets.
9. Copy of Sample Inclusion/Exclusion Policies for each attendee.
10. Copy of Individual Capacity Inventory for each attendee
11. Copy of evaluation form for each attendee

Bibliography

ABC's of I&R, Alliance of Information and Referral Services, Seattle, WA

RECA Foundation Program, Kennewick, WA 99336

United Way of the Midlands, Omaha, NE Inclusion/Exclusion Policy

United Way of Connecticut/2-1-1 Infoline Inclusion/Exclusion Criteria, Rocky Hill, Connecticut

First Call Minnesota Database Inclusion/Exclusion Criteria, Greater Twin Cities United Way, Minneapolis, MN

United Way 2-1-1, Richland, Lexington, Fairfield and Newberry counties, South Carolina

Handouts

- H1 – Learning Objectives
- H2 – Inclusion/Exclusion Policies
- H3 – Individual Capacity Inventory
- H4 – Power Point: Starting an I&R
- H5 – Exercise
- H6 – Evaluation

Learning Objectives

- Participants will:
- Understand the function on an I&R Service
- Be able to identify the components needed to establish an Information and Referral Service
- Understand how to develop an inclusion/exclusion policy
- Understand how to develop community services

United Way of the Midlands

INFORMATION AND REFERRAL SERVICES

RESOURCE REFERRAL DATA BASE

INCLUSION/EXCLUSION CRITERIA

It shall be the practice of the Information and Referral Services to maintain a comprehensive file of agencies and programs whose services are directed toward the solution of human service problems. Included in the resource file are the following:

1. Agencies which have demonstrated provision of services for a period of not less than six months
2. Non-profit agencies or agencies that offer sliding scale fees that provide community services/human services.
3. For-profit agencies that offer services not readily available in the nonprofit sector.
4. Organizations (such as churches or social clubs) that offer a community service, not limited to membership only.
5. Advocacy groups, self-help and mutual support groups And help lines with expertise in specific fields.
6. Information and referral lines In local communities.
7. Government agencies providing health, education, social service, recreation, legal or consumer protection services.
8. Transportation services for clients of state and local agencies
9. Private companies that provide a community service either free or using a sliding fee scale.
10. Elected representatives at the state and federal levels.
11. 1-800 lines which provide information for or services that can be accessed by Nebraska or Iowa residents,
12. School districts, but not individual schools unless they provide a unique service open to the public.
13. Government offices and law enforcement agencies

For a variety of reasons, including the availability of low cost, or non-profit programs, and the demand for services, the resource data base will not include the following;

1. Agencies that do not offer programs relating to the health and human service field.
2. Individual practitioners of any type, including individual private providers.
3. Private recreational clubs or organizations.
4. Agencies that provide services that are not in accord with commonly accepted professional practices and standards.
5. Agencies that meet criteria, but are currently under investigation or have had repeated allegations for malpractice.

United Way of the Midlands
INFORMATION AND REFERRAL SERVICES
RESOURCE REFERRAL DATA BASE
INCLUSION/EXCLUSION CRITERIA

6. Agencies that deny service on the basis of color, race, religion, ancestry, sexual preference, nationality or creed, or whose service is illegal.
7. Senior Citizen Centers/Services/Residents that are not specific to health, financial services or advocacy
8. Individual day care facilities.
9. Tourist attractions that do not include educational classes.

Decisions regarding the inclusion or exclusion of individual agency information are based on the determination of client needs and made by the Director of Information and Referral Services, the Vice President of Volunteer and Community Resources, and the Data Base Specialist.

Inclusion in the Information and Referral Services Data Base file does not constitute endorsement.

UNITED WAY OF CONNECTICUT/INFOLINE STANDARDS FOR INCLUSION/EXCLUSION INFORMATION AND REFERRAL DATABASE

A. INCLUDED AND CLASSIFIED AS “PUBLISHED:”

(“Published” agency listings are available to Infoline’s caseworkers and are included in publicly shared databases and directories.)

- Private nonprofits offering health and human services in Connecticut
- Licensed nursing homes, residential care homes, assisted living facilities, adult day health facilities, continuing care facilities, hospitals, home health providers
- Connecticut’s municipal and state agencies and commissions as well as selected federal government
- Quasi-public/private agencies
- Public and private housing providers that offer subsidized or below market rent apartments
- Hotlines, helplines, information and information and referral lines that are administered by a nonprofit or government entity
- Organizations, such as churches and civic groups, that offer a service for the community~ at-large which is not restricted {o their members
- Professional associations for health and human service providers
- Self help support groups offered by a nonprofit agency which do not charge a fee or for which the fee is nominal and is meant to cover refreshments, for example
- Out-of-state agencies near Connecticut’s border that offer essential services are included when their services are more accessible to Connecticut residents living near the border than equivalent services offered *in-state*.
- For profit businesses that offer a unique service which is not widely offered by the nonprofit community, such as board and care facilities, sober houses, companies that modify motor vehicles to accommodate drivers with disabilities

B. INCLUDED AND CLASSIFIED AS “UNPUBLISHED:”

(“Unpublished” agency listings are available to Infoline’s caseworkers, but are not included in publicly shared databases or directories.)

- Agencies in any of the above categories that do not wish to be published
- Professional associations for non-health and human service providers if they investigate complaints and provide information to the public, such as Autobody Assn., Funeral Directors Assn., etc.
- National organizations that refer individuals to essential services in state other than Connecticut, such as a national domestic violence hotline, a national child abuse hotline, etc.
- Self help support groups facilitated by an individual and for which there is no fee or for which the fee is nominal and meant to cover refreshments, for example.

C. NOT INCLUDED;

UNITED WAY OF CONNECTICUT/INFOLINE STANDARDS FOR INCLUSION/EXCLUSION INFORMATION AND REFERRAL DATABASE

Private lawyers, doctors, medical groups, private therapists, individuals offering services, even if it is a needed service, such as chore assistance for the elderly

- For profit home care businesses which offer homemakers, companions, chore assistance but which do not offer home health services such as skilled nursing or home health aides

Hotlines, helplines, information lines or information and referral lines which are not administered by nonprofit corporations

- “Support groups” offered by private therapists or social workers for which there is a fee to pay the leader for his/her time and which may be classified as “group therapy” or a psychoeducational group”

Local service groups, unless they offer services for the community. For example, The Lions Club because they donate eyeglasses to people in need, a local Rotary that runs a “Warm the Children” coat drive, and a Jaycees because of their thanksgiving turkey donations

- Out-of-state agencies that provide information about diseases/disorders. We refer to National Organization of Rare Diseases (NORD) for further referral to national groups that advocate/educate on specific disorders

The purpose of the United Way 2-1-1 resource database is to collect Information about Health and Human Services available to residents of Richland, Lexington, Fairfield and Newberry counties, maintain accuracy of community information and link people with needed services, as well as identify gaps in services,

Health and Human Services are defined as those which provide services that address human needs, ranging from basic living needs (food, shelter, clothing) to life improvement or enhancement services. Health services include both physical and mental health programs.

The following guidelines will be used in determining whether an agency or organization is eligible to be listed in the United Way 2-1-1 resource database.

Agencies/Program Eligible for Inclusion:

- Organizations, such as churches, social clubs, social or fraternal organizations, which offer a health and human service to the community at large, not just their own members.
- Proprietary organizations which offer services in the areas of health, mental health, recreation, education, financial, legal, home maintenance, arts and culture to the general public
- Self-help/support groups
- Elected representatives (federal, state, local)
- Hospitals, health clinics, intermediate care homes
- Organizations outside the Midlands which provide a service not available locally
- Professional organizations (especially those organizations in the social services field. Counseling/Psychiatry, Medical, Dental, Legal)
- Non-profit organizations which provide, coordinate and advocate for health and human services.
- Non-profit organizations that provide community service opportunities
- Health and human service programs offered by state, county or local governments which have offices in or serve residents of our geographic service area
- Agencies outside of the Midlands that meet a health and human service need not met by a non-profit or public agency within the geographic service area
- For-profit agencies that accept Medicaid or provide free or low-cost services
- Free services to the community offered by a for-profit agency
- Administrative offices of public schools in the Midlands
- Private or public schools for special needs
- Specialized information and referral services
- * Non-profit nursing homes
- * Chambers of Commerce
- * Non-profit licensed childcare facilities

United Way 2-1-1

OPERATION PRODEDURES

**POLICY: Inclusion/Exclusion
Guidelines**

**Reviewed By:
Community Resources Committee**

Date Approved:

- Consumer protection and basic business services that are either government designated or contracted
- Public resources and services such as libraries, free or low-cost support groups, information on pets, etc
- Local hospitals and licensed long-term care services
- Housing agencies that are intake points for housing programs or that maintain updated lists of licensed facilities

Where special circumstances exist which are not effectively covered by the preceding guidelines, the agency or organization in question may submit a Request for Review/Appeal to be reviewed for inclusion by the Community Resources Committee. If questions still remain, a review panel appointed by the Chairman of the Community Resources committee will make a recommendation to the Committee about the appropriateness of inclusion on a case-by-case basis.

Guidelines for Review and/or Appeals:

- Where licensing standards for a given field of service are known to exist, only those agencies that meet these standards may be included in the resource database. Agencies will be requested to send copies of their licensing with their application for inclusion in the resource database
- Where licensing standards are not known to exist, the following guidelines will be used to establish the validity of any agency's service
 - Evidence of an established service site
Demonstrated provision of service for a period of at least six months (thereby excluding agencies of a temporary nature (i.e. support groups for Desert Storm, natural disaster support groups, etc.) These could be included in a temporary listing
- One or more of the following means would be used in the validation process:
 - Site visit and face-to-face interview
 - References from clients or affiliated professionals
 - Consultation with other agencies in the same field or service or geographic proximity
 - Check with local law enforcement and/or consumer complaints agencies
- If an agency does not meet the criteria for Inclusion in the resource database, the Director of Information and Referral should inform the agency by phone. If there is a challenge to the decision of exclusion, a meeting with the Director of Information and Referral and the Vice President for Community Resources can be arranged to explain the reasons for the exclusion. If still not satisfied, a meeting with the Community Resources Committee Chair would be the next step.
- Organizations listed will have an established service site and business phone number, and will have at least six months of demonstrated service provision
- We reserve the right to refuse or discontinue listings for organizations that have had serious complaints lodged against them with any regulatory body or with United Way 2-1-1
- We reserve the right to edit information to meet format, guideline and space requirements
- Inclusion of any agency or organization does not imply endorsement by United Way, nor does exclusion imply lack of endorsement

Agencies/Program NOT Eligible for Inclusion:

- Services available only to members of a certain group or club (i.e. counseling available to a church's parishioners only)~
- Illegal services, including agencies not in compliance with federal non-discrimination standards.
- . Commercial business establishments not described above
- Housing — specific facilities that can be found in commercial listings
- Residential health facilities (Charter Rivers, substance abuse facilities)
- For-profit organizations that refer to counseling, medical, dental or legal services
- Organizations that provide free or low-cost services when their primary purpose is to market the organization's main business
 - Agencies that:
 - Misrepresent themselves
 - Fail to respond to updating contacts
 - Have documented complaints
 - Proselytize as a condition of service
 - Deny service based on prejudice or discrimination

This policy does not prohibit the inclusion of any programs that target services based on age, gender, health, disability or other characteristics designed to meet the special needs of targeted populations. However, the programs must be open to all people in those targeted populations. The United Way Board reserves the right to make listing determinations in unique situations that are in keeping with United Way's mission and purpose.

First Call Minnesota Database Inclusion/Exclusion Criteria

1) **Should be included:**

- a) Nonprofit 501 (c)3 organizations licensed with the State of Minnesota providing health and human Services to residents of Minnesota
- b) Hospitals
- c) Organizations (churches, service organizations, etc.) offering health & human services to the greater community **and** not confined to their own membership
- d) State & National elected officials and government offices
- e) Public educational institutions
- f) Fundraising organizations providing service to the nonprofit sector
- g) Nursing homes, retirement homes and communities, independent end assisted living facilities
- f) Organizations that serve as primary referral points for information on health& human services, such as child care, housing, etc.

2) **May be included at the discretion of the Regional Center.**

- a) Rule 29 counseling facilities
- b) Proprietary agencies under government or nonprofit contract
- c) For-profit agencies only where they offer services not adequately covered by nonprofit sector **and** where they offer sliding fee scales or accept third party payments including Medicare, Medicaid such as nursing and home health services
- d) Self-help groups not part of a larger agency
- e) Professional organizations
- f) Private practitioners or individual therapists If they have been in business for at least six (6) months
- g) Private education institution
- h) Social clubs
- i) City, County and Regional elected officials and government offices
- j) Home-based businesses

3). **Will not be included:**

- a) Agencies or services which misrepresent their services in any way
- b) Private for-profit organizations except those covered under numbers 1 and 2 above
- c) Unlicensed agencies that operate in an industry where licensing standards exist
- d) Illegal services

Disclaimers:

- 1) A listing in the Regional Center's database does not constitute endorsement of or liability for any agency program or service.
- 2) The Regional Center reserves the right to refuse listing an agency if, in its sole opinion, such a listing is deemed inappropriate.
- 3) The Regional Center does not guarantee client referral to anyone in the database. Agencies are completely and wholly responsible for screening clients for eligibility of services within their program(s).

First Call Minnesota Database Inclusion/Exclusion Criteria

- 4) The Regional Center reserves the right to cancel listing when an agency no longer meets the required criteria.
- 5) The Regional Center reserves the right to delete an agency from the database when the agency does not provide updated information as requested by the Regional Center.
- 6) The Regional Center will consider the following as a basis for denying inclusion in its database:
 - a) Agencies denying services on the basis of color, race, religion, ancestry, sexual preference, nationality, creed, or whose services are illegal
 - b) When the Regional Center knows or has reasonable cause to believe services to clients are not in accord with commonly accepted professional practices and standards.

Individual Capacities Inventory

Introduction; Every single person has capacities, abilities and gifts. Living a good life depends on whether those capacities can be used, abilities expressed and gifts given the person will be valued, feel powerful and well-connected to the people around them. And the community around the person will be more powerful because of the contribution the person is making. **We are interested in your capacities, abilities and gifts.** They may have been learned through experience in the home or with your family, or learned at work, at church or in the community.

CHECK ALL THOSE THAT APPLY

Health/Nursing Care

- Caring for the elderly
- Caring for the mentally ill
- Caring for the sick.
- Caring for the physically disabled or developmentally disabled
- Licensed (CNA, LPN, RN)
- CPR. trained
- Exercising and escorting
- Grooming
- Dressing
- Bathing/feeding
- Comforting/visiting

Beauty and Body Care

- Hair dressing
- Hair cutting
- Exercise
- Weight management
- Nutrition

Construction

- Build stairs/porch/romp
- Painting
- Building demolition
- Installing doors/screen doors
- Upgrading kitchen/bathroom
- Installing drywall & taping

_____Bricklaying & masonry

Construction

- _____Furniture making
- _____Installing insulation
- _____Cabinet making
- _____Soldering & welding
- _____Concrete work (Sidewalks, driveways)
- _____Installing floor coverings, tile, vinyl, carpets, etc.
- _____Heating/cooling system installation
- _____Putting on siding
- _____Tuckpointing
- _____Plastering
- _____Weatherization
- _____Installing windows
- _____Roof installation

Maintenance

- _____Window washing
- _____Floor waxing or mopping
- _____Washing and cleaning carpets/rugs
- _____Routing clogged drains
- _____Caulking
- _____Cleaning chimneys (chimney sweep)
- _____General household cleaning
- _____Fixing leaky faucets
- _____Mowing lawns, yard cleanup
- _____Pruning trees & shrubbery
- _____Shoveling sidewalks
- _____Cleaning rain gutters

Repair

- _____Repairing/installing locks
- _____Regrouting tile work
- _____Plumbing repairs
- _____Electrical repairs
- _____Repairing drywall, stucco, etc.
- _____Repairing chimneys
- _____Roofing repair
- _____Repairing small appliances
- _____Repairing large appliances (refrigerator, stove, washer, dryer)
- _____Repairing heating and cooling systems
- _____Refurbishing/reupholstering furniture
- _____Repairing radios, TVs, VCRs, tape players

Food

- Serving Food (Over 10 People)
- Preparing Meals (Over 10 People)
- Clearing/Setting Tables (Over 10 People)
- Washing dishes (Over 10 People)
- Meal Planning
- Nutritionist
- Cook
- Baking/Cake Decorating Grill Cook
- Prep
- Catering (Over 10 people)

Child Care

- Caring for Babies (under 1 year) ...Caring for Children (1-6 year old)
- Caring for Children (7-13 year olds)
- Taking Children on Field Trips
- Played Games With Children
- Read Stories to Children
- Teach Kids to Make a Craft
- Care for a Sick Child
- Perform Infant CPR

Transportation

- Driving a Car
- Driving a Van
- Driving a Bus
- Driving a Commercial Truck
- Driving a Vehicle/Delivering Goods Hauling
- Operating farm Equipment
- Driving an Ambulance

Auto Mechanics

- Repairing Automobiles/trucks
- Repairing Auto Bodies
- Change Tires
- Change Oil/Oil Filter
- Tune Up on Engine
- Replace Windshield
- Body Work
- Replace Battery
- Repair Brakes

Supervision

- Filling out Forms
- Planning Work for Other People
- Manage a Project
- Organizing a Fundraiser
- Directing the Work of Other People
- Writing Reports
- Making A Budget
- Interviewing People

Music.

- Singing
- Play an instrument (Which instrument/s~)
- D.J.(Disc Jockey an Event)_____

Other

- Sewing/dressmaking/tailoring
- Crocheting
- Laundry, ironing
- Moving furniture or equipment to different locations
- Assisting in the classroom . .
- Phone surveys.

Office

- Typing (words per minute_____)
- Operating adding calculator
- Filing alphabetically/numerically
- Keeping track of supplies
- Shorthand or speedwriting
- Bookkeeping
- Entering information into computer
- Word processing
- Computer skills
- Data Base management
- Telecommuting
- WWW pages/homepages

Are there any other skills that you have which we haven't mentioned?

Priority Skills

1. When you think about your skills, what three things do you think you do best?
 - a)
 - b)
 - c)

2. Which of all your skills are good enough that other people would hire you to do them?
 - a)
 - b)
 - c)

3. Are there any skills you would like to teach?
 - a)
 - b)
 - c)


4. What skills would you most like to learn or improve?
 - a)
 - b)
 - c)

Part II - Community Skills

Have you ever organized or participated in any of the following community activities
(Place check mark if yes)

- Scouts/Youth Groups
- Church Fundraisers
- Bingo
- School-Parent Associations
- Sports Teams
- Camp Trips for Kids
- Field Trips
- Political Campaigns
- Block Clubs.
- Community Groups
- Rummage Sales/Yard Sales
- Church Events
- Community Garden:
- Neighborhood Organization
- Other Groups or Community Work? _____


Slide 1



Starting an I&R

Presented by
NEBHANDS
A Faith Based Community Initiative
and
United Way of the Midland


Slide 2



What Does an I&R Do?

- Brings services and people together
- Uncovers service gaps in the community


Slide 3



I&R Components

- Resource Files
- Classification System
- Data Collection


Slide 4



Inclusion/Exclusion Policy

- Guidelines to govern which groups are include and which groups are excluded from the resource database


Slide 5



Why do you need an Inclusion/Exclusion Policy?

- Consistency
- Legitimizes decisions
- Makes it easier for staff to determine if an organization qualifies for the database


Slide 6



Inclusion

- Nonprofit health and human service agencies
- For profit agencies that accept Medicare/Medicaid
- For profit agencies providing free or low-cost services or on a sliding fee scale or have a flexible payment plan


Slide 7



Inclusion

- Government agencies providing educational, health and human services
- Agencies providing specialized I&R, hotlines, helplines, and crisis lines
- Churches and civic groups that provide services to the community at large
- Support groups


Slide 8



Inclusion

- For profit organizations that provide services not offered in the nonprofit community
- Programs with a history of service
- Programs within your geographic area


Slide 9



Exclusion

- For profit and private practitioners
- Organizations requiring membership
- Organizations that discriminate
- Organizations that misrepresent their service, engage in illegal or fraudulent activities, or do not deliver services


Slide 10



Exclusion

- Nonlicensed organizations in a field where licensing standards exist
- Political or issue oriented groups
- Organizations that require religious participation as a condition of service


Slide 11



Disclaimers

- Listing in the database is not an endorsement
- Agencies are wholly responsible for screening callers for eligibility for service. Referral to an agency does not guarantee service

Slide 12



Policy for Handling Exclusions

- Appeals process for excluded or removed agencies
- Handling complaints and the removal procedures

Slide 13



Community Resources

- Food
- Clothing
- Housing
- Financial Assistance
- Substance Abuse Services

Slide 14



Community Resources

- Counseling/Mental Health Services
- Transportation
- Senior Services
- Disability Services


Slide 15



Community Resources

- Abuse Services
- Health/Medical Services
- Support Groups


Slide 16



Resources

- National
- State
- County
- Local
- Internet


Slide 17



Information to Collect

- Name, address, phone number, fax numbers, email
- Services provided
- Eligibility requirements
- Hours of service


Slide 18



Information to Collect

- Service area
- How to make application
- Cost and payment
- Accessibility


Slide 19



Where to Look for Information

- What do you know
- Service providers
- Telephone book
- Newspapers
- Internet


Slide 20



Barriers to Existing Services

- Transportation
- Inaccessibility for disabled persons
- Financial limitations
- Liability issues

Slide 21



Develop Community Service

- Identify unmet needs in the community
- Who to bring to the table
- Community mapping
- Prioritize needs and develop services

Exercise: What does an Information and Referral (I& R) do?

Objective: To help participants see what an I & R does.

Materials: Index cards marked with a need or an agency/program. The maximum number of players with a set of cards is 19.

Procedure:

1. Explain to the group they are going to be given index cards with either an agency/program or a need on them. The individuals with the needs have to find the matching agency.
2. After they have found their match have each pair share the need and the agency and check them against the correct pairing listed below:
3. Correct pairings:
 - a. Family counseling with Community Mental Health Counseling Center
 - b. Early childhood education for a special needs infant with the Public School District
 - c. Domestic abuse counseling and shelter with the YWCA's Women Against Violence Hotline
 - d. Utility bill assistance with County Energy Assistance Program
 - e. Clothing with clothing pantry
 - f. Lawyer referral with the Nebraska Bar Association
 - g. Food with a food pantry
 - h. Sexually Transmitted Disease testing with County Public Health Department
 - i. Making a child abuse report with Child Protective Services
4. There is one need (Shelter) that does not have a corresponding agency/program card. This reflects the real world, sometimes there is nowhere to send someone for services.
5. This exercise should give the participants an idea of what it is like to find services, the different types of services available in the community, and the different types of questions put to I&R Specialists.

Discussion Questions:

1. Was this easy to do?
2. How did you feel trying to find something with so many possibilities? Did you feel frustration, anxiety? Was it easy for you to find you match?
3. Is this how it is in the real world?
4. Would it be helpful for individuals in your community to be able to find agencies by calling a single place?

Evaluation of Training and Trainer

We would appreciate your help to assist us improve our session by evaluating the Session using the following scale 1=Strongly Disagree and 5= Strongly Agree.

	1	2	3	4	5
The session covered information that was relevant to the topic.	1	2	3	4	5
I had an opportunity to participate in the session.	1	2	3	4	5
I felt comfortable making comments or asking questions	1	2	3	4	5
Information was presented in a ways that I could understand.	1	2	3	4	5
The session covered the right amount of information.	1	2	3	4	5

Which topic(s) was left out that you wanted to hear about?

Overall, this session achieved its stated goals	1	2	3	4	5
The trainer was well prepared and organized.	1	2	3	4	5
The materials were presented in a simulating and interesting manner.	1	2	3	4	5

Comments: _____
