

The Five Pillars of Community Services

RCPA Conference
September 2019

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Learning Objectives

1. List five principles or pillars that enhance service delivery.
2. Describe how the five pillars lead to service quality and consistency
3. Design an implementation strategy to introduce principle-based services

Community Based Service Challenges

- Lower pay for community service workers is less attractive to workers with advanced degrees
- When pay is not a factor, higher educated professionals see services in the community as less desirable and/or less prestigious than office based services
- Leads to the least formally trained staff having the most direct contact with consumers
- Many workers are young or lack a postgraduate professional education
- Workers are chosen for qualities like compassion, adaptability and ability to work independently

A Changing Workforce

- Community services have become a melting pot for workers who run the gamut of educational and training experiences
- Workers who spend the most time in the community often have the least exposure to the underlying principles that are essential in providing consistent and quality services
- The Five Pillars of community services offers a strategy to introduce principle based services and a unified approach to service delivery

Why Implement the Pillars Approach?

- Heightens awareness of the principles and values of the agency
- Statement of the principles and values that informs and educates both staff and stakeholders about how we go about providing services
- Provides an understanding of the difference between mandatory codes (i.e., actions compliance with minimal regulatory standards) and aspirational principles (i.e., actions based on the agency's core principles and values)

Benefits

- Higher employee morale – Being a part of something bigger than themselves motivates staff
- Employee retention – Happy employees stay with companies longer, which cuts training costs and turnover headaches.
- Gold standard – Principle and value based services attract positive attention from consumers and providers alike.
- Smoother operations – Everyone pulling in the same direction

Recruitment and Retention

U.S. Millennials surveyed say:

- They want to make a positive difference in the world (68%)
- A successful agency needs to have a genuine purpose (81%)
- The values of their employer should match their own (78%).

More than one-third define success as doing work that has a positive impact on society.

The Five Pillars of Community Services

Respect/Autonomy

Do No Harm

Do Good

Justice

Fidelity

Respect/Autonomy

We believe that individuals have intrinsic and unconditional worth. We believe that individuals are free to decide how they live their lives. We also believe that people have the right to exercise freedom of thought or choice.

Do No Harm

We never intentionally harm others through our actions or lack of action, nor engage in any activities that run the risk of harming others (avoidable harm). This includes, but is not limited to, using our positions for personal gain or to exercise power over others.

Do Good

We have an obligation to act in ways that prevent harm, remove harm and promote good. Our actions are defined by how well they help others. Actions and advocacy should always promote the health and well-being of the individuals we serve. We strive to put in place the supports and resources that reflect kindness, quality and maximize the benefit to others.

Justice

We treat others equitably, fairly, and without prejudice. We treat others the way we wish to be treated.

Fidelity

We are loyal to others in our words and actions and honor commitments. This includes keeping our promises, doing what is expected of us and being trustworthy. We are competent and capable when performing our duties and we adhere to applicable laws, policies and procedures.

Total Immersion Strategy

- Recruitment
- On-Boarding
- On-Going Immersion
- Exit Interviewing

What do you do now?

What can you do to implement and establish a Pillars-Based Agency?

Establishing a Principle-Based Agency

- Obtain buy-in across the organization with input from all levels
- Solicit feedback on the Pillars from all levels of the organization
- Use simple, concise, and easily understood language
- Hire for attitude instead of skill sets
- Promote involvement and buy-in from the start.
- Ongoing immersion
- Relate policies and procedures to pillars and values
- Positive reinforcement
- Provide ongoing training
- Integral part of operations and decision making.
- Integrate into all aspects of agency communication.

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Questions?

Thanks for your time and
attention!

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