

# FOC : 101



Presented By:  
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Community Services League



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**Our Purpose:** To make meaningful and lasting change in people's lives.

**Our Mission:** To help communities reach their potential by providing immediate relief to people in need, assessing their individual situations, and providing solutions that lead to economic stability.

**Our Approach:** Using an Integrated Service Delivery Model (ISDM) we serve multiple needs for clients to address life's challenges, not only helping them survive, but thrive.

## Our Time Together Today

- What Should We Talk About?
  - How does a 100-year old organization become an FOC?
  - How do you get buy-in from stakeholders?
  - Implementing Integrated Services throughout your organization
  - Sources of Success
  - Lessons Learned

### How does a 100-year old organization become an FOC?

- CSL history
- Core services (Pre-FOC)

## How do you get buy-in from stakeholders?

- Senior leadership
- Board of Directors (Strategic Plan)
- Staff
- Neighbors

## Implementing Integrated Services throughout your organization

- Just Do It!
- Be intentional
- Freedom to fail forward
- Client Flow
- “Pods”
- Communication
- Data and Data Flow
- Outcomes
- Using your LISC program manager

## Sources of Success

- Intake Specialists
- Data Specialist
- Outcomes and lives changed
- Opening the door to new ventures
- Funding opportunities – they love this shit

*Source: Missouri Department of Economic Development*



## Lessons Learned

- Give yourself permission to fail forward
- Iterate, iterate, iterate
- Then, iterate some more
- Prepare for the resistance
- You're in it for the long-haul
- Practice being the new you



Questions!!