

Presented By: Doug Cowan & Lynn Rose Community Services League







Doug Cowan
President & CEO
cowand@cslcares.org
816.912.4484

Lynn Rose
Senior Vice President
rosel@cslcares.org
816.912.4486



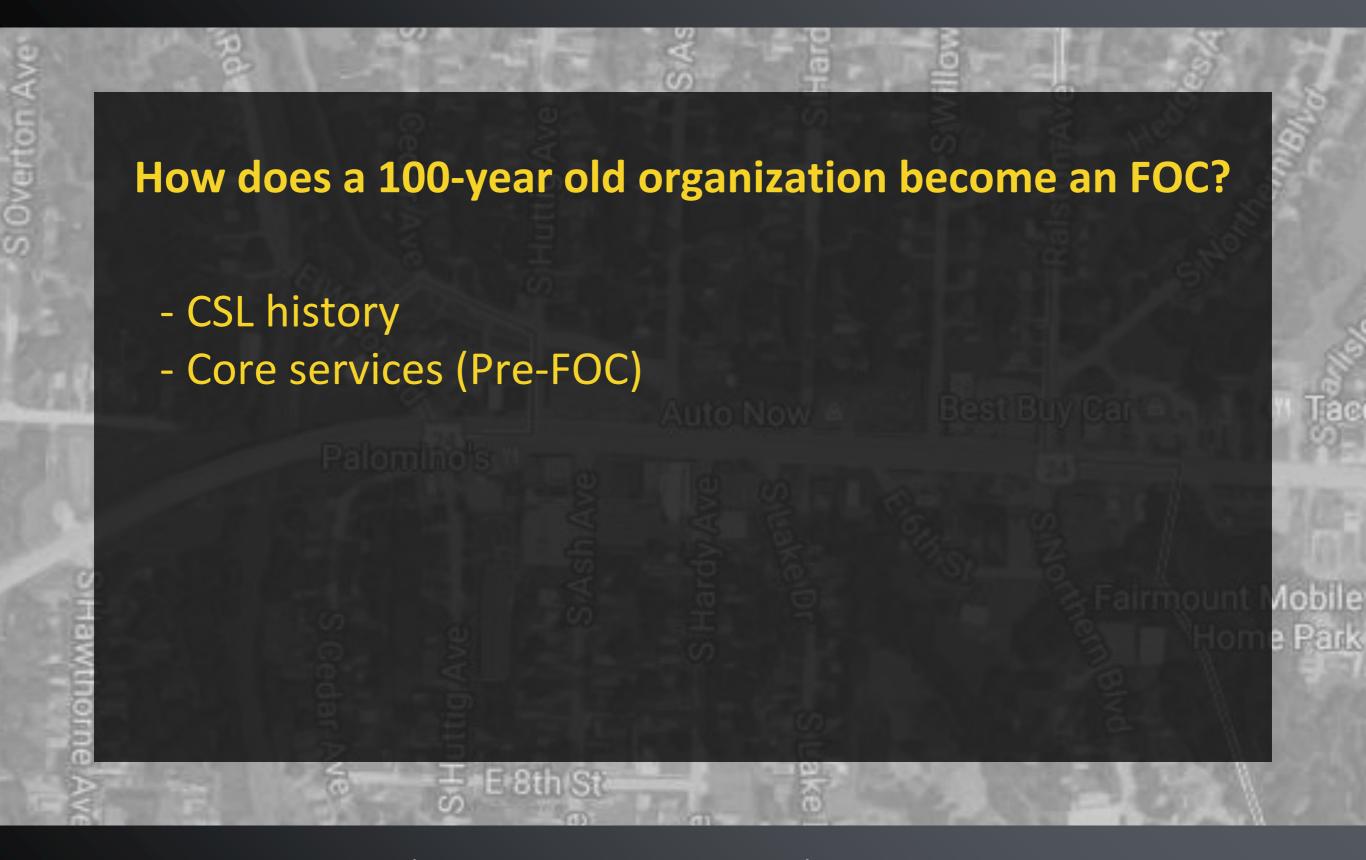
Our Purpose: To make meaningful and lasting change in people's lives.

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 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

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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

