

Harrison, Monona, and Shelby Counties Service Array

*Original document February 8, 2023
Shortened and Revised by HMS Hub January 14, 2024*



Table of Contents:

Introduction	Page 2
Clarification of Service Array	Page 3
Ranking of Services Quantity Graph	Page 4
Ranking of Services Quality Graph	Page 5
Ranking of Services Importance Graph	Page 6
Definitions of Services (from Nebraska Children and Families Foundation)	Page 7

Introduction



HMS Hub Mission: The mission of the HMS Hub is to create new resource paths of communication and reduce trauma for children and families of Harrison, Monona, and Shelby counties by expanding protective factors through increased service connections.

In February 2023 the Nebraska Childrens Family Foundation and Harrison, Monona, and Shelby County Hub (HMS Hub) hosted a Service Array Assessment attended by over 90 community members. This Service Array Assessment was done to begin the process of building a well-being collaborative for our community. The Service Array is a tool developed by the National Child Welfare Resource Center for Family Centered Practice, Children’s Bureau, US DHHS and was facilitated by Nebraska Children and Families Foundation.

The Service Array Assessment covered more than three dozen service types in four main areas:

1. Basic Needs
2. Healthcare
3. Child & Youth Safety and Development
4. Family Development

Common Themes that were derived from notes from conversations and data reflection.

1. Coordination of services – the 3 counties are missing a function to coordinate services, improve community education, and provide training to service providers and partners. Someone who can be a neutral place for all providers to align and find ways to creatively work together and enhance one another (Central Navigation).
2. Coordination and Communication of Partners – this area would benefit from a centralized function to serve all partners and the collaborative (Collaborative Director), focused on engaging missing partners. Someone whose focus is only on collaborating and improving the way all partners are able to work together effectively.
3. Engagement of community voice – identifying those populations who are not included and folding them into this collaborative process. Will require outreach and trust building with Collaborative Director and all partners.
4. Sustainability – collaborative focus from the beginning on developing new partnerships, engaging all voices, and identifying new opportunities for sustainable collaboration, which requires political will and reliable funding for not only service provision, but infrastructure of Collective Impact.
5. Need for local control – policy and system change that supports advocacy for local participation in decision making around what is best for our communities.
6. Focus on data – review data, reflections, consider an ongoing process of identifying where to gather missing data, who is included/excluded, and how to call the community to act around what we are learning/need for next steps.

Clarification of Service Array



The facilitator asked the below questions to prompt responses to following. The service array assists in not only identifying specific factors which impact a service but also in identifying key themes among factors which impact the prevention system. These themes help the community to plan actions and resources to improve the system.

Availability – Is this service available in your community or through another?

- This service is not available in our community.
- This service is available in our community or through another community.
 - o Who provides the service?
 - o Location of service.
 - o How far do people have to travel? Is transportation/gas an issue?

Quantity – Is there enough of this service available to meet current needs in your community?

- Is there a wait list?
- Do we have data that shows need?
- Do we have utilization data?

Quality – What is the quality of this service in your community?

- Effectiveness – services achieve the goals and outcomes identified in the individualized family plan; services are timely; flexible; coordinated, and accessible, delivered in the home or in the community.
- Family-centered – services are focused on the family as a whole; service providers work with families as partners in identifying and meeting individual and family needs; family strengths are identified, enhanced, respected, and mobilized to help families solve the problems which compromise their functioning and well-being.
- Culturally responsive – services respect the rights, values and cultures of families; services build on the strengths of the family’s culture; services are accessible linguistically.

Importance – How important is it to develop or continue this service in your community?

- Meets basic needs?
- Possible long term impact on health and wellness?
- Impact on higher end services?

Ranking (Quantity)

Is there enough of this service available to meet current needs in your community?



Is the service available in our area?

EVALUATING THE QUANTITY OF SERVICE

Service	Is the service available in our area?	Quantity
Primary Child Health Care	YES	Meets All of the Need
Primary Adult Health Care	YES	Meets All of the Need
Child Dental Care	YES	Meets All of the Need (Except Medicaid)
Clothing Assistance	YES	Meets Most of the Need
Children's Health Insurance	YES	Meets Most of the Need
Affordable Perscription Drugs	YES	Meets Most of the Need
Opportunities for Physical Activity	YES	Meets Most of the Need
Mentoring for Childern and Youth	YES	Meets Most of the Need
Parent Education (or Parenting Classes)	YES	Meets Most of the Need
Early Intervention - Special Needs	YES	Meets Half the Need
Youth Leadership / Positive Youth Development	YES	Meets Half the Need
Domestic Violence / Interpersonal Violence	YES	Meets Half the Need
Food Assistance	YES	Meets Half the Need
Utilities Assistance	YES	Meets Half the Need
Educational Services for Children	YES	Meets Half the Need
Before - and/or After School Programs	YES	Meets Half the Need
Youth Employment Opportunities	YES	Meets Half the Need
Life Skills Training / Household Management	YES	Meets Half the Need
Home Visits to Parents with Newborns	YES	Meets some of the need
Cash Assistance	YES	Meets some of the need
Housing Assistance	YES	Meets some of the need
Child Care Assistance	YES	Meets some of the need
Uninsured Children	YES	Meets some of the need
Substance Abuse Assessment and Treatment	NO	Meets some of the need (Harrison Only)
Affordable Nutrition	YES	Meets some of the need
Adolescent Sexual Health	NO	Meets some of the need
Head Start or Other Early Childhood Education	YES	Meets some of the need
Youth Crisis Alternatives	YES	Meets some of the need
Substance Use Prevention	YES	Meets some of the need
Youth Suicide Prevention	YES	Meets some of the need
Respite Care	YES	Meets some of the need
Child Care Resources	YES	Meets none
Transportation Assistance	YES AND NO	Meets none
Employment Assistance	YES	Meets none
Living Wages	NO	Meets none
Crisis Stabilization Services	YES	Meets none
Legal Assistance	YES AND NO	Meets none
School-Based or Community Based Family Resource Teams and/or Workers	YES	Meets none
School-Based Personal Safety Curriculum	NO	N/A
Child Centered Meditation for Divorcing Parents	YES	No rating information given

Ranking (Quality)

What is the quality of this service in your community?



EVALUATING THE QUALITY OF SERVICE	Is the service available in our area?	
Child Dental Care	YES	Always Good (Except Medicaid)
Mentoring for Children and Youth	YES	Always Good
Uninsured Children	YES	Often Good
Primary Child Health Care	YES	Often Good
Primary Adult Health Care	YES	Often Good
Opportunities for Physical Activity	YES	Often Good
Educational Services for Children	YES	Often Good
Early Intervention - Special Needs	YES	Often Good
Head Start or Other Early Childhood Education	YES	Often Good
Before - and/or After School Programs	YES	Often Good
Respite Care	YES	Often Good
Life Skills Training / Household Management	YES	Often Good
Domestic Violence / Interpersonal Violence	YES	Often Good
Utilities Assistance	YES	Sometimes Good
Clothing Assistance	YES	Sometimes Good
Parent Education (or Parenting Classes)	YES	Sometimes Good
Food Assistance	YES	Sometimes Good
Child Care Resources	YES	Sometimes Good
Children's Health Insurance	YES	Sometimes Good
Affordable Perscription Drugs	YES	Sometimes Good
Youth Leadership / Positive Youth Development	YES	Sometimes Good
Home Visits to Parents with Newborns	YES	Sometimes Good
Affordable Nutrition	YES	Occasionally Good
Youth Suicide Prevention	YES	Mixed results
Cash Assistance	YES	Occasionally Good
Housing Assistance	YES	Occasionally Good
Child Care Assistance	YES	Occasionally Good
Substance Abuse Assessment and Treatment	NO	Occasionally Good
Youth Crisis Alternatives	YES	Occasionally Good
Substance Use Prevention	YES	Occasionally Good
Transportation Assistance	YES AND NO	Poor
Crisis Stabilization Services	YES	Poor
Employment Assistance	YES	Poor
Adolescent Sexual Health	NO	Poor
School-Based Personal Safety Curriculum	NO	Poor
Child Centered Meditation for Divorcing Parents	YES	Poor
Legal Assistance	YES AND NO	Poor
School-Based or Community Based Family Resource Teams and/or Workers	YES	Poor
Youth Employment Opportunities	YES	N/A
Living Wages	NO	N/A

Ranking (Importance) How important is it to develop or continue this service in your community?



EVALUATING THE IMPORTANCE OF SERVICE	Is the service available in our area?	
Food Assistance	YES	Critically Important
Housing Assistance	YES	Critically Important
Transportation Assistance	YES AND NO	Critically Important
Living Wages	NO	Critically Important
Children's Health Insurance	YES	Critically Important
Uninsured Children	YES	Critically Important
Child Dental Care	YES	Critically Important
Substance Abuse Assessment and Treatment	NO	Critically Important
Adolescent Sexual Health	NO	Critically Important
Educational Services for Children	YES	Critically Important
Head Start or Other Early Childhood Education	YES	Critically Important
School-Based Personal Safety Curriculum	NO	Critically Important
Mentoring for Children and Youth	YES	Critically Important
Substance Use Prevention	YES	Critically Important
Youth Suicide Prevention	YES	Critically Important
Home Visits to Parents with Newborns	YES	Critically Important
Crisis Stabilization Services	YES	Critically Important
Parent Education (or Parenting Classes)	YES	Critically Important
Clothing Assistance	YES	Very Important
Child Care Resources	YES	Very Important
Child Care Assistance	YES	Very Important
Early Intervention - Special Needs	YES	Very Important
Youth Leadership / Positive Youth Development	YES	Very Important
Domestic Violence / Interpersonal Violence	YES	Very Important
Utilities Assistance	YES	Very Important
Affordable Nutrition	YES	Very Important
Before - and/or After School Programs	YES	Very Important
Youth Crisis Alternatives	YES	Very Important
Respite Care	YES	Very Important
Child Centered Meditation for Divorcing Parents	YES	Very Important
School-Based or Community Based Family Resource Teams and/or Workers	YES	Very Important
Employment Assistance	YES	Moderately Important
Affordable Prescription Drugs	YES	Moderately Important
Legal Assistance	YES AND NO	Moderately Important
Primary Child Health Care	YES	Moderately Important
Primary Adult Health Care	YES	Moderately Important
Opportunities for Physical Activity	YES	Moderately Important
Youth Employment Opportunities	YES	Moderately Important
Life Skills Training / Household Management	YES	Moderately Important
Cash Assistance	YES	Would be Nice

Definition of Services

Nebraska Children and Families Foundation



1 - BASIC NEEDS

Service 1: Cash Assistance

Description: Assistance in the form of emergency cash to help address a family crisis, for example, to purchase food, make a utility bill payment, obtain clothing, or other emergency needs. This assistance may also be in the form of cash vouchers—a certificate permitting the recipient to purchase up to a specified amount from a designated provider.

Service 2: Food Assistance

Description: Assistance in obtaining food (for example, from food pantries). Also, assistance in qualifying for and accessing the major food assistance programs managed by the U.S. Department of Agriculture, including the Food Stamp program, the school breakfast and school lunch program, the special milk program, the Elderly Nutrition Program, and the Women, Infants, and Children (WIC) program.

Service 3: Utilities Assistance

Description: Assistance in paying overdue utilities bills when service cut off is threatened or has already occurred.

Service 4: Clothing Assistance

Description: Assistance to families to help them secure needed clothing, for example, back-to-school clothes, winter coats, clothes for job interviews.

Service 5: Housing Assistance

Description: Assistance in securing needed housing. This includes assistance in accessing publicly funded programs (mostly administered by the U.S. Department of Housing and Urban Development) designed to provide suitable homes for those unable to find or pay for them, including low-rent public housing, rent subsidies, home ownership assistance for low-income families and home maintenance programs for low income people. This service includes assistance for homeless persons through homeless shelters and support resources to reduce homelessness.

Service 6: Child Care Resources

Description: Child Care is locally available, affordable, and responsive to the workforce needs and meets the basic physical and developmental needs of children in safe environments.

Service 7: Child Care Assistance

Description: Assistance to families in securing and using child care to avoid a family crisis, for example, so a parent can obtain or retain employment. Child care may be provided free of charge or on a reduced sliding scale.

Service 8: Transportation Assistance

Description: Assistance in helping family members secure transportation for employment, keeping medical and other appointments, etc.



Service 9: Employment Assistance

Description: Assistance in securing and retaining employment. This includes supplemental services to support job retention (for example, transportation, child care, etc.). Also, services to assist persons develop the capacities and skills to be employable, including employment socialization, employment training, and vocational training.

Service 10: Living Wages

Description: Employment provides living wages, benefits, including health care and adequate hours each week to meet the basic needs of the family.

2 - Health Care Access and Health Promotion

Service 11: Children's Health Insurance

Description: Programs or services which promote/provide access to needed primary health care. Assistance in accessing state medical insurance for children whose lower income parent(s) do not qualify for Medicaid, either through the State's CHIPS program or any other insurance program that may be available, for example, through the school system. Also, a process for identifying uninsured children who do not qualify for public health insurance.

Service 12: Mental Health Assessment and Treatment

Description: An array of assessment and treatment supports for children, youth and adults. Programs or services including screenings for emotional and behavioral disorders and resources for those with identified mental health and/or behavioral health concerns.

Service 13: Primary Child Health Care

Description: Primary and basic health care services for children and youth designed to treat, prevent, and detect physical and mental disorders and to enhance children's physical and psychosocial well-being. Important primary child health care services include; well-baby services, immunizations, speech, language, hearing, and vision evaluations; asthma, diabetes, childhood obesity, cholesterol, urine and lead screenings; developmental screenings and assessments for disabilities and developmental delays. Medicaid's Early, Periodic, Screening, Diagnosis, and Treatment (EPSDT) are a primary child health care service available to qualifying children.

Service 14: Primary Adult Health Care

Description: Primary and basic health care services for adults designed to treat, prevent, and detect physical and mental disorders and to enhance adults' physical and psychosocial well-being. Important primary adult health care services include family planning, health screenings, sexually transmitted disease testing and counseling (including HIV), and chronic disease services.

Service 15: Child Dental Care

Description: Provision of general dental care services to children including those who have Medicaid or are not covered by insurance and services are provided on a sliding scale.



Service 16: Affordable Prescription Drugs

Description: Access to affordable prescription drugs for children and adults designed to treat and manage diagnosed physical conditions as well as mental and behavioral health diagnosis.

Service 17: Substance Abuse Assessment and Treatment

Description: An array of assessment, clinical treatment and recovery supports for youth and adults with substance abuse and addiction problems.

Service 18: Affordable Nutrition

Description: Education and assistance in obtaining nutritious food based on recommended guidelines which promotes a healthy lifestyle and assists in the prevention of nutrition related health concerns (obesity, diabetes, cardiovascular health) for children, youth and adults. Such programs and actions may include: School lunch programs, decreased availability of vending machines in schools, SHARE, food bank vouchers to local stores for fresh fruits and vegetables

Service 19: Opportunities for Physical Activity

Description: Community opportunities for children, youth and adults to develop healthy lifestyles through health education and/or participation in non competitive affordable or free physical activity such as STEPS, open gym time, community swimming pools, basket ball courts, community baseball, walking trails, use of available resources for year long activities.

Service 20: Adolescent Sexual Health

Description: A continuum of programs and resources for adolescent HIV/STD and pregnancy prevention. In keeping with CDC recommendations, prevention education should be developed with the active involvement of parents, be locally determined, and be consistent with community values. It should address the needs of youth who are not engaging in sexual intercourse as well as youth who are currently sexually active, while ensuring that all youth are provided with effective education to protect themselves and others.

3 - Child and Youth Safety and Development

Service 21: Educational Services for Children

Description: Services provided to children to meet their educational needs. Services can include educational testing and counseling and tutoring, based on academic need. The purpose of tutoring services is to provide remedial education services to children. The subject areas include, but are not limited to, reading, math, English/ language, the sciences, and foreign language.

Service 22: Early Intervention--Special Needs

Description: An early intervention process which mobilizes resources for children with special needs (0-3) in a child and family centered, strength based process with planning.

Service 23: Early Childhood Education

Description: Programs to provide preschool children of disadvantaged families compensatory education to offset effects of social deprivation.

Service 24: School-Based Personal Safety Curriculum

Description: Education for children to prevent child sexual abuse.



Service 25: Before- and/or After-School Programs

Description: Educational and recreational services for children before and/or after the school day hours. The purpose is to provide safe, supervised activities and enrichment opportunities for children and youth. Core services include academic enrichment and support, healthy snacks/meals, physical fitness activities, development of socialization skills, service learning, and/or transportation home. Services may also include: pre-employment skills, link to part-time work where appropriate, tutoring, computer time, field trips to enhance life experiences, sports and artistic activities, access to health/ mental health services for children and families, and additional opportunities for parents or other adults to have meaningful interactions with their children's caregivers.

Service 26: Mentoring for Children and Youth

Description: The provision of an adult mentor to a child or youth who is often from a single parent home. The purpose of mentoring services is to foster caring and supportive relationships for children.

Service 27: Youth Employment Opportunities

Description: There are adequate opportunities for youth to have meaningful employment. All youth have equal access to available employment. Youth have opportunities to learn work readiness skills

Service 28: Youth Crisis Alternatives

Description: Community resources which provide a consistent early identification and assessment of youth in crisis, or at risk of becoming homeless or running away, being truant, or in being in conflict with the law, and assures coordinated resources which provide meaningful learning opportunities and supports aimed at success in school completion, preventing entry into high end systems or incarceration outside of the home community. Such resources may include: common assessment process such as YLS or MAISI 2, street outreach, youth drop in programs, hotlines, access to behavioral health counseling, highly trained community youth workers.

Service 29: Substance Use Prevention

Description: Primary prevention programs which give priority to target population sub-groups that are at risk of developing a pattern of substance abuse. Programs include activities and services provided in a variety of settings, that address specific risk factors, and that may be broken down by age, race/ethnicity, gender, and other characteristics of the population being served.

Service 30: Youth Leadership/ Positive Youth Development

Description: A community adopted, unified philosophy, approach and training which provides skills and resources to enhance opportunities and avenues for all youth in the positive use of time, opportunities for positive self-expression opportunities for youth participation and civic engagement.

Service 31: Youth Suicide Prevention

Description: A community based approach for education and dialogue on recognizing and responding to the signs of suicide of people in your own life-including family members, friends and colleagues.

4 - Family Life and Development

Service 32: Home Visits to Parents with Newborns

Description: An early intervention and prevention program for new parents. Its purpose is to promote positive parenting and child health and development, thereby preventing child abuse, neglect, and other poor childhood outcomes.

Service 33: Crisis Stabilization Services

Description: Services to adults and families in crisis who are at imminent risk of child maltreatment to return them to pre-crisis functioning. These can include 24-hour services used for short-term emergencies.

Service 34: Respite Care

Description: The provision of short-term relief to primary caregivers from the demands of ongoing care for an individual with special needs. Special Needs means a person of any age with needs resulting from an emotional, behavioral, cognitive, physical, or condition that necessitates receipt of care or supervision in order to meet the person's basic needs or to prevent harm from occurring to him or her. Such conditions include, but are not limited to, (a) developmental disabilities; (b) physical disabilities; (c) chronic illness; (d) physical, mental or emotional conditions that require supervision; (e) special health care needs; (f) cognitive impairments; (g) situations in which a high risk of abuse or neglect exists.

Service 35: Parent Education (or Parenting Classes)

Description: Didactic and experiential education programs to teach parents how to be effective in child rearing and socialization, parent-child communication, and problem solving. Services provide knowledge and skill development in such areas as structured environments, disciplining children, anger management, and child development.

Service 36: Child Centered Mediation for Divorcing Parents

Description: Court ordered or voluntary mediation which focuses on the security, safety, and developmental needs of the child through and after the divorce process.

Service 37: Legal Assistance

Description: Provision of assistance to people otherwise unable to afford legal representation and access to the court system. Legal aide ensures equality before the law, right to counsel, and right to a fair trial.

Service 38: Life Skills Training/Household Management

Description: Individualized and classroom instruction, practical training, guidance, and mentoring to help people develop their abilities to carry out activities of daily living, such as home management, budgeting, nutrition, meal planning and preparation, home maintenance, sanitation, personal hygiene, finding and maintaining appropriate educational and vocational opportunities, using the social system to obtain needed assistance, and maintaining positive social interactions.

Service 39: Domestic Violence/Interpersonal Violence

Description: Education, information, community programs and resources to reduce the potential for domestic and interpersonal violence and confidential resources for personal safety.

Service 40: School-Based or Community Based Family Resource Teams and/or Workers

Description: Individuals or teams centered in schools or in communities to provide family support and other preventive services which enhance protective factors through a defined family centered assessment, planning, coordination and evaluation process.