Community Service Delivery Organizations

Class #2

Community Counseling & Consultation

- Conflict Resolution
- Mediation
- Consultation: What Is It?
- Community Service Delivery Organizations
- Process Consultation & Organization Change
- Personal / Professional Mission Statement
- Mental Health Consultation
- Community Change Consultation & Advocacy

Theory & Assumptions of Community Counseling & Consultation
Focus of Community Counseling/Consultation

- **PRIMARY INTERVENTION** (Prevention)
  Designed to proactively enhance the mental health of individuals, groups, organizations and communities that are assumed to have positive mental health

- **SECONDARY INTERVENTION** (Early Intervention)
  Involves the identification and treatment of problems before they have serious consequences in the life of an individual, group, organization, or community

- **TERTIARY INTERVENTION** (Rehabilitation)
  These efforts attempt to reduce the impact of debilitating mental health problems

Consultation - Generic Model

Target of the Consulting
(Individual, Group, Family, Organization, Community)

Consultant  Consultee/Client

*Consultant...a person in a position to have some influence over an individual, a group, or an organization, but who has no direct power to make changes or implement programs.*
Peter Block (2000) *Flawless Consulting* (2nd Ed.)
Community Counseling/Consultation

Community Counseling/Consultation...a comprehensive helping framework of intervention strategies and services that promotes the personal development and well being of all individuals and communities. The community counseling/consultation model comprises four service components;
- Direct Client Services...Outreach & Counseling
- Indirect Client Services...Advocacy & Consultation
- Direct Community Services...Preventive Education
- Indirect Community Services...Promoting Systemic Changes and Influencing Public Policy

Assumptions...Community C & C

- Environment may either nurture or limit opportunity/capacity
- The goal of community counseling/consultation is to facilitate individual and community empowerment.
- A multifaceted approach to helping is more efficient than a single-service approach.
- Attention to individuals’ culture, ethnic, and/or racial background is central to the planning and delivery of counseling services.
- Prevention is more efficient than remediation.
- One can use the community consultation/counseling model in a variety of human service, educational, and business settings.

Assumptions - Community C & C

- **Self-Efficacy**
  - Person’s ability to mobilize the cognitive and behavioral skills necessary in order to deal with the environment
  - Person’s ability to recognize a problem/opportunity/challenge and take action...response effectively
- **Perceived Self-Efficacy**
  - Person’s belief about his or her ability to deal with life’s circumstance/challenges
Assumptions - Community C & C

Paradigm - a mental model or framework individuals use to try to make sense of their life experiences

Paradigm Shift - a fundamental change in the way people view and understand reality

Systemic Thinking - an approach to thinking that makes the assumption that everything is connected - everything interacts with (affects and is affected by) the things around it.


ORGANIZATIONS

SERVICE THE COMMUNITY

• Organizations...are social systems...intentionally organized to accomplish an overall common goal or set of goals.

• Organizations...are systems of systems
  – Systems are an organized collection of parts (subsystems) that are integrated (effectively or not) in order to accomplish the overall purpose
  – There is a circular relationship between/among the overall system (organization) and its parts (subsystem) such that changes in one part (subsystem) of the system affect other parts which affects the overall system
• Organizations have inputs, processes, outputs and outcomes
  – **Inputs**: resources such as raw materials, money, technology, and people
  – **Process**: inputs are moved along through a coordinated experience (process) designed to achieve the goals set for the system
  – **Outputs**: the tangible results produced by the process of the system (products or services)
  – **Outcomes**: the benefits for the consumer, stockholder, community (or other target) produced by the system

• **Feedback**: Organizations receive feedback from a wide range of sources (employees, customers/clients, vendors, competitors, and the larger community). The extent to which the organization appropriately responds to the feedback is a measure of the health of the organization

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### ORGANIZATIONS

#### Community/Human Service

<table>
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<tr>
<th>PRIVATE</th>
<th>NONPROFIT</th>
<th>PUBLIC/GOVERNMENT</th>
</tr>
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<tr>
<td>Sole Proprietorship</td>
<td>Social/Civic Clubs</td>
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<td>Partnership</td>
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<td>General Partnership</td>
<td>Chambers of Commerce</td>
<td>Local Government</td>
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<td>Limited Partnership</td>
<td>Credit Unions</td>
<td>County</td>
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<td>Limited Liability Partnership</td>
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<td>City</td>
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<td>Corporation</td>
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<td>School Board</td>
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<tr>
<td>Subchapter “S” Corporation</td>
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<td>Other</td>
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<td>Subchapter “C” Corporation</td>
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<tr>
<td>Limited Liability Company</td>
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**CHARITABLE – 501(c)(3)**
- **Public Charities**: Deliver services mostly involving: Arts, Health, Education, Religious, Scientific
- **Private Foundations**: Provide funding for the work of Public Charities
PRIVATE - Human Service Organizations

- Sole Proprietorship
- Partnership
- General Partnership
- Limited Partnership
- Limited Liability Partnership Corporation
- Subchapter “S” Corporation
- Subchapter “C” Corporation
- Limited Liability Company

• Private Practice and some for-profit human services organizations are organized around these models

PUBLIC - Government

Human Service Organizations

- Federal Government
- State Government
- Local Government
  - County
  - City
  - School Board
  - Other

• Many human services are delivered through the Public/Government sector

NONPROFIT Charitable Private Foundations

• Many human services are funded through contributions of nonprofit charitable foundations
  - National Foundations…
  - Local Foundations…

• “Public Charities Test” – at least one-third of their revenues are donations received from the public or they are educational institutions, medical care providers, religious organizations, or fundraising auxiliaries that support other public charities

• Donations to charitable nonprofit organizations (subject to certain limits) may be deducted from an individual’s federal income tax return.
**Local Charitable Foundations** 501(c)(3)

- Martin Anderson
  - Garcia Anderson Foundation
- Hoke Maroon Foundation
- ABC Fine Wine & Spirits
- Orlando Sentinel Family Fund and the Fund of Robert R. McCormick Tribune Foundation
- Westgate Resorts Foundation
- Lois Holt Foundation
- Publix Super Markets Charities
- Darden Restaurants Foundation
- Orlando Magic Youth Foundation
- Kimball Foundation
- Winter Park Health Foundation
- Community Foundation of Central Florida
- Ryan Foundation
- Chatlos Foundation
- Disney Hand Foundation
- Dr. Phillips Foundation
- Tiger Woods Foundation

**NONPROFIT - Human Service Organizations**

- **CHARITABLE** = 501(c)(3)
  - Local 501(c)(3) Organizations
  - www.hfuw.org/agencies-programs.aspx

  - Throughout Central Florida there are hundreds of 501(c)(3) Charitable human service organizations.
  - All have Boards of Directors
  - All must seek funding from a variety of sources
    - Fee for services
    - Clients/Users
    - Contracts
    - Government Grants
    - Foundation Grants
    - Donations

**Florida Nonprofit Organizations**

- 50,000 + organizations
- 430,000 + employees
- Comprise Florida’s 6th largest source of employment
- Hold assets of 63 billion dollars

<table>
<thead>
<tr>
<th>Source Sectors</th>
<th>Contribution of Florida Nonprofits (Private &amp; Nonprofit Funding/Granting Group)</th>
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<tbody>
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<td>Agriculture</td>
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<td>Business</td>
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<td>Construction</td>
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<td>Manufacturing</td>
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<td>Finance, Insurance &amp; Real Estate</td>
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<td>Government</td>
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<td>Retail</td>
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<td>Services (including nonprofits)</td>
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*CPS 560 Consultation / Dr. Burt Bertram (Posted Power Point Class #2)*
Community Needs, Funding, & Resources

Community Needs

How do you determine the needs of the community?

Community Funding

How do you fund the needs of the community?
Funding Community Resources

There are many funders of human services in Central Florida

- Heart of Florida United Way is just an example

**Mission Statement**
To improve lives by mobilizing the caring power of our communities.

**Vision Statement**
Our vision is to engage all citizens to work together to build healthy, safe, caring, and strong communities.

Community Impact

- What is Community Impact
- What do they mean by “going upstream”
- What do you think about this approach?
- How would you respond if funding for your agency was reduced in order to pursue this approach?

Community Resources

How do you gain access to community resources?
Community Resources

2-1-1 Community Resources

Published Community Resource Directory for ORANGE OSCEOLA SEMINOLE

CPY 560 Consultation / Dr. Burt Bertram (Posted Power Point Class #2)