

Solidifying Integration Points: Moving from Add-on Referral to Business as Usual



**AFTERNOON BREAKOUT SESSION
MCFE SUMMIT
AUGUST 6, 2014**

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Agenda



- Strong Integration Points Presentation (*15min*)
- Real-World Perspective: City of Lansing (*10min*)
- Integration Points Work Session (*20min*)
- Participant Presentations (*20min*)
- Facilitated Discussion – Sustainability of Integration Partnerships (*20min*)



Strong Integration Points



- **Selecting Integration Partners**
 - Partner organization's overall goals and performance measures align with your own
 - ✦ e.g. housing services clients need to **improve credit score** to qualify for rental housing or a mortgage
 - ✦ e.g. re-entry citizens on parole need to **open a bank account** to facilitate savings for emergency needs
 - ✦ e.g. emergency assistance clients need to **develop a budget and free up additional income** to meet housing, utility and/or food needs



Strong Integration Points



- **Selecting Integration Partners**
 - Partner organization's philosophy and culture align with your own
 - ✦ Self-sufficiency in addition to meeting immediate needs
 - ✦ Long term solutions
 - ✦ Outcome-driven
 - ✦ Accessible



Strong Integration Points



- **Selecting Integration Partners**
 - Partner organization's staff buy-in from all levels: frontline staff, program management, leadership



Strong Integration Points



- **Selecting Client Touch Points**
 - Not the moment of crisis!
 - Transition points
 - ✦ Prisoner re-entry
 - ✦ Re-entering the workforce after period of unemployment



Strong Integration Points



- **Referral Structure**

- Hard: specify need, number of visits, set appointment; may be required
- Soft: provide promotional materials, list of options, locations and hours



Real-World Perspective: City of Lansing



Amber Paxton
Director
Office of Financial Empowerment
City of Lansing



Integration Points Work Session



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