



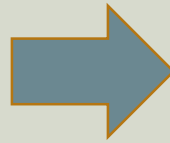
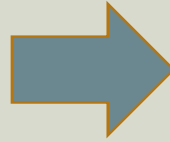
**Loudoun County Nonprofit Needs Assessment  
Board of Supervisors Briefing  
September 20, 2017**

## Agenda

- Review Study Goals and Aims
- Timeline and Methods Overview
- Findings
- Recommendations
- Questions

## Assessment Purpose

- Identify human service need areas not met
- Identify human service need areas with insufficient resources
- Determine whether current funding levels for the nonprofit grant process are consistent with identified needs
- Identify service need areas currently provided by the County that could be provided more efficiently and effectively by nonprofit organizations
- Identify areas of duplication in services among County human services agencies and nonprofit organizations.



## Recommendation Goals

- Leverage Loudoun's nonprofit sector in creating a complete and effective continuum of services.
- Consider reassignment of and/or increase current and future resources to better align with and meet client service needs.
- Ensure that partners beyond the County government have information and understanding of all of the funding gaps and unmet needs
- Reduce unnecessary duplication of service provision among nonprofit organizations and county human services agencies.

# Assessment Timeline and Methods

Phase 1  
Nov – Jan

- Met with steering Committee
- Finalized scope of assessment
- Developed context report



Phase 2  
Jan – Aug

- Stakeholder Interviews
- Survey
- Focus Groups
- Comparative Research
- Analysis and report development



Phase 3  
Aug – Oct

- County Staff
- Steering Committee
- Nonprofit Leaders
- Board of Supervisors

# Findings – Human Service Needs

## Human Service Needs of Loudoun County Residents

- Identified needs are consistent with previous assessments
- All need areas have some level of services
- No need area is fully met
- Funding and human service capacity has not maintained pace with population growth, increased diversity, and complexity of needs
- Result is service gaps and gaps in continuum of services.

## Human Service Gaps

- Funding – Increased county, nonprofit or private sector direct funding to address service needs.
- Coordination – Processes and mechanisms to coordinate areas of human services across sectors
- Resources and Capacity – Additional public and nonprofit agency resources to enable coordination or direct delivery of services.
- Training – Training resources and programs across sectors.
- Awareness – Increased awareness among community stakeholders as to service needs and gaps in order to motivate policy change or resource allocation to address the area of need.

# Findings – Human Service Needs

Human Service Need Area
Affordable Housing
Transportation
Affordable Childcare
Mental/Behavioral Health Services
Health Care Access
Out of School Programs for Teens
Disability Services for Adults and Children
Hunger/Food Security
Employment Services (Vocational Training)
Substance Use Disorder Services
Immigrant Services
Basic Life Skills
Homelessness Services
Human Trafficking
Transitional Youth (18-24) Services
Aging Services
Literacy/Adult Education
Child Welfare
Domestic and Sexual Violence
Early Childhood Education

## Findings - Coordination

Area of Collaboration Across Sectors	Extremely well	Very well	Moderately well	Slightly well	Not well at all
Collectively addressing current population needs	5%	22%	52%	15%	7%
Communicate awareness of services provided by all providers - to improve referrals among agencies	7%	15%	43%	23%	12%
Communicate awareness of service provided to funders and the general public	3%	12%	42%	30%	13%
Coordination of services	0%	13%	48%	28%	10%
Sharing resources such as volunteers and transportation	2%	5%	37%	37%	20%

# Findings – County Grant Program

## Strengths of the Grant Program

- Consistent support over time that has developed into formal grant process
- County support sends important message
- Unrestricted use of funds very needed and beneficial
- Creates cross-sector awareness

## Needed Improvements and Changes

- Increased funding level
- Restructure grant process - determining priority areas, and application and funding allocation procedures. [work on wording to clarify]
- Increase outcome measures and accountability (with technical assistance at implementation)



## Findings – Awareness of Need

- Lack of awareness of need based on perception of wealthy county.
- Misperceptions regarding what some service agencies can provide – i.e. that resource allocations, eligibility criteria and provider shortages can limit access to services.
- Hidden need – such as housing and food insecurity - need may not be as visible as more urban areas.
- Increase awareness of interconnectivity of human service needs.
- Awareness should be increased at multiple levels:
  - Political
  - Individual
  - Private Sector/Businesses
  - Charitable Organizations
- Community Foundation for Loudoun and Northern Fauquier Counties – Faces of Loudoun Campaign seen as strong start.

# Recommendations

- 1. Increased County Nonprofit Funding** – Based on the funding model a annual funding level increase of \$263,000 to \$288,000 would bring Loudoun County into parity with a cohort of 12 peer Virginia localities. Stakeholders recommended increase of \$1 Million.
- 2. Restructure County Grant Program** - Loudoun County should collaborate with the Human Services Workgroup (see Recommendation 3) to review and restructure the grant program to include consideration of priority human service need categories, the application and funding allocation processes.
- 3. Community Engagement and Strategic Planning** – Establishment of a human services workgroup or commission (Human Services Workgroup) with representation from the public, nonprofit and private/business sectors as well as consumers/community representatives would benefit the county. In addition the consideration of grant program restructuring the Human Services Workgroup would to develop a 3 – 5 year human services strategic plan, and supporting development of related human service continuum initiatives.

## Recommendations

5. **Human Services Awareness Campaign** – Building awareness of human services needs among individual residents, businesses, organizational funders and service providers requires a multifaceted awareness and outreach strategy.
6. **Special Focus on High-Need Categories** – In addition to developing a comprehensive strategic plan for human services, the county should ensure that strategic planning involves subcommittees or workgroups to evaluate and develop strategies for high-need categories.
7. **Resource Sharing** – The county and stakeholders should determine feasibility of and opportunities for shared physical space(s) for public agencies and nonprofits. County geography and dispersed population needs may require multiple shared sites.
8. **Improve Coordination of Services** – Loudoun County should develop a detailed plan and cost estimate for centralizing coordination of services through an incremental process. Centralized coordination may include a continuum of centralized intake and referral to tracking of client outcomes.

