

# Community Priority Issue: **Linkage & Access to Services**

## **GOALS & STRATEGIES**

*The “Strategic Issues,” along with the accompanying Goals and Strategies, are the issues that need to be addressed by all of the organizations and coalitions in Delaware County in order to achieve the “Vision” for Delaware County – “A welcoming environment where all can thrive and enjoy emotional and physical wellbeing.”*



### **STRATEGIC ISSUE 1**

*How do we recognize and meet the needs of our diverse population and ensure access to the social service systems?*

*What needs to happen to ensure that linkage and access to service is achieved in our community? Why do you think access to services is lacking in Delaware County? How would you know there is access? What needs to happen to ensure that linkage and access to service is achieved in our community? Why do you think access to services is lacking in Delaware County? How would you know there is access?*

#### **GOALS**

- To increase awareness and accessibility to human and social services for Delaware County residents
- All people will have access to integrated, broad-based, high quality community services
- Families and individuals will have access to a pathway to self-sufficiency
- Delaware County residents will have access to appropriate, reliable, and affordable transportation

#### **STRATEGIES**

- Evaluate current ways people access services (searchable web portals/phone).
- Research opportunities for cross marketing amongst agencies.
- Research social network marketing tools.
- Develop a “No Wrong Door” program to make information available with one call to any partner agency.
- Create partnership to develop case management system.
- Identify gaps by assessing inventory of all service providers.
- Develop a special phone line within DATA for agencies to coordinate services with public transportation.
- Identify all transportation services available
- Explore feasibility of community support of public transportation.
- Explore options to expand transportation availability during weekends & nights.
- Increase public awareness/perception that poverty exists in Delaware.
- Increase availability of affordable housing
- Increase education opportunities to better prepare individuals for higher education.
- Support existing programs with long-term funding solutions.