

AWARD FOR Excellence

Entry Form

Municipality: City of Molalla Population: 7,590

Title of Project/Program: Social Services Survey and Community Summit

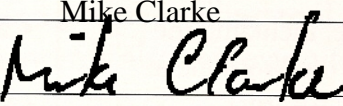
Brief Summary of Project/Program: (250 words or less)

In collaboration with Foothills Community Church, Molalla River School District and Molalla Weed and Seed program, the City of Molalla led an effort to inventory and catalog the range of social services available to residents of the greater Molalla area. The purpose of this project was to help people in need connect to service providers, and to help service providers be better informed as to community needs and the range of social and charitable services locally available. By means of an online survey distributed by email, information about the kinds of social services provided, frequency, eligibility, etc., was solicited from area churches, civic, fraternal and nonprofit organizations, and from publicly funded social service agencies in Clackamas County. The same groups and organizations were then invited to attend a Community Summit meeting at Foothills Community Church in Molalla. At that meeting, a professional facilitator hired by the City led a series of small-group work sessions to discuss community needs, services available, and related issues. The results of the survey and summit were then compiled into a Molalla Area Social Services Directory by the City of Molalla and distributed to all respondents via email in the form of an Excel spreadsheet, an online web link, and a word document that could be printed out and put in a loose leaf ring binder for easy reference. Another outcome of the Community Summit is an effort to create a tax-exempt 501(c)(3) community foundation to apply for grants on behalf of local charitable organizations.

Name/Title of Primary Contact Person (for questions): John Atkins, Jr.—CityManager

Daytime Phone: 503-829-6855 E-mail: atkins@molalla.net

Name of Mayor (please type or print): Mike Clarke

Mayor's Signature: 

My city plans to highlight this project during the October LOC conference with a table-top display:

Yes No City will also be a workshop presenter at the LOC conference.

Please attach a copy of this completed form to the front of each of the four copies of the entry. **You may download this form** (MS Word file) at www.orcities.org; click on Conference, then Awards.

Mail entries to: League of Oregon Cities, Award for Excellence, P.O. Box 928, Salem, OR 97308. In addition, please submit one or more digital images or photographs on CD or via e-mail to Kim Bentley at kbentley@orcities.org (to be shown during the awards presentation).

Deadline: All entries must be received in the League office by 5:00 p.m., Friday, August 12, 2009.

Questions? Contact Kim Bentley at the League office, (503) 588-6550 or kbentley@orcities.org.

2009 LOC City Awards
Good Governance Award

Entry of the City of Molalla

SOCIAL SERVICES SURVEY AND COMMUNITY SUMMIT

Why was this project needed? This project was initiated by the City of Molalla as a result of a goal-setting session of the City Council early in 2009. As the recession deepened, businesses in Molalla were closing their doors and unemployment was mounting. The Council was quick to endorse Councilor Jim Needham's suggestion that the City organize and host a Community Summit to bring social service providers in the community together to discuss local needs, the availability of services and ways to improve the accessibility of social services.

What were the goals? The purpose of this project was to help people in need connect to local service providers, and to help service providers be better informed as to the range of social and charitable services available in the community so as to match clients to providers more effectively.

What steps were taken to complete the project? Soon after the council's goal-setting session, Mayor Mike Clarke invited area pastors to a breakfast meeting at City Hall where he floated the idea of having a community summit. The pastors were enthusiastic about it. One suggested that to get the most out of the summit meeting that it be preceded with a social services survey, to be distributed to all of the churches in the area as well as civic, fraternal and nonprofit organizations, and publicly funded social service agencies in Clackamas County. Pastor Dale Satrum of Foothills Community Church in Molalla offered to host the community summit at his church, which has a large meeting space as well as electronic projection equipment. Steps taken from that point were as follows:

1. A steering committee was organized to plan the summit and survey. Members included City Manager John Atkins, Jr., City Recorder Sadie Cramer, School District Homeless Liaison Coordinator Cynthia Norberg, Foothills Senior Pastor Dave Halbert, Foothills Office Manager Gale Ehigh, Foothills Elder Bob Oblack and Weed and Seed Coordinator Beth Faulhaber (Weed and Seed is a community-based crime prevention strategy funded through the U.S. Department of Justice). Over the course of three meetings, the committee:
 - Developed an agenda for the community summit.

- Worked out logistical details, including refreshments, tables, electronic projection presentations, materials and supplies.
 - Developed and critiqued the proposed social services survey for distribution.
2. City staff developed a comprehensive e-mailing list of churches and organizations to receive the survey and invitations to the community summit.
 3. The City hired a professional consultant to facilitate the summit meeting. The facilitator met with the steering committee to refine the meeting structure, agenda topics and timelines.
 4. The City took out a one-year subscription to Survey Monkey, an on-line polling service chosen for its ease of use. (A key advantage of this application is that survey results can be sorted electronically as well as compiled into a database that can be downloaded and saved in a variety of formats.) The City then distributed the survey and invitations to the Community Summit to everyone on the mailing list. The summit was also publicized in the local newspaper, the *Molalla Pioneer*.
 5. The City invited Brenda Durbin, Director of Social Services for Clackamas County, to be the opening speaker for the summit.
 6. Starting about 10 days before the summit, Bob Oblack followed up with reminder calls to churches and organizations on the mailing list.

What was unique or innovative about this project? To our knowledge, the social services survey and community summit has not been done before by a city. A directory of social service providers is available through Clackamas County, but does not include private, nonprofit, and faith-based organizations. The Molalla directory focuses on services available locally.

In what ways did the project foster relationships with citizens, educate citizens, and or/encourage citizens to be more involved in the community? People responding to a survey distributed at the summit said they found the social services survey and summit to be very useful and that it should be repeated next year. Media coverage of the event was very positive. The summit inspired one nonprofit group, in collaboration with the City, to work toward establishing a 501(c)(3) foundation to seek grants on behalf of charitable groups in the community for social service programs and projects.

How was the project funded? The City provided funds for hiring the facilitator and carrying out the survey. The City contributed the city manager's and recorder's work. Refreshments and supplies were supplied by Foothills Community Church, along with use of its meeting hall and the work contributed by church staff and volunteers.

Summary. This project meets all criteria set forth in the Excellence Award guidelines, including:

Community quality of life: The quality of life of residents in the greater Molalla area who have been impacted by the recession will benefit from this project through improved access to, and delivery of, social services. It has helped social service providers discover services that are available in the community, learn more about each other, and enhance their ability to match people in need to available resources. It has inspired efforts to create a community foundation to serve as a clearinghouse for grant writing and contracting on behalf of local charitable organizations.

Enhancement of municipal services: The Molalla Adult Community center is operated by the City of Molalla and, like other service providers in the community, will benefit from enhanced information and referral capabilities made possible by this project.

Collaborations with other governments, private interests, etc.: Parties collaborating on this project included the City of Molalla, Molalla River School District, Foothills Community Church and Molalla Weed and Seed (a federally funded crime prevention program).

Replicability: This project can readily be replicated at minimal cost by any local government.

Creating efficiencies: More efficient delivery of social services in the greater Molalla area is made possible through this project by enabling all service providers to discover resources not previously known except through word of mouth. The Molalla Social Services Directory and database improves the ability of service providers to identify resources, eligibility requirements and related social service information and match clients to resources more effectively than in the past.

Appendix

Exhibit 1: A page from the Molalla Social Services Directory

Molalla Social Services Directory

Need Category
Food

Services Provided	Organization	Web Site
Oregon Feed Bank-USDA food program	Molalla Service Center	



Address	City	State	Zip
412 S. Sweigle	Molalla	OR	97038

Contact	Phone	E-mail
Sharleen Smouse or Cathy Lamb	503-759-4724 503-680-7759	smouse@molalla.net ladycathryn@molalla.netc

Location	Day	Time	Frequency
412 S. Sweigle, corner of 5th & Sweigle	Monday and Wednesday	10am - 2pm	Once a month

Area Served	Requirements	Fee?	Remarks
Molalla River School District	Id. proof of Molalla address	none	

Exhibit 2: Example of on-line Social Services Database posted on Molalla's web site.

Community Services Database

Need Category	Services Provided	Organization	Web Site	Address	City	State
Can't find what you're looking for on this list? DIAL 211	"Clackamas County Community Resource Guide" DIAL 211	Clackamas County Social Services	www.clackamas.us/socialservices/rguide			OR
Adult Protective Services	Adult protective services, adult foster home licensing and Medicaid services for in-home.	Oregon Dept. of Human Services, Canby office	http://www.oregon.gov/DHS/index.shtml	214 SW 2nd	Canby	OR
Baby Items	Baby Gear, Layettes, Diapers	Love INC of Clackamas County	www.clackamasloveinc.org	P.O. Box 2378	Oregon City	OR
Bedding	Bedding	Love INC of Clackamas County	www.clackamasloveinc.org	P.O. Box 2378	Oregon City	OR
Charitable giving	Per request for Molalla residents	Molalla Kiwanis Club	www.molallakiwanis.org	P.O. Box 652	Molalla	OR
Charitable giving	Donations to area programs and clubs	Molalla Rotary Club	none	P.O. Box 313	Molalla	OR
Clothing	Clothing	Foothills Community Church	www.foothillsonline.com	122 Grange Ave.	Molalla	OR
Community Education	Community Education Classes/community activities	Molalla Community School		P.O. Box 188/412 Sweigle Ave.	Molalla	OR
Counseling	Change Groups (Counseling)	Molalla Foursquare Church		32328 S. Molalla Ave.	Molalla	OR
Counseling	Support groups for men struggling with sexual addiction.	Pure Life Alliance	www.purifealliance.org	8105 SW Nimbus Ave, 11/L	Tigard	OR

Exhibit 3: News coverage of Social Services Survey and Community Summit

Molalla Pioneer

Community summit set for Thursday

Story by: Bethany Monroe

Date Published to Web: 5/27/2009

The Molalla Community Summit this Thursday will bring together the area's various social service agencies and charitable groups to discuss how local needs can be met in the community.

"This community summit originated with an idea that (City Councilor) Jim Needham brought up at a council work session when we were going through proposed goals and priorities," City Manager John Atkins said.

Mayor Mike Clarke then discussed Needham's idea at a breakfast this spring with local pastors and Molalla City Council included the summit on their list of priorities for the year.

Atkins put together an online survey and sent it to the area's social service providers, requesting information about the services they offer. In addition, the survey asks them to identify needs that are currently not being fully met.

Although the survey results have not yet been compiled, Atkins said employment, healthcare and shelter have been frequently mentioned needs.

Once the service information has been compiled into a database, all local charities and service providers will receive a CD of the database to serve as a reference when trying to help connect community members with the services they need.

The summit will take place from 9 a.m. to noon at Foothills Community Church. Local charitable organizations, county social services and area churches have all been invited to attend.

Foothills Community Church and Molalla Weed and Seed partnered with the city to organize the summit.

Exhibit 4: News coverage of Social Services Survey and Community Summit

Molalla Pioneer

Community looks at needs of less fortunate

Story by: Bethany Monroe

Date Published to Web: 6/3/2009

About 40 representatives of county social services, the city of Molalla, local churches, charities and service groups met for three hours last Thursday to discuss needs in the local area and ways to network the services already available.

Brenda Durbin, social services director for Clackamas County, said one positive thing she has seen from the recession has been an increase in community groups working together to meet growing needs. She said Thursday's Community Summit was an example of that.

"I think all of us in this profession are seeing increases in demand," Durbin said. "The needs are just so great everywhere, I think it takes everyone coming together."

Mary Cook Swanson, a certified planner who also provides facilitation and project management services with Swanson Partners, LLC, was hired by the city to moderate the workshop.

"I think today's objective is to send you all out with good courage," she told the group.

Swanson asked the workshop attendees to break into groups and discuss the most critical needs in the community, along with some of the problems in meeting those needs. Healthcare, employment, affordable housing and youth activities were identified among the top local needs.

Attendees also had opportunities to share about the programs and services their organization offer and the challenges they face.

"Believe it or not, we have a lot of families in this community who don't see education as an important thing, so they're not sending their kids to school," said Cynde Norberg, the homeless student liaison and attendance support specialist for Molalla River School District.

The city has asked local service providers to complete a survey so they can compile a database of services available to local residents, City Manager John Atkins said. The services range from food and clothing resources to youth athletic scholarships and domestic violence counseling.

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Exhibit 4, continued: News coverage of Social Services Survey and Community Summit

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Once the database has been created, it will be distributed on CDs to all participating social service groups.

On the county level, a list of social services is already available. Dialing 211 from any phone within Clackamas County connects the caller with someone who can help direct them to the resources they need.

“It is a direct line to my staff, who have access to all the county services,” Durbin said.

Initially, she said 211 had some technical difficulties, but they now believe they have ironed out the problems. Still, if the 211 number fails to work, dialing 503-655-8861 will also connect the caller.

The idea for last week’s summit came from Molalla City Councilor Jim Needham. Besides creating a database of local services, he said he would also like to create a database of volunteers and their skills to help hook organizations up with the help they need.

“I would really like to have some sort of pool of volunteers,” Needham said. “I know that we have a lot of people who want to help, but don’t know how.”

The summit was organized by the city of Molalla, Foothills Community Church and Molalla Weed and Seed.

“One of the things as mayor that I’ve seen is that Molalla comes through in a crisis,” Molalla Mayor Mike Clarke said.

Exhibit 5, Photos from the Community Summit



Mayor Mike Clarke welcomed participants at the Molalla Community Summit.



Facilitator Mary Swanson kept the Summit participants on task.



Work groups discussed social service needs and local resources.

Exhibit 6: Example of on-line survey link and invitation to the Community Summit. The invitation was sent to all churches in the Molalla area, along with civic, fraternal and charitable organizations and social service agencies.

Dear friends,

At a breakfast meeting Mayor Clarke had with area pastors recently, the idea of holding a Community Summit meeting to exchange information on social and charitable services available in the community and how to improve access to them for people in need was well received. Since then, we have been developing a Community Services Survey and planning the summit meeting.

We now have a date, place and time. Please mark your calendars and plan on attending the **Molalla Community Summit on Thursday, May 28, 2009 from 9 to noon in the Foothills Community Church, 122 Grange, in Molalla.** This will be an interactive meeting in which everyone will be able to participate in addressing a number of social service-related needs in the greater Molalla area.

To facilitate the information-gathering process, please fill out the **Community Services Survey** that is now posted on-line. To fill out the survey, just click on the link provided below. If you provide more than five different charitable services, please send another survey in. We plan to make the results of the survey available to all respondents to help them speed folks in need to the appropriate service provider. Here is the link:

http://www.surveymonkey.com/s.aspx?sm= 2bZz1W4rQZaTy3KQveNxGig_3d_3d

Exhibit 7: Community Summit Agenda

Molalla Community Summit

Where: Foothills Community Church

When: Thursday, May 28, 9-Noon

Sponsored by: City of Molalla, Molalla River School District, Foothills Community Church, Molalla Weed and Seed

Agenda

5 min	<ul style="list-style-type: none"> • Welcome: Mayor Mike Clarke <ul style="list-style-type: none"> a. Acknowledge Jim Needham b. Acknowledge Jennifer Wagner from Congressman Kurt Schrader's office. c. Introduce Brenda Durbin, Director of Clackamas County Social Services
10-15 min	<ul style="list-style-type: none"> • Overview of Community Needs : Brenda Durbin, Director, Clackamas County Social Services • Mayor Clarke: Introduce Bob Oblack to preview the Community Services Survey • Preview Community Services Survey (Partial) Findings: Bob Oblack, Foothills Comm. Church • Bob Introduce facilitator: Mary Swanson
2 min	<ol style="list-style-type: none"> 1. Objectives of the Summit <ul style="list-style-type: none"> A. To share updated information to all service providers in the Molalla area of what services are available to people and how to access them. B. Identify most and least plentiful services. C. Identify unmet needs and develop ideas/strategies to overcome obstacles to accessing services.
10 min	<ol style="list-style-type: none"> 2. Self introductions.
20 m/10m	<ol style="list-style-type: none"> 3. Work Group tasks. [Break up into work groups for discussions and report conclusions back to entire group] <ul style="list-style-type: none"> A. What are the three most pressing social service needs in the community?
10 min	B R E A K
20 m/10m	<ul style="list-style-type: none"> B. What resources are available to address the three most pressing needs?
20 m/10m	<ul style="list-style-type: none"> C. What are the obstacles within the community (external) and facing your organization (internal) in getting services to people who need them?
30 m/10m	<ul style="list-style-type: none"> D. What can we do to address those external and internal obstacles in order to be more effective service providers?
	<ol style="list-style-type: none"> 4. Next steps/wrap up. <ul style="list-style-type: none"> A. Social Services Survey results to be emailed to all. B. Summit evaluation form. C. Thank-you: Mike Clarke
	<ol style="list-style-type: none"> 5. Adjourn.

Exhibit 9: Example of the on-line Social Services Survey.

Community Services Survey	
Purpose of the survey.	
<p>In these difficult economic times, it is more important than ever for those in need to know where they can go for help. Responses to this Community Services Survey will be compiled into a comprehensive inventory of services available from charitable providers and social service agencies and distributed to all respondents. Please reply by May 15, 2009.</p>	
<p>* 1. Name of organization (church, agency or charitable service provider)</p> <input type="text"/>	
<p>2. Website address</p> <input type="text"/>	
<p>* 3. Address</p> <p>Street Address <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text"/></p> <p>Zip <input type="text"/></p>	
<p>* 4. Information and Referral</p> <p>Contact Person <input type="text"/></p> <p>Phone and Ext. <input type="text"/></p> <p>Contact email <input type="text"/></p>	
<p>* 5. Charitable Service</p> <p>Service provided <input type="text"/></p> <p>Location <input type="text"/></p> <p>Day(s) of week <input type="text"/></p> <p>Times of day service is provided <input type="text"/></p> <p>Frequency service may be obtained by client <input type="text"/></p> <p>Area served <input type="text"/></p> <p>What should client bring? <input type="text"/></p> <p>Fee, if any <input type="text"/></p>	
<p>6. Charitable Service</p> <p>Service provided <input type="text"/></p> <p>Location <input type="text"/></p> <p>Day(s) of week <input type="text"/></p> <p>Times of day service is provided <input type="text"/></p> <p>Frequency service may be obtained by client <input type="text"/></p> <p>Area served <input type="text"/></p> <p>What should client bring? <input type="text"/></p> <p>Fee, if any <input type="text"/></p>	