



Strengthening Your Human Services Network



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Human services, including health care, child care, and senior services, are an essential part of a local government's housing and community development activities. Whether funded through the Community Development Block Grant (CDBG) Program, general funds, foundation grants, or other funding sources, human service agencies and nonprofit organizations respond to the basic needs of a community. As these communities change in size and composition, the needs of its population for human services change as well.

ICF International offers a variety of consulting services for local governments and nonprofit organizations working to develop a more responsive network of human services. These services include:

Needs Assessments

ICF conducts quantitative and qualitative research to identify the human service needs of communities. We are skilled in data gathering techniques ranging from large-scale surveys to focus groups and interviews with community members and service providers. The needs assessment is a necessary initial step in priority-setting for most jurisdictions.

Program Evaluation

ICF measures the performance and impact of human service programs on community members, providing timely feedback to providers and other local stakeholders such as government agencies, foundations, and community organizations.

Organizational Development

ICF assesses the organizational needs of community-based organizations, public agencies, and private institutions to effectively design organizational structures and procedures that support the organization's mission to provide essential human services.

Training & Regulatory Guidance

Constantly changing regulations, policies, and market trends present special challenges to most human service providers, and training is increasingly seen as a necessary response to strengthen the capacity of nonprofit organizations, government agencies and private institutions.

ICF offers its community development expertise and subject matter knowledge to design effective trainings for human service providers and public agency staff. Trainings include: building public/private partnerships, business planning for nonprofits, and financial management for nonprofits.

Strategic Planning

ICF assists government agencies and nonprofit organizations by developing a strategic analysis of the organization's activities, and assisting with the design of their mission, vision, and values statements.

Featured Solutions

Tri-Valley Human Services Needs Assessment

ICF provided the Cities of Livermore and Pleasanton in Eastern Alameda County, CA, with a comprehensive analysis of agencies providing human services compared against the changing demographic needs in the region. We assessed the current capacity of the human services network, identified service gaps and network shortcomings, and developed key strategies to improve the ability of the human services network to respond to the needs of Tri-Valley residents and other stakeholders.

Alameda County Housing/Jobs Linkage Program

ICF facilitated strategic planning activities for a collaborative that included Alameda County, several nonprofit organizations, and seven housing shelters. The outcome was a strategic plan that focused on developing self-sufficiency opportunities related to housing and employment for homeless families in Alameda County.

San Francisco—The Village at Heritage Homes

On behalf of the Mayor's Office of Community Development for San Francisco, ICF provided technical assistance in strategic planning and nonprofit management to a seven member collaborative of social service providers. ICF helped this nonprofit collaborative provide a range of services to the low-income residents of a 250-unit affordable housing development constructed on the site of a former public housing project. The housing development received a 1999 HUD Best Practices award. We analyzed 110 governance models, strategies for effective collaboration and models for implementation for operations, board and staff development, capacity building and fundraising.

South Bay Cities Jobs and Housing Growth Capacity

For the South Bay Cities Council of Governments in Southern California, ICF assesses how existing and planned urban infrastructure and services could support forecasted growth as part of a larger regional visioning process. For the 16 jurisdictions comprising the South Bay Cities region, this study included childcare, senior services, hospitals, and parks and open space.

About Our Services

ICF's Housing and Community Development team provides training, technical assistance, management consulting, and program evaluation for local, state, and federal organizations and government agencies, including the U.S. Department of Housing and Urban Development (HUD) and the U.S. Department of Agriculture's (USDA) Rural Housing Service. We also work with nonprofit organizations and private business enterprises. ICF's Housing and Community Development team can:

- **Prepare and deliver training.** We offer a standard catalogue of existing courses on topics such as the Community Development and Block Grant (CDBG) Program, the Home Investment Partnerships (HOME) Program, financial management, performance measurement, and program monitoring. In addition, we work with clients to develop and deliver workshops that are customized to their individual needs.
- **Design and redesign housing programs.** From designing innovative homebuyer programs to restructuring rehabilitation programs, we help communities spend their CDBG and HOME dollars effectively.
- **Develop marketing materials.** We help communities define their products and publicize their initiatives through brochures, Web site design, and promotional materials.
- **Prepare procedures manuals, handbooks, and publications.** We help keep grantees up-to-date and staff informed through clear, well-written program guidance.
- **Restructure management systems.** Our staff can assess your organization and help streamline operations and improve management to achieve performance objectives.
- **Evaluate program effectiveness.** ICF works with federal and local organizations to determine the outcomes and benefits of various funding programs.

About ICF International

ICF International (www.icfi.com) partners with government and commercial clients to deliver consulting services and technology solutions in defense, energy, environment, homeland security, social programs, and transportation. Combining passion for our work with industry expertise and innovative analytics, we deliver compelling results throughout the entire program life cycle, from analysis and design through implementation and improvement. Since 1969, ICF International has been serving government at all levels, major corporations, and multilateral institutions. More than 1,600 employees serve these clients worldwide.

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