

Implementing Bundled Services: Early Lessons from the Learning Cluster



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Learning Community Comprised of Cluster Groups

- **5 Primary Groups**

- Decreasing Family Homelessness
- Increasing Financial Empowerment for Families
- Increasing Organizational Capacity (Board Governance)
- Utilizing Place-Based Strategies
- **Bundling Services to Improve Outcomes**

- **3 Specialty Groups**

- Tracking the Use of CSBG Dollars (Barbara Mooney)
- National Trends in Poverty (Jim Masters)
- Implementing Organizational Standards for States (NASPCSP)

Bundling Services Learning Cluster

Currently Examining...

- Identifying which bundle of services are most impactful for serving low-income families
 - i.e. Employment, Adult Education and Housing Assistance
- How to integrate intake and data collection systems

Bundling Services Learning Cluster

Currently Examining...

- Effective program delivery models within the Community Action Network
 - i.e. Community Action Duluth bundling Income Supports, Employment and Financial
- Adapting successful models to their local programs

Bundled Service Cluster Group...

Early Indications

- Role of front line staff (Case Manager) is critical in bundled services delivery.
- Essential that front line staff are well trained
- Capacity building model appears more impactful than traditional model in establishing productive client relationships and achieving outcomes

Capacity Building Models	Traditional Models
Promotion of Knowledge and Skills	Treatment Intervention for "the problem"
Empowerment of Family who sets own goals	Expert/Professional Sets the Goals and Creates the Plan
Strengths Based (services for what is strong)	Deficit Based (services for what is wrong)
Resource Based	Service Based

Adapted from *Contrasting Approaches to Intervention*, [Dunst, C. J.](#), & [Trivette, C. M.](#) (2009).

For more info:

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