



Conducting a Needs Assessment and Developing Shared Goals

Amanda Dickey, Executive Director of Government Relations,
Santa Clara County Office of Education

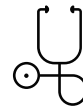
SYMPTOM V. CAUSE

Failing to conduct an integrated systems needs assessment often leads to treating the symptom, not the cause



BLURRED VISION

Symptom of incorrect prescription, brain tumor, or eye disease?



HEART RATE

Symptom of new medicine, stress, arrhythmia, or something else?



FAINTING

Symptom of diabetes, anemia, dehydration, or something else?

CONDUCTING A NEEDS ASSESSMENT

A NEEDS ASSESSMENT ADDS INFORMATION TO THE SYMPTOMS TO HELP IDENTIFY CAUSE(S) & EFFECTIVE INTERVENTIONS

NON-SMOKER

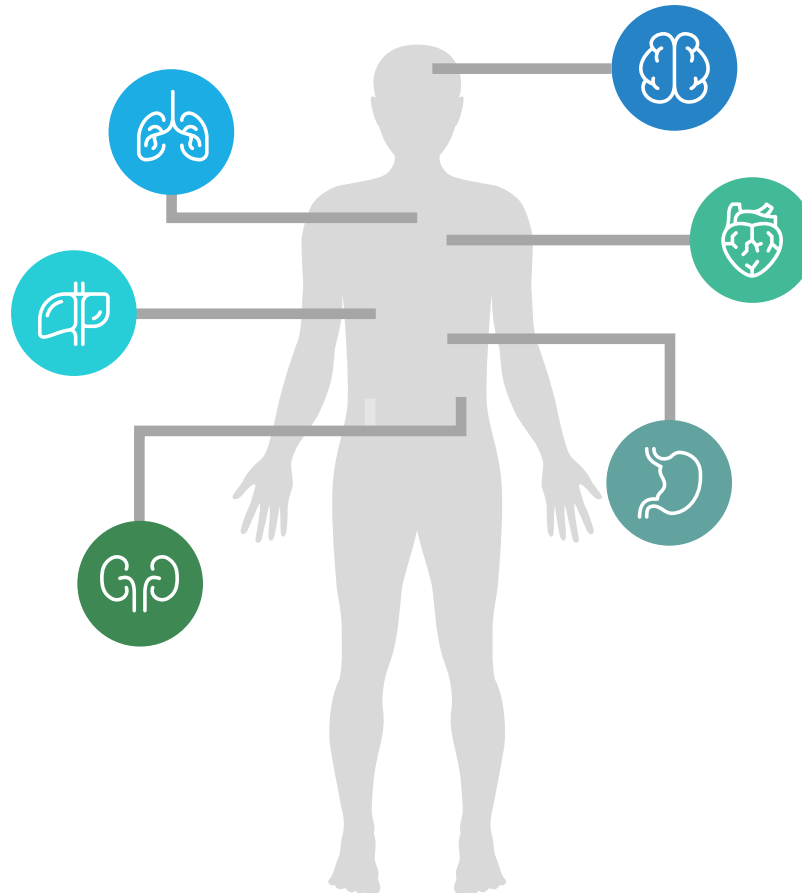
Patient has no history of smoking or vaping.

15 YEARS OLD

Patient is young and otherwise healthy.

NORMAL BMI

Patient's body mass index is within a normal range but on the low end.



CT SCAN NORMAL

Nothing abnormal was discovered during a CT scan.

HEALTHY ECHOCARDIOGRAM

Patient's echocardiogram test came back normal

HYPOGLYCEMIC

Patient's glucose test came back abnormal - low blood sugar and poor insulin regulation

SYMPTOM V. CAUSE

Without a needs assessment, Integrated systems workgroups are likely to identify the wrong cause or focus on treating the symptoms



HOMLESSNESS

Symptom of poor economy, lack of affordable housing, increased drug or alcohol abuse?



DEMAND FOR SERVICES

Symptom of poor economy, effective advertising, closure of other supportive services?



FOSTER YOUTH

Symptom of increased drug use, poor economy, lack of birth control or education?



CONDUCTING A NEEDS ASSESSMENT

A NEEDS ASSESSMENT ADDS IMPORTANT CONTEXT TO HELP IDENTIFY CAUSE(S) & EFFECTIVE INTERVENTIONS

MILD ECONOMIC DECLINE

Economy has taken a slight dip but no major falls.



DRUG ARRESTS

Twice as many drug arrests were made this year than last.



AGE OF HOMELESS

The average of the unhoused is usually 60 but recently has dropped to 35.



REPORTS OF NEGLECT

School staff have reported 35% more incidents of suspected neglect.



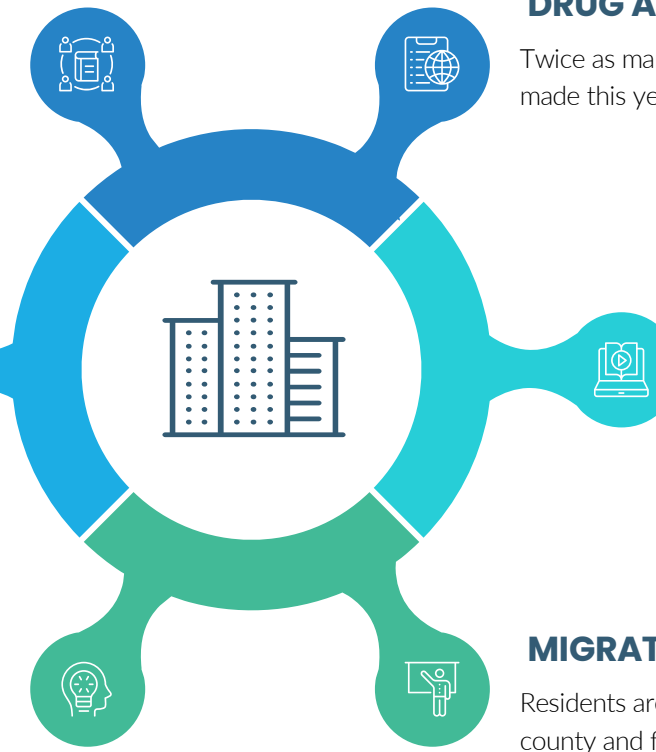
OPIOID DEATHS

Opioid deaths have tripled in the last 5 years.



MIGRATION OUT OF COUNTY

Residents are moving out of the county and freeing up housing.



ELEMENTS OF A NEEDS ASSESSMENT

SYSTEM RESPONSIVENESS & CHURN

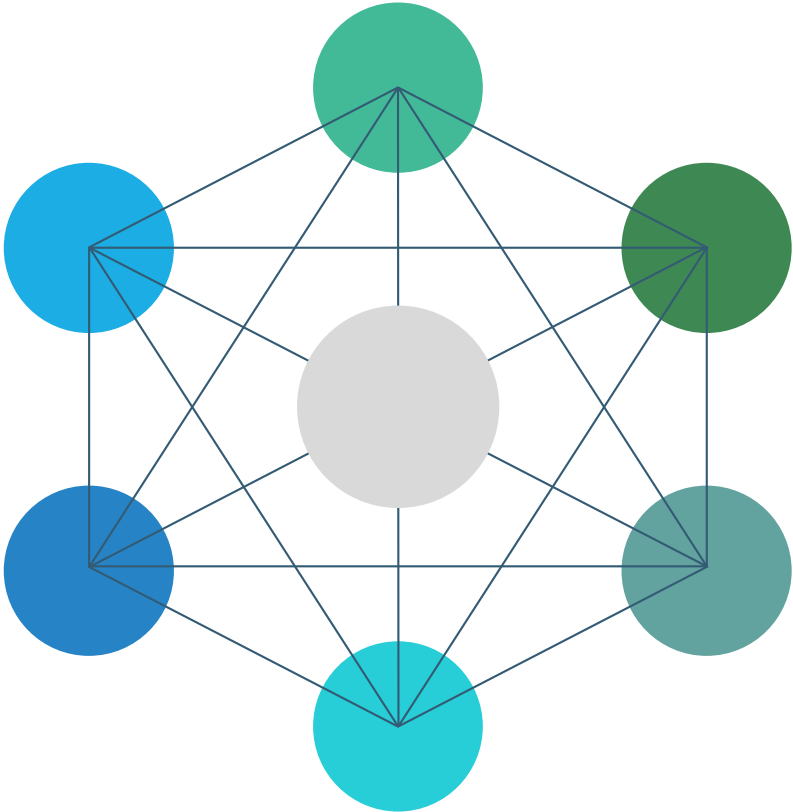
Time between referral and service, churn in and out of programs or services

COMMUNITY CHARACTERISTICS

Population demographics, household income, specific groups eg foster, homeless, etc.

CHANGES OVER TIME

Focus on changeable outcomes and measure progress over time.



MULTI-SECTOR DATA

Education, health, mental health, justice system, social services, etc.

EXISTING INVESTMENTS

What existing initiatives are having an impact and which are not?

DEMAND & REFERRALS

Is there more need or is the system just better at identifying & meeting need?