

## Introduction

This guide will provide information regarding The Kresge Foundation's Human Services revised program focus areas.

The terms and concepts below show how The Kresge Foundation Human Services Program defines key terms and ideas for revised focus areas introduced in Spring 2016.

## Key Terms

### **Social Innovation**

A novel solution to a social problem that is more effective, efficient, sustainable or just than current solutions (from the *Stanford Social Innovation Review*).

### **Innovation**

Innovations are pioneering and game-changing efforts that are transforming both the mindset and approaches to expanding economic and social mobility at the societal, human services sector, organizational and person level.

### **Next Generation**

Next generation organizations are organizations that are setting the pace of evolution in the human services sector. These organizations are identifying emerging practices and trends.

### **Person-centered**

Organizations or programs that are promoting the person as the focus of the work are considered person-centered. This means that interventions are developed based on the needs and impacts on the client, rather than the expectations or requirements of the funders or implementers. There is also a relationship between the organizations or program that works to co-create solutions with clients.

### **Outcomes-oriented**

Outcomes-oriented organizations and programs focus on lasting impacts for clients with the evidence to demonstrate its impacts. These interventions help clients achieve economic and social mobility rather than simply triaging crisis.

## Key Concepts

### **How to innovate in the human services sector**

Our position is that innovation in the human services sector can be achieved through two ways: iteration or invention.

Iteration occurs when existing organizations or programs show incremental improvement of their approach, strategy and intervention methods in order to achieve greater impact.

Invention occurs when a person, organization or program evaluates community and social needs to identify a gap in the sector and create a new solution.

### **The steps of innovation in the human services sector**

Innovation in the human services sector occurs at three levels: design, demonstration or deployment.

In the design phase, an organization, program or person will research and plan their intervention.

During demonstration, an organization, program or person will have executed some level of implementation of its newly developed intervention and will establish sound proof points.

Deployment is when an organization, program or person is expanding or developing a broader reach for its intervention. This stage is built on evidence and sound organizational principles.

### **The Human Services Ecosystem**

We believe that alignment and coordination of the delivery of human services within a place can accelerate social and economic mobility.

A human services ecosystem encompasses diverse, interdependent and mutually reinforcing components that include the public, private and nonprofit sectors. In an ecosystem, these sectors work collaboratively to create solutions to community-wide challenges that reduce overall community risk factors. A healthy human services ecosystem is person-centered, outcomes-oriented, integrated and sustainable. Delivering services in a coordinated ecosystem is transformational.