

Program Versus Systems Approaches to Change

Characteristics of Two Approaches	
Program	System
Single program/service	Multi-sector
Domain specific perspective of needs	Broader, more holistic perspective of needs
"My client" mindset	"Our families" mindset
Treat visible symptoms	Address root causes
Individual to individual collaboration	Organization to organization collaboration
Program improvement/expansion	System transformation
Categorical funding	Braided and blended funding
Program specific goals	Shared cross sector goals/agenda
Program specific strategies	Coordinated/aligned cross sector strategies
Isolated learning	Collective learning
Program outcomes driven by funding stream	Population outcomes and system changes

Program and System Examples of How we Serve Families	
Program	System
Fill slots in my program	Assure there are enough slots in our community to meet the need of all families
Focus on intake for my program	Participate in a universal intake process to assure we are addressing families' most pressing needs
Make referrals based on individual relationships and knowledge	Cooperate in a common referral process that is used across sectors and agencies
Expand child care options for sick children	Advocate for better workplace policies

Another Strategy Example	
Goal: The Pleasantville Collaboration will ensure x number of children receive developmental screenings.	
Program Strategy	System Strategy
Hold a health fair and offer developmental screenings.	Work with collaboration partners to develop capacity for universal screening and referral processes to increase the overall number of children screened in Pleasantville.