



NJHSA Workshop

Supporting Member Innovation

October 30, 2017



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Agenda

- 8:30-9:15am – **Introduction, Overview and Input**
- 9:20-9:55am – **Panel Discussion – Creating an Innovation Culture**
 - Jerry Rubin, President and CEO, JVS Boston
 - Michael Hopkins, CEO, JFS San Diego
- 10:00-11:00am – **Exercise – Innovation Bottlenecks / Solutions**
- 11:05-11:30am – **Summary and Next Steps**

Foundation of the Innovation Center Concept



Technology



Money



Research

Challenges with the Concept

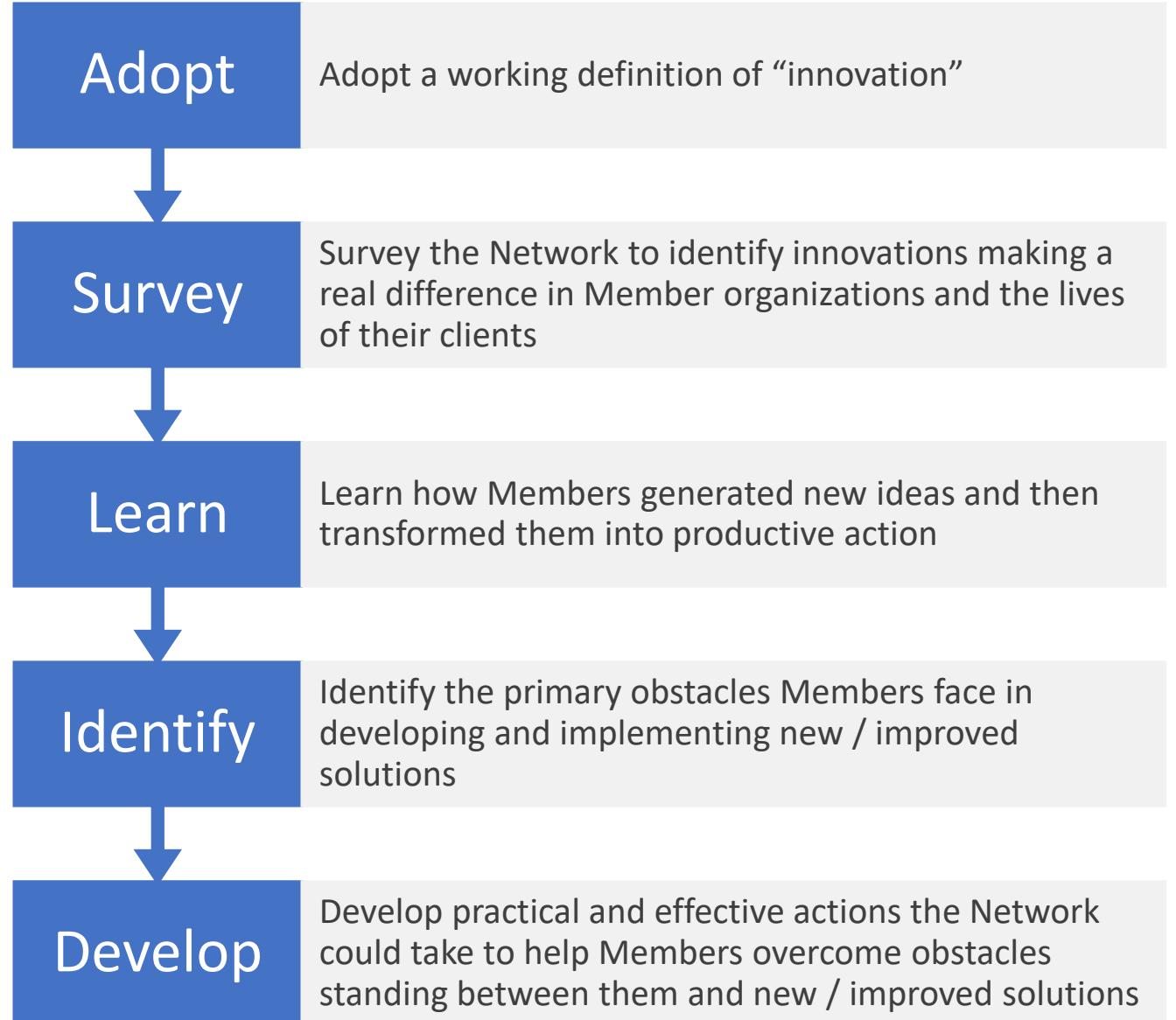
Overly focused on:



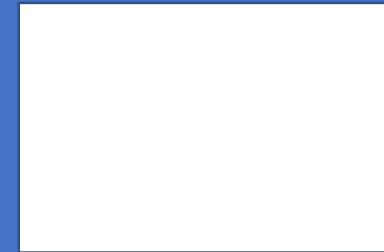
Constantly searching for:



Developing an Innovation Resource – First Steps



What does the term
“Innovation” mean?



Is the term “Innovation” useful?

- “The word is so ubiquitous, it’s lost most of its buzz and most of its meaning.”¹
- “What to make of a word that just won’t go away?”²

¹ Sahni, M., Lanzerotti, L., Bliss, A., & Pike, D. (August 1, 2017). Is Your Nonprofit Built for Sustained Innovation? *Stanford Social Innovation Review*.

² Sukol, T. (August 17, 2017). “Innovation”: What to make of a word that just won’t go away. *EJewish Philanthropy*.

Alternate Definitions of Innovation

- “... a break from practice, large or small, that leads to significant positive social impact.”¹
- “... developing ideas for solving significant problems rather than finding exciting new adjectives to describe those ideas.”²

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² Sukol, T. (August 17, 2017). “Innovation”: What to make of a word that just won’t go away. *EJewish Philanthropy*.

Intentional

Aspirational

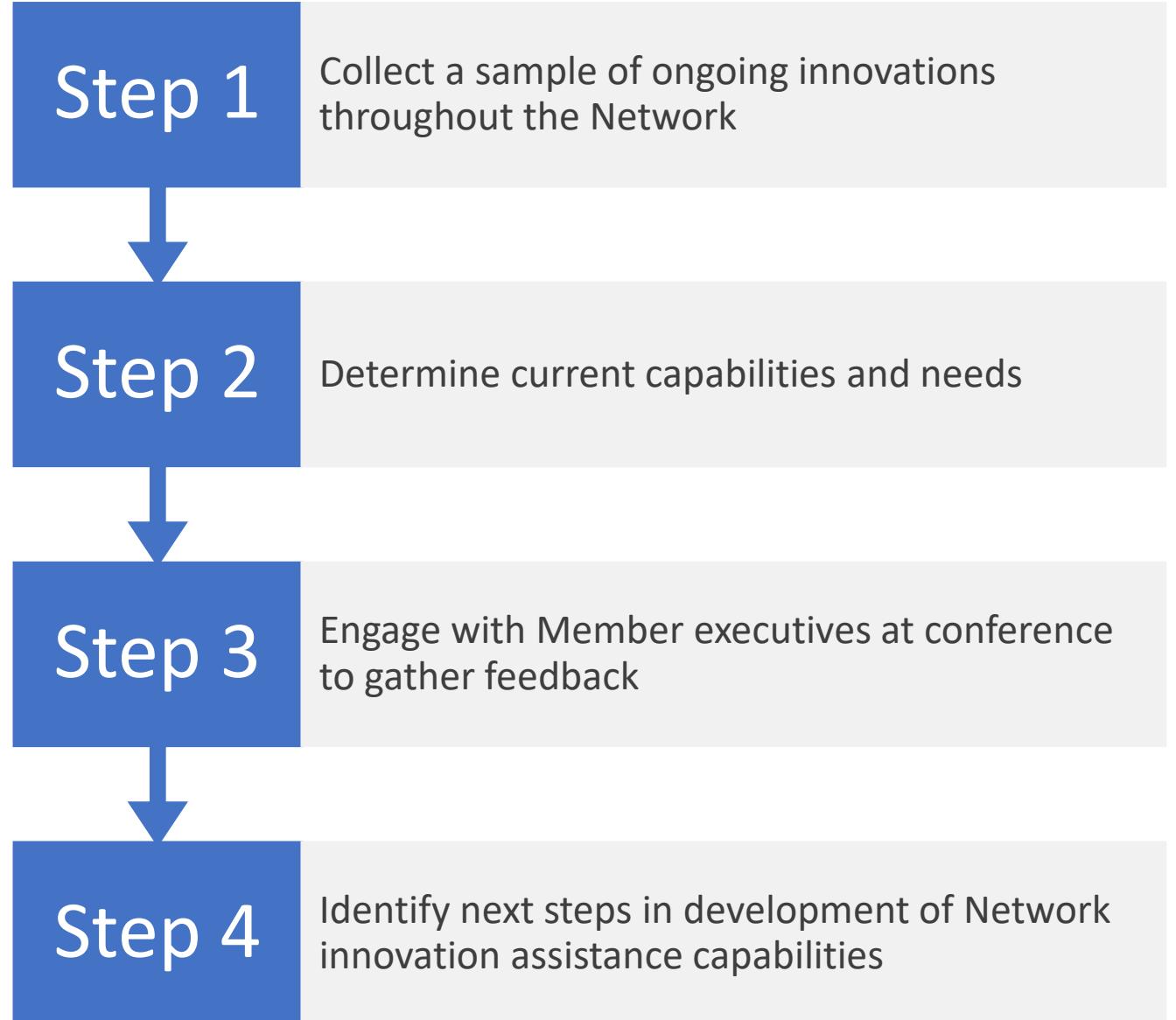
Continuous



PROBLEM
SOLVING

It's what you do every day

Project Overview – Phase I - Specifics



Interviews – Primary Questions

1. Rather than focusing on “innovations”, share information on actions, programs, partnerships, collaborations, etc. you are **proud of** and would like to discuss.
2. Describe **current partnerships or collaborations with colleges / universities** in context of research, entrepreneurship or innovation.
3. Discuss **actions the Network could take or resources it could provide** to help increase the odds that Members transform more good ideas into productive actions.

Proud of... Categories

Collaborations

Break Down Silos / Integrated Services

Data and Measurement

Innovation Culture and Practices

Entrepreneurship / Startups

Technology

A Few Examples – “Proud of” Programs / Activities

- **Training guide on labor law tailored to persons with intellectual disabilities.**
- **Dog walking business for older seasonal residents** with pets that also provides **job opportunities for people on the autism spectrum** and has the potential to **generate positive cash flow**.
- **Angel guarantor business loan program.** With angel guarantors, loan program now willing to make small loans to businesses that wouldn't otherwise qualify.
- **Pilot home health care** to reduce emergency room and hospital admissions **by bringing services to the homes of elderly patients.**
- **Pilot volunteer contractor service** to help **elderly clients age in place.**

College / University Partnerships ... Categories

Internships

Data and Measurement

Entrepreneurship / Startups

Problem Solving

Research

Service Delivery

A Few Examples – College / University Partnerships

- Partnership with the **visual communications department at school of arts and design** to help **intellectually disabled persons** overcome challenges with the concept of time as it relates to their daily work and personal lives.
- Partnership with **university dental school** to deliver **dental services** to Holocaust survivors via the school's dental bus.
- **Aging in place** pilot partnership with **medical school** to provide first-year students (medical, master's-level nursing and physician assistant) **direct experience working with older adults**.
- **Tool to more effectively measure older adult outcomes.** Tool developed in **partnership with university researchers**. Measures 18 different life domains to create a more complete view of service impact and gaps.

Network Assistance ... Categories

Information Capture

Facilitate Sharing – Programs/Data

Facilitate Learning / Skill Building

Curator / Clearinghouse

Connector / Convener

Concept / Technology Vetting and Testing

Shared Services

Thought Leader

Network Assistance – A Few Takeaways

- Information capture is important, but insufficient
- Hands-on facilitation, curating, connecting, and convening is critical to translating information into action
- Data aggregation, normalization and sharing could open the door to college / university relationships and national funding
- Training, skill building and sharing only work if the experiences are focused, well managed, substantive and ongoing
- Business services and expertise in the areas of marketing, fundraising, financial analysis and business planning may prove valuable in context of ongoing operations as well as specific innovation efforts

Panel Discussion – Creating an Innovation Culture

- Jerry Rubin, President and CEO, JVS Boston
- Michael Hopkins, CEO, JFS San Diego

Discussion Exercise

- What are the primary obstacles you face in transforming your ideas into action?
- What could the Network do to help Members increase the number of good ideas transform into action, pilots, programs, technologies etc.?

Next Steps

1. Organize the information we've collected
2. Engage the Innovation Committee to obtain input on productive next steps
3. Expand information capture to include additional members
4. Begin to develop and apply an innovation framework to guide actions
5. Select a few distinct ideas for Network support

An Innovation
Process, not
The
Innovation
Process

Sourcing

Curating

Prioritizing

Exploring and Testing

Incubating

Integrating / Implementing

Members of the Innovation Working Group

- Rick Aranson, JFCS Atlanta
- John Colborn, JEVS Human Services, Philadelphia
- Michael Hopkins / Dan Gibbs, JFS San Diego
- Perry Ohren, JFS of Metro Detroit
- Janis Roth, JIAS Toronto
- Jerry Rubin, JVS Boston
- Abby Snay, JVS San Francisco
- Basha Silverman, JFS Delaware
- Gail Small, Agence Ometz, Montreal

Questions and Comments?