



CHALLENGE

Scheduling client appointments presents numerous challenges due to:

- Transportation barriers
- Competing priorities
- Program participant volume exceeding projection
- Staff Capacity; turnover



STRATEGIES

- Co-location of staff across agencies
- Office Hours for Employment Service provider at multiple sites
- Donated bikes as additional transportation resource
- Joint Outlook Calendars for scheduling
- Conducting follow-ups via phone



OUTCOMES

- More convenient appointments for clients to coordinate employment, housing, and supportive services.
- Reduced transportation barriers.
- Increased cross-agency partnerships.
- Embedding employment services within ReStart and KCHD.
- Improved care coordination.
- Strategic leveraging of funds.



TIPS

- Co-location of staff is an excellent support. This can be formalized through MOUs and MOAs.
- Innovative leveraging of private donations can reduce transportation barriers.
- Administering a master calendar for appointments allows for real-time scheduling & reduces excess