Levels for Consumers and Agencies

This chart illustrates the five levels of interaction and the difference between applying them to citizens and consumers of a service or to the agencies and organizations providing services.

Each of the five levels of interaction is listed in the first column. The second column lists examples of citizens and consumers for each level and the third column lists examples of agencies or organizations that provide services to those citizens and consumers. Note that as the levels increase, each level includes all of the previous levels (e.g., a family is made up of individuals).

Examples of Levels for Citizens and Organizations

<table>
<thead>
<tr>
<th>Level</th>
<th>Citizens &amp; Consumers</th>
<th>Agencies &amp; Organizations</th>
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</thead>
</table>
| Individual                   | • A child  
• A parent  
• A homeless person | • A staff member  
• The CEO  
• A board member |
| Family or Group              | • A family  
• All individuals, families, programs, etc. in a culturally defined group (e.g., the Arab-American community) | • A staff unit  
• A program unit  
• A temporary task force  
• The board of directors |
| Block, Organization, or Agency | • A collection of families in a block | • A service delivery agency  
• A city or county government  
• A neighborhood association |
| Neighborhood or Service Delivery System | • All individuals & families in a geographically defined neighborhood | • The group of human service agencies who have clients in common (e.g., agencies providing services to families with children aged 0-5 years)  
• “Collaborative” or “Coordinating” groups of organizations  
• The group of public entities, non-profit agencies and for-profit organizations that populate a sector (e.g., the financial institutions, governmental units, |
private developers, and nonprofit agencies involved in housing)

| Community | All individuals, families, programs, associations and organizations in a defined geographic area | All individuals, families, programs associations and organizations in a defined geographic area |