



Human Services Department Program Updates

Wednesday, February 8, 2012 | Human Services Department | Dannette R. Smith, Director

Mayor Mike McGinn
Deputy Mayor Darryl Smith

Briefing Objectives

1. Vision, Mission and Charge
2. Human Services Department Strategic Plan
3. Future State Planning and Updates
4. HSD Program Updates:
 - *Youth & Family Empowerment*: Families & Education Levy; Immigrant and Refugee Job Readiness Training Pilot
 - *Community Support & Self Sufficiency*: Domestic Violence & Sexual Assault Prevention
 - *Transitional Living & Support*: Outdoor Meal Program; Communities Supporting Safe and Stable Housing Investment Plan
 - *Aging & Disability Services*: King County Care Partners; ADS leadership
5. Questions & Comments

Vision, Mission & Charge

- **Vision:** That all basic needs in our communities are met through innovative and collaborative approaches.
- **Mission:** To connect people with resources and solutions during times of need so we can all live, learn, work and take part in strong, healthy communities.
- **Charge** to HSD Director by Mayor/Council (July 2010):
 1. Create a seamless service delivery system.
 2. Reorganize, redesign contacting infrastructure and process.
 3. Develop a data-driven environment that guides investment.

HSD Strategic Plan

- In September 2010, HSD began developing its Strategic Plan: “***Healthy Communities, Health Families.***”
- To help inform the development and implementation of the Strategic Plan, in March 2011, HSD embarked on a community engagement strategy with the goal of learning about the community’s human services needs. HSD held more than 30 community engagement activities, reaching more than 800 individuals, including those from underserved communities.
- Four Primary Goals
 1. Create a Proactive, Seamless Service System
 2. Strengthen and Expand Partnerships
 3. Engage and Partner with the Community
 4. Use Data-Driven Design and Evaluation

Future State Planning & Updates

- In July 2011, HSD started to develop an infrastructure to support Strategic Plan implementation. We called this infrastructure work the “future state,” and organized HSD’s core business into ***system building*** and ***investing***.
- HSD is in the business of system building and investing in four continuums of care:
 1. Children and youth, birth to 25 years and their families (Youth & Family Empowerment Division).
 2. Individuals and families at risk of or currently experiencing a crisis (Community Support & Self-Sufficiency Division).
 3. Individuals and families at risk of or experiencing homelessness (Transitional Living & Support Division).
 4. Aging individuals and those living with a disability and their families (Aging & Disability Services Division).

Future State Planning & Updates (continued)

- This infrastructure will facilitate staff working across divisions to provide seamless services.
- Current priorities related to the future state infrastructure work:
 1. Finalize organizational structures for each division (*February 2012*).
 2. Team with staff workgroup on functions, training needs and staging (*May 2012*).
 3. Finalize outcomes framework (*December 2012*).
 4. Develop management tools and training (*December 2012*).
 5. Determine operational and strategic priorities per division (*December 2012*).

HSD Program Updates

Division: Youth & Family Empowerment

Impact Priority: Children and youth are prepared for school and life

Families & Education Levy

- HSD is the lead partner with the Office of Education on the early learning investment for the Families & Education Levy (\$61 million over seven years).
- The early learning implementation plan will focus investments on:
 1. Step Ahead quality preschool (*March 2012 - RFI release date*)
 2. Professional development for child care providers (*April 2012 - RFI/Q release date*)
 3. Home visiting services (*RFI/Q release date TBD*) – 100 children/families
 4. Assessment services (*April 2012 – RFI/Q release date*)
 5. Health and mental health services (*May 2012 – RFI/Q release date*)

HSD Program Updates

Division: Youth & Family Empowerment

Impact Priority: Children and youth are prepared for school and life

Immigrant/Refugee Youth Job Readiness Training

- Responding to what we heard from the community, HSD issued the \$465,000 Request for Investment, Immigrant & Refugee Job Readiness Training, Jan. 5, 2012. Applications due: Feb. 14; services begin: May/June .
- The pilot will focus on the following goals:
 - A family-based approach to job readiness training for immigrant and refugee youth coordinated with support for parents.
 - Serving young people age 15-20 from families speaking the nine most common non-English languages in Seattle Public Schools.
 - Involving both established agencies that serve immigrants and refugees, and smaller “developing” agencies based in the community.

HSD Program Updates

Division: Community Support & Self Sufficiency

Impact Priority: Seattle is a safe, stable and self-reliant community

Domestic Violence & Sexual Assault Prevention

Integration activities: DV SAP staff are working across divisions and program areas to enhance the City's domestic violence programs and response:

- Shelter/Homeless Services: Working w/Transitional Living & Support and Youth & Family Empowerment to integrate system response for DV victims.
- Elder Abuse: Staff are collaborating w/Aging & Disability Services on training, outreach, homeless resources for services to elder abuse victims.
- Commercially Sexually Exploited Youth: Coordinating w/Youth Violence Prevention Initiative, Youth & Family Empowerment homeless youth services.

HSD Program Updates

Domestic Violence & Sexual Assault Prevention (continued)

- Comprehensive response to juvenile sex trafficking :
 - **The Bridge Project:** Worked with YouthCare and the evaluation team to strengthen the evaluation design including data tracking and reporting. HSD is convening evaluation team, including Youth & Family Empowerment homeless youth staff, to coordinate data collection efforts. HSD continues to assess current regional efforts and services working to end child exploitation and sex trafficking, and identify opportunities for collaboration with existing providers.
 - **Regional Coordinated Response :** Expanded committee to include members who reflect the background and experience of the target population, and developed advisory groups comprised of youth and survivors to better inform the regional response planning process. Planning committee completed recommendations for prevention, intervention, supportive services, and sample protocol. Community engagement planned for late February/early March.

HSD Program Updates

Division: Transitional Living & Support

Impact Priority: There are pathways to safe and stable housing

Outdoor Meal Program

- HSD has proposed to move the Outdoor Meals Program (located under I-5) indoors to better connect participants with services they may need.
- HSD contracts with OPERATION: Sack Lunch to run the program (\$133K/year).
- HSD and OPERATION: Sack Lunch have agreed to jointly convene a task force to develop a relocation plan over the next six months.
- The task force will include service providers, representatives from Pioneer Square/Belltown businesses, and Downtown Seattle Assn. The task force will:
 - Develop a plan to move the Outdoor Meal Program to a centralized kitchen model with indoor and outdoor meal components.
 - Create collaborative strategies to fill service gaps in SE Seattle, Lake City.
 - Support outreach to groups serving food at City Hall, Occidental Park.

HSD Program Updates

Division: Transitional Living & Support

Impact Priority: There are pathways to safe and stable housing

Communities Supporting Safe & Stable Housing Initiative

- HSD has created a long-term plan for the City's investments to prevent and end homelessness.
- The Investment Plan is informed by extensive community engagement involving clients, community agencies, shelter residents, key stakeholders.
- The plan provides a framework for HSD investments made through a competitive Request for Investment process
- The three priority areas for investments from 2013 to 2018 are
 - Homeless prevention
 - Interventions to increase safety and access to housing
 - Housing placement and stabilization

HSD Program Updates

Communities Supporting Safe & Stable Housing Initiative (continued)

- Investments will support services that are
 - Client-centered and strength-based
 - Culturally and linguistically relevant
 - Responsive to the needs of children, youth and their families
 - Adhere to high data quality and program service standards
- Timeline:
 - Investment Plan released in early March 2012
 - RFI released in April 2012
 - Proposals due in July 2012
 - Awards announced in November 2012
 - New contracts begin in January 2013

HSD Program Updates

Division: Aging & Disability Services

Impact Priority: Seattle allows for and supports healthy aging and lifestyles

King County Care Partners

- The King County Care Partners (KCCP) model is the result of the collaborative work of Aging & Disability Services. The model is designed to address and improve health outcomes for high-risk patients.
- Since 2005, KCCP's community-based case management has resulted in cost savings for high risk Medicaid adults with complex health conditions and the program has received national recognition for these efforts.
- HSD has partnered with Public Health on a grant application for the federal Health Care Innovation Challenge Grant. If awarded, this grant will allow the KCCP model to expand and be taken to scale in Seattle-King County.

HSD Program Updates

Division: Aging & Disability Services

Impact Priority: Seattle allows for and supports healthy aging and lifestyles

ADS Leadership

- HSD is currently in the midst of a recruitment and hiring process for the new ADS Division Director. King County, United Way and the ADS Advisory Council have teamed with the City of Seattle on the screening process and initial interview. A total of 56 applications were received.
- HSD will host five finalists on February 9, 2012; these finalists will participate in four interview panels: staff panel, management panel, executive panel, and community panel.
- The top candidates will meet with the Mayor's Office and City Council, with the goal of having a leader on board by April 2012.

Questions and Comments

