

Priority Goals:

The Human Service Commission has identified five (5) priority goal areas for FY15 - FY 17 to strategically focus resources and update the work plan implemented between FY 11 – FY 14.

- **Reduce homelessness** among the most vulnerable populations such as the disabled, veterans, youth, domestic violence victims and families and promote social inclusion. Emphasis is on those who are at-risk of homelessness, those who are chronically homeless, and those who are transitioning from shelters and crisis situations to permanent housing.

This is accomplished through homeless prevention at Community Service Centers, rapid re-housing at Access Centers and emergency, transitional and permanent supportive housing programs.

Outcomes:

- Exits from housing or rental assistance programs into permanent (stable) housing
- Percentage of households who maintain permanent housing
- Percentage of adults exiting with employment.
- Percentage of adults exiting with maintained or Increased Income
- Percentage of adults exiting with non-cash benefits (Food Stamps, Medicaid, VA Medical, etc.)

New Hearth Act Measures -- 2014

- Reduce length of time homeless
 - Reduce recidivism (subsequent return to homelessness)
 - Improve access/coverage (thoroughness in reaching persons who are homeless)
 - Reduce overall number of persons who experience homelessness
 - Improve Job and income growth for persons who are homeless
 - Reduce first time homeless
- **Promote and ensure nutrition and food security** among the elderly, the disabled, children, families and individuals. Emphasis is on adequate nutritious food availability, site based and home based geographic food access, and appropriate food use to provide for a nutritious diet.

This is accomplished by supporting the Regional Food Bank, food pantries, Meals on Wheels and a metro meal site.

• Outcomes:

- Reduce the number of food insecure residents
 - Number of food boxes and meals served
 - Number nutritional education activities
- **Strengthen families with children** by supporting parents who have experienced domestic violence, child abuse or neglect, are developmentally delayed, or are going through a divorce or separation to acquire the skills to provide a safe and stable environment for their children. Emphasis is on positively impacting parents and their children ages birth to five years to ensure the children are ready to learn when entering Kindergarten.

This is accomplished through County Family Mediation and Early Childhood Programs that perform parenting education, in-home outreach, case management, behavioral counseling, and addressing legal and financial issues.

Outcomes:

- Increase the number of child/abuse/neglect and domestic survivors who are protected and safe
 - Increase the percentage of households who successfully complete parenting and early childhood programs
- **Increase stability of individuals and families** including: veterans and their families, seniors, persons with disabilities, and at-risk and homeless families and individuals; and non-English speaking Latinos; assisting them to receive basic needs services, energy assistance, disability, health care benefits, and access to housing, education and employment and income supports. Emphasis is on access to income, employment opportunities, and healthcare.

This is accomplished through Community Service Centers, Homeless Access Centers, County Veteran's Services, and Energy Assistance. Enrollment and referral is made by these programs to housing, employment, treatment, healthcare, and disability services.

Outcomes:

- Number of Individuals provided emergency basic needs (day use center access, bus passes, laundry/shower vouchers, energy assistance food boxes and meals, etc.)
 - Percentage of households that use less household energy as a result of receiving energy conservation education, incentives and financial education and/or home weatherization
 - Increase the percentage of individuals living semi-independently or independently
 - Increase the percentage of client applications for VA benefits that result in a positive decision
 - Percentage of Latino/Hispanic individuals accessing services
- **Improve service quality** including: evaluation and measurement of performance of activities to assist the Boards in their oversight of investments; provide program supervisors the information to monitor and continually improve the quality of programs and activities they manage; and to inform the public and policy-makers of the impact of funded activities on the overall goals and strategies of the Human Services Fund. Emphasis on: improving the client's experience, coordination of service assessments, service referrals, data integrity, resource management, and the evaluation of services.

This is accomplished by Human Services Division staff in cooperation with service providers through participation in Human Services Management Information System (ServicePoint); financial and program reports and participation in Coordinated Entry.

Outcomes:

- Percentage of programs receiving positive results by meeting or exceeding benchmarks
- Percentage of data completeness compared to elements expected
- Percentage of data validity
- Percentage of assessments performed through coordinated entry