



TO: T.C. Broadnax, City Manager
FROM: Pamela Duncan, Contracting Services Manager, Neighborhood & Community Services Department
Tansy Hayward, Director, Neighborhood & Community Department
COPY: City Council and City Clerk
SUBJECT: 2015-2019 Human Services Strategic Plan Update
DATE: June 25, 2014

SUMMARY:

The Human Services Strategic Plan (HSSP) is updated every five years with a review conducted two years into the update. The plan identifies the City’s role in human services and describes the funding priorities and policies that the City will use in allocating resources to meet human service needs. The proposed 2015-2019 HSSP, which shows current community conditions and identified trends that will affect human services in the City, reflects the integration of the City’s Equity and Empowerment Initiative in both the process methodology and the final product.

As a result of the process, the following recommendations were identified as key components in guiding City priorities and policies for 2015-2019:

1. Continue focusing on the four strategic priorities in the current plan.
2. Inject equity in the human services funding application process and in decisions about distribution of resources.
3. Develop a more incremental and integrated approach to systems impact.
4. Ensure the City’s human services investments are serving the entire community, not just people who know how to navigate the human services system.

Attachment A provides specific recommendations in each area for Council’s review and consideration. Staff recommends Council adopt the 2015-2019 Human Services Strategic Plan as presented in Attachment B.

COUNCIL SPONSORS:

Deputy Mayor Victoria Woodards

STRATEGIC POLICY PRIORITY:

- Strengthen and support public safety, human services, public education, and diverse higher learning opportunities in Tacoma.
- Foster neighborhood, community, and economic development vitality and sustainability.
- Encourage and promote an open, effective, results-oriented organization.

BACKGROUND:

The 2015-2019 Human Services Strategic Plan identifies the City’s role in human services and describes the funding priorities and policies that the City will use in allocating resources to meet human service needs. In March of 2014, the Human Services Division initiated a review of the plan to assess the document’s relevance given the current community conditions and identify trends that will affect human services in the City for the next five years. This was addressed through a two-pronged approach:

1. Engaged key stakeholders (such as Mayor, City Council, City Manager, Superintendent of Tacoma Public Schools), Human Services Commission members, community members and consumer voices to articulate their perceptions of the needs, gaps in services, and barriers to



- accessing services with careful attention paid to the spirit of the City's Equity and Empowerment Initiative; and,
2. Conducted a full environmental scan of indicators that reflect community well-being in order to assess where opportunities are most and least represented in the City of Tacoma.

Subsequently, the HSSP identifies strategies to address human services needs in the City of Tacoma. The plan continues to identify the four broad roles the City is expected to play in providing and improving human services and increasing capacity of the human services system for Tacoma residents: leadership, systems development, direct service provision and funding of external human services. Additionally, the plan identifies specific funding priorities and policies informing the funding of external human services.

The Human Rights & Human Services Department is responsible for implementing and monitoring the HSSP.

FISCAL IMPACT:

n/a

ATTACHMENTS:

- 2015-2019 Human Services Strategic Plan
- HS Strategic Plan Presentation Slides