

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE:	Motion to Adopt the Update to the Human Services Plan
DEPARTMENT:	Community Services Division
PRESENTED BY:	Rob Beem, Community Services Manager George Smith, Human Services Planner

ISSUE STATEMENT:

To implement a 2008 Council Goal and update our Human Services Plan, the city convened the Human Services Task Force. This group met throughout the second, third and early fourth quarters of 2009. Their recommendations are contained in the Update to the Human Services Plan (Update) and are designed to guide the City's efforts in human services over the coming decade. On February 1, 2010, staff and members of the Task Force presented and discussed their recommendations with the City Council. Following this review the Update is now being considered for formal adoption.

The Update was developed using a consultant and an ad-hoc citizen's task force which met over an eight month period and included two public meetings. In preparing the Update a variety of information including statistical data, results of a focus group with older adults, key informant interviews and the committee's considerable community knowledge were used.

The Update continues the strengths-based approach adopted by the City in 1999 which focuses on identifying and increasing individual and community assets and capacity to address problems. The 2009 Plan Update identifies seven critical issues and strategies to address them. The seven critical issues include:

- Basic needs and poverty
- Barriers to service
- Refugees and immigrants
- Raising young and elementary school children
- Older Adults
- Youth and Young Adults
- People with Disabilities

FINANCIAL IMPACT:

This action sets policy only and there is no financial impact. The City currently budgets \$400,000 for support of human services agencies and direct services in addition to employing 1.5FTE that allocate and monitor the City's investments in human services and pursue strategies contained in our HS Plan.

RECOMMENDATION

Adopt a motion to accept the Update to the Human Services Plan for the City of Shoreline, November 2009.

Approved By:

City Manager



City Attorney

INTRODUCTION

Since incorporation, Shoreline has played an active role in shaping and sustaining a system of human services to address the needs of our residents. Through direct funding, partnerships, community facilitation and advocacy the City has expanded the number and depth of services available to Shoreline residents. The work was guided by a plan adopted in 1999. In 2008, the Council's priorities directed staff to update this 10 year old plan in order to reflect current community capacity and community needs. A Human Services Task Force was formed and is now forwarding its final report to the City. The report contains broad strategies designed to guide the City's efforts in human services for the next 10 years.

BACKGROUND

In 1998-9, with the advice and input of an extensive community based process, the City developed a Health and Human Services Strategic Plan (HHSSP) (See <http://shorelinewa.gov/index.aspx?page=522>). Since that time, the HHSSP guided the development of the City's human services program and sets the basic direction for our human services work. At the time of adoption, Shoreline's approach was somewhat unique in that it rested on a "strengths-based" approach to identify the types of services and programs that needed to exist. This strengths-based approach stood in contrast to the more commonly used problem reduction model where progress is assessed in terms of reduction or elimination of need.

Since that time the City has played an active and critical part in supporting an effective system of services for Shoreline by providing financial support to agencies, forming partnerships with other governments, schools, families and non-profits and being a strong advocate and champion for services that respond to the needs of our residents. Currently the City allocates roughly \$400,000 in combination of local and federal funding to agencies that serve Shoreline. Examples of the City's partnerships and advocacy include participation with the Community Development Block Grant Consortium which oversees allocation of federal and local funds for housing development and public services; leadership of the Shoreline Northshore Community Network serving the needs of vulnerable youth and families; leadership on the North Urban Human Services Alliance, an advocacy organization and participation with United Way in the planning for and distribution of funding.

Community Driven Update Process

Starting in May of last year seventeen residents from across the spectrum of the community came together to form the Human Services Task Force. (See Attachment 1 for roster) Members had wide ranging experience as both recipients and providers of human services. In some instances the human services provision is as a paid professional, e.g. nursing or housing counseling and in others it takes the form of volunteer or family care giver. Members' tenure as residents ranges from less than five to more than 30 years. This group worked over the summer and fall and adopted their final recommendations in November.

To inform the Task Force, staff and the consulting firm, Heliotrope, conducted surveys of providers, held key informant interviews, compiled the most current demographic and service trend data. Members themselves polled others in the community, brought their experience to the work and tested various systems that provide access to services. In the end the Task Force reviewed and adopted an Environmental Scan (See <http://shorelinewa.gov/index.aspx?page=522>) which compiled these data and experiences.

The Task Force then identified seven critical issues that were seen as areas where the City could play an effective role. These issues are:

- Basic needs and poverty
- Barriers to service
- Refugees and immigrants
- Raising young and elementary school children
- Older Adults
- Youth and Young Adults
- People with Disabilities

Following the selection of these critical issues the Task Force identified broad strategies the community could employ to address each one. These strategies identify actions that the City itself and other groups and individuals in the community can take to play a part in addressing the identified issue.

Impact of the New Plan

The Update and its selection of seven critical issues will serve to focus the City and the community's efforts in next decade. Section 3 of Attachment B identifies specific City roles/activities that follow from the adoption of this Update. Within this framework the following specific issues will receive staff's immediate attention:

1. Addressing the needs of older adults:
 - a. By 2012 developing operating agreements with the Shoreline Lake Forest Park Senior Center to "more fully coordinate and integrate the services offered though the Senior Center with the expanded set of recreation and socialization activities offered through the City's Department of Parks, Recreation and Cultural Services."
 - b. By 2015 to more fully engage all elements of the City and the community in efforts to meet the needs and tap the resources of older adults.
2. Strengthen the collaboration and coordination of services to youth offered in Shoreline
3. Continue to influence regional funding and services delivery systems so that they are more responsive to the needs of Shoreline's residents.
4. Monitor a set of indicators of Shoreline as a healthy community.

On February 1, 2010 the City Council received the Update and held a discussion of the Plan and the Task Force's work staff and three members of the Task Force. At this meeting staff indicated this item would be brought back to Council for action.

RECOMMENDATION

Adopt a motion to accept the Update to the Human Services Plan for the City of Shoreline, November 2009.

ATTACHMENTS

Attachment A: Roster of Human Services Task Force members

Attachment B: Update to the Human Services Plan for the City of Shoreline

Online References: Human Services Task Force

<http://shorelinewa.gov/index.aspx?page=522>)

2009 Ad-hoc Human Services Task Force

	Name	Neighborhood	Age	Notes: Interests, Community Experience
1	Adam Peddicord	Highland Terrace	18-35	Neighborhood Volunteer, Disaster Response Volunteer
2	Armilito J. Pangilinan	Parkwood	36-55	HS Allocations Comm., Health Care, Non-Profit Mgmt, Immigrants
3	Barbara R. Morrisson	Hillwood	56-74	K-12 Educator, Volunteer Tutor; Refugees & Immigrants
4	Bill Bear	Briarcrest	56-74	Community Volunteer, Neighborhood Leader, Faith Community
5	Brooke Magnusson	North City	18-35	Public Health, Public Policy
6	Carol Danell	Briarcrest	56-74	Community Volunteer - South Woods, CERT Volunteer
7	Christopher Roberts	Echo Lake	18-35	Food Bank Volunteer, PHd Candidate, Echo Lake NA Member
8	Edith Loyer Nelson	Richmond Beach	56-74	Original HS Task Force, HS Allocations, HS Levy Oversight, Child Welfare
9	Gary Kingsbury	Richmond Beach	56-74	HS Allocations , Vets Levy Oversight, Embrace Shoreline Schools, Church Deacon
10	Gidget Terpstra	Echo Lake	56-74	Original HS Task Force, Shoreline Schools, SCC Board, Youth
11	Henry Delle Chiaie	Meridian Park	na	Housing, Youth Counseling, K-12 Education
12	Mabel Ezeonwu	Ridgecrest	36-55	Community Volunteer, Nursing, Public/Community Health
13	Rev. Pam Russell	Briarcrest	36-55	Prince of Peace Pastor, Homeless Services, Community Meals
14	Ron Greeley	Richmond Beach	56-74	Community Volunteer, HS Allocations Committee, Mental Health
15	Ruben Rivera-Jackman	North City	36-55	Housing Services, Chemical Dependency, Project Lead Graduate
16	Sharon Jodock-King	Parkwood	56-74	HS Allocations Committee, Disability Community
17	Tim Mason	Meridian Park	36-55	Hunger/Housing, Educator, School Bond Advisory Comm.