Human Services Program Improvement Process

Human Services Advisory Board Meeting

January 2, 2018

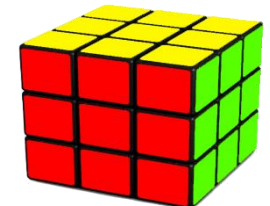Sarah Vinas & Jackie Thompson

Office for Housing & Community

Background

- Ongoing interest from the Town Council to refine and further streamline the HS process and for programs funded to be more results oriented.

- Recent process improvements:
  - Revised application
  - Scoring sheet for application evaluation

Challenges with Current HS Process

- Town currently funds dozens of agencies at varied amounts who work on a board range of issues
- Lack of holistic focus on results or evaluation of overall impact
- Our priority areas are broad – safety net services, education, and health
- Significant time commitment required for staff, HSAB members, and agencies
- Opportunities to deepen impact by focusing on specific outcomes and results

Proposed Evaluation Process

- Staff has designed a process to evaluate the HS Program, using a design thinking approach. The intended outcome:

  - ✓ Result driven funding process that achieves the goals of the Town and is responsive to the community's greatest needs

  - ✓ Clearly defined funding priority areas, goals and outcome measures that are shared regularly with the Council and Community

  - ✓ A streamline funding process that does not unduly burden nonprofit agencies, HSAB or staff and maintains a collaborative, cross-jurisdictional sprit

Proposed Methodology

- Review of 2020 Plan and Council Goals

- Research national best practices

- Review of Census and other data sources

- HSAB vet priority areas and create goals and outcomes

- Focus groups with Human Agencies partners

Proposed Timeline

- Data Collection (January – March)
  - Staff – priority areas, research of models, review of Census data
  - HSAB – goals statements and outcomes measures
  - Agencies – review of goal statements and outcomes measures
- Council approval of priority areas, goals and outcome measures (April)
- Amend application and process components (May-June)
- Implement new program model for FY19-20 funding cycle (fall 2018)

Questions? Comments? Ideas?

Design Questions

- What are the key issues on which the program should focus and related goals and outcomes?

- How can the Town deepen the impact of the HS program to achieve specific goals and outcomes?

- How can we most effectively share the outcomes of the HS Program with the Community?

- What changes would we need to make to our funding process if any to reflect the new priorities and goals for the program?