

HUMAN SERVICES PROGRAM PROCESS IMPROVEMENT PROPOSAL

Council Business Meeting
June 20, 2018



Agenda

1. Background

2. Process and Methodology

3. Findings

4. Recommendations



Background

- Council requested a refined and streamlined process in the fall 2017
- Human Services Process Improvement Sub-Committee created project scope using design thinking approach
- **Intended outcomes:**
 1. A results-driven funding process that achieves the goals of the Town and is responsive to community needs
 2. Clearly defined priority areas, goals, and outcomes
 3. A streamlined funding process



Methodology

- Reviewed Comprehensive Plan and Council Goals to identify synergies
- Reviewed U.S. Census and other data sources to inform priority areas for funding
- Researched national best practices
- Conducted focus groups and surveys
- Involved Human Services Advisory Board in vetting Results Framework



Findings – What We Learned

1. The current program structure limits the Town's ability to deeply respond to the community's greatest needs
2. The current process is time intensive
3. Few funders use a holistic results framework
4. Results Framework is a broadly used tool in the field international development and public health
5. Health, education, and livelihood securities rose to the top as key community needs
6. Housing continues to be broadly identified as a key community need



Human Services Results Framework

Goal: All Chapel Hill residents experience economic and social well-being & opportunities to thrive

Strategic Objective 1:
Children improve their education outcomes

Strategic Objective 2:
Residents increase their livelihoods security

Strategic Objective 3:
Residents improve their health outcomes

Intermediate Result 1.1:
Children birth-to-K access early childhood development opportunities

Intermediate Result 1.2:
Children demonstrate new grade-level-appropriate skills

Intermediate Result 2.1:
Residents access the most appropriate social safety net services

Intermediate Result 2.2:
Residents increase job skills appropriate for the local economy

Intermediate Result 3.1:
Residents access basic health care services

Intermediate Result 3.2:
Residents demonstrate new healthy lifestyle behaviors

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Benefits of Using a Results Framework

1. Greater impact

2. Greater accountability

3. Greater learning



Recommendations

1. Adopt the Results Framework

2. Implement process changes:

- Revise the funding application
- Move to a paperless, online application process
- Pilot abbreviated application and process for requests >\$5,000
- Pilot “High Impact Award” for up to three \$30-50,000 awards
- Coordinate with Orange County and the Town of Carrboro

3. Evaluate the revised process after the first year, surveying agencies and HSAB, and making adjustments



Next Steps

1. Continue to refine agency performance indicators
2. Revise the funding application to align with the Results Framework
3. Develop pilot programs
4. Conduct orientation sessions
5. Implement prototype for next funding cycle



Recommendation

- Council approve the Resolution to implement a Results Framework for the Human Services Program

