



## Legislation Text

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File #: [18-0577], Version: 1

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### Human Services Program Process Improvement Proposal.

**Staff:**

Loryn B. Clark, Executive Director  
Sarah Osmer Vinas, Assistant Director  
Jackie Thompson, Human Services Coordinator

**Department:**

Housing and Community

**Overview:** On May 15, 2018 the Human Services Advisory Board voted to recommend that the Council approve a new framework for the Town's Human Services funding program. The purpose of this report is to provide the Council information on that new framework for more results-driven, streamlined focus on clearly defined funding priorities.

☆ **Recommendation(s):**

That the Council approve the Human Services Results Framework as recommended by the Human Services Advisory Board and outlined in the Staff Report.

**Background**

- The Town Council requested a refined and streamlined funding process for the Human Services Program in the fall of 2017. Council received an [informational update](https://chapelhill.legistar.com/LegislationDetail.aspx?ID=3311518&GUID=82AC1AC8-DBDB-4007-) [on the Project in December of 2017.](https://chapelhill.legistar.com/LegislationDetail.aspx?ID=3311518&GUID=82AC1AC8-DBDB-4007-)
- The Council expressed interest in making sure programs funded are more results oriented.
- The Human Services Program currently funds multiple agencies to work on a broad range of issues. There may be opportunities to deepen the impact by redesigning the program to focus on specific outcomes and results on specific community issues.

**Desired Outcomes**

The Human Services Process Improvement Sub-Committee, comprised of staff and Human Services Advisory Board members, evaluated the Human Services Program, using a design thinking approach. The intended outcome of the process is to establish:

- ✓ A results-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 the community; and
- ✓ A streamlined funding process that does not unduly burden nonprofit agencies, the Human Services Advisory Board or staff and maintains the collaborative, cross-jurisdictional spirit of the current process

**Recommendations**







Based on the rigorous research, stakeholder engagement, the Human Services Advisory Board and staff

recommend the following process improvements to be implemented for the next Human Services Program funding cycle for FY19-20:

1. Adopt the Results Framework to further focus the funding priorities and emphasis on measurable and specific results (attached).
2. Approve the following process changes to streamline the application process to reduce the time and administrative burden on agencies, Advisory Board members, and staff:
  - Revise the funding application to align with the proposed Results Framework and reduce the overall number of questions to include only those that are essential to inform decision making.
  - Move to a paperless, online application process. This would save agency and Town printing resources, as well as align further with the Town’s environmental stewardship goals.
  - For funding requests below \$5,000, use an abbreviated application and expedited review process without an agency hearing. This would reduce the burden on agencies and advisory board members, who to this point even for small grants are put through a very rigorous and time intensive funding process.
  - Pilot a “High Impact Award” Grant, to provide up to 3 larger grants in the range of \$30-50,000 to focus on particularly promising and innovative projects/programs that align with the new Results Framework.
3. Evaluate the revised process after the first year of implementation, surveying agencies and HSAB, and making adjustments as needed.

**Fiscal Impact/Resources:** The Council considers Human Services funding during the annual budget process. The amount allocated for the Human Services Program for FY18 and FY19 is \$419,500.

**Council Goals:**

<input checked="" type="checkbox"/>		Create a Place for Everyone	<input type="checkbox"/>		Develop Good Places, New Spaces
<input type="checkbox"/>		Support Community Prosperity	<input type="checkbox"/>		Nurture Our Community
<input type="checkbox"/>		Facilitate Getting Around	<input type="checkbox"/>		Grow Town and Gown Collaboration



**Attachments:**

- Resolution
- Staff Report
- Draft Staff Presentation
- Human Services Community Needs Overview Presentation
- Human Services Community Needs Focus Group Finding Summary
- Human Services Results Framework
- Human Services Advisory Board Recommendation

**A RESOLUTION Approving the Human Services Results Framework (2018-6-20/R-10)**

WHEREAS, in 1981 the Council established the [Human Services Program <http://www.townofchapelhill.org/town-hall/government/boards-commissions/standing-boards-commissions/human-services/agency-funding>](http://www.townofchapelhill.org/town-hall/government/boards-commissions/standing-boards-commissions/human-services/agency-funding) to enter into performance agreements with agencies that provide services that address the community’s human service needs; and

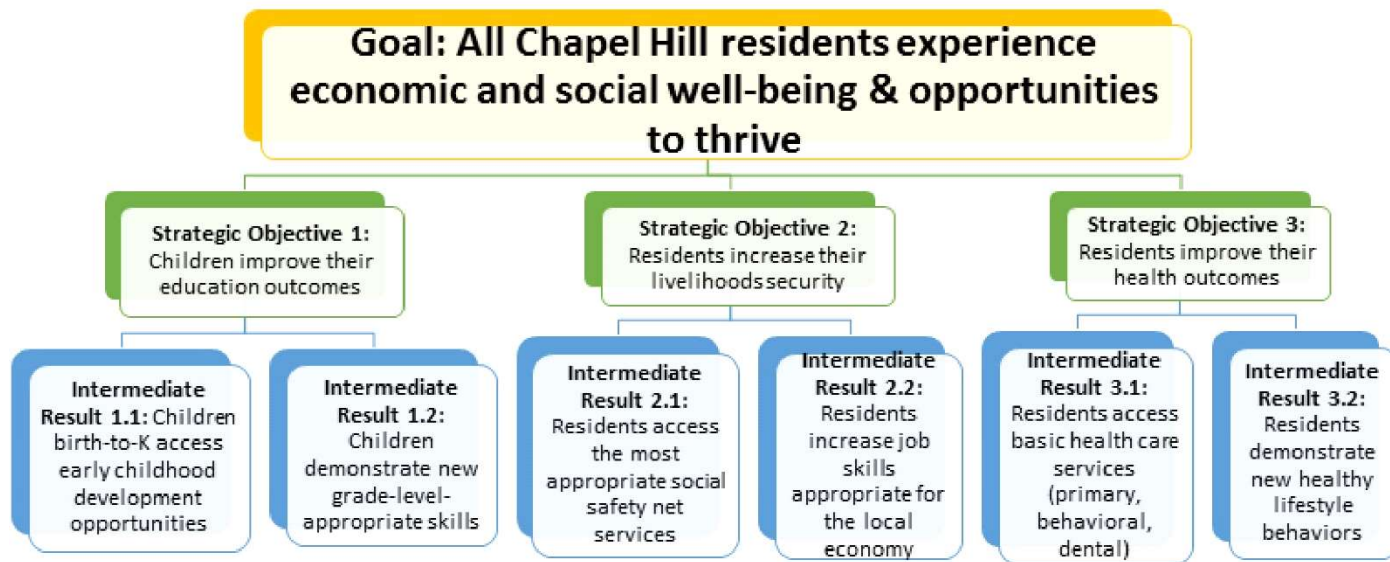
WHEREAS, the charge of the Human Services Advisory Board is to assess human service needs of Chapel Hill residents, identify service gaps and ways to fill them, and advise the Town Council on funding needs at the beginning of the budget cycle; and

WHEREAS, the Town Council requested a refined and streamlined funding process for the Human Services Program in the fall of 2017; and

WHEREAS, the Council expressed interest in making sure programs funded are more results oriented;

NOW, THEREFORE, BE IT RESOLVED by the Council of the Town of Chapel Hill that the Council approve the Human Services Results Framework below.

**Human Services Program Results Framework**



The Town of Chapel Hill’s Human Services Program funds programs that improve education, livelihood security and health outcomes for Chapel Hill residents. The program’s overarching goal is to achieve economic and social wellbeing and opportunities to thrive for all residents, particularly those who are low-income or otherwise disenfranchised.

This the 20<sup>th</sup> day of June, 2018.

**The Agenda will reflect the text below and/or the motion text will be used during the meeting.**

PRESENTER: Sarah Vinas, Assistant Director

RECOMMENDATION: That the Council approve the Human Services Results Framework.