

**Human Services Coordinating Council
2008 Work Plan**

Goal 1: Promote a more coordinated, more efficient system for delivering human services in Sacramento County.

Objective A: Contribute recommendations for streamlining and integrating Sacramento County's human services system to all appropriate County officials.

Responsible: Budget and Policy Committee

Action Step	Timeline/Status
1) Develop and deliver policy and program recommendations to most appropriate entities in Sacramento County.	July – Mar '09

Objective B: *Removed from work plan in August*

Objective C: Implement Human Services Element review process.

Responsible: Human Services Element Ad Hoc Committee

Action Step	Status/(Timeline)
1) Pursue funding opportunities to implement the Human Services Element.	Jan – Dec
2) Create and implement structure for human services review process.	Jan – Mar

Objective D: Submit budget recommendations to all appropriate County officials.

Responsible: Budget and Policy Committee

Action Step	Timeline
1) Research current budget expenditures relating to human services.	Jan – Mar
2) Prepare recommendations for HSCC submittal to Departments and Board of Supervisors.	June – July
3) Mobilize Member Advisory Boards to advocate for common themes.	Jan, July – Aug

Objective E: Submit policy recommendations for County's Legislative Policy document.

Responsible: Budget and Policy Committee

Action Step	Timeline
1) Examine human services related policies in existing policy document.	June
2) Consult with Member Advisory Boards and pertinent departments to identify needed policy changes.	July – Aug
3) Prepare recommendations for HSCC submittal to departments and Legislative Advocate.	Aug

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Goal 2: Engage residents in the human services planning process.

Objective A: Foster new approaches for addressing concerns about quality of life expressed by county residents.

Responsible: Executive Committee (full HSCC)

Action Step	Timeline
1) Complete all <i>Human Services and Our Community</i> presentations to community groups.	Jan – Feb
2) Compile findings from presentations.	Feb
3) Identify recurring themes.	Mar – Apr
4) Brainstorm new solutions for addressing recurring challenges.	Apr – June
5) Present findings and recommended solutions to Board of Supervisors, community groups, and other stakeholders.	July – Sep

Objective B: Provide venue for residents and Board of Supervisors to have direct dialogue on human services issues.

Responsible: Executive Committee

Action Step	Timeline
1) Host Human Services Week and recognition event.	Nov
2) Establish an e-news distribution to inform Member Advisory Boards and broader community about human services activities, hearings, and other opportunities.	Feb
3) Plan for community forums (to be held in Spring '09) and secure partnerships from Member Advisory Boards.	Sep – Jan '09

**Human Services Coordinating Council
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Goal 3: Assure County is prepared to proficiently address emerging issues relating to the human service delivery system.

Objective A: Identify emerging issues and provide input on how the County can best address the issue.
Responsible: Executive Committee

Action Step	Timeline
1) Receive regular updates from and provide feedback to County agencies and departments at regularly scheduled meetings.	Monthly
2) Receive regular updates from and provide feedback to Member Advisory Boards and committees at regularly scheduled meetings.	Monthly
3) Monitor current events and receive reports from members at regularly scheduled meetings.	Monthly
4) Establish ad hoc committees to address issues, as needed.	As needed
5) Confer with Board of Supervisors through quarterly briefings with Chiefs of Staff.	Quarterly

Objective B: Respond to challenges self-identified by the County.
Responsible: Executive Committee (full HSCC)

Action Step	Timeline
1) Review 2006-07 County Report Card.	Jan – Feb
2) Prioritize performance measures and/or deficiencies of concern to HSCC.	Feb – Mar
3) Develop recommendations for improving performance measures and/or deficiencies.	Apr – Aug

Objective C: Incorporate underserved communities into emergency/disaster planning consideration.
Responsible: Emergency Preparedness Committee

Action Step	Timeline
1) Determine communication, transportation, and shelter needs of vulnerable populations (including: hearing, vision, and/or mobility impaired; cognitive disabilities (developmental, psychiatric); medically fragile; homeless; culturally diverse (language/cultural norms), seniors, children/teens)	Jan – June
2) Report findings to County Emergency Operations Office and other stakeholders, as appropriate.	July

Human Services Coordinating Council
Summary of 2008 Activities and Accomplishment

Entering 2008, the Human Services Coordinating Council elected to maintain the three primary goals it had adopted the year before to serve as guide posts: 1) promote a more coordinated, more efficient system for delivering human services in Sacramento County; 2) engage residents in the human services planning process; and 3) assure that Sacramento County is prepared to proficiently address emerging issues relating to the human services delivery system. The Human Services Coordinating Council pursued and successfully accomplished a number of objectives within each goal area. Included among HSCC's successes in 2008 are two policy reports, two collaborative building forums, and two policy recommendations related to the County's budget. The following document highlights HSCC's key accomplishments in 2008.

Goal 1: Promote a more coordinated, more efficient system for delivering human services in Sacramento County.

Accomplishments	Background
Hosted two Finding Common Ground forums.	HSCC organized forums held in April and November of 2008 in an effort to build relationships and identify commonalities that exist among the variety of groups within the human services community. The intent of the ongoing forum series is to establish a common view and voice within the human services community to facilitate coordinated, efficient efforts. 60-75 individuals representing human services advisory bodies, service organizations, consumers, and other concerned community residents attended each event. Each forum culminated in sharing of messages and potential initiatives that all attendees could support. Key messages include: invest in prevention; maintain services for most at-risk; improve access to services; better promote services; expand safe and affordable housing; and improve coordination and integration of programs. Summaries of the Finding Common Ground forums are available at: http://www.communitycouncil.org/level-4/hsccl_reports.html
Contributed recommendations for County's Legislative Policy Document	Recognizing the substantial influence State legislation has on county operations (and budget), HSCC has embraced the Legislative Policy Document as a critical resource. For 2009, HSCC again encouraged the County to support reduction (or elimination) of the human services funding deficit that has resulted from insufficient reimbursement from the State for State mandated programs. The County goes without tens of millions of dollars of revenue each year as a result of the human services funding deficit.
Promoted the broadening of the County's priority definitions to encourage collaboration.	In June, the HSCC submitted a recommendation and provided testimony at the County Budget Hearing encouraging that the top budget priority be revised from <i>Discretionary Law Enforcement</i> to <i>Public Safety</i> . HSCC submitted the recommendation with a viewpoint that safety of the county's residents is critical, but that public safety contains many and varied elements requiring a strong balance of programs. In submitting the recommendation, it is HSCC's hope that programs will be more inclined to partner and attack challenges from multiple angles, thereby improving successful outcomes.

Expanded participation on Human Services Coordinating Council (and its Budget and Policy Committee)	In an effort to generate a coordinated (if not unified) voice among the County’s health and human services-related advisory groups, HSCC actively sought increased participation from each Member Advisory Board. Through its efforts, HSCC has successfully doubled the number of members it has representing the member advisory boards. Additionally, the HSCC Budget and Policy Committee secured participation from four of the six human services advisory groups, plus additional “external” entities. This increased participation has led to improved information sharing and program coordination.
Met with each Member Advisory Board to encourage coordination and present key opportunities for input.	Representatives of HSCC presented to each Member Advisory Board to share information on the County budget, County Report Card, and other opportunities for participation. During these presentations, HSCC also encouraged the Member Advisory Board to take into account the big picture and how various human services programs impact one another whenever the advisory boards are developing policy, program, or budgetary recommendations.
Participated in new growth and redevelopment planning projects to encourage placement of human services facilities in areas of current or expected demand.	An updated Human Services Element was incorporated into the County Draft General Plan in 2007. In anticipation of final adoption of the General Plan by the Board of Supervisors in mid-2009, HSCC representatives participated in the Florin Road Corridor Redevelopment planning effort, the Jackson Highway Visioning Project, and Grant Line East Visioning Project in order to identify best methods for assessing and participating in planning efforts, and implementing policies included in the Human Services Element. The experiences will help shape protocols for how HSCC will continue to be engaged and provide a voice for the Human Services Element in land use planning efforts.

Goal 2: Engage residents in human services planning processes.

Accomplishments	Background
Completed <i>Human Services and Our Community Listening Session Campaign</i> and prepared and submitted a Report of Findings and Recommendations	The campaign was initiated to engage residents in dialogue about issues impacting the quality of life in their neighborhoods and in Sacramento County as a whole. In order to maximize participation, the HSCC approached community groups, such as neighborhood associations, business associations, and visioning groups to seek information at their meetings. The listening sessions provided representatives of the HSCC an opportunity to hear directly from residents about perceived concerns and strengths within their neighborhoods. In total, information was collected from nearly 300 residents across 19 community groups. Findings were converted into a report consisting of 14 recommendations for the Board of Supervisors and program planners. The report is available at: http://www.communitycouncil.org/level-4/hssc_reports.html .
Organized the second annual Human Services Week in Sacramento County.	HSCC worked with the Board of Supervisors to proclaim November 2-8 as Human Services Week in Sacramento County. During the week, HSCC coordinated with County departments and service provider agencies to set up exhibits for display in the County Administrative Building that exposed residents to the

	role and function of human services and opportunities for voicing their input. Additionally, HSCC promoted the Finding Common Ground forum, held on November 15.
Coordinated the Heroes of Human Services Awards with staff from each supervisorial district.	During Human Services Week, the Board of Supervisors recognized 10 honorees plus 17 honorable mentions for their contributions to human services. HSCC organized the call for nominations and publicity for the event while Supervisors staff prepared resolutions and certificates for all honorees. Over 150 individuals attended the event. The awards were also covered through local media outlets, including the Senior Spectrum Newspaper, East Sacramento News, Land Park News, Arden Arcade News, and Sacramento Business Journal.
Launched <i>Human Services NewsBlast</i> e-newsletter	The Human Services NewsBlast is a monthly e-newsletter highlighting key developments, upcoming opportunities, and research relating to the human services community, particularly within Sacramento County. The NewsBlast's readership is approaching 200.

Goal 3: Assure County is prepared to proficiently address emerging issues relating to the human services delivery system.

Accomplishments	Background
Provided venue for diverse stakeholders to engage in dialogue about emerging issues.	HSCC's membership structure of Member Advisory Boards and County leadership allows for broad discussion of issues and consideration of how those issues will impact multiple areas. The structure allowed HSCC to foster discussion on a variety of issues, such as prisoner re-entry, County department restructure, emergency preparedness, and Child Protective Services.
Produced <i>Addressing the Needs of Vulnerable Populations in an Emergency</i> Report of Findings and Recommendations	HSCC's Emergency Preparedness Committee completed a series of focus groups with vulnerable populations to determine specific notification, transportation, and shelter needs. The findings were compiled into a report that included 35 specific recommendations in the areas of resident education, communication, shelter, transportation, medical, and animals. The report of findings and recommendations were submitted to Board of Supervisors and the Emergency Operations Office (EOO). EOO has forwarded recommendations to relevant emergency planning efforts underway in the region. The report is available at: http://www.communitycouncil.org/level-4/hsc_reports.html .
Examined County Report Card	The 2006-07 County Report Card was reviewed by HSCC members. Particular emphasis was placed on underperforming indicators as well as indicators that were not included in the Report Card, but thought to be significant by HSCC members, were discussed. Representatives of HSCC met with the Chief Operations Officer and Performance Measures Coordinator to discuss ways of engaging advisory boards in developing future Report Cards.

Human Services Coordinating Council
Summary of 2007 Activities and Accomplishment

Entering 2007, HSCC identified three goals to serve as guide posts: 1) promote a more coordinated, more efficient system for delivering human services in Sacramento County; 2) engage residents in human services planning processes; and 3) assure that Sacramento County is prepared to proficiently address emerging issues relating to the human services delivery system. Fulfillment of these goals required an expanded awareness and understanding of the human services landscape as it exists in Sacramento County and elsewhere. As such, research and planning dominated the work the Human Services Coordinating Council in 2007. The following discusses key accomplishments from 2007.

Goal 1: Promote a more coordinated, more efficient system for delivering human services in Sacramento County.

Accomplishments	Background
Compiled a resource listing of promising practices for human services planning and delivery.	HSCC identified and investigated more than one dozen innovative human services planning and delivery models being utilized in other jurisdictions across the nation. From the findings, HSCC identified successful structures and frameworks. Efforts will continue in 2008 by consulting with key County decision makers to increase awareness of innovative models and discuss their applicability to Sacramento County.
Presented Board of Supervisors with recommendation to emphasize long-term considerations when making budget decisions.	HSCC highlighted multi-program partnerships and evidence-based prevention as key factors that best achieve and maintain long term successes, as measured by livability, vitality, and quality of life for all residents of Sacramento County. Maintenance and expansion of funding for such programs was recommended to the BoS during budget hearings.
Illustrated the level of interaction between human services programs and all of the County budget priorities for consideration by Board of Supervisors.	The contributions of human services have a broad impact that directly and indirectly influences all aspects of life for County residents. HSCC presented the BoS with a series of specific examples of how human services impact and are a core element of law enforcement, safety net, quality of life, and prevention services.
In partnership with County Planning Dept. and Countywide Services Agency, finalized the Human Services Element and secured the Element's inclusion in the Sacramento County Draft General Plan.	HSCC facilitated the update of the Human Services Element, resulting in a document that focuses exclusively on land use policies that are able to foster the development of human services infrastructure in the context of land development. Efforts continue to assure the availability of resources needed to implement the policies in the Human Services Element.

Goal 2: Engage residents in human services planning processes.

Accomplishments	Background
Gathered primary input from	HSCC engaged nine community groups (an additional 10

community groups on their perceptions of community challenges and assets.	groups are scheduled in early 2008) to gain first hand understanding of the types of issues that are most concerning to the county's residents, as well as to identify strengths that might be used to improve quality of life. A report will be produced in Summer of 2008 summarizing findings and presenting recommendations for addressing community concerns
Organized Sacramento County's first Human Services Week.	HSCC worked with the BoS to proclaim Human Services Week in Sacramento County. During the week, HSCC conducted community presentations and prepared exhibits for display in the County Administrative Building that exposed residents to the role and function of human services and opportunities for voicing their input.
Initiated the Heroes of Human Services Awards.	During Human Services Week, the BoS recognized 13 residents for their contributions to human services. HSCC introduced the concept and organized the call for nominations and publicity for the event. Over 100 individuals attended the event.
Created opportunities for community participation in human services planning efforts.	To diversify participation, the Human Services Element and Emergency Preparedness Committees recruited specific expertise from the community. By setting very specific parameters of what is expected from participants, the method has facilitated extensive, willing community engagement.

Goal 3: Assure County is prepared to proficiently address emerging issues relating to the human services delivery system.

Accomplishments	Background
Provided venue for diverse stakeholders to engage in dialogue about emerging issues.	HSCC's membership structure of Member Advisory Boards and County leadership allows for broad discussion of issues and consideration of how those issues will impact multiple areas. The structure allowed HSCC to foster discussion on a variety of issues, such as juvenile hall overcrowding, Cal Works program changes, coordination between Veteran's Administration and County services, and provision of prescriptions to parolees.
Initiated investigation of needs of vulnerable populations in the event of an emergency.	HSCC's Emergency Preparedness Committee has and continues to hold a series of focus groups with vulnerable populations to determine specific notification, transportation, and shelter needs. The findings are being reported directly to the County's Emergency Operations Office for consideration in its planning efforts.
Presented Board of Supervisors with recommendation to support revenue enhancements as a manner to assure maintenance of services to the neediest among our county.	HSCC presented the recommendation as part of the County's annual Legislative Policy Document development. "Revenue enhancements" were defined to include: securing cost of doing business increases from state and federal government; increasing the proportion of State and Federal funds passed down to local jurisdictions; and implementing fees and local taxes, where appropriate. The recommendation was presented as a way for the County to consider increasing its revenues so that it can continue to address existing as well as emerging issues in light of anticipated budget reductions.