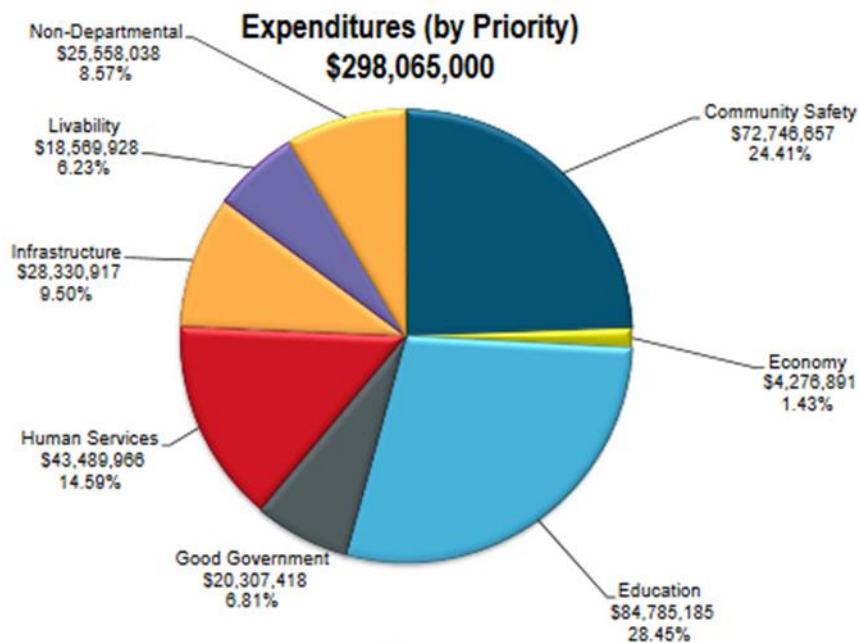# Human Services - $43,489,966

The City of Roanoke seeks to *foster a caring community that uses an equitable, regional and collaborative approach to encourage preventative measures, intervention services, and self-sufficiency while providing a social safety net for citizens*. The City works to unite public and private institutions as a caring and compassionate community assisting individuals and families to achieve self-sufficiency and live healthy lives. The City maintains a commitment of focusing on prevention and the provision of information and where necessary and when appropriate in the delivery of compassionate services grounded in fairness, equity, and accountability

Prevention – We will invest the time, money and resources necessary to prevent poverty, promote self-sufficiency, promote positive youth development, and promote healthy and safe neighborhoods.

Intervention – When appropriate and necessary we will intervene in situations through early identification of need, using a holistic approach that involves the family, support the deinstitutionalization of individuals – integrating citizens back into society.

Caring Community – Through direct involvement with those impacted we will foster positive relationships and empower them to succeed to the best of their abilities and circumstances.

Accessibility to Services – We will ensure those who live in our community are aware of the resources available to them and will ensure our services are delivered in an efficient and effective manner.

Expenditures (by Priority) $298,065,000

Non-Departmental $25,558,038 8.57%
Livability $18,569,928 6.23%
Infrastructure $28,330,917 9.50%
Human Services $43,489,966 14.59%
Good Government $20,307,418 6.81%
Education $84,785,185 28.45%
Economy $4,276,891 1.43%
Community Safety $72,746,657 24.41%

Specifically we are looking for offers that:

1. <u>Promote physical and mental health</u> such as programs that aid in early identification of a problem. Using strength-based programs that focus on improving positive behaviors. For example, school officials or community groups can be in the right position to identify youths who are at greatest risk and may be able to refer services.

2. Promote <u>interpersonal development of youth</u> that focuses on positive relationships with adults and peers i.e., school attachment, family attachment, community youth development. Engage and educate youth on pro-social behaviors that prevent issues such as teenage pregnancy, substance abuse and negative peer interactions.

3. <u>Prevent poverty</u> by addressing its root causes. We want children to have a good start in life by encouraging them to stay in school, get involved in extracurricular activities, and continue post high school education. We should illustrate the ill effects of teen pregnancy, violence and drugs and encourage positive behaviors. Through education and awareness we want to attempt to eliminate social, racial and cultural isolation. Weak family structures (deprivation of family love and support, family strife) or a history of family poverty (poor self-esteem, lowered expectations for education) are major contributors to a continuing cycle of poverty. Providing the tools needed, we hope to break the cycle. Finally, we want to provide support to those who may be dealing with a catastrophic life e:vent such as divorce, loss of a job, or a major medical incident which may lead to poverty.

4. <u>Promote self-sufficiency</u> by seeking regional and local solutions to support successful integration into society. Examples of programs include, but are not limited to, keeping people in their homes, job skills training, literacy and financial literacy, job placement, and/or providing regional transportation.

1. Assess <u>early indications</u> of needs and strengths through effective case management, which identifies and provides appropriate services and resources. Proper case management would include monitoring services and recognizing opportunities for collaboration with other agencies and localities. Services provided need to be delivered quickly to mitigate potential need for increased services.

2. Successful offers may emphasize <u>family involvement using a holistic approach</u> to include a multi-disciplinary team to provide a comprehensive assessment of needs and implementation of services. Offers may also provide comprehensive services to include a family centered approach addressing legal, mental, physical, employment and educational needs.

3. Work with a range of public and private agencies to help service populations <u>integrate fully in society</u>. Support integration by assisting individuals with skill training such as parenting skills, job training, personal budgeting and social skills. Encourage neighborhood and natural supports of those being reintegrated into the community to provide those a stable living environment. Ensure that citizens are psychologically prepared to be integrated into an accepting society.

4. Use different types of community supports to keep the family unit together. Successful offers may use supports of the community to <u>reduce institutionalization</u>. When applicable, clients should be able to receive services from providers while continuing to live in the community. Services should include opportunities for regional collaboration and provide for an effective aftercare plan.

1. Foster effective communication and positive relationships (neighbor to neighbor, landlord to renter) which <u>empowers</u> people to be productive members of society and promote community attachment.

2. Develop initiatives that facilitate community <u>involvement</u> through volunteering and mentoring.

1. <u>Inform citizens of prevention and intervention services</u> such as 211 that allow them to place a call and learn about available options that best suit their needs. Possibly the creation of a Human Services/Education academy that allows citizens to get involved if they are so inclined.

2. Promote effective <u>service delivery</u> by eliminating gaps in services. Areas of need should be addressed throughout the entire spectrum of an individual or families' need. Collaboration is key so that multiple agencies can coordinate in an effort to be efficient. An example would be the use of the HMIS system which tracks homeless and how they are served throughout the region. We want offers that do not wastefully serve non-eligible or inappropriate requests for services.