

Draft – October 8, 2009

Proposed Office of Community Services Staff Recommendations

Program Area Goals and Priorities for 2011-2012

These recommendations represent the work of the OCS staff. They are not intended to reflect negatively on current or past practice, but simply represent our due diligence and a desire to be responsive to community needs. There will be several opportunities for the public to weigh in and these or other potential changes will of course need to be approved by the Community Services Committee.

The Community Resources Program area goals and priorities emphasize respect for diversity, recognition of neighborhood needs, and increased access to services for low and moderate income populations. Applications should consider evidence of program best practice and effective, efficient service delivery.

Children & Families

Services listed below are in priority order within each goal area.

Goal:

Ensure that children and their families have access to developmentally appropriate, quality, affordable child care. Assist and educate parents/guardians, child care providers and the community to prepare Madison's children for optimal growth and development.

High Priority:

- A1. Provide for the availability of affordable, stable, quality full-time child care and/or elementary school-age care for low-income children.

Intermediate Priority:

- B1. Provide access to education and resources for low-income parents/guardians to raise successful healthy children.

Lower Priority:

- C1. Provide specialized training and consultation services for City of Madison accredited programs that strengthen the ability of child care staff to serve at-risk children.

- C2. Provide professional development opportunities that improve the quality of child care in the City of Madison.

Relocate family child care accreditation and 4-C data as “essential service” into the Division Administrative Budget.

Adult Workforce Preparedness and Employment

Services listed below are in priority order within each goal area.

Goal:

Improve the opportunities for economic stability for residents encountering multiple barriers to employment including: criminal background and/or associations, language barriers, long-term poverty, lack of skills and/or formal education.

High Priority:

- A1. Provide community-wide services which develop life skills, vocational/career guidance, pre-employment and post-employment services and support for residents to successfully maintain full employment.
- A2. Provide neighborhood-based services that develop life skills, vocational/career guidance, pre-employment and post-employment services and support low-income residents to successfully maintain full employment. The City of Madison will identify the specific challenged neighborhoods where services will be offered using data tools like the Neighborhood Indicators.

Intermediate Priority:

- B1. Provide services to Madison residents that provide education and literacy proficiency to acquire, maintain or improve their opportunity for full employment.

Seniors

Services listed below are in priority order within each goal area.

Goal:

Help seniors live as independently as possible, maintain/improve seniors' health and well-being, and reduce seniors' isolation.

High Priority:

- A1. Provide case management activities that connect seniors to services.
- A2. Provide volunteer-based home chore services that help seniors remain in their homes.

Intermediate Priority:

- B1. Support focal point agencies (Senior Coalitions) that provide information, referral and education services to seniors.
- B2. Provide recreational, educational, social, health, cross-cultural and multi-generational activities, and volunteer opportunities.

Lower Priority:

- C1. Provide services that overcome employment barriers.

Youth

Services listed below are in priority order within each goal area.

Goal:

Support youth to become successful members of their families, school and communities through collaboration with the public school system and other key stakeholders.

High Priority:

- A1. Provide low-income middle school youth access to programs that complement in-school learning and development during non-school hours.
- A2. Provide life skills, vocational/career guidance, pre/post-employment support and job placement for low-income youth.

Intermediate Priority:

- B1. Provide opportunities for juveniles who commit municipal violations to receive alternative sanctions from a peer youth court.
- B2. Provide opportunities for positive community engagement for youth at-risk of involvement in the criminal justice system.
- B3. Provide culturally or gender specific programs for vulnerable youth that promote positive youth development.

Lower Priority:

- C1. Provide access for low-income parents/guardians education, skills and resources to raise successful youth.

Domestic Violence, Sexual Assault, Crisis Intervention and Safety & Support

Services listed below are in priority order within each goal area.

Goal:

Provide crisis intervention and supportive services for victims of sexual assault, victims of domestic violence, runaway/homeless youth, and families in crisis.

High Priority:

- A1. Provide immediate direct services for victims of sexual assault or domestic violence.
- A2. Provide immediate direct services for runaway and homeless youth.

Intermediate Priority:

- B1. Provide immediate support services for the prevention of abuse and neglect.
- B2. Provide assessment, referral and short-term services for children/youth that have experienced trauma.

Lower Priority:

- C1. Provide education for the prevention of domestic violence and sexual assault.

Access to Resources

Services listed below are in priority order within each goal area

Goal:

Provide services to overcome barriers to the basic resources that increase self-sufficiency and improve the quality of life for the community's most vulnerable individuals. Basic resources may include: food security, housing, healthcare, employment and child care. Barriers may include: language and cultural accessibility, education, knowledge or awareness of services, transportation and past history with the criminal justice system.

High Priority:

- A1. Provide culturally specific or targeted supportive services to members of low to moderate income and/or marginalized groups that increase access to basic services and resources and increase participation in community life.

Intermediate Priority:

- B1. Provide systemic solutions which address barriers and improve access to services that meet basic needs for low to moderate income and/or marginalized groups.

These services may be targeted to serve a specific population, or a geographic area.

Neighborhoods

Services listed below are in priority order within each goal area

Goal:

Create and sustain healthy neighborhoods by supporting neighborhood facilities and programs which promote community cohesion, stability, quality services and efforts which build resident capacity, create sustainable partnerships and enable all residents to participate fully in their neighborhood and the broader community.

Higher Priority:

- A1. Sustain and enhance the operation of neighborhood centers. Centers should be neighborhood focal points that are used by low and moderate income residents, and community groups, and should offer programming relevant to the neighborhoods they serve.

Intermediate Priority:

- B1. Support programs and processes that promote and enhance opportunities for residents to be informed and engaged in decisions affecting their neighborhood and the broader community; increase leadership capacity of residents to effectively engage in neighborhood based issue identification, problem solving and advocacy; support programs that provide community mediation and/or create neighborhood mediators. These programs will be accessible to all residents including those of low and moderate income.