

**2016 PLAN FOR COMMUNITY DEVELOPMENT DIVISION
PROVISION OF CRISIS SUPPORT SERVICES**

COMMUNITY DEVELOPMENT DIVISION (CDD) THEORY OF CHANGE

CDD Vision	All Madison residents and neighborhoods have access to resources and opportunities necessary to help them realize their full potential	
Lens	What is the impact on Poverty, Racial Equity and Social Justice?	
Necessary Conditions For Success	Stable family structures, healthy neighborhoods, supportive communities	Positive Youth Development and Educational Attainment
Contributing Factors	Housing Employment Crisis support Individual and family well-being	Early childhood education After school programming Youth programming Diverse options that fit individuals
CDD roles	Effectively steward city resources by serving as a funder, partner, evaluator, and advocate	
CDD focus constituents	Low-income residents and families; vulnerable populations; broader community and neighborhoods	
CDD Mission	The Community Development Division collaborates with residents, neighborhoods and other community stakeholders to help overcome barriers to opportunity.	

2016 PLAN FOR COMMUNITY DEVELOPMENT DIVISION PROVISION OF CRISIS SUPPORT SERVICES

CDD VISION

All Madison residents and neighborhoods have access to resources and opportunities necessary to help them realize their full potential.

NECESSARY CONDITIONS FOR SUCCESS

Stable family structures, healthy neighborhoods and supportive communities are necessary conditions for Madison residents and neighborhoods to realize their full potential. Community Development Division activities are reviewed through the lens of their impact on poverty, racial equity and social justice.

COMMUNITY GOALS FOR CRISIS SUPPORT SERVICES

Individuals and families in crisis will have immediate access to supportive services and emergency shelter in order to ensure their safety and reduce the impacts of crisis events.

Demonstrate and advance equitable access to services across racial and cultural backgrounds.

CRISIS SUPPORT SERVICES OBJECTIVES

All people, regardless of English language skills* or cultural background, have access to a continuum of crisis support services, from point of first contact and assessment through provision of services.

Crisis support service organizations work collaboratively to improve the continuum of crisis services.

**Priority languages include, but are not limited to: English, Spanish, Hmong and communication access for deaf and hearing-impaired individuals. Access for clients speaking other languages that are less prevalent in Madison, must also be addressed.*

CRISIS SUPPORT SERVICES STRATEGIES

1. **Emergency shelter and respite care:** Immediate response capabilities (available 24/7) provide culturally and linguistically responsive support services access to respite care and shelter for children, and emergency shelter for runaway and homeless youth and victims of domestic violence.
2. **Emergency response to sexual assault:** Provide culturally and linguistically responsive support services (available 24/7) for victims of sexual assault.
3. **Parental crisis:** Provide culturally and linguistically responsive support services for parents in crisis (available 24/7) to prevent abuse and neglect of children, individuals and families.
4. **Family support:** Provide culturally and linguistically responsive support services for children, individuals and families to help stabilize situations in the aftermath of crisis situations and reduce the risk for abuse or neglect.

**2016 PLAN FOR COMMUNITY DEVELOPMENT DIVISION
PROVISION OF CRISIS SUPPORT SERVICES**

5. **Collaborative capacity building:** Expand the capacity of the current crisis management organizations to work more collaboratively with community partners for the purpose of improving the continuum of crisis services. *All agencies funded in crisis support services will participate in collaborative capacity building activities.*

COMMUNITY INDICATORS OF SUCCESS

- Point of first contact and emergency crisis support services will be available at all times.
- Culturally and linguistically responsive services are available, as needed, for all cases.
- The diversity within the organizations providing crisis support services (boards, staff) reflects the demographics of the populations to be served.