

Community Connectors at Food Banks

HSD Response to Green Sheet 265-1-B-2

HUMAN SERVICES AND PUBLIC HEALTH COMMITTEE PRESENTATION

4/12/17

Overview

Proviso Questions:

1. Work and funding the City contracts for that achieves the same outcomes
2. How new social service navigators would fit into the City's existing portfolio of services
3. How duplication of existing services will be prevented
4. Plan for effectively achieving outcomes
5. How these new services will be evaluated

1. Work and contracts with same outcomes

- HSD does not currently fund connectors at food banks
- HSD funds other services that include information and referral support; the service models and outcomes vary and they are not located at food banks

2. Fit with existing portfolio of services

- Community Connectors align with HSD's mission and vision
- Embed in Youth and Family Empowerment Division where food bank and other similar contracts reside
- Expedited RFQ to stand-up the pilot in 2017
- Contracts monitored by program specialists with other food or social service contracts

3. How duplication will be prevented

- Intentional peer learning, networking with other providers, ongoing evaluation of pilot program effectiveness
- Focus on clients not receiving services

4. Achievement of outcomes

- Pilot period August 2017 – December 2018
- Uniform data collection
- Concrete outcomes outlined in agency contracts

5. Evaluation

- Results Based Accountability Framework
- Clearly outlined in agency contracts

Recommendations

- Lift the proviso
 - 2017 budget is \$355,000
 - 2018 budget is \$475,000
 - 2017-18 budget is \$830,000
- HSD will launch pilot program
 - Select providers through expedited RFQ
 - Community Connector services will be piloted across council districts
 - Build on learnings for 2019 Food and Meals RFP