



90-day Plan: Improving Homeless Services to Our Community

March 21, 2023

Identified Areas of Improvement



- **Audit our Programs**
 - Review compliance with existing services contracts
 - Identify a Case Management System to assist in data collection
 - Explore the feasibility of utilizing an outside consultant to evaluate our programs and provide recommendations
- **Improve Communications with our Community**
 - Update City's Homeless Solutions website
 - o Provide lists of available community resources
 - o Provide accountability of funding for programs
 - Fund overtime for Police HTF Officers to engage local business owners and community members with a goal of contacting at least 200 businesses.
- **Focused Outreach and Enhanced Case Management**
 - Fund overtime to Social Workers to engage individuals experiencing homelessness or at-risk of becoming homeless
 - Participate in collaborative case conferencing with Mercy House staff
- **Personnel Management**
 - Reclassify the vacant Homeless and Behavioral Health Services Director position to a manager position, and initiate recruitment
 - Fill the vacant Social Services Supervisor position, which is fully funded in the FY22-23 operating budget.



Fiscal Items

Approximate One-Time Costs	
HTF Officer Business Outreach Overtime	\$25,000
Social Worker Overtime	\$15,000
<i>Total</i>	\$40,000

Reclassification with Fully Burdened Salaries		
<i>Existing</i>	Director of Homeless and Behavioral Health Services	\$ 269,655
<i>Proposed</i>	Homeless and Behavioral Health Services Manager	\$ 196,116
<i>Difference/Savings</i>		\$ 73,539

