

**Department:** County Human Services      **Program Contact:** Susan Myers  
**Program Offer Type:** Innovative/New Program      **Program Offer Stage:** As Requested  
**Related Programs:** 25000A  
**Program Characteristics:** Out of Target

### Executive Summary

DCHS proposes the creation of a Community Outreach and Engagement program at the department level with the addition of one new position to create a bridge between DCHS and community organizations, with an emphasis on culturally-specific and under-served communities, to build community participation in planning, decision-making, and service delivery. The position will be guided by the department's Strategic Business Plan objectives and strategies in the goal areas of Racial and Ethnic Justice and Community Engagement.

### Program Summary

The Department of County Human Services' commitment to equity is driving the creation of this program dedicated to enhanced community participation in our work. This program will focus on three areas: the development and management of a technical assistance program for community providers; the creation of culturally-appropriate approaches to communications; and the effective engagement of community members and advocates in program development and management.

Provider agencies and potential contractors are experiencing many challenges when engaging in business with the county. The department needs to invest in and support our community partners by streamlining processes and improving communications about county procurement and related practices through the implementation of a technical assistance program. The Community Outreach and Engagement Program will also create guidelines for department outreach to encourage access to services and more fully engage the public, taking into consideration people whose first language is not English, the needs of people with disabilities, a range of literacy levels, and the challenges facing the immigrant and refugee communities. The position will assess existing practices and develop common standards for DCHS citizen advisory groups and community engagement to ensure transparency and encourage the widest range of community participation.

### Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of assessments of community engagement practices completed in each division <sup>1</sup>	-	-	6	6
Outcome	Standardized guidelines developed for community engagement practices	-	-	1	1

### Performance Measures Descriptions

<sup>1</sup> Assessments of community engagement practices will be conducted in each service division to lay the foundation for recommendations for improved practices.

<sup>2</sup> A set of guidelines will be developed for community engagement practices to be employed in the department.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$0	\$99,397	\$0
Materials & Supplies	\$0	\$0	\$1,603	\$0
Internal Services	\$0	\$0	\$575	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$101,575</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$101,575</b>	
<b>Program FTE</b>	0.00	0.00	1.00	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

\$101,575 - County General Fund

Significant Program Changes

Last Year this program was: