Council Policy Form

Policy 5.1.3

SUBJECT: Human Services Policy

POLICY PURPOSE:

The City of Sunnyvale recognizes the need for Human Services and provides or supports as deemed necessary in the community. These include but are not limited to the emergency services, senior services, disabled services, youth services, and advocacy services.

The City establishes this Human Services Policy to insure that Human Services are identified and provided in the most efficient and effective manner.

This policy establishes guidelines for funding programs/services that may be provided to the City by outside groups. The intent of this policy is to:

A. Establish a process through which outside groups can be funded to provide needed City services cost-effectively.
B. Establish a methodology by which programs/services proposed by outside groups can be assessed.
C. Establish an evaluation system that assures equity in the process of funding considerations by Council.
D. Establish the type of funding commitment that the City will provide.

POLICY STATEMENT:

I. The City will annually, review prevailing conditions of human needs within the City and give appropriate attention to Human Services Policies in the City. Human Service needs will be summarized and quantified where possible.

II. The City seeks to meet as many Human Service needs as possible using our resources based on the following prioritized preferences:
- Self-help
- Private non-profit organizations
- Other government agencies

III. The City assumes an advocate role to manage the use of its resources to meet human service needs in Sunnyvale in the following ways:
- Encourages and advocates coordination and cooperation among organizations providing Human Services in Sunnyvale
- Advocates, encourages and wherever possible, facilitates the co-location of human service providers
- Actively pursues the cooperation of Federal, State, County and other agencies to enhance the quality and availability of human services to residents of Sunnyvale.

IV. The City *may provide service providers* of needed Human Services when:
- Specifically targeted intergovernmental funds (such as CDBG) are available. The City is the most cost-effective or logical provider of the service, AND
- Provision of such services by the City is compatible with the City's General Plan, policies and/or action plans

V. The City may *fund service providers* of needed Human Services when:

- Specifically targeted intergovernmental funds (such as CDBG) are available.
- Another agency is the most cost-effective or logical provider of the service AND
- Provision of such services by the City is compatible with the City's General Plan, policies and/or action plans.

VI. PROPOSAL FUNDING CATEGORIES:

Programs requesting funding must qualify under one of the categories below:

Operational: Funding of programs and services to address identified community needs or problems as specified in the City's General Plans or other policies through direct financial support and/or in-kind contributions.

- Programs/services funded under this category must represent a service that can be more cost-effectively operated by the proposer than by the City or
- Must be such that the proposer because of its role in the community is the most logical service provider.
- Funding may be provided on a multi-year basis but is not guaranteed. Continued funding is contingent upon City budget limitations and proposer's previous program performance.
- Proposer must demonstrate good faith efforts to secure funding for programs/service from other sources.

Emergency: Funding of operational programs offered in the community that meets an existing need.

- Proposers and programs qualifying under this category must demonstrate:
- Good performance of current programs
- Current financial difficulties will largely curtail the services currently provided to City residents
- Future funding to continue the program can be obtained from other sources with reasonable probability
- Funding for programs qualifying under this category shall be limited to one year.

Seed Program: Funding for start-up of new programs designed to meet a significant community need or problem.

- Proposers must demonstrate a high probability that funding can be sustained beyond the commitment of City funds.
- Initial funding for seed programs is limited to one year
- Second year funding may be possible if the program demonstrated good performance or special factors related to the continued need for funding can be demonstrated
- Prospect must demonstrate good faith efforts to secure funding for programs/services from other sources.

Project: Funding of one-time projects designed to address significant community need or problem.

- Funding of such projects shall be limited to a specific time frame, usually not more than one year.

VII. APPLICATION POLICY STATEMENT:

The City wishes to consider funding of needed and appropriate services. In order to determine which agencies should be awarded funding, the Council has adopted a formalized Human Services funding application procedure. All groups, desiring to act as service providers and requesting City funds to do so, must submit a complete application by specific due dates. Public notice of the availability of requests and the specified dates will be provided in ample time for applications to be prepared.

All applicants desiring a grant from the City to provide human, social, recreational or other services will be required to comply with the application procedure and time schedule. All applications will have to meet the following three (3) criteria:

1. Provide a service consistent with an existing recognized City need, policy, goal or objective
2. Request funds for a program or project that qualifies under one of the four previously identified funding categories
3. Have completed the application process and the application has been determined to be accurate and complete.

VIII. EVALUATION PROCESS:

To assure all applications for City funding receive due consideration and to ensure Council is provided with the information it needs to make its funding decisions, the following evaluation process will be applied to requests received:

I. Applications not received by the due date will be rejected. Applicants submitting applications, which are materially incomplete, will have five (5) working days from notification by staff to correct any deficiencies, or their applications will not receive further evaluation.

II. Staff will determine proposal eligibility based on guidelines provided in this policy. Proposals not qualifying will not be recommended to Council for funding and will not receive further evaluation.

III. Staff will prepare a technical evaluation of the applications before submitting to the advisory committees/commissions.

IV. The advisory committees/commissions will conduct formal evaluations of the applications, including the opportunity for each group to present its program to the advisory committee for evaluation. Staff and advisory committee will make recommendations to the City Manager and Council.

V. The City Manager will review the proposals and recommend to Council which programs should be funded, taking into consideration other budget priorities.

The advisory committees/commissions will develop evaluation criteria appropriate to their areas of concern. Staff and the advisory committees will apply these criteria uniformly to all applications reviewed. The following guidelines for general evaluation criteria include (but are not limited to):

Critical Evaluation Factors. Each of these factors must be met for the program to receive a recommendation for City funding.

- The organization must meet minimum eligibility standards to receive funding.
- The organization and its program must have demonstrated good performance and capability to effectively provide the program
- The organization and its program must deliver services in a cost-effective manner
- The organization must be an appropriate agency to deliver this program
- The program is not a duplication of services provided in the same service area
- The organization and its programs must *demonstrate strong* financial management *and effective management controls.*

- The proposed program has contingency plan for funding if City support is limited or eliminated in the future receive a positive recommendation.

Favorable Evaluation Factors. The proposed program must address one or more of the following factors to receive a positive recommendation.

- The proposed program addresses or is related directly to a general plan policy or action statement.
- The proposed program is a needed enhancement of an existing City program or program direction and can be better performed by an outside group rather than by the City directly.
- The program has a diverse funding base and is not heavily reliant upon City funds to support its operation.
- The program has leveraged City funds with other funding sources to maximize service provision.

Report to Council No. 81-617

Approved by City Council on October 13, 1981

Amended by City Council on October 19, 1999 Report to Council No. 99-430

City Clerk Post-Certification by Susan A. Ramos, City Clerk
Signature: Susan A. Ramos
Date: January 6, 2005