

AGENDA



Human Services Advisory Committee

Committee Members:

Shannon Matson, Chair
Linda Smith, Vice-Chair
Elyn Blandón
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Tuesday, December 16, 2014

3:00 p.m.

Renton City Hall

Council Conference Room

7th floor

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|---|--------------------|
| 1. Approval of Previous Minutes | Shannon |
| 2. Welcome and Review of agenda | Fauna Larkin, BERK |
| 3. Human Services Definition and City Roles | Karen & Fauna |
| • Provide context re: role | Karen |
| • Review peer organizations definitions and roles | Fauna |
| • Review and comment on draft definition and assets | |

What do you like? What don't you like?

What is missing or would you add?

- | | |
|---|----------------------|
| 4. Engagement Plan | Annie Saurwein, BERK |
| • Review engagement plan | |
| • Review and provide feedback on audience, day, time, location for each World Café Conversation | |
| • Confirm Advisory Committee Commitment | |
| 5. Model World Café Conversations | Fauna |
| 6. World Café Conversation Prompts | Fauna |
| • Review and comment on questions for conversations | |
| 7. Next steps | |
| • Scheduling emails for World Café conversations | |
| • At January meeting review and discuss initial draft goals and strategies | |

January Meeting:

Vice-Chair

Tour of Agencies

New Members





CITY OF RENTON HUMAN SERVICES STRATEGIC PLAN

Engagement Plan

DRAFT: December 9, 2014

INTRODUCTION

The City of Renton is developing a Human Services Strategic Plan to address priority housing and human service needs identified in its Community Needs Assessment for Human Services and Housing. This Community Needs Assessment identified thirteen priority human service and housing needs across five major categories, including:

- Economic Opportunity
- Basic Needs for Families
- Health and Wellness
- Attainable, Quality Housing
- Neighborhood Opportunity

The Community Needs Assessment process used to identify these priority needs included stakeholder outreach activities, including interviews, service provider and resident focus groups, a visioning session with Renton's Human Services Advisory Committee, a workshop with a group of Renton's human service and housing providers, and a workshop of City management staff. **The outreach and engagement plan prioritized conversations with individual who provided direct service to the residents of Renton, as well as clients of Renton's social service organizations.** A caveat to this approach is that the specific perspectives of middle-income working adults, homeowners, and employers were likely less well represented.

As the Human Services Strategic Plan is intended to address these priority needs, rather than identify and define them, our engagement strategy differs from that of the Community Needs Assessment process. Rather, the engagement process for the Human Services Strategic Plan is designed to develop an understanding of possible solutions to these priority needs. To do this, we intend to host five community conversations, each around a different category of need, using the World Café Conversations model.

STAKEHOLDER ENGAGEMENT

To ensure the Human Service Strategic Plan addresses the identified priority needs, we will need a robust outreach process that will engage social service providers and the populations who were not as well represented during the Community Needs Assessment process. To do this, we will host five World Café Conversations, one on each of the five categories of need identified in the Community Needs Assessment process. A description of the World Café Conversation model and the specific Conversation design (including audience, location, time, and staff and Advisory Committee leads) are both provided below.

World Café Conversation Model

The World Café Conversation engagement model is a method for opening dialogue through dynamic conversations to share knowledge on the topic of interest. The World Café model helps to link small- and large- group dialogues that occur naturally.

In a World Café Conversation, groups of four to five people are seated at café-style tables or in conversation clusters around the room to explore questions around the engagement topic. Participants then actively listen, while also having the opportunity to express their own ideas, both verbally and visually. Participants will have an opportunity to move from table to table, cross-pollinating their ideas throughout the room. Table hosts will stay at each table to welcome guests, record ideas, and help form connections between all of the conversations during the entire meeting time. The groups eventually converge to share salient discoveries with one another; this allows these smaller conversations to increase participant's collective knowledge.

Conversation Design

As stated above, the City, supported by BERK, will be hosting five World Café Conversations, one for each category of need identified in the Community Needs Assessment process. Each Conversation will span one and one half to two hours. Our goal is to engage between 10 and 30 stakeholders within this time.

Outreach Process

BERK will work with the City to identify the most appropriate audience for each conversation; however every identified stakeholder will be invited to every conversation. The outreach process for each conversation will be similar. The City of Renton will send an initial email to potential stakeholders that they would like to engage during each conversation.

Initial Email

Hello,

The City of Renton has undertaken a process to develop a Strategic Plan for its provision of human services. This Human Services Strategic Plan will help the City to address the 13 priority health and human service needs identified as part of the Community Needs Assessment for Human Service and Housing, completed in 2014. As part of this process, we are hoping that you and other stakeholders will provide input on solutions for addressing these needs in Renton through natural, collaborative conversations. More information about the World Café model is provided below.

We will be hosting five of these conversations, one for each category of need identified by the Community Needs Assessment, these include:

Conversation	Location	Time
Economic Opportunity	[TBD]	[TBD]
Basic Needs for Families	[TBD]	[TBD]
Health and Wellness	[TBD]	[TBD]
Attainable, Quality Housing	[TBD]	[TBD]
Neighborhood Opportunity	[TBD]	[TBD]

We hope that you will be able to join us for one or more of these conversations. Our consultants at BERK, will be in touch ahead of each of these conversations, with specific details about each.

Thank you for your willingness to support the City of Renton as we work to address our community's needs.

Best Regards,

[City of Renton Staff]

Confirmation Email

[We will develop a visually-appealing eblast for each conversation, to be sent two weeks in advance and as an immediate reminder ahead of each conversation]

Initial Conversation Design

The Conversation design for each conversation will be slightly different, including primary or topic-specific audience (although all stakeholders will be invited to every conversation), location, time, and staff and Advisory Committee leads. A preliminary Conversation design is provided in the table below.

Community Need	Draft World Café Conversation Questions	Given community need...	Given audience...	Staff and Advisory Committee Leads
		Suggested Primary Audience	Potential Location and Time	
Economic Opportunity:	[Will develop with Advisory Committee]	<ul style="list-style-type: none"> Workforce support providers and clients 	<ul style="list-style-type: none"> Renton Highlands 	<ul style="list-style-type: none"> Staff
<ul style="list-style-type: none"> Support for adults who face barriers to employment. 		<ul style="list-style-type: none"> Renton-area employers 	<ul style="list-style-type: none"> KCLS Library; weeknight evening 	<ul style="list-style-type: none"> Advisory Committee member #1
<ul style="list-style-type: none"> Access to living-wage jobs and career advancement. 		<ul style="list-style-type: none"> Renton WorkSource; lunch hour 	<ul style="list-style-type: none"> Renton WorkSource; lunch hour 	<ul style="list-style-type: none"> Advisory Committee member #2
Basic Needs for Families:	[Will develop with Advisory Committee]	<ul style="list-style-type: none"> Nutrition support providers and clients Day and night shelter providers and clients Library staff School social workers and administrators Parents 	<ul style="list-style-type: none"> Renton School District School Cafeteria; late afternoon/immediately after school Renton Highlands KCLS Library; weeknight evening PSESD Headquarters; mid-morning 	<ul style="list-style-type: none"> Staff Advisory Committee member #1 Advisory Committee member #2
<ul style="list-style-type: none"> Improved access to nutrition support. 				
<ul style="list-style-type: none"> Service-rich day and night shelters for homeless families. 				

<p>Health and Wellness:</p>	<p>[Will develop with Advisory Committee]</p>	<ul style="list-style-type: none"> • Medical, Dental, and Substance Abuse service providers and clients 	<ul style="list-style-type: none"> • Renton Senior Activity Center; daytime 	<ul style="list-style-type: none"> • Staff • Advisory Committee member #1 • Advisory Committee member #2
<ul style="list-style-type: none"> • Better access to health and dental care for low-income residents. • Early childhood screening and parenting support. • More mental health and substance abuse services. 				
<p>Attainable Quality Housing:</p>	<p>[Will develop with Advisory Committee]</p>	<ul style="list-style-type: none"> • Housing providers and clients • Rental owners • Homeowners 	<ul style="list-style-type: none"> • City of Renton City Hall; daytime • Renton Housing Authority facility; daytime 	<ul style="list-style-type: none"> • Staff • Advisory Committee member #1 • Advisory Committee member #2
<ul style="list-style-type: none"> • More rental units attainable to very low income households (households earning 30% of King County AMI or less). • More safe, energy efficient, and healthy housing attainable to low and moderate income households (earning 30% to 80% of King County AMI). 				
<p>Neighborhood Opportunity:</p>	<p>[Will develop with Advisory Committee]</p>	<ul style="list-style-type: none"> • Transportation providers and clients • Youth activity providers and clients • Early Childhood providers and clients 	<ul style="list-style-type: none"> • Renton School District School Cafeteria; late afternoon/immediately after school • PSESD Headquarters; mid-morning 	<ul style="list-style-type: none"> • Staff • Advisory Committee member #1 • Advisory Committee member #2
<ul style="list-style-type: none"> • Improved mobility and transportation options. • More high quality, out-of-school time opportunities for youth. • Increased access to affordable, quality, early childhood education. 				