

Department of Housing and Human Services

Mission

To create a healthy community by providing and supporting diverse housing and human services to Boulder residents in need.

Guiding Principles

- **Safety net services** : The Department will support services ensuring physical and mental health care, food and nutrition, emergency shelter and transitional housing in order that basic, life-sustaining needs of all residents are met.
- **Community responsibility and social equity** : The Department has a responsibility to ensure a quality environment that promotes a livable community for all its residents.
- **Economic and social diversity** : Boulder is a mosaic of people of differing incomes, ages, abilities and cultures. The Department is committed to respect, value and support each member of the community and to seek elimination of all forms of discrimination.
- **Self-sufficiency** : The Department will support services that provide opportunities for each individual, including those with disabilities, to reduce dependencies and increase self-reliance through self-improvement.

Priorities

To achieve its mission, the Department will:

- Support individuals and families throughout the life cycle;
- Balance prevention, intervention and treatment services;
- Provide home, community and school-based services;
- Build upon strengths of individuals and families;
- Create and support collaborative partnerships;
- Integrate social concerns with community development;
- Build community capacity to support residents; and
- Evaluate service outcomes.

Strategies

- Support basic needs;
- Protect civil rights;
- Increase affordable housing;

- Strengthen families;
- Foster early child care and education;
- Encourage positive youth behaviors;
- Keep seniors healthy, active and involved;
- Support family members caring for seniors; and
- Encourage social and civic engagement.

Roles

Leader : HHS is a leader in making strategic investments in the community that both create opportunities and provide critical services. To that end, HHS works with the community to understand current and emerging needs and develop dynamic, coordinated strategies and plans to address those needs.

Funder : HHS contracts with community organizations to provide programs and services. In this role, HHS:

- Funds the most efficient, quality services possible, minimizing duplication of services.
- Makes funding decisions based on competitive Request for Proposals (RFP) processes within priority areas;
- Bases RFP decisions on an organization's ability to deliver clearly defined outcomes; and
- Empowers community members to make funding recommendations to City Council.

Service Provider: HHS limits its role as a provider of housing and human services to those situations where there is: 1) an expressed desire of City Council or the community, 2) a demonstrated service need that cannot be met through other sectors (e.g., human rights enforcement), or 3) the nature of the service requires such a broad community collaborative effort that it is more appropriate for the City to assume leadership (e.g., multipurpose senior centers).

Policies

The Department philosophy and its ability to provide quality services for Boulder residents is supported through policies regarding the nature and design of services and the roles the Department plays in the broader community as a partner with other governmental and non-governmental agencies. Department policies help define how the City responds to local needs. It characterizes the types and levels of programs and funding provided to community agencies and residents, the service delivery methodologies employed to ensure efficient and effective services, who should receive services and the collaborative nature of housing and human service provision. These policies drive the work of the Department independent of

investment levels, though the amount of funding available will affect the Department's ability to fully implement these policies.