



Goal 1: Support community members in navigating daily life through multiple, ongoing crises so that our community can move forward together

1a. Prioritize funding for organizations that provide the most needed services as outlined in the Needs

Assessment: mental health services, rent and utility assistance, medical and dental care, and food access.

- 2023/2024 funding recommendation fully funds programs in areas of mental health, financial assistance, food, and medical and dental services. 2022

1b. Support the Homelessness Outreach Team with tools to connect community members to necessary resources.

- Integrate volunteers into the community as a mentor or with peer support, to ensure long-term housing stability for clients. 2024
- Launch panhandling education awareness campaign. This includes development of flyer and video. 2022
- Provide staffing resources at Community Resource Center and other accessible locations in the community. 2022
- Procure and implement Apricot case management software. Partner with City of Kirkland Homeless Outreach team. 2022
- Implement and promote Q-alert for community members to report concerns of individual in need of services. 2022

1c. Plan and prepare for a robust human services response to future unexpected events and crises

- Coordinate periodic check-ins with EOC team. Update COOP plan. 2023
- Coordinate with KCRHA to identify and expand alternative shelter and/or cooling centers for severe weather events. 2024
- Work with Human Services Commission to develop and approve Fund Balance policy, including a process for supporting emerging and/or emergent community needs. 2023
- Evaluate the impact of the funding cliff on agencies due to one-time funding. 2023

1e. Prioritize funding and support for organizations that provide culturally-responsive services, particularly those that increase access to services that contribute to individual wellbeing

- 2023/2024 funding recommendation fully funds BIPOC-led and/or serving organizations. 2022
- Identify improvements to the grant and contracting process so support BIPOC-led and/or serving organizations 2023

1f. Facilitate learning opportunities and resources that build community resilience

- Establish regular convenings with LWSD staff, City of Kirkland and City of Redmond to collaborate and support youth. 2022
- Develop and promote Newsflash communication tool to share community resources. 2023
- Provide opportunities for ride-alongs with homeless outreach team. 2024
- Explore partnership with NAMI to promote Mental Health First Aid trainings and development of ambassadors. 2023
- Explore grant opportunities that create resilience and well-being. 2024
- Identify best practices and programming that promotes awareness and prevention of opiate drug use. 2023



Goal 2: Foster a community where all – particularly BIPOC, immigrant, and low income community members – have access to all that Redmond has to offer.

2a. Collaborate with the City of Redmond's Diversity, Equity, and Inclusion Program Advisor and the Parks and Recreation Department to create opportunities for meaningful connection among community members.

- Coordination with Teen Center staff and Youth Eastside Services to reinstate outreach and support services for teens. 2023
- Connect with Arts and Culture staff to explore partnership opportunities. 2023

2b. Enhance pathways for youth and adults to access local college, scholarship, training, apprenticeships, and additional employment opportunities. Support programs that increase financial stability.

- Convene employment providers (such as LWIT, BC, Cascadia, IKRON, WorkSource, BFET, YWCA) to identify gaps. 2024
- Convene employment providers to find opportunities to promote financial stability 2024
- 2023/2024 funding recommendation fully funds programs in area of employment services. 2022
- Promote KCLS Invest in Yourself Program and other employment trainings and resources. 2023
- Collaborate with Economic Development and OneRedmond to identify opportunities for partnership 2024

2c. Increase participation of BIPOC and other marginalized communities in decision making bodies like the Human Services Commission

- Identify barriers to participating on the commission, which may include exploration of stipends, eligibility and more. 2024

2d. Launch an awareness campaign to amplify the ongoing work of service providers, how to access services, and how to support community members. Spread awareness about the Human Services Commission, their members, and their work

- Develop and promote Newsflash communications' tool. 2023
- Place homeless outreach flyers and business cards in local businesses. 2023

2e. Support community partners and non-profit organizations to create cultural spaces where our diverse community can gather and access services.

- Implement Redmond Culinary Connections, a program that builds connection through preparing and sharing meals together. 2024
- Utilize Together Center reader board to highlight services 2024
- Establish quarterly in-person events to gather and convene non-profit partners. 2023
- Coordinate with Parks staff to identify programming opportunities at the new Community Center 2024



Goal 3: Serve as a convener and connector so community members feel a sense of welcoming and belonging.

3a. Expand the scope of Human Services Division to focus on increased community connection, community support, destigmatize access to services, and enhancing a sense of inclusion, welcoming, and belonging

- Host Welcoming event to introduce refugees temporarily housed at the Health through Housing site to city officials and services.

2022

3b. Enhance Human Services public communication efforts to meet and exceed ADA and Title VI requirements, including multilingual information and visual infographic resources for clear navigation of available funding, resources, events, and services.

- Translation of city services brochure into Portuguese (Brazilian community); Translation of city services brochure into Dari, Pashto, Ukrainian for refugees temporarily housed at Health through Housing site.

2022

- Coordinate with DEI and Communications team to develop guidelines for translation of resources.

2024

3c. Coordinate, facilitate, and participate in regular small-scale (i.e., neighborhood specific) community meetings and topic-based forums to increase engagement and connection among community members and service providers. Include and create opportunities to partner with local businesses and ensure inclusivity.

- Plan for and establish a series of community conversations and/or topical forums (e.g. opiate crisis, etc).

2025

3d. Consider models that foster community well-being, belonging, and civic engagement such as the development of a Community Navigators program, civic leadership academy, encouraging volunteerism, or becoming a certified welcoming community.

- Develop recommendations for a model that foster community well-being as well as resources needed to implement.

2024

- Continue to participate in Welcoming Week and identify activities that promote belonging.

2023

3e. Support volunteerism in Redmond by connecting businesses, employees, community members to volunteer opportunities and amplifying non-profits who need support

- Create a dedicated webpage directing community members to non-profit volunteer opportunities.

2022

- Facilitate parks and trail clean-up opportunities for Community Court participants

2023

3f. Support the Homelessness Outreach Team to serve as a convener and connector for the unhoused community and those who support them

- Implement partnerships that will connect unhoused community members with housing and resources (e.g. Housing Connector Program)

2022

- Explore mentorship program that connects community volunteers with recently housed participants to feel connected and supported.

2025



Goal 4: Build a stable foundation of support that is responsive to current and future community needs.

4a. Evaluate and develop a sustainable funding plan that prioritizes the need for non-profit staffing, addresses one-time emerging needs, and/or addresses the effectiveness of the City's per capita formula

- Coordinate with the Commission to assess funding trends and to develop a set of recommendations to present to City Council. Seek Council approval to adopt established methodology. 2023
- Evaluate and consider recommendations for how the City's funding may be used to promote wage equity for service providers. 2024

4b. Consider and plan to hire new position(s) within the Human Services Division to address the additional responsibilities and roles outlined by the community in this strategic plan

- Identify staffing needs through the 2025-2026 budget. 2024
- Consider opportunities to utilize interns to support specific projects that will further Strategic Plan goals. 2024

4c. Identify other funding sources (philanthropy, businesses, etc) and build connections to increase service providers' access to these sources

- Host joint training with KCLS on use of Non-profit and Philanthropy Resource Center, which includes access to grants database. 2022
- Share grant opportunities with agencies as they become available. 2022

4d. Strengthen the capacity of non-profits who provide services- relevant for BIPOC communities and people with intellectual and developmental disabilities by: Conducting a study of the types of resources (including physical space) service providers need and develop a plan to support filling those needs; Identifying solutions that support non-profit capacity building (e.g., funding, training, technical assistance, etc.).

- Review Redmond 2050 Comprehensive Plan language to ensure that policies support and anticipate future needs of non-profit spaces. 2023
- Explore opportunities to provide contracted grant writer and/or technical assistance services to support non-profit capacity building. 2024
- Leverage and implement trainings offered by King County partners through their VSHSL and BSK Levies. 2024



Goal 5: Create a culture where community members can easily access services without judgement, fear, or stigmatization.

5a. Pilot a program that supports "Community Navigators:" paid community leaders who can help connect their community members to services and programs. Prioritize building a team of Community Navigators that can connect with marginalized communities in Redmond, like BIPOC, Latino/a/x, immigrants, and refugees

- Engage with community organizations to see input on models and/or consider ways to build on existing programs that do this work. 2025

5b. Increase staffing in the Human Services Division to support effective communication channels and strategies for sharing resources and information

- Coordinate with City leadership for identification of staffing needs to support the Thrive Program. Identify staffing needs through the 2025-2026 budget. 2024

5c. Hire a communications and marketing consultant to aid in the annual launch of an inaugural multilingual campaign that helps foster a sense of welcoming and belonging and addresses the stigma regarding the use of direct services.

- Explore cost, feasibility, and impact of this approach. 2025

5d. Develop relationships and coordinate with Redmond community partners, employers, property managers, homeowners' associations, parent teacher student associations, etc to help reach individuals who may not be aware of resources and services

- Develop contact list and connections with community groups and stakeholders. 2025