

# Human Services Strategic Plan

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March 22, 2022

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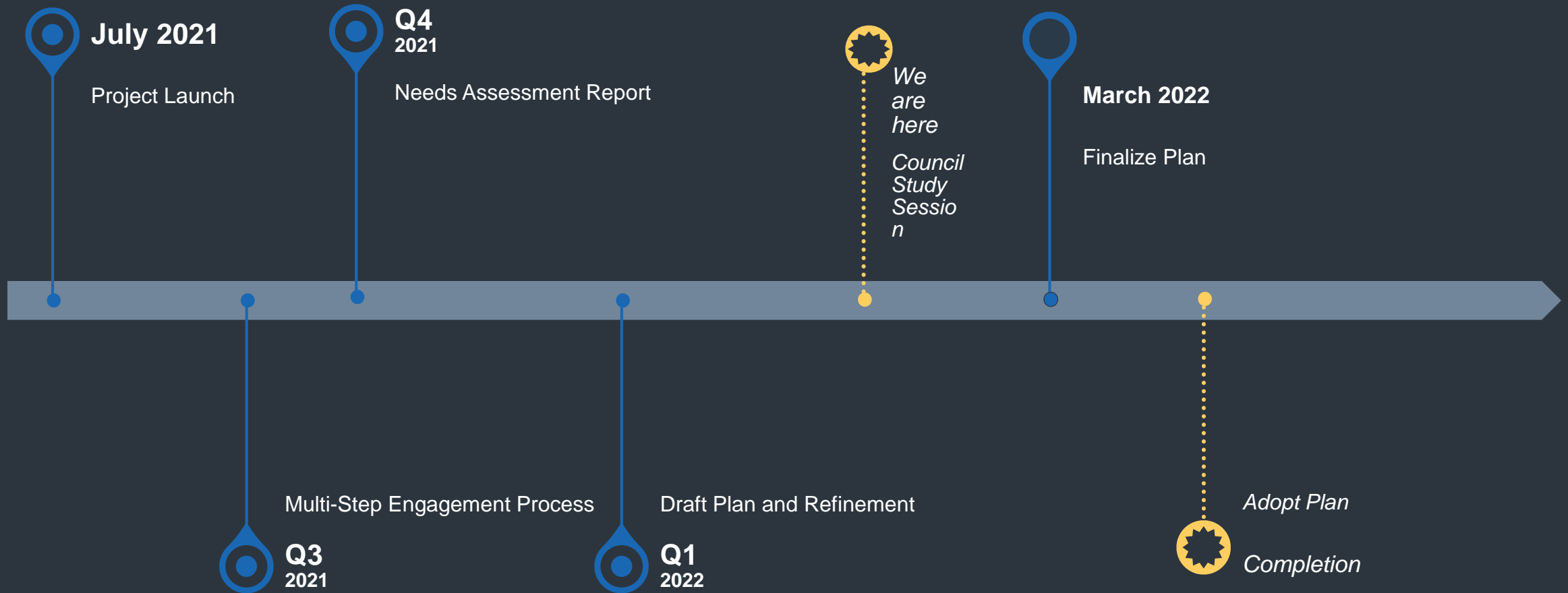
# Agenda

- Project Overview
- Needs Assessment Process and Themes
- Values, Roles, and Strategies
- Questions and Discussion

## Objectives

- *Hear Council feedback on recommended actions.*
- *What opportunities do you see?*
- *What surprised you?*

# Project Overview



*Creating a roadmap for the next five years.*

# Building the Plan **with** and **for** the Community

¡Ayuda a aumentar el  
bienestar para todos!

*escane el código QR*



*O visita esta página  
de web*

[LetsConnectRedmond.com/HumanServices](https://LetsConnectRedmond.com/HumanServices)

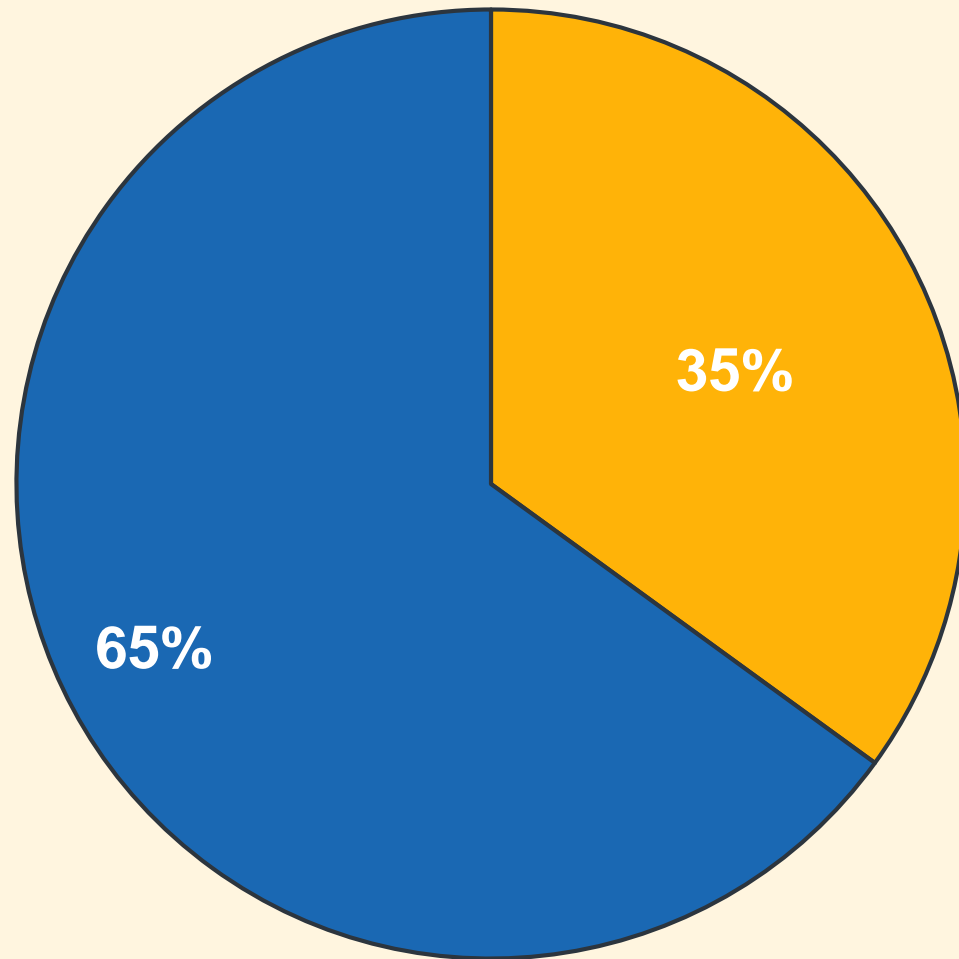
- Community partner interviews
- Service provider focus groups
- Human Services Commission focus group
- Multi-language community questionnaire
- Meta-analysis of federal, county, city, and grassroots reports

**Multiple,  
ongoing  
crises**



## Household Income in Redmond

Source: 2019 Census



- Households Earning less than 100,000
- Households Earning more than \$100,000

**There are two  
Redmonds.**



**Isolated,  
disconnected,  
and a call for  
connection.**



people need  
help learning  
where and what  
services they  
can access

better funded on-  
site supportive  
services, mental  
health, addiction  
support, racial  
equity groups, etc.

increase funding  
to social services  
and help push for  
higher salaries for  
staff in our sector

Big disparities  
in income,  
jobs, services,  
amenities

young people (when  
school was out) and  
elders- suffered a lot  
of challenges-  
mental health needs

"services exist  
but there are  
so many  
barriers to get  
to them"

hard to  
attract staff  
of color on  
the Eastside

"People who need  
services need more  
than one kind of  
service, cooperation  
among CBOs would  
help"

# Service providers facing significant challenges.

Community Engagement Miro Activity with Equitable Future:  
Service Provider Focus Group, November 2021



**Access to  
services is a  
barrier for  
many.**



# Values



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Guiding the way we will  
take actions, operate,  
and make decisions.

**Equity and  
Inclusion**

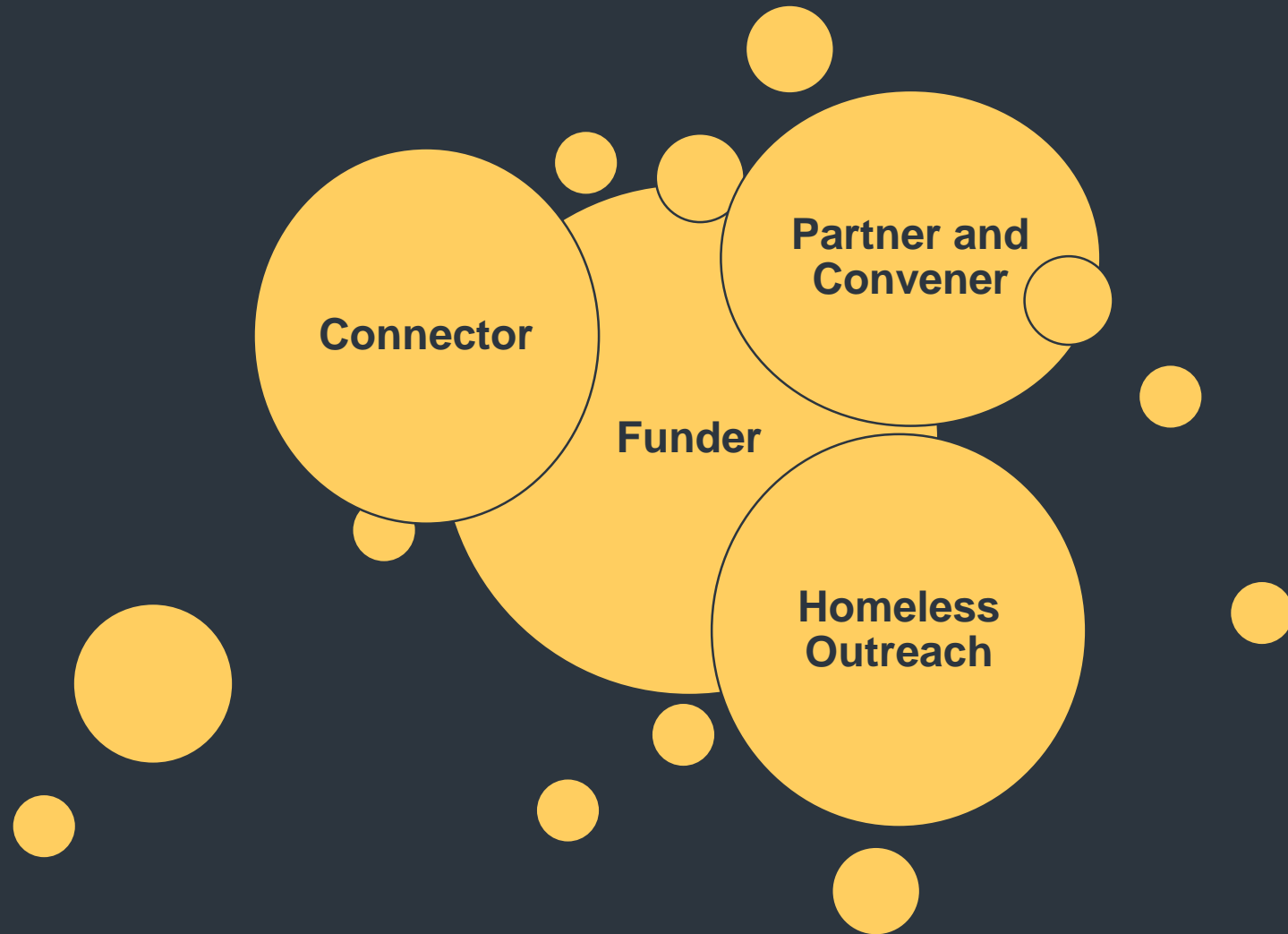
**Resiliency**

**Integrity**

**Centering  
Relationships**

# Redmond's Human Services Role

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# Strategic Plan Priorities



## Support

Community members in navigating life so that we can move forward together.

## Foster

A community where all –particularly BIPOC and low-income community members – have access to all Redmond has to offer.

## Serve

As a convener and connector so community members feel a sense of welcoming and belonging.

## Build

A stable foundation of support that is responsive to current and future community needs.

## Create

A culture where all can access services without judgement, fear, or stigmatization.

# Measuring Progress and Next Steps

Tracking progress holds us accountable to building a more resilient and inclusive Redmond.

- Funding Dashboard
- Outcomes (e.g. increased knowledge, provider satisfaction, etc.)
- Actionable milestones

Next step to launch a roadshow!







# Thank You

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Any Questions?

