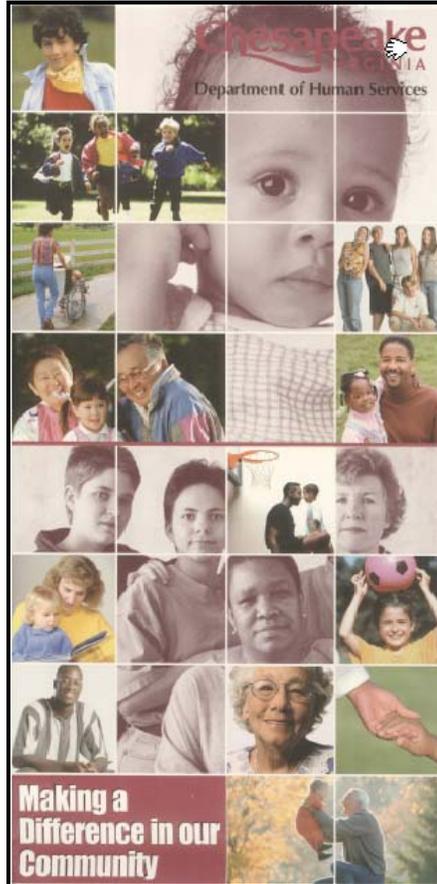


Human Services

Goals

The City will:

- Provide adequate public facilities and services for all services which the City provides.



Overview

The mission of the Department of Human Services is to provide a holistic approach to prevention, intervention, and appropriate sanctions for people considered impoverished, those with special needs and juvenile delinquents. The Department achieves this through an interdisciplinary, collaborative, and proactive process supported by public and private partners. The Department's guiding principles are as follows:

- To strengthen its customers by providing effective, timely and high quality services using innovative approaches;
- To listen empathetically to its stakeholders and to be honest and forthright in its responses to them;
- To respect, value and serve its stakeholders and the community; to be concerned about and contribute to their well being; and to operate with integrity so as to be deserving of their trust;

- To strive for excellence by aligning its policies and procedures to match its mission and core values;
- To provide meaningful work, fair compensation, and a safe, healthy work environment that encourages openness, creativity, self-discipline, and growth; and
- To build stakeholders' relationships by including full and honest dialogue, responsiveness to needs and concerns through the exchange of accurate information, skills and talents.

A primary goal of the Department of Human Services is to improve the quality of life in Chesapeake by helping people help themselves, helping those incapable of acting on their own behalf, and ensuring that every citizen has an acceptable standard of living. The Department serves more than 77,000 of Chesapeake's most vulnerable citizens, including:

- Abused and neglected children;
- Troubled youth;
- Families in need of food or shelter;
- Individuals and families facing a crisis; and
- Neglected or exploited adults and senior citizens.

One of the largest agencies in City government, the Department of Human Services has more than 352 employees with an operating budget of \$27 million. The Department is organized into several divisions, as follows:

Social Services – offers income support and social services in a professional and caring manner through the following programs:

- Adoptions and Foster Care;
- Child Protective Services;
- Family Services;
- Adult Services;
- Employment Services in the Virginia Initiative for Employment Not Welfare (VIEW) and Welfare to Work (WtW);
- Benefits: i.e. Food Stamps, Medicaid, Temporary Assistance to Needy Families (TANF), General Relief;
- Fatherhood Initiative; and
- Mentorship.

Tidewater Detention Home (TDH) – a short-term, regional facility dedicated to providing secure detention services to the children of the cities of Chesapeake, Virginia Beach, Franklin, Portsmouth and Suffolk and the counties of Isle of Wight and Southampton. TDH averages a daily population of 128 youth. Programming includes education, group counseling, medical services, mental health assessments, behavior management and recreational activities.

Chesapeake Interagency Consortium (CIC) – operates the State Comprehensive Services Act (CSA) program. The CIC provides high quality, child-centered, family-focused, and cost-effective community-based services to high-risk youth and their families.

When considering the future human services needs in Chesapeake within the context of a growing city, certain planning standards should be kept in mind. According to the

Development Impact Assessment Handbook published by the Urban Land Institute, it can be expected that 23.6 welfare workers will be needed for each 10,000 population for municipalities between 200,000-299,999 in size. Chesapeake's projected population in 2026 will be nearly 265,000.

Issue One: Department Facilities Needs

The City's most vulnerable citizens often have multiple services needs that require assistance from several different agencies or organizations. Accessing these various services can be a challenge, particularly if the individuals and/or families have transportation issues.

The Human Services Department will work with other human services providers, including non-City entities, to fulfill the vision of creating a human services campus.

Strategies:

- Relocate to a building that could better serve the Human Services Department's needs for enough space for its programs and services, as well as to utilize current and emerging technologies to facilitate service to clients.
- Facilitate a "one-stop shop" approach to various human services, which would promote economies of scale in terms of buildings and other operational costs, especially benefiting non-profit entities.
- Opportunities for co-location of human services facilities should be sought to reduce public facility and operational costs.