

Scottsdale Human Services Strategic Plan 2025-2028

The Vision: **Engage, Enrich and Empower**



1. Goal | Senior Services: Enhance and expand Senior Service programs and facilities.



Objective: Provide a comprehensive and accessible range of services to Scottsdale's senior residents to enhance their quality of life.

- 1.1 Complete Via Linda and Granite Reef Senior Centers bond projects.
- 1.2 Expand dementia friendly city initiatives.
- 1.3 Improve senior and senior caretaker support networks.
- 1.4 Improve access to healthy meals at Senior Centers.

2. Goal | Volunteerism: Create a Human Services-specific volunteer program.

Objective: Develop a sustainable volunteer program that aligns with the goals of the city, the Human Services Department and maximizes community involvement.

- 2.1 Secure approval and formalize a Human Services volunteer program.
- 2.2 Engage, recruit and celebrate a diverse volunteer base.
- 2.3 Partner with local organizations to enhance volunteer opportunities.



3. Goal | Skilled Employees: Employ and maintain a highly skilled, motivated, and productive workforce.



Objective: Ensure that the Human Services Department attracts, retains, and invests in top talent while fostering a positive work environment.

- 3.1 Invest in staff training.
- 3.2 Foster employee engagement and retention.
- 3.3 Improve Human Services data management/collection process and reporting.

4. Goal | Supportive Services for Vulnerable Populations: Collaborate with stakeholders to improve service and self-sufficiency to vulnerable populations.

Objective: Strengthen collaborations to effectively serve vulnerable populations in the community.

- 4.1 Funding: Pursue diversified funding strategies to maintain and increase the capacity of the Human Services department.
- 4.2 Homelessness: Collaborate with organizations to manage homelessness and support homelessness prevention efforts in Scottsdale.
- 4.3 Improve Rent and Utility assistance process to reduce wait times.
- 4.4 Effectively manage opioid settlement funding.
- 4.5 Advocate for partnerships and community engagement to grow and sustain access to meaningful employment opportunities for vulnerable populations.
- 4.6 Collaborate with Housing and Community Assistance to serve vulnerable residents.



5. Goal | Awareness: Increase awareness of Scottsdale Human Services Department.



Objective: Raise the profile and visibility of the Human Services Department through improved communication and information dissemination.

- 5.1 Improve communication with Human Services stakeholders, businesses, faith communities and non-profit agencies.
- 5.2 Improve access to Human Services information.
- 5.3 Strengthen relationships with the business community to assist Human Services programs and support events through financial and in-kind aid.