

City of Stamford SOCIAL SERVICES

FY 2017-18 Budget Presentation





Services Provided

(to citizens / to departments)

Program (s)	Services Provided (include Volume - if applicable)
Eviction Storage	Work with sheriffs, outside agency personnel, affected families and individuals in processing 178 evictions
Relocation Act Compliance	Relocated 19 households. Provided 1:1 individualized assistance to these households as well as to approximately 8 other households who were not eligible for statutory relocation benefits. Provided information and/or assistance to property owners in connection with their responsibilities under Connecticut's landlord tenant and relocation statutes.
Rent Rebate	Processed 1,625 applications for Rent Rebate, each requiring 1:1 staff assistance.



Services Provided

(to citizens / to departments)

Program (s)	Services Provided (include Volume - if applicable)
Insurance Enrollment Assistance	Assisted 777 complete applications for health insurance (including renewals) for themselves or their children through: Access Health Connecticut, Medicare, Medicaid or Connecticut's HUSKY program.
Landlord – Tenant	<p>Responded to over 500 inquiries pertaining to issues affecting landlord tenant relationships, fair housing, affordability, eviction, relocation, public housing, senior housing, etc.</p> <p>Provided guidance, advice or assistance to over 200 households in connection with prospective or existing residence in designated "affordable" housing units, including senior housing;</p> <p>Furnished direct assistance to over 100 individuals in connection with un-recovered security deposits;</p> <p>Settled 8-10 potential Fair Rent or Service Reduction complaints at a pre-hearing stage.</p>



Services Provided

(to citizens / to departments)

Program (s)	Services Provided (include Volume - if applicable)
Transportation	<p>Ending relationship with Norwalk Transit for transporting seniors to senior centers and senior nutrition sites. Currently collaborating with the Stamford Senior Center, Silver Source and the Over 60 Club to redesign Senior Transportation for an improved and cost efficient program.</p> <p>Oversaw the city's Share the Fare program that provides subsidized, half-price taxi cab rides for senior citizens and disabled individuals.</p>
Community Coordination	<p>Stamford Community Development Program; Community Social Services Agencies (Person to Person, Boys and Girls Club, Inspirica, Shelter for the Homeless, etc.); Community Music Grant; Neighborhood Grants, etc.</p>



Other Department Resources

***Resources that supplement department staff
(i.e.: consultants, outside firms, etc.)***

	<i>Function</i>	<i>Title</i>	<i>Role - Responsibility</i>
	Eviction Process Assistance	Seasonal Worker	<i>Works on short notice, as needed. Receives and processes evictees' household items for temporary storage. Upon receipt, supervises storage and creates written and pictorial inventories of stored items. At redemption, supervises pick-up by rightful owner or successful bidder.</i>



2016-17 Highlights

What are the most significant accomplishments made & challenges faced by the department in the last FY?

- The Social Service Department was separated from the Health Department to enable closer scrutiny/analysis of existing social service functions with increased ability to quickly and flexibly address ongoing changes in areas of social service need.
- More efficient social services provided to the Stamford community with no additional cost(s) incurred.
- Recovered more than \$100,000 dollars in funds for the City from the BMR program.



Department Challenges

Key Program/Department Challenges (exclude staffing level impact)

- Consequences of pending action with respect to Affordable Care Act repeal and decreased program funding from Housing & Urban Development and the State of Connecticut.

Budget Scenarios

- In the event of significant budget reductions describe the impact the reduction would have?

Redesign programs; reduce staff and/or services.



Performance Metrics

Using data explain how well your department is performing (i.e. using baseline data, performance standards and or benchmark against other groups or cities).

Across the state and country, municipal social service departments vary in size, assigned function and resources (personnel and financial). Accordingly, we do not have the ability to easily source and compare performance data. That said, our service numbers, as previously provided herein (which numbers exclude many quick day-to-day telephone calls and “drop ins”), would seem to speak for themselves. Specifically, as a 4 person department serving a city of 130,000, we handle all comers and provided more than 3500 distinct customer interactions. We respond flexibly providing assistance as needed and referrals when we are unable to assist. No complaints have been lodged against the department or its personnel via Citizens Service or through complaints to the Mayor’s office.



2017-2018 Social Service Goals

We are charged with responding to the needs of the Community and will continue to provide for improved and more cost effective services. Goals are as follows:

- Improve Senior Transportation Program.
- Improve social service delivery to residents utilizing non profit social service resources available throughout Stamford and the State.
- Multi faceted Mental Health Initiative.
- Continue to work with Community Groups and Organizations to define specific community social service needs and service delivery.
- Respond to anticipated reductions in funding for social services programs as efficiently and intelligently as possible.