

# **PROPOSED REDESIGN**

OF CDD'S HUMAN  
SERVICES AND  
FAMILY  
DEVELOPMENT  
SYSTEM

# PROPOSED REDESIGN

- Establishes a “System” for implementation of anti-poverty efforts and policy initiatives within the City.
- Establishes an infrastructure that positions the City to pursue other resources to augment existing resources.

# EXISTING SYSTEM

- Comprised of 12 Family Development Networks (FDN)
- 73 Neighborhood Action Programs (NAP)
- 7 Youth and Family Centers (YFC)
- 10 Day Laborer Programs (DL)
- 14 Domestic Violence Programs (DV)
- 13 Specially Targeted Programs (STP)

# OBSERVATIONS

(from Citywide Anti-Gang Strategy Report, 2/14/08)

- Duplication of effort between programs
- There are gaps in service
- Specialized services disparately available
- No continuum of services
- No competitive procurement
- Lack of strategic objective
- Multiple contracts net inconsistent monitoring

# SOLUTION

- Implement a center based model that replicates CDD's Workforce Development System.
- Require that core services be provided at a single location.
- Have all Centers partner with other CDD funded programs.

# PLANNED OUTCOMES

1. Increased academic success.
2. Increased family income.
  - *Entire system will be managed and evaluated against Malcolm Baldrige criteria for performance excellence via:*
    - *Maintenance of a system-wide scorecard.*
    - *Annual evaluations & certification of contractors.*
    - *Certification of City and contractor staff as Baldrige examiners.*

# BENEFITS

- Doubles the number of City residents currently served from 25,000 to 50,000 (accomplishes this with level funding of approximately \$17 million).
- Implements a “No Wrong Door” service delivery model.

# TIMELINE

(with estimated date of completion)

- City Approval of Redesign 04/17/09
- Phase 1 Implementation (5 sites) 05/01/09
- Phase 2 Implementation (all 21 sites) 10/01/09