

# **HUMAN SERVICES COMMITTEE POLICIES AND PROCEDURES**

(Revised 12.11.2023)

The purpose of the Policy and Procedure Manual is to document the policies and procedures governing the Human Services Committee's (HSC or Committee) practices, to serve as a guide, particularly new Committee members and City of Santa Fe staff, and to provide a framework for future continuity.

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**I. Mission:**

To build and strengthen community capacity to address the most critical community health and wellness needs and improve outcomes for adults and families throughout Santa Fe.

**Vision:**

1. People in Santa Fe are healthy.
2. Santa Fe is a safe community.
3. Santa Fe has a fair, just and equitable society.
4. People in Santa Fe achieve their full potential.

**II. Enabling Resolutions and Ordinance**

1. Establishment of Human Services Committee and supporting funding: Resolution No. 1989-53, Adopted November 8, 1989.
2. Creation of a special fund to provide dedicated funding of two (2) percent of the city's share of state gross receipts tax to support human services for the residents of the City of Santa Fe: Ordinance No. 2016-35, Adopted August 10, 2016.

**III. Committee Responsibilities**

1. The Committee serves as an advisory body to the Mayor and Governing Body to make funding recommendations to the Governing Body and to administer funding through the Human Services Fund to local nonprofit organizations.
2. The primary responsibilities of the Committee are to advise and recommend health and human service policies, assess and advocate for human service needs, coordinate resources to maximize cost-effectiveness, evaluate local human service programs, provide technical assistance to programs, and make funding recommendations to the Governing Body to support nonprofit organizations that provide and maintain a safety net of services to meet the essential health and human service needs of the Santa Fe residents ages 18+. The Youth and Family Services Program Manager provides technical assistance to the Committee, assisting them to obtain all documents and information needed to make fair and non-biased decisions and funding recommendations.
3. The Committee has an ongoing responsibility to monitor the utilization of funds by grantees and consider what, if any, action should be recommended in the event of any deviation from the terms of the grant, or indication the terms of the grant could not be carried out in the future.
4. The Committee through the Youth and Family Services Program Manager assists organizations receiving awards and works with them to assure services are provided effectively.
5. The Committee, working with staff and outside resources, publishes a Human Services Committee Strategic Plan for the City of Santa Fe at intervals of approximately three

years. The plan is based on the human service needs identified by the Committee, specified by agencies that apply for grants, and other analyses conducted by the Committee, including community stakeholder input. It is the intent of the Committee that the plan not only informs the basic rationale for the award of grants, but also serves as a guide for other city departments and not-for-profit organizations. The plan will be reviewed annually.

6. An annual board retreat may be held in late summer or fall or as collectively or agreed upon by the Committee.
7. Meetings are conducted using Robert's Rules of Order.

#### **IV. Committee Membership**

1. Established by Ordinance 2012-3: Seven members appointed by the Mayor for terms of two or three years with consent of Governing Body.
2. Terms are staggered so that four Committee Members are appointed for two (2) year terms and three shall be appointed for three (3) year terms. Subsequent terms shall be for two years to maintain staggering terms.
3. Committee members shall serve at the pleasure of the Governing Body and may be removed at any time with or without cause.
4. Committee Members must reside in Santa Fe County.
5. There is no limitation to reappointments.
6. Vacancies shall be filled in the same manner as initial appointments and shall be for the remainder of the term.
7. The Chairperson is elected at the February meeting for a term of two years.
8. The Vice-Chairperson is elected for a term of two years at the same meeting.
9. If the Chairperson resigns, the Vice-Chairperson fills the vacancy until a new chairperson and vice-chairperson are elected.
10. All Committee members must comply with the City of Santa Fe Code of Ethics. In addition, candidates for member positions or members shall not be an employee or board member of an organization receiving or requesting Human Services Committee grant funding to avoid any real or apparent conflict of interest, and to facilitate full participation in application review and performance evaluation by the committee.
11. A member should disclose any association with a grantee or applicant that may influence that member's vote and it is appropriate that he/she recuse himself/herself from a vote dealing with the award of a grant to such organization.

**V. Chair Responsibilities**

The Human Services Committee Chair and Vice Chair will work in partnership with the Youth and Family Services Program Manager to review, respond, and execute the following activities:

1. Preside at committee meetings.
2. Call special meetings.
3. Make appointments to subcommittees or task force groups.
4. Represent the committee in public and to speak and act on behalf of the committee.
5. Execute reports on behalf of the committee.
6. Take initial action on directives from the Governing Body.
7. Establish the agenda for committee members.
8. Authorize special assignments for committee members.
9. Inform the committee of results of all committee reports or recommendations to the Governing Body.
10. Communicate to the Governing Body actions and recommendations of the committee through the city manager.
11. Coordinate administrative correspondence to committee members (if the committee is not subject to rolling quorum, i.e. advisory committees and task forces).
12. Will not take public comment during the meeting. If public comment is received prior to the meeting, it will not be read by the Chair or staff Liaison during the meeting.
13. Sign approved meeting minutes and email them to the staff Liaison.
14. Inform staff Liaison of all agenda items no later than 10 days prior to the meeting.

**VI. Financial Planning and Oversight**

1. An annual Human Services Committee budget is prepared for consideration and approval by the Department and is reviewed and agreed upon by the Committee at the February meeting prior to submission to the Department Director. The budget is developed in coordination with the City Finance Director.

2. Review HSC budget as provided by City Finance Director, Budget Division Director, or Community Services Department Director.
3. The Committee reviews the status of HSC fund expenditures by grantees on a quarterly basis or as needed. Quarterly report information and performance data from grantees is also reviewed and evaluated by the committee.
4. The Youth and Family Services Division administrative staff prepare a year-end close-out report each year in September (after the last GRT report for the previous fiscal year has been received) for the Committee and presents at or before the October HSC meeting.
5. If the year-end close-out report identifies remaining grant funds, the Committee shall direct the Program Manager to issue a Memo to the Department Director and Finance Director to carry-over remaining dollars into the next fiscal period, if necessary. A copy of the Memo shall be retained on file.

**VII. Determination of Need**

1. The Committee conducts a strategic planning process every 3 years, which includes a community needs assessment during the fall to determine emerging needs and funding priorities. The strategic plan is reviewed annually by the committee. Ongoing discussions are held with organizations providing services and other community stakeholders who can speak to existing and emerging needs. Subsequently, a report is prepared and made available to Committee members, City officials, and the larger community.
2. The Committee shall make recommendations about funding agencies who meet requirements to the Governing Body.

**VIII. Health and Human Service Policies**

11. Based upon grant evaluations, monitoring activities and the strategic plan priority areas, the Committee may recommend health and human services policies to the Governing Body.
21. Any committee member may request that a proposed health and human service policy be placed on a committee agenda by the Committee chairperson.
31. The Committee considers the proposed health and human service policy. The Committee may endorse the policy as presented; endorse the policy with agreed upon modifications; assign a task force to conduct additional research and report back to the Committee; or reject the policy.
41. Any health and human service policy approved by the Committee is to be presented to the Governing Body through the City Manager.

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**VIII.IX. Human Services Committee Fund Grant Recommendations**

1. The Committee recommends proposals for HSC funding based on priorities outlined in its strategic plan, the funding criteria is established by the Committee, and is based on emerging and chronic human service needs. Proposals are reviewed and discussed during an executive session at the April meeting, provider interviews (if required) are held within two weeks of the closing of the proposal cycle and forwarded to the Finance Committee and then to the Governing Body for approval. For total awards under 200K the City Manager may sign off on the contracts.
2. The Committee considers the following as reflected in the Request for Applications (RFA) Document.

Funding Categories:

- Adult Health
- Behavioral Health
- Community Safety
- Equitable Society

Funding Criteria:

- Intended to benefit residents of the City of Santa Fe (100%)
- Must support programs and services for the population ages 18 and older
- Use qualified staff, for example: certified, degreed and/or with appropriate years of experience
- Demonstrate ongoing, relevant collaboration with other programs
- Must have been operating successfully for at least two years under a 501(c)3 or be under a fiscal sponsor and operating programming for at least two years
- Must be financially sound
- Must include limited administrative expenses, no more than 30%

Other Considerations for the Committee:

1. The Human Services Committee adopted the Results-Based Accountability Framework to provide a structure for establishing funding priorities and making funding decisions, and to evaluate contractor performance. The rationale for using this framework is that it would address the overarching issues that have limited the degree of impact to improve health outcomes in the past.
2. The Committee considers programming that's spread geographically throughout the city serving priority and targeted populations. The Committee supports effective, long-term programs, encourages new and innovative programs to address the city's most pressing health and human service needs, pursues the elimination of ineffective programs, provides ongoing oversight of existing programs, and ensures important fiduciary responsibility for oversight of public monies.
3. Awards are made on a three-year cycle. The Committee reviews proposals, meets with applicants, evaluates the performance of prior year grantees and considers other factors in awarding grants. In odd years, the Committee considers requests for renewal for a second and

third year based on performance in the prior year and community need. Requests may be renewed, denied, increased, or reduced.

4. Grants and renewals are made in accordance with procedures and documents specified in the RFA and in compliance with State Procurement Code.
5. In general, awards are made for specific programs or professional services, not for general operating expenses.
6. Awards are intended to improve population health and safety net services, and to increase navigation access for individuals 18 and older with administrative overhead costs limited to no more than 30%.
7. In each RFA year, the Committee establishes a recommended range for grant amounts. These ranges are specified in the RFA.
8. Funds are dispersed after services are rendered on a reimbursement basis.

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#### **IX.X. Small Grant Fund Recommendations**

At the 2017 strategic planning meeting, the Human Services Committee established the Small Grant Fund. Organizations may apply for up to \$20,000 once every six months. Funding will be available on a year-round basis (July 1 - May 31) or until fully expended. If any amount of funding remains unspent, the Human Services Committee can request, via memo, for funds to be carried over for the next fiscal year. The project must serve adults ages 18 and older in the City of Santa Fe and be aligned with the priority funding categories. The purpose of the Small Grant Fund is to provide a nimble vehicle by which a human service organization may address rapidly emerging needs. Because it is a smaller award, the application and reporting for this funding is streamlined. Qualifying services must be one of the following:

- a. Supplemental funding for an existing service that has demonstrated greater need than historically indicated due to emerging social or community circumstances.
- b. Funding for a pilot project for a new service that the agency has identified as a need of their current constituency.

#### **Eligibility:**

1. Applicants shall be limited to non-profit organizations that have been granted and currently hold tax-exempt status under Section 501 (c) (3) of the Internal Revenue Code, or to applicants whose programs are covered by a fiscal agent that meets these requirements.
2. Applicants currently receiving city funding may apply for a Human Services Committee Small Grant. Applicants must disclose all current city funding.
3. Per Ordinance # 2016-35, City operated programs are not eligible for HSC funding.

**Funding:**

1. Funding is on a cost reimbursement basis. Payment is made after costs have been incurred and reimbursement has been requested showing that work has been done.
2. City staff members, committee members and/or city-contracted consultants conduct site reviews and/or visits. Funded programs may be expected to participate in several training and technical assistance opportunities during the funding year.
3. Funding is primarily intended to pay for direct services for the community, rather than to pay for administrative costs. And applicants should reflect this in their budgets. Direct administrative costs for the program shall not exceed 30%.

**Fiscal Sponsorship:**

1. Fiscal agents are responsible for program management, financial reporting and all contract requirements. If your organization is using a fiscal agent, the agent will process the reimbursement requests. If your organization is using a fiscal agent:
  - a. Fiscal agent fees shall not exceed 12%.
  - b. All official documents and signatures must be those of the fiscal sponsor, not your own program.

**Evaluation:**

1. Staff members of the Youth and Family Services Division will review all proposals for completion. Proposals will then be forwarded to the Human Services Committee for their formal review at their regularly scheduled meeting (third Tuesday of every other month).
2. Committees will review proposals in the order that they are received and will review three to ten proposals at each meeting. In the event the Committee has additional questions, applicants will be scheduled to address the questions during a provider hearing. Organizations making new requests for funding may be required to furnish additional information prior to the provider hearings.
3. Agencies will be notified within 30 days of review of their application if they are receiving HSC Small Grant funds.

**Reporting:**

1. Applicants will be required to turn in one (1) brief one (1) page report on the impact of the HSC Grant funded program. This report and all reimbursement requests will be due at the conclusion of the program (or by May 31st). Report should outline:
  - Who was served (demographics, number, etc.)
  - Contribution to turning the curve on selected category/goal area
  - Results related to funded project/program

- Report any project/program performance measure data collected (surveys, pre-posttest etc.)

1. Failure to turn in a report will disqualify an organization from future HSC funding.

#### **XI. Technical Assistance**

The Committee may provide technical assistance and informal guidance to current and potential grantees. This guidance may be provided by staff, contracted services, or members of the Committee. Technical assistance includes but is not limited to the following:

- Sustainability and performance improvement assistance
- Development of organization's performance measures
- Training for RFA application preparation
- Assistance with resource identification, collaboration and referrals, including additional or alternative funding sources

#### **XII. Community and Public Outreach**

1. The Committee maintains broad community contact through the Committee's Program Manager. These contacts involve regular communication with grantees, local key stakeholder partnerships, and other support as needed. HSC and staff are also responsible for ongoing relationship building with funders and policy makers locally and statewide.
2. The Committee, through the Committee's Program Manager, advises members of the Governing Body of the Committee's activities and grantee accomplishments annually.
3. The Committee maintains an updated web page as part of the City of Santa Fe web site ([www.santafenm.gov](http://www.santafenm.gov)).
4. News releases are sent to local media concerning specific events or information about grantees.
5. Information is provided to the public concerning funding resources in the community.
6. Information is also provided to the general public about human services resources available to the community.
7. The Committee participates in conferences and training opportunities, sharing information, and learning about evidence-based and promising practices from other cities.
8. The Committee's purpose is to understand community needs and support services that improve health outcomes and address essential health and human services needs of Santa Fe residents 18 years of age and older. Direct stakeholder input is important to understand community needs and informs the HSC Strategic Plan.

#### **XIII. Meeting Calendar**

##### **February:**

Appointments and election of Chair and Vice-Chair (every two years)  
Review and update Policies and Procedures Manual; review Robert's Rules of Order  
Review RFA and vote for approval  
Approval of site visit calendar  
Biannual reporting and grantee budget review  
RFA released  
Review criteria for reviewing proposals or applications  
Review of budget as provided by Department, City Manager, Finance Committee and Governing Body

**April:**

Adoption of Budget as provided by Department, City Manager, Finance Committee and Governing Body  
Conduct proposal review  
Make recommendations for applicant funding formally approved at regular meeting  
Staff prepares memo with recommendations to Finance Committee and Governing Body, Committee reviews memo

**June:**

Notification of award and creation of grantee contracts  
Biannual grantee reporting  
Quarterly grantee performance and budget review by Committee  
City fiscal year ends

**August:**

Planning for upcoming strategic planning meeting or strategic plan review.

**October:**

Annual Strategic Planning meeting (revised plan every 3 years)

**December:**

Revise RFA funding categories and criteria based on needs assessments  
Committee approval of strategic plan