

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.

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| 1.1 | Complete Via Linda and Granite Reef Senior Centers bond projects. | 1.3 | Improve senior and senior caretaker support networks. |
| 1.2 | Expand dementia friendly city initiatives. | 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.

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



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.

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

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.

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| 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.

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| 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. |