

TO: HUMAN SERVICES COMMISSION

FROM: Jeanette Dong, Director  
Recreation and Human Services (RHS) Department

RE: Human Services Gap Analysis-Selection of Consultant

DATE: 27 April 2016

---

### **BACKGROUND**

Per the direction of the City Council, RHS issued a Request for Proposal (RFP) to conduct a human services gap analysis for the City of San Leandro. The RFP was issued on February 11, 2016 and closed March 4, 2016. Four (4) responses were received as a result of the RFP. As defined by the RFP, a selection panel was convened to review all four proposals. The panel was comprised of a member of the Senior Commission, Human Services Commission (HSC), city staff and a community member. The HSC appointed Commission Susan Snell to the selection panel.

### **SELECTION OF CONSULTANT**

The panel selected Urban Strategies Council ("Urban Strategies"), an experienced nonprofit social research organization to conduct the gap analysis. Their mission is to conduct research utilizing community-based data to help build better communities. Urban Strategies is a 29-year old nonprofit experienced in at-risk populations, such as poverty-elimination, housing, asset-building and education. The Council appropriated \$75,000 for this effort.

The Seniors Commission received an oral report on the selection of the consultant at its April 21 meeting.

### **HUMAN SERVICES GAP ANALYSIS**

The City would like to determine the human services needs of people residing in San Leandro (incorporated). This study will include identifying the existing infrastructure that provides direct services locally and regionally to San Leandrans. Census and other relevant local data should be used to identify demographic changes, corresponding trends and needs in the human services arena. Service areas should be determined along with implications for service delivery, such as language and location. The final product will include the analysis and policy recommendations.

The HSC reviewed the scope of work prior to the release of the RFP in February.

### **CONCLUSION**

Staff will bring updates to the HSC as benchmark research is completed.