



CITY OF ROANOKE

# CITY COUNCIL 2024-2025 STRATEGIC PLAN

Adopted February 20, 2024

## Star City Strong



*Foster a caring community that uses an equitable, regional and collaborative approach to encourage preventative measures, intervention services, and self-sufficiency while providing a social safety net for citizens*



### *Path to Results*

We will unite public and private institutions as a caring and compassionate community assisting individuals and families to achieve self-sufficiency and live healthy lives. We maintain a commitment of focusing on prevention and the provision of information and where necessary and when appropriate in the delivery of compassionate services grounded in fairness, equity, and accountability

Prevention – We will invest the time, money and resources necessary to prevent poverty, promote self-sufficiency, promote positive youth development, and promote healthy and safe neighborhoods.

Intervention – When appropriate and necessary we will intervene in situations through early identification of need, using a holistic approach that involves the family, support the deinstitutionalization of individuals – integrating citizens back into society.

Caring Community – Through direct involvement with those impacted we will foster positive relationships and empower them to succeed to the best of their abilities and circumstances.

Accessibility to Services – We will ensure those who live in our community are aware of the resources available to them and will ensure our services are delivered in an efficient and effective manner.

# Human Services

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## Targeted Actions

- Continued Support of COVID-impacted recovery for individuals, households, and non-profit social service providers
- Enhanced focus on addressing social determinants associated with disparities in health outcomes
- Expanded mental health, wellness and substance use treatment and recovery services
- Implementation of eviction avoidance initiatives and programs
- Continued enhancement of homeless services and supportive housing initiatives and programs
- Continued actions in the Belmont-Fallon Target Area
- Enhance Affordable Housing Preservation/Restoration and Production Efforts

## Indicators

We will determine success by:

- Demonstrated compliance with all applicable laws and regulations that govern the delivery of health and human services;
- Human services will consistently be evaluated as “good” or better by customer surveys conducted by the City on a periodic basis,
- Improved demographic and socio-economic trends such as rates of poverty, number of homeless, service recipients, deaths due to overdose, etc.
- Increase in the number of affordable homes preserved, restored or produced

