

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Key

	Tier 1: Policies that are high priority; programs that should be implemented within 5 years.
	Tier 2: Policies that are lower priority; program that should be implemented in years 5-20.
	Tier 3: Policies and programs that have lower relative priority and will not be included in the new General Plan.
	Tier 4: Policies or programs that have been fully implemented and will not be included in the new General Plan.

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
Policy 1 Service Planning, Coordination and Advertising. Assist in planning, coordinating and advertising human service programs.	The Parks, Recreation and Community Services (PRCS) Department has participated in the following planning and coordinating efforts: <ul style="list-style-type: none"> - Marin Healthy Partnership - Novato Blue Ribbon Coalition for Youth (NBRC4Y) - Marin County Healthy Eating, Active Living - Marin County Senior Information Fair Steering Committee 		Carry forward as is		
Program 1.1 Continue to participate in the coordination of human services offered by the City, the county of Marin, and private organizations.	See Policy 1 achievements Agreements with the following organizations: <ul style="list-style-type: none"> - Novato Independent Elders Program/Episcopal Senior Communities (NIEP/ESC) at the Margaret Todd Senior Center. - Novato Historical Guild to provide City volunteers for museum operations and development - Novato Senior Citizens Club to support and develop senior programs - City of San Rafael to operate Hamilton Pool -Center for Volunteer Non Profit Leadership for the City’s Spontaneous volunteer program. 		Delete as this is an ongoing City function and no new program is needed.	Then why are we keeping Policy 1 in the new General Plan?	

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
<p>Program 1.2 Provide space at City Hall and other key locations for a series of brochures describing human services (e.g., senior care facilities, child care facilities, youth programs, other programs) available in Novato, and distribute the brochure(s) to the public.</p>	<p>Space is provided for brochures when feasible and space is available. Online links to community resources are on the City’s website.</p>	<p>Space is limited for promoting brochures at sites in an attractive manner. Some brochures are kept in a resource binder, or available as handouts.</p>	<p>Carry forward and modify to reflect current communication methods and locations.</p>	<p>Could we ever have a touch screen in the “Tree House” lobby area so folks could access City, local and regional areas/services of interest? Why is this in the General Plan?</p>	<p>The City is planning on some form of lobby computer kiosk to conduct businesses (renew business licenses, book classes, obtain handouts, etc.). We have committed elsewhere to have one policy calling for providing information and services to the public on-line, and which will likely include a program calling for computer kiosks at some City facilities.</p>
<p>Program 1.3 The Housing and Services Commission will advise the City Council on planning, coordinating, advertising, and prioritizing Novato’s human services program.</p>	<p>This is accomplished as part of the overall efforts of staff research and collaboration, ad hoc committees and the work of other Commissions</p>	<p>There is no City Housing and Services Commission.</p>	<p>Delete</p>		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
<p>Program 1.4 Encourage development of programs to provide services to non-English speaking residents.</p>	<p>Partnership at the senior center with NIEP/ESC provides English as a Second Language (ESL) classes, citizenship classes, translation support services, multicultural social and educational meetings, and a part-time Multicultural Outreach Specialist works on-site at MTSC as part of the partnership</p> <p>Partnership with NBRC4Y and the Promotoras Program at the Novato Youth Center provides interpretation services for many educational workshops and trainings</p> <p>PRCS registrations forms, Youth Financial Assistance forms and policies are available in Spanish. -NIEP/ESC has some brochures and materials available in in Spanish</p> <p>PRCS also provides written and online PRCS program materials in Spanish versions.</p>		<p>Modify as a policy statement and identify implementing actions, perhaps as part of a broader communications program.</p>		
<p>Policy 2 Intermediate and In-Home Care. Help facilitate the provision of adequate, affordable intermediate care and in-home services for senior citizens and people with disabilities.</p>	<p>City provides information on available resources but does not provide these services.</p>		<p>Delete, not a city function.</p>	<p>However, if the City can facilitate the location of more services through planning efforts, that would be helpful.</p>	
<p>Program 2.1 Review the Zoning Ordinance to determine if</p>	<p>Provisions have been added to the zoning code for Residential Care Facilities for the Elderly (RCFE) in Section 19.34.160. Regulations include standards for parking, design, semi-public and semi-private</p>		<p>Delete, zoning ordinance is updated periodically in accordance with State</p>	<p>How does the City deal with group homes, homes for elderly (RCFE), etc. --this has come up at League HCDE policy committee with some</p>	<p>Novato follows state law with respect to group homes. That is, group homes with six or fewer clients are permitted by right in</p>

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
<p>regulations regarding community care homes, group homes, and other forms of housing appropriate for senior citizens and the disabled are appropriate.</p>	<p>use areas, minimize barriers to handicapped persons (ADA compliance), building and other safety codes, percent of the units to be set aside to be affordable and guaranteed by an agreement with the city.</p> <p>Reasonable Accommodation Ordinance adopted in 2014.</p>		<p>law.</p>	<p>communities want to limit them and you cannot by state law--just concerned that our land use/permitting policies address these in some way.</p>	<p>any residential zoning district; group homes of seven or more clients require a use permit. A Residential Care Facility for the Elderly (RCFE) that has six or fewer clients is classified as a group home where proposed in a residential zoning district. If the RCFE includes more than six clients then it may only be permitted with a use permit in the R10 and R20 residential zoning districts. An RCFE, regardless of the number of clients, may be permitted in the Neighborhood Commercial (CN) district with a use permit.</p>
<p>Program 2.2 Work with organizations representing senior citizens, the disabled, and other affected groups to identify suitable opportunities for community care homes, group homes, and other facilities for programs and services. Facilitate dissemination of information to organizations and the affected community regarding City processing</p>	<p>PRCS assists in dissemination of information through seasonal Activity Guide, and through the monthly Senior Citizens Club News & Views newsletter, and the quarterly Novato Historian. Through the NIEP/ESC partnership with PRCS and MTSC, a Whole Aging calendar of countywide events and activities focusing on seniors is printed and distributed quarterly</p> <p>See Policy 1, and 1.1</p>	<p>Staffing levels.</p>	<p>Carry forward as a program to provide website information regarding permit requirements for group homes and senior living facilities.</p>		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
requirements and foster awareness of organizational activities in the community.					
Program 2.3 Assist in developing a permit processing checklist that identifies City, County, and State regulatory and licensing requirements in order to assist persons and organizations interested in establishing community care homes or group homes in Novato.	Not implemented	Staff resources.	Incorporate into Program 2.2.		
Policy 3 Ambulatory Care (Day Care). Encourage the development of ambulatory care (day care) services for the chronically ill, mentally disadvantaged, and infirm elderly.	Not implemented	Staff resources.	Delete, this is function for the County and non-profits.	Is it relevant only as it related to planning policies that either facilitate or hinder development of these services?	

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
<p>Program 3.1 Assist in developing a directory of ambulatory care (day care) services and provide referrals to agencies that provide this type of care.</p>	<p>Directories have been developed by other county agencies, and are available as a resource through the City’s Margaret Todd Senior Center</p>	<p>Staff resources to keep directory current.</p>	<p>Delete, County maintains this information. Consider incorporating into a larger program regarding disseminating information.</p>		
<p>Program 3.2 Review the Zoning Ordinance to determine if regulations regarding ambulatory care (day care) facilities are appropriate.</p>	<p>Number of clients in a home increased from 12 to 14 as a permitted use (Use Permit required at 15) in response to changes in state law. New provisions added to Section 19.34.070 and in definitions under Child Care.</p>		<p>Delete, program implemented. Zoning ordinance is reviewed periodically and revised when state law changes.</p>		
<p>Policy 4 Skilled Nursing Homes. Support the provision of skilled nursing homes and affordable assisted living care for those who cannot be served by day care and intermediate care facilities.</p>	<p>Resources and information are available at the Margaret Todd Senior Center.</p>		<p>Carry forward</p>		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
<p>Program 4.1 Review the Zoning Ordinance to determine if regulations regarding skilled nursing homes and affordable assisted living care are appropriate.</p>	<p>Provisions have been added to the zoning code for Residential Care Facilities for the Elderly (RCFE) in Section 19.34.160. Regulations include standards for parking, design, semi-public and semi-private use areas, minimize barriers to handicapped persons (ADA compliance), building and other safety codes, percent of the units to be set aside to be affordable and guaranteed by an agreement with the city.</p>		<p>Revise to call for revision/clarification to the Zoning Ordinance requirements for affordable units in assisted living facilities; provide definitions for Residential Care Facilities for the elderly and affordability levels for both housing and services.</p>	<p>Can we control the cost of services provided to folks in the affordable units?</p>	<p>Our zoning requirements currently require that 10% of units be affordable. Application of this is challenging. Typically, the maximum unit price is restricted to low and very-low income affordability, however, it is very difficult to require subsidy of services, which can render the care unaffordable to those of limited means.</p>
<p>Program 4.2 Work with organizations. Work with organizations representing senior citizens, the disabled, and other affected groups to identify suitable opportunities for skilled nursing homes and affordable assisted living care facilities.</p>	<p>Ongoing support and interaction with organizations representing senior citizens, but identifying housing opportunities is not the role played by PRCS staff</p>	<p>Low staffing levels limit levels of community involvement for PRCS staff to identify opportunities for care facilities as part of a community planning effort.</p>	<p>Delete, insufficient staff resources.</p>	<p>Combine with others similar to this to link with land use – also economics? Probably doesn't fit under Human Services or Park & Rec. chapters.</p>	
<p>Program 4.3 Assist in developing a permit processing checklist that identifies City, County, and State regulatory and licensing requirements in order to assist persons and organizations interested in establishing skilled nursing homes and affordable</p>	<p>Not implemented</p>	<p>Staff resources</p>	<p>Delete. Duplicative of Program 2.2.</p>		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
assisted living care in Novato.					
Program 4.4 Work toward providing affordable assisted living care.	Other than individual group homes, no new assisted living care facilities were constructed, although a memory care unit was added at Atria.		Delete program and incorporate into Policy 4 statement.		
Policy 5 Child Care. Support appropriate child care for all income levels for families in Novato, and assist in identifying and securing federal, state, and local resources for child care.	PRCS is a licensed child care provider at Lu Sutton School for before and after school care, serving approximately 50 school-aged children per month during the school year. PRCS provides summer child care though extended and half day camp programs.		Delete. Marin Child Care Council and Marin First Five have a leadership role in this, not the City. But xxx planning policy should not discourage these uses – need adequate numbers for population.		
Program 5.1 Help monitor state and federal child care legislation, and support legislation that promotes affordable child care and funding for child care facilities and programs.	Review legislative updates	Limited staffing to monitor and support legislation	Delete. By law City must comply with child care licensing regulations and City doesn't have resources to monitor or support legislation.		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
<p>Program 5.2 Assist in identifying and securing public and private resources for affordable child care facilities and programs.</p>	<p>Have secured county funding for youth financial assistance to be used for any PRCS programs.</p> <p>Many families are served through the use of use of Marin Child Care Council scholarships that reduce costs and ensure access to affordable child care.</p>		Delete, program not needed.		
<p>Program 5.3 Determine the impact of commercial, industrial, and residential development on the demand for child care and consider appropriate mitigation measures to meet this demand.</p>	<p>Development Impact fee program created and addresses a variety of items related to the impacts of development, but does not address the lack of affordable licensed child care slots</p>	<p>This program is something the City does not monitor or track. Marin Child Care Council, Marin Kids, and First 5 Marin are possible resources to make these determinations as they track child care availability etc. Child Care needs can be tracked through kidsdata.org, the California Child Care Resource and Referral Network.</p>	Delete. Not needed or practical, except for very large-scale development.		
<p>Policy 6 Child Care Development Regulations. Ensure that child care facilities are sited and operated in a manner compatible with surrounding land uses. Allow family day care homes</p>	<p>Zoning amendments have been implemented.</p>		Modify. Retain policy statement re: compatibility with surrounding uses.		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
as permitted uses in all residential land use designations, and other child care facilities in any land use designation except where not appropriate for health and safety reasons.					
Program 6.1 Periodically review the Zoning Ordinance and other local regulations affecting child care facilities to ensure that appropriate standards are in place.	Standards for child care facilities adopted in Municipal Code Section 19.34.070. Some standards are included for the design of a facility.		Delete, program implemented. Planning staff reviews zoning ordinance periodically and if State law changes, the zoning ordinance is revised to reflect those changes.		
Program 6.2 For child care facilities serving 13 or more children, review siting through the environmental review and permitting processes.	This GP Program is in error or out of date. The current State standard is for 15 or more under Section 19.34.070 of the zoning code. Some standards are included for the design of a facility.		Delete, program implemented.		
Program 6.3 Investigate ways of “streamlining” the permit process for child care facilities.	Increased the number of clients that can be cared for as a permitted use. Childcare for 14 or fewer is permitted in all residential zones currently. Standards are included in Section 19.34.070 to give guidance to potential operators as to operational (zoning) standards.		Delete, program implemented.		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
<p>Policy 7 City Policies and Programs. Maintain and develop the City’s child care programs where feasible and appropriate.</p>	<p>PRCS is a licensed child care provider at Lu Sutton School for before and after school care</p> <p>PRCS provides summer child care though extended and half day camp programs</p>		<p>Modify to clarify City will maintain existing childcare programs we operate, not expand the number of facilities.</p>	<p>Have we discussed with the NUSD whether additional childcare programs, like at Lu Sutton, are needed; and, whether there is any interest in a joint effort?</p> <p>Elsewhere didn’t you say to retain as long as we can afford?</p>	<p>No discussion recently as NUSD contracts with multiple providers at their 8 elementary school. All providers provide before and after-school care, including to kindergarteners who are on reduced day.</p> <p>The current wording of the policy says “where feasible”, which captures affordability.</p>
<p>Program 7.1 Continue to incorporate child care programs into City-sponsored recreation activities wherever feasible and appropriate.</p>	<p>See Policy 7.</p> <p>Child care is considered when planning recreation activities and community workshops.</p>		<p>Delete, insufficient resources to provide child care at City-sponsored events.</p>		
<p>Program 7.2 Continue to work with the Novato Unified School District to provide child care programs at school sites and to respond to the needs of private providers and the community.</p>	<p>PRCS is a licensed child care provider at Lu Sutton School for before and after school care.</p> <p>Novato Unified School District has child care providers at each elementary school that they contract directly with to provide the service on campus.</p>		<p>Delete. Novato Unified School District has sole responsibility for contracting with child care providers on school sites.</p>		
<p>Policy 8 Social and Recreational Service. Maintain and expand social services and recreation programs for Novato’s youth</p>	<p>PRCS offers many recreation programs for youth of all ages, and includes social activities such as recreation nights and dances, and special events</p>	<p>City does not provide traditional social services (e.g., mental health programs, food stamps, foster care, etc.). These are provided by the County.</p>	<p>Modify to clarify City is providing social programs, not social services.</p>		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
<p>Program 8.1 Assist in coordinating and encouraging youth recreation, counseling, and social programs offered by public, private and non-profit organizations.</p>	<p>Ongoing, however, City no longer coordinates Youth and Family Services (former Youth Services Bureau) counseling program.</p>	<p>Budget reductions eliminated City as provider of low cost counseling services to low income families.</p>	<p>Carry forward with removal of counseling component. Also, modify to identify definitive program actions.</p>	<p>Does the NPD still have a youth explorer program and Project X?</p> <p>Agreed that a list of program actions by all departments would be useful.</p> <p>Have we asked the Novato Youth Center, NUSD, etc.. whether there are other programs that might help youth especially those at-risk youth. Recognize that we have limited staff and resources, but there may be opportunities to partner with others.</p>	<p>I can't speak to Youth Explorer or Project X in Police Dept. Our at-risk youth program was eliminated with staff reductions and budget cuts. The program was created in response to NUSD needs. We work closely with NUSD, Novato Youth Center, and others, on Blue Ribbon Coalition efforts. Between the Boys and Girls Club at San Jose Middle School and the programs targeting at risk youth provided by the Youth Center, we have not engaged recently to explore additional new program ideas targeting at-risk youth. The local YMCA offers mentoring programs and other programs targeting at risk youth that Novato youth and their families have access to. We participate in the Camp University program with the Marin YMCA and NUSD, that targets low income, low English proficient youth in Novato. We provide swim instruction and recreation swimming as part of this involvement. Our Youth Financial Assistance program targets at risk or low income youth and provides them access to positive role models and</p>

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
					opportunities to develop healthy habits and strong life skills keeping them away from crime and helping them be successful academically.
<p>Program 8.2 Continue to provide services, including juvenile counseling and parent education classes, as appropriate, such as through the Novato Youth Services Bureau. Periodically review the programs with public and private youth-serving agencies to determine areas that should be revised or improved.</p>	<p>Youth Services Bureau was eliminated due to budget cuts in early 2000's and counseling program phased out. Participate on Novato Blue Ribbon Coalition for Youth (NBRCY) – a community coalition in support of youth.</p> <p>Received grant funding from county mental health and substance abuse prevention funds for work with NBRCY.</p> <p>NBRCY and PRCS support workshops that support parents, youth and families related to issues such as bullying, role modeling, alcohol and marijuana use and prevention work.</p>	<p>Youth Services Bureau no longer exists</p> <p>Limited staffing did not allow continue of counseling programs</p>	Delete	Doesn't Novato Human Needs that we support also provide some counseling services?	Novato Human Needs provides services that include in-home education, basic supportive services, in-home life skills training, and intensive case management for families to help their earning potential and family stability. It is not explicit that counseling services are provided, but case management may include counseling support and services.
<p>Program 8.3 Continue to support, assist, and provide substance abuse programs.</p>	<p>The Novato Police Department (NPD) and the PRCS Department have liaisons to the Novato Blue Ribbon Coalition. NPD has active programs designed to reduce alcohol use by minors, including the Minors Alcohol Access Prevention (MAAP) program.</p> <p>Police Department conducts numerous business checks and "shoulder tap" operations throughout the City.</p>	Program is partially dependent on uncertain future grant funding from the County.	Carry forward		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
Policy 9 Health Services. Consider Novato’s needs in the review of proposals for new health care facilities, giving particular attention to those with special needs.	Novato Community Hospital was relocated to a new facility off Rowland Way.		Delete, not a relevant policy.		
Program 9.1 Coordinate with health care agencies to determine Novato’s health care needs.	PRCS does not coordinate with Health Care agencies regarding medical or mental health services as part of our work.	County Health and Human Services better poised to address taking a county-wide approach and working with all health care providers, including in Novato.	Delete, not a City responsibility.		
Program 9.2 Consider public transit and roadway access as factors in decisions involving the location of new health care facilities.		No active monitoring of this aspect when a new development application is submitted.	Delete, not a relevant program.		
Program 9.3 Encourage the hospital’s continued support of the community’s emergency plan.	Hospital has comprehensive emergency plan to assist in a disaster, along with onsite supplies to support an emergency, and is an active participant in City drills and exercises. Hospital Staff have participated in City exercises and planning for disasters/emergencies.		Move to Safety element.		

Human Services Chapter: Evaluation of Existing Policies and Programs – Full Table

Existing Policy/Program	Achievements/Status	Barriers to Implementation	Staff Recommendations for Update	City Council Questions or Comments	Staff Responses
	Hospital Admin has implemented “Races” support system as an alternative communications system to City of Novato EOC.				
Policy 10 Community Partnership Program	No work has been done by City. Intention of policy is unclear.	Lack of focus of community partnership program that would be directed to health care services – new health care facilities and residents with special needs. Lack of staff resources and funding to create Plan and implement Plan.	Delete, intent of policy is unclear.		
Program 10.1 Develop and implement a plan for a future program.	Not implemented.	See Policy 10	Delete, intent of program is unclear.		
Program 10.2 Identify funding sources for implementing the plan as part of the plan preparation.	No work done or being done since plan was not created.		Delete		