

**Human Services** 

# Human Services Department Summary

|                |       | General   |              |
|----------------|-------|-----------|--------------|
| <u>Program</u> |       | Fund      | <u>Total</u> |
| Human Services |       | 225,000   | 225,000      |
|                | Total | \$225,000 | \$225,000    |

# **Human Services**

DepartmentNo.ProgramNo.Program ManagerHuman Services90Human Services003Recreation Manager

# **Program Activities**

Utility Tax Rebates

The City refunds payments of utility gross receipts taxes to qualified disabled and/or senior citizens.

# 2021 Programmatic Goals

#### Goals

Process 1,100 rebate applications during the first 30 days of the 2021 rebate program.

Provide checks to qualified applicants within 14 days of application, 95% of the time.

| 2020 Programmatic Goals - Status                              |             |                                   |  |  |  |
|---|-------------|-----------------------------------|--|--|--|
| Goals   | Status      | Comments                          |  |  |  |
| Process 1,100 rebate applications during the first 30 days of | In progress | Appointments were required due to |  |  |  |
| the 2020 rebate program.                                      |             | COVID-19.                         |  |  |  |
| Provide checks to qualified applicants within 14 days of      | In progress |                                   |  |  |  |
| application, 95% of the time.                                 |             |                                   |  |  |  |

| Performance Measures          |        |        |           |           |
|-------------------------------|--------|--------|-----------|-----------|
|                               | 2018   | 2019   | 2020      | 2021      |
| Metrics                       | Actual | Actual | Estimated | Projected |
| Rebate applications processed | 1,441  | 1,339  | 1,400     | 1,422     |
| Repare applications processed | 1,111  | 1,000  |           | -,        |



# **General Fund**

| DEPARTMENT Human Services | NUMBER 90 |   |                |                |                |  |
|---------------------------|-----------|---|----------------|----------------|----------------|--|
| Program Budget            |           |   |                |                |                |  |
| Object of Expenditure     |           |   | 2019<br>Budget | 2020<br>Budget | 2021<br>Budget |  |
| CONTRACTUAL SERVICES      |           |   | 194,440        | 225,000        | 225,000        |  |
| TOTAL EXPENDITURES        |           |   | 194,440        | 225,000        | 225,000        |  |
|                           |           |   |                |                |                |  |
|                           |           |   |                |                |                |  |
|                           |           |   |                |                |                |  |
|                           |           | I |                |                |                |  |
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|                           |           |   |                |                |                |  |
|                           |           |   |                |                |                |  |
|                           |           |   |                |                |                |  |
|                           |           |   |                |                |                |  |



### **General Fund**

| DEPARTM<br>Human  | MENT<br>Services         | NUMBER 90                  | PROGRAM Human S             |                              | 1  | NUMBER 003 |
|-------------------|--------------------------|----------------------------|-----------------------------|------------------------------|--|------------|
| Account<br>Number |                          | 2019<br>Budget<br>(Actual) | 2020<br>Budget<br>(Amended) | 2021<br>Budget<br>(Proposed) | Detail   |            |
| 720.91            | UTILITY TAX REBATE PMTS. | 194,440                    | 225,000                     | 225,000                      | Payments to qualified seniors and disabled residents | 225,000    |
|                   | TOTALS                   | 194,440                    | 225,000                     | 225,000                      |  |            |
|                   |                          |                            |                             |                              |  |            |
|                   |                          |                            |                             |                              |  |            |
|                   |                          |                            |                             |                              |  |            |
|                   |                          |                            |                             |                              |  |            |
|                   |                          |                            |                             |                              |  |            |
|                   |                          |                            |                             |                              |  |            |
|                   |                          |                            |                             |                              |  |            |
|                   |                          |                            |                             |                              |  |            |
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