

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

October 16, 2007
6:30 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Hoople, Commissioners Beighle, Lazetti, Seltzer, Stout, Yantis

COMMISSIONERS ABSENT: Commissioners Huenefeld-Gese

STAFF PRESENT: Emily Leslie, Alex O'Reilly, Camron Parker, Department of Parks and Community Services

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:31 p.m. by Chair Hoople who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Yantis, who arrived at 7:00 p.m., and Commissioner Huenefeld-Gese who was excused.

3. APPROVAL OF MINUTES

A. September 6, 2007

Motion to approve the minutes as submitted was made by Commissioner Stout. Second was by Commissioner Lazetti and the motion carried unanimously.

4. PETITIONS AND COMMUNICATIONS – None

5. STAFF AND COMMISSION REPORTS

Commissioner Beighle said she attended the Hopelink fundraiser at which they raised more than one million dollars.

Commissioner Stout noted that nearly all of the Commissioners attended the joint boards and commissions meeting on October 10 focused on the Bel-Red corridor study. She said the presentation was exceedingly well done and she came away believing that there are some wonderful opportunities for housing in the corridor.

Human Services Manager Emily Leslie said she and Grant Coordinator Camron Parker are part of the staff team that will be dealing with the affordable housing portion of the Bel-Red study.

Ms. Leslie provided the Commissioners with copies of newspaper articles about the King County budget that was announced on October 15, and a listing of the public hearings that will be happening around the budget. She said the public hearing to be held in Bellevue will be at City Hall on October 30.

Ms. Leslie informed the Commissioners that on October 15 ARCH made a presentation to the City Council on affordable housing. Mr. Parker said the presentation started with the results of a series of ARCH workshops. The identified needs and strategies were highlighted. Department of Planning and Community Development Director Dan Stroh took the information and applied it to Bellevue directly, then explained how much of the work to be done can be rolled into the implementation schedule for the Bel-Red area. The Council wants to be able to address affordable housing in the Bel-Red area without having what happens there drive what happens in the rest of the city. The Council was very clear in stating that it is definitely time to reevaluate the city's policies relative to affordable housing.

Commissioner Stout asked if the issue of senior housing has been brought up as part of the discussion of affordable housing generally. Mr. Parker said ARCH Director Arthur Sullivan in his presentation to the Council talked about changing demographics and homelessness. A couple of Councilmembers raised the issue of senior housing needs.

Human Services Planner Alex O'Reilly said FACES East, the early childhood networking group on the Eastside, has been working on several projects. One of them is helping to distribute the *Getting School Ready* booklets. She provided the Commissioners with copies of the booklets and said she could make more available on request. The organization is also sponsoring a project to develop more information for parents who are non-English speaking and new to the American culture. The group recently sponsored an event for Latino parents at Lake Hills elementary school, and another event is planned for October 20 at Tyee middle school in collaboration with Chinese Information and Service Center for Chinese parents.

DISCUSSION

A. Mid-Biennium Review of Contracts Funded Under Health Care & Education and Job Skills Goal Areas.

Community Health Centers of King County – Healthcare for the Homeless

Faith Wimberley, Community Health Centers of King County grants manager, said the Healthcare for the Homeless program grew out of the on-call nursing services that used to be offered at various homeless shelters and the youth homeless clinics. The program provides nursing, substance abuse, mental health and case management services at temporary and permanent housing shelters in suburban King County. The program funded by Bellevue is for the nurse who visits the Eastside shelters. Clients are followed for up to a year after they have transitioned out of the shelter. The nurses are to be provided with laptops and access to the electronic health records for continuity of care.

Chair Hoople noted that the staff report indicates the outcomes are difficult to follow given that some clients do not come back. He asked if the indicated success rate of 33 percent means that about 33 percent of the clients come back for second visits. Ms. Wimberley said on average clients in the program are seen two times; some are seen far more than that. The national standard for self-management nationwide is 25 percent.

Chair Hoople also observed that the contract goal was 31 service units but the agency has already logged 118. Ms. Wimberley said the contract goal is based on the funding amount, not the projections of the agency for number of clients to be served.

Community Health Centers of King County – Primary Dental Care *Community Health Centers of King County – Primary Health Care*

Commissioner Stout asked if the program has seen a significant increase in demand following the closure of the Eastside Dental Coalition program. Ms. Wimberley said she is not personally aware of the increase, if any, from the loss of the van service. She noted that there is always a strong demand for dental services.

Mr. Parker said he has talked with Community Health Centers to ascertain their interest in keeping the monthly dental van program going. Those conversations are just getting started.

National Alliance for the Mentally Ill – Education, Support and Advocacy

Mr. Parker noted that the agency is on track to meet its contract goals for the year.

Barbara Thompson, office manager for NAMI Eastside, said things are generally going well. She said the biggest problem being encountered is the fact that no one seems to know the agency and its mission. The numbers look good but could be a lot better; attendance at the forums, classes and support groups has been quite low. A marketing subcommittee has been formed which hopefully will make a big difference. Hopefully within a year the overall numbers will be much higher.

Ms. Thompson said the agency has also had problems finding facilitators. She said Peer to Peer is an excellent program in which consumers lead consumers to monitor their own recovery and to recognize when they are starting to have issues. The problem is there have not been enough mentors recently to be able to offer the program. The plan calls for more training for mentors and support group facilitators. A forum was held in Spanish in Bellevue but no one attended; another one is planned for November. Forums in Chinese and Russian are being planned.

Asian Counseling and Referral Service – Naturalization Assistance for Immigrants and Refugees

Julia Friemund, naturalization director for ACRS, thanked the Commission for its past funding of the agency. She said ACRS is working with the King County Library System in partnering to offer classes on Mondays and Wednesdays from 1:00 p.m. to 3:00 p.m. As of the end of the third quarter, the program is at 74 percent of its contract goal for classes; the advising component is only at 52 percent. The class is seeing a very diverse group of people with more than nine different countries represented by the participants, and the age of the participants has ranged from 25 to 85 years old. Much of the Bellevue funding has been used for outreach efforts and making connections in the community. More than 60 percent of the clients served by the program have been very low income. More than 35 Bellevue residents have been served along with more than 50 non-Bellevue residents.

Commissioner Beighle asked if the mock interview increases the success rate for passing the real interview. Ms. Friemund said the evidence seems to suggest it does. Those who have taken the test have said some of the same questions are asked during the mock interview. Clients are strongly encouraged but not required to participate in the mock interview.

AtWork! – High School and Adult Transition to Community Employment

Mr. Parker observed that the city has for many years funded a high school transition program. During the last allocation process the program was expanded to include

adults.

Wendy Randall said her focus with AtWork! is on client services and quality and compliance. She noted that AtWork! has assisted individuals in getting employment out in the community since the 1980s. Over the years, however, the individuals with fewer physical, social and communication barriers have been able to be placed in the community. Those who face more challenges have been more difficult to place in the community and have traditionally been given employment in-house. New customized employment strategies that have proven to be successful on the East Coast and throughout the United States are now being implemented by AtWork! and the agency is finding it possible to move more clients toward independence.

AtWork! currently has only one workshop employing about 70 persons. The total number of clients supported by the agency has remained fairly constant over the years. The new approach takes a closer look at the lives of the clients to see if what they do outside of work can in any way be tied to what they could do on the job. The community liaison visits with businesses having specific clients in mind but also wanting to develop relationships.

Ms. Randall said an additional 247 connections with new employers have been made, which is roughly 70 percent of the contract goal. Direct sessions have increased by 104 in the last three months, which is 60 percent of the contract goal. The board of directors is helping to put together a business networking and advisory group to help the agency in getting to know employers on a personal level.

Commissioner Stout asked if there is case management or regular monitoring of how the clients who have been placed in the community are doing. Ms. Randall allowed that there is, primarily through the King County Division of Developmental Disabilities.

Crisis Clinic – Crisis Line

Mr. Parker explained that information on the number of Bellevue residents served is not collected, but the number of duplicated calls is tracked. The program is on track to meet its contact goals.

Elder and Adult Day Services – Adult Day Health Services

Mr. Parker said the program has already exceeded its contract goal by several factors but the agency prefers to receive equal payments against the contract throughout the year.

Senior Services – Volunteer Transportation

Mr. Parker said the city has funded the program for several years. He added that the

program is on track to meet its contract goals for the year. The drivers are offered

reimbursement, but the rate has not necessarily kept up with the increased cost of fuel.

Sound Mental Health – Subsidized Counseling Services

Mr. Parker said the program is on track to meet its contract goals.

Sound Mental Health – Wrap-Around Services for At-Risk Youth

Commissioner Beighle referred to the statement that 52 percent show no change based on the Children's Global Assessment Scale. She noted that the clients in the program are high risk and suggested such a large percentage of no change is striking. Mr. Parker said the agency considers maintaining clients where they are to be a successful outcome. Their overall goal is to work toward improvement, but keeping people stable is also a successful outcome.

Mr. Parker said the program is on track to meet its contract goals.

Therapeutic Health Services – Outpatient Chemical Dependency Treatment

Mr. Parker said he received updated numbers from the agency after printing the staff report. He noted that the program has exceeded its contract goals for the year. The agency reported that the response rate to the second outcome was lower than expected and that they have a plan for making sure that does not happen in future years.

Cancelled Contracts

Mr. Parker noted that the adult counseling program of Catholic Community Services, the mental health day treatment program of Community Psychiatric Clinic, and the Dental Coalition mobile dental services van all cancelled their contracts with the city. He pointed out that all three of the cancelled programs are in the same goal area. The mental health business is a difficult business to be in, which the loss of two of four funded counseling programs proves.

Commissioner Stout asked if the difficulties are unique to the Eastside or if they are being experienced in all parts of King County. Mr. Parker said the issues facing the provision of mental health services locally have been around for a very long time, but allowed that he did not know if similar problems are being faced in other areas.

Commissioner Lazetti asked if the agencies offered any explanations for why they cancelled their contracts with the city. Mr. Parker said all that is required is a letter calling for the contract to be terminated, though often agencies offer some explanation. Ms. Leslie commented that Community Psychiatric Clinic is based in

Seattle and came to the Eastside on the strength of a federal grant. They envisioned expanding their services accordingly but it simply did not pan out for one reason or another.

Mr. Parker said in the case of the Catholic Community Services contract he received a call from a program staffer who indicated his last day would be the next day. The agency has terminated its entire counseling program, not just on the Eastside.

Commissioner Stout asked staff to comment on the cultural competency of NAMI Eastside. Mr. Parker allowed that the agency has encountered difficulties in providing services in languages other than English. Commissioner Stout questioned whether the agency has an understanding of what it takes to reach out to communities of color and the need to use people from those groups in helping to design outreach programs and services.

Bellevue Community College – ESL for Adults in Community Schools

Mr. Parker said the program is offered at Highland middle school and includes childcare. The program is on track to meet its contract goals, and their outcome success rate is quite high.

Bellevue Community College – Preparing for Work

Mr. Parker said the occupationally focused program is on track to meet its goals.

Bellevue Community College – Women’s Resource Center, Career Transition

Mr. Parker said the program is on track to meet its contract goals.

Hopelink – Eastside Literacy Program

Mr. Parker said the program has gone far beyond what is supported by the Bellevue grant in providing services to Bellevue residents.

Jewish Family Services – ESL for Parents of Younger Children

Mr. Parker said the ESL class also has child care associated with it. He noted that service units were down dramatically in the first quarter of the year because of the weather and because there was a change of instructor in that same time period. In July and August, however, things really picked up and could still meet its contact goals for the year.

YWCA – Eastside Employment Services

Mr. Parker said the program is on track to meet its contract goals.

7. DISCUSSION

A. 2007-2008 Human Services Needs Update Overview

Ms. O'Reilly said the overview that was included in the packets was drafted by pulling key concepts from each of the chapters. It was noted that the overview is published as a separate document and distributed to those who want information without having to read the entire report. Typically the Needs Update is not completed until January after the Council has had a chance to review and approve it.

Commissioner Seltzer asked how many requests for the overview are received every year. Ms. O'Reilly said once the Needs Update comes out, staff generally is scheduled to make eight to ten presentations. A few copies of the full document are taken to each presentation, but the overview is provided to everyone. She added that all of the information is also available on the website.

Ms. Leslie added that staff intends to make presentations to additional city boards and commissions following the release of the Needs Update because of the joint efforts under way related to the Bel-Red corridor project and other initiatives.

Ms. O'Reilly said she has sent chapters to key informants along with a request to review them and offer edits or corrections. Those edits will be reflected in the updated materials to be provided to the Commission for the second meeting in November.

8. OLD BUSINESS

Ms. Leslie reminded the Commission that the Community Development Block Grant funding recommendations will be presented to the City Council on October 22. The Commissioners were encouraged to attend. She noted that a minor revision had to be made to the Home Repair Program because the city will not make FTE adjustments during the mid-biennium. For 2008, the Parks Department will use CDBG funds to temporarily increase the position from three-quarter time to full-time status for Sam Ezadean; the full-time position will be proposed as a permanent change in the next budget cycle.

Ms. Leslie said the November 6 meeting of the Commission may be canceled.

9. NEW BUSINESS – None

10. PETITIONS AND COMMUNICATIONS – None

11. ADJOURNMENT

Chair Hoople adjourned the meeting at 8:10 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date