

The Human Services Commission approved these minutes on July 15, 2008

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

June 17, 2008
6:30 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Yantis, Commissioners Beighle, Huenefeld-Gese, Lazetti, Seltzer, Stout,

COMMISSIONERS ABSENT: Commissioner Hoople

STAFF PRESENT: Emily Leslie, Alex O'Reilly, Joseph Adriano, Torrey Morgan, Department of Parks and Community Services

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:30 p.m. by Chair Yantis who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Hoople who was excused.

3. PETITIONS AND COMMUNICATIONS - None

4. STAFF AND COMMISSION REPORTS

Commissioner Beighle reported that she attended the new Crossroads Waterpark Grand Opening and had a very good time. The event was very well attended.

Commissioner Beighle said she also attended the Emerging Funding Landscape for Human Services meeting sponsored by the Eastside Human Services Forum and North Urban Human Services Alliance. She said she sat at a table with NAMI representatives who indicated that the agency had applied to King County for funding and were promised \$25,000, but then were told because of MIDD they would not get the funds and would have to reapply.

Commissioner Beighle said she heard recently that the Tent City residents were asking for cooked vegetables because they have very poor dental conditions.

Commissioner Huenefeld-Gese said she attended the Youth Link awards in May. There were a number of presenters and it was a good event.

Commissioner Stout said Parks & Community Services Director Patrick Foran was very pleased with the way the Youth Link awards ceremony had gone.

Commissioner Beighle reported that the Meydenbauer Bay Park project has a new consulting group, EDAW. As a result of them coming on board, things will be sped up considerably. A number of options are still on the table.

Grant Coordinator Joseph Adriano took a moment to introduce summer intern Torrey Morgan. He said the pool of applicants for the position was very strong, which made it difficult to make a selection. Ms. Morgan said she just finished her first year of graduate school at the University of Washington Evans School of Public Affairs. She said she grew up in Golden, Colorado, and has been in the Seattle area for five years.

5. DISCUSSION

A. Preliminary Review of Goal #1 Human Services Funding Applications

Mr. Adriano called attention to application 85 and noted that the application originally given that number was supposed to have been submitted to a different city and was pulled. Later it was discovered that Jubilee Reach had intended to submit an application but had inadvertently not done so; staff concluded that the new submittal system may have played a role and included their application even though it technically was received after the deadline. Their application was assigned number 85.

1. Catholic Community Services - Emergency Assistance Services Program

Commissioner Beighle noted that the agency was seeking no increase in funding over the previous funding cycle. The agency is seeking an emergency assistance coordinator; the position was posted on April 15 and it would be interesting to know if the position has been filled yet, though that would not be a reason for denying funding. She said she questioned why the agency had not submitted an application to Redmond considering the number of Redmond clients they have.

Commissioner Beighle pointed out that the agency has increased the number of days in Bellevue from one day per week to three beginning in May.

2. Catholic Community Services - Harrington House

Commissioner Seltzer said the program offers transitional housing for homeless women aged 18 and older who are pregnant or parenting children up to 18 months. The agency claims it had to turn away 50 women in 2007, but it is not clear whether that was done for lack of bed space or because they lacked the money needed to provide the service. She suggested that question should receive an answer.

Commissioner Seltzer said there was also some confusion regarding the Spirit Village program and why only African American women were referred there.

Commissioner Seltzer noted that the program has a very high success rate relative to moving people into permanent housing and jobs.

Commissioner Beighle observed that Bellevue is paying \$163 per unit while Redmond is paying only \$112 per unit based on what they are asking from each jurisdiction.

Commissioner Stout asked how long the clients stay on average and if it is long enough to allow for good stability. Commissioner Beighle said clients are allowed to stay up to two years but did not know what the average stay is. The outcomes for the program have been very impressive, and it appears the clients are not moved out until they are ready to do so.

3. Eastside Baby Corner - Distribution of Items for Needy Children

Commissioner Seltzer commented that the agency is moving from being all volunteer to having paid staff. What they are seeking from the various cities totals about \$120,000, which is significant. She suggested there would be repercussions on the part of the agencies that receive goods from Baby Corner if the service were no longer available. It may be necessary to find additional funding to cover the need because the agency serves a unique role on the Eastside.

4. Eastside Domestic Violence Program - My Sister's Home Emergency Shelter

Commissioner Beighle said the program offers short-term emergency shelter for the survivors of domestic violence and their children. The requested amount represents a five percent increase over the previous allocation. She said she had no big questions regarding the program. The volunteers associated with the program receive 50 hours of training, and the agency enjoys a large number of partnerships.

5. Eastside Interfaith Social Concerns Council - Congregations for the Homeless Housing

Commissioner Seltzer said while the agency's shelter program is not new, the

specific application for housing and support services is. Commissioner Beighle said the program serves homeless men with rent subsidies and case management without time limits; rents are guaranteed by the program, and any damage caused by a renter will be repaired under the program. She voiced concern over enabling, and said she would like to know how drug use is monitored in the program, if at all, and questioned the fact that no man has ever been kicked out of the program.

6. Eastside Interfaith Social Concerns Council - Congregations for the Homeless Emergency Shelter

Commissioner Seltzer said the program is operated by Eastside churches and offers shelter for homeless men. The men are given meals, given access to laundry facilities, and given the opportunity to shower. The program moves from church to church on a monthly basis. Case management is offered as well. The program has been in existence for many years and is very successful.

Commissioner Beighle said the program used to open at 8:00 p.m. but now opens at 7:00 p.m. The program began with volunteer case managers but now offers professional case management.

7. Emergency Feeding Program of Seattle & King County - Emergency Feeding Program - NE King

Commissioner Seltzer noted that the city has funded the program in the past but a dispute caused the program to split from its umbrella organization the Church Council of Greater Seattle. Because there were only two people left running the program, Bellevue pulled its support and an RFP was put out to cover the service; Hopelink was the organization chosen.

Commissioner Seltzer said the program serves a different client base and has different hours from Hopelink. Human Services Manager Emily Leslie offered to provide the Commission with a side-by-side comparison of the Emergency Feeding Program and Hopelink programs.

Commissioner Stout asked if the program participates in the Ten-Year Plan to End Homelessness, and it was pointed out that the application answered that question "not applicable" because they do not deal with housing. Commissioner Stout pointed out that a lack of adequate food plays a direct role in homelessness as people decide between eating and paying rent.

8. Friends of Youth - Homeless Youth Continuum of Care

Commissioner Seltzer explained that the program serves homeless and runaway youth on the Eastside aged 18 to 22. The program includes short-term emergency

shelter care, case management, counseling, drug and alcohol screening, and family reconciliation. The city has funded the program in the past.

Commissioner Beighle said they recently started a program for permanent supportive housing in partnership with low-income housing providers on the Eastside. Ms. Leslie explained that an apartment building in Kirkland has been purchased to provide housing and support for youth. A higher level of staffing and a lower number of residents is required due to changes in State licensing.

Commissioner Seltzer said she would like to know the seriousness of the problems the youth are facing and if the agency is able to address them. She said the question is particularly compelling given the unknowns associated with the change in licensing requirements.

9. Friends of Youth - The Landing Young Adult Shelter

Commissioner Seltzer said the shelter is located next to Highland Center and is the only shelter of its kind on the Eastside. The program has only a limited number of spaces available. Originally open two nights per week, the program has expanded to five nights per week. Staff is available to bus kids to Seattle when the shelter is full. The request for more money is aimed at increasing the total number of youths served by being open more days.

10. Hopelink - Avondale Park Emergency Shelter & Transitional Housing

Commissioner Huenefeld-Gese said the emergency and transitional housing program is well established. The program helps its clients work toward self-sufficiency.

Commissioner Huenefeld-Gese said the application is unclear with regard to what the program does with regard to culture. Commissioner Lazetti agreed and said the impression she got from reading the application is that they are working on it; no one at the shelter is bilingual.

Commissioner Lazetti said the application left her with questions about how program outcomes are tracked, and about how measurable and realistic they are. The application indicates that progress toward long-term self-sufficiency is determined by case managers, which appears to be subjective. The requested five percent increase will be used to replace a vacant staff position; no increase in the number of clients served is projected. The program does have a great deal of outside committed funding.

11. Hopelink - Hopelink Emergency Feeding Services

Commissioner Lazetti said the program works with various community partners in locations outside of current Hopelink facilities. The application presents the need very clearly and backs it up with solid documentation.

Commissioner Lazetti said program materials are available in several languages, and the food bags are available in Asian, Russian and Hispanic preferences. Others are available on request.

Commissioner Huenefeld-Gese said the contents of the food bags change seasonally, and voiced concern over whether or not they are nutritionally complete at all times. Commissioner Stout suggested that over the next six months to a year services like Hopelink will see problems in getting the food they need. She said one of her concerns is how those in need find out about the program; many in the current economic conditions who have never had a problem obtaining food are finding they are in trouble.

12. Hopelink - Hopelink Emergency Services

Commissioner Huenefeld-Gese said the program provides clients with five days' worth of food to supplement what they are able to purchase. The program also offers education regarding food and food services, and financial assistance to help people budget and connect with other resources.

Human Services Planner Alex O'Reilly noted that the emergency food bags are handed out to people who come to the food bank and find it closed. Commissioner Stout said she would like to know if the agency has plans for having the food bank open for more than just two days per month.

Chair Yantis said he would like the agency to comment on why the program is open so infrequently.

13. Hopelink - Hopelink Emergency Shelter & Transitional Housing

Commissioner Lazetti said the program provides comprehensive supportive services to homeless families aimed at helping them achieve permanent housing and skills for long-term self-sufficiency. The program meets the need very effectively. The application notes that 90 percent of the transitional housing clients are moved into permanent housing. She observed that there is some missing data relative to outcomes, and added that there are no measurable indicators for how well the goals are being met.

Ms. Leslie pointed out that the program had 55 transitional units available two years ago and are down to only 35. Dixie Price transitional housing is not mentioned in the application at all, so the agency should be asked to provide an explanation.

Commissioner Lazetti suggested the numbers in the application with regard to the number of Bellevue clients served with emergency shelter seemed quite high and thought the numbers should be verified or explained. Ms. Leslie also observed that the number of Bellevue clients served has decreased.

14. KITH - Transitional and Supportive Permanent Housing

Commissioner Huenefeld-Gese said the program offers transitional housing and case management for up to 24 months for low-income permanent supportive housing. The program works with families, can provide food and gas vouchers, furniture and housing goods, holiday and food gifts, and offers a community supper every Tuesday night. School supplies are also handed out toward the beginning of each school year. KITH owns and operates 20 units of housing, four of which are in Kirkland and eight of which are in Bellevue.

Commissioner Huenefeld-Gese said the application indicates the program outcomes in the past have not been the best but under the new leadership will be improved. The program has not been funded previously by Bellevue.

Commissioner Lazetti observed that the program has conducted quite a lot of fundraising, but the application lists only three cities and one foundation. The bednight and case management costs are higher than other agencies, so the agency should be asked to comment on why their internal costs are higher for providing similar functions. She said she was also unclear with regard to the 26 percent figure given relative to question 14C in the application.

Commissioner Lazetti pointed out that the application is not clear as to the exact number of units the agency owns and operates. Ms. Leslie explained that KITH does not own the units in Bellevue located at Housing at the Crossroads, but does provide the case management.

15. National Council of Jewish Women Seattle Section - Shalom Bayit:
Furnishing Peaceful Homes

Commissioner Lazetti said her initial conclusion after reading the application was that the idea is good but the application was poorly completed. The program provides gently used or new donated furniture and household items to survivors of domestic violence and their children residing in King County. Since no standard exists for what the program does, it is not possible to say the overall budget and unit costs are reasonable and appropriate. Their proposed outcomes appear to be appropriate.

Commissioner Lazetti said she had questions about the budget shown for delivery, which appeared to be as much as providing the furniture. Commissioner Huenefeld-Gese agreed that \$415 per family served does seem like a lot of money.

Commissioner Lazetti noted that the application does not give a breakdown as to where the program clients live. She also pointed out that the application talks about a 16 percent budget increase, but the numbers indicate a 23 percent increase.

16. Refugee Women's Alliance - Basic Food Outreach and Assistance

Commissioner Huenefeld-Gese explained that the program is located in Seattle but the agency wants to establish a Bellevue office. The service has previously been offered by Hopelink and the Refugee Women's Alliance wants to take it on. The focus is on providing assistance to get people connected to the Basic Food program by providing information in different languages, helping food banks with customer relations, assist in educating people with regard to nutrition and the value of food, and linking people to food banks.

Commissioner Huenefeld-Gese noted that the requested amount is very large and said she would like to know if partially funding the program would help at all.

Commissioner Seltzer added that the application shows no funding support from any source other than what is being requested of Bellevue.

Commissioner Lazetti said her concern was that the application indicates most of the requested money from Bellevue would be used just to open a Bellevue office; it appears there is no outreach to the community contemplated.

Commissioner Beighle pointed out that all of the staff persons are either refugees or immigrants, which is very positive.

17. Refugee Women's Alliance - Confidential Housing for Refugee and Immigrant Survivors of Domestic Violence

Commissioner Lazetti said the program provides safe, culturally and linguistically appropriate short-term transitional housing for refugee and immigrant survivors and their families. The program is new.

Commissioner Huenefeld-Gese noted from the application that the program intends to provide two two-bedroom apartment units in Bellevue to house a single mom with up to three children, or two single women, for up to three months. She said the requested amount seems quite high given that goal.

Commissioner Lazetti observed that the housing costs are higher than those shown by existing agencies. No fundraising is shown in the application, and nothing is shown as coming from other jurisdictions.

Chair Yantis said he would like to know if the immigrant and refugee population is more susceptible to domestic violence than the rest of the population. Commissioner Beighle said the application does make that claim. Commissioner Seltzer said it

would be helpful to know if women from those populations are apt to seek help following a domestic violence incident.

Commissioner Beighle said she would like to know what the program's turnaway rate is.

18. Senior Services - Community Dining

Chair Yantis said the program provides a nutritionally balanced meal to adults aged 60 and over in a social setting. He said the agency cites both the good food and social aspects as being important to the senior community. The application has been submitted to the city several times in the past and the Commission has always been troubled by the fact that there is no income verification. The agency does, however, conduct a yearly survey of uses from which income data is generated. (Staff note: it wasn't clarified during the meeting, but the agency that conducts the yearly survey of uses from which income data is generated is World Impact Network)

Ms. Leslie explained that the figures listed in the application are incorrect; the mistake occurred in the transfer of the electronic application.

Chair Yantis said he could find nothing in the application about a present need being unmet or about people being turned away from service.

Commissioner Stout noted that the application repeatedly refers to "eligible seniors" but nothing is said about how the term is being interpreted. She suggested it would be helpful to know why the program reports a decline in services over the last few years as noted in question 16, and questioned the outcome highlighted in question 18.

19. Senior Services - Meals on Wheels

Ms. Leslie noted that the figures in the application were not accurate, explaining that again the problem rested with the electronic application process.

Commissioner Stout said the program has previously been funded by the city. The program is seeking a substantial increase due to the increase in food costs everyone is having to deal with. She said she does have some concerns about the ability of the program to provide ethnic meals other than Kosher.

20. Solid Ground - Housing Stability Project

Commissioner Stout said the agency was previously known as the Fremont Public Association. The program seeks to prevent homelessness by making one-time grants to homeowners and tenants in danger of eviction or foreclosure because of short-term financial difficulties. The program is seeking a ten percent increase over its previous allocation. The need for the service is clearly stated in the application.

Commissioner Stout suggested the agency should be asked to provide testimony to the Planning Commission and City Council with regard to the need for affordable housing in the Bel-Red corridor.

The work of the agency is clearly defined and carefully coordinated with other agencies. The organization has a Veterans and Human Services levy contract. Commissioner Stout questioned why the program has not applied for funding from other jurisdictions. Ms. Leslie suggested the answer to that question could lie in the way CDBG funds are handled collectively by smaller cities.

21. St. Andrew's Housing Group - Resident Services Program

Chair Yantis said the new program was recently chosen to receive United Way Venture Fund dollars. The application is for a structured resident services program at all of their properties based on the success of the pilot program at Highlands Garden site in Klahanie. The requested funding will allow for the development of an internal infrastructure, direct services staff, and program management. The program is based on a national best practices model.

Commissioner Stout commented that while the city may not be able to provide the amount of funding asked for, it would be a great investment. The application is very well written, which reflects well on the work being done by the agency.

22. The Salvation Army, Eastside Corps - Emergency Assistance Program

Chair Yantis said the program has a long history of funding with the city and has proved itself to be efficiently run. The city gets a lot of bang for the buck by funding the program. Agency personnel interview people seeking assistance to verify the need and income status; help the client develop a plan to most effectively address the problem; maintain effective case management to ensure the wellbeing of the clients; and encourage clients to attend communal meals, worship services, and recreational programs.

Commissioner Stout said she rated the program fairly low. The application includes lots of general statements but is short on hard evidence. To a great extent the service offers little more than a bandaid, and there is little evidence that the program moves families to long-term self-sufficiency. The projected number of residents to be served is down, but the case management numbers are projected to increase. There is no indication that the top persons in charge of the program have any training or degrees.

Commissioner Beighle said she would like to have data for question 18.

23. World Impact Network - Renewal Food Bank

Chair Yantis said the organization has applied in the past but has not previously been funded by the city. The application says the program is aimed at those members of society who are overlooked by other food bank programs. He said it is problematic that the program does not require any income verification. The agency wants to serve undocumented families and is afraid that by seeking verification the families will not participate. A survey of clients is taken twice each year that includes an ask for income numbers. Clients are permitted to select their own food items. The program has been operating in King County since 1998 and is part of the Northwest Harvest and Food Lifeline hunger relief networks.

Commissioner Stout noted that the organization uses United Way outcomes but does not receive funding from United Way. She pointed out that the agency does not claim to be connected to the Ten-Year Plan; their data is a snapshot rather than accumulated; and there are questions about the actual number of people being served. The program does not appear to have any active collaboration with other agencies. Every child is counted as a client, even though the agency says only one person per family can come to the food bank once each week; by counting the children, it appears as though the program is serving a very large number of persons.

24. YWCA of Seattle King County Snohomish County - YWCA Eastside Women's Center

Commissioner Stout said the data included in the application is very good. The program has an active participation with the ten-year plan and the outcomes are detailed, clear and trackable. She noted that the director is leaving for another job and said she would like to know what is planned for the transition period.

Commissioner Stout said she would like to know why the unit costs have changed, why there has been a sharp increase in the number of Bellevue units, and why there has been a decrease in the number of Kirkland units.

Commissioner Lazetti referred to question 20 and asked what specific increases in the program are triggering increased costs.

Commissioner Lazetti said she would like to know what long-term plans the organization has to break the cycle of recidivism.

25. YWCA of Seattle King County Snohomish County - YWCA Family Village

Chair Yantis said the program combines transitional housing with case management support services for homeless families. There is a focus on developing self-sufficiency plans, and the program offers childcare services for children aged one to

six. The program outcomes are good. The program has a history of being funded by the city.

- 6. OLD BUSINESS - None
- 7. NEW BUSINESS - None
- 8. PETITIONS AND COMMUNICATIONS - None
- 9. ADJOURNMENT

Chair Yantis adjourned the meeting at 8:53 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date