

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

October 20, 2009
6:30 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

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

COMMISSIONERS ABSENT: Commissioners Hoople, Plaskon

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

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:35 p.m. by Chair Stout who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Yantis who arrived at 6:36 p.m, and Commissioners Hoople and Plaskon who were excused.

3. PETITIONS AND COMMUNICATIONS

Ms. Mary Ellen Stone with the King County Sexual Assault Resource Center thanked the Commission for its continued support. She noted that support from the city is particularly needed during the current economic downturn. KCSARC receives \$400,000 from King County, which is 20 percent of the agency's operating budget. The proposed 80 percent cut in that funding will be devastating. The Commissioners were urged to talk with King County Councilmembers Hague and Dunn about finding solutions. The agency is doing great work and the city's support is making a difference. All of the services are available in both English and Spanish. A federal grant was recently received with Consejo that will allow a Consejo staff person to be stationed at the KCSARC office. The agency is also working more closely with the faith communities. As sex offenders come out of prison it is important that they integrate well in the community; many look at integrating into faith communities which offer a welcoming environment. Working with the faith communities allows them to

move ahead both compassionately and with their eyes wide open, with policies and procedures in place to protect everyone. KCSARC also has an arrangement with the prosecutor's office to handle legal advocacy cases of felony child abuse.

Chair Stout asked if there are any particular solutions the Commission should pursue with Councilmembers Hague and Dunn. Ms. Stone said Councilmember Hague has talked about reissuing the veterans and human services levy funds sooner rather than later and expanding the scope. That solution, however, would not take effect until 2011. What are needed are short-term solutions to maintain existing funding levels.

Ms. Joellen Monson, Eastside branch manager of Therapeutic Health Services, thanked the Commission for its support for the agency. She said since February the branch has expanded its services to include on-site child care and an on-site mental health professional. Everyone who comes to the clinic for drug and alcohol screening also receives a mental health evaluation. A staff psychiatric nurse is able to do medication management. After the first of the year, the program will be expanded to include suboxone, a methadone substitution for people who are addicted to prescription medications and for young people who have not had a sustained heroine or narcotic lifestyle. The agency recently entered into a partnership with HERO House to provide services for them. Across the country it is estimated that about nine percent of the population has drug and alcohol issues, and almost 11 percent have mental health issues. Extrapolating those figures to the city of Bellevue means there are almost 1100 people in the city with drug or alcohol issues. For the year to date, the agency has already served more than 100 Bellevue residents.

Mr. John Edwards, manager of the Family Development program at Hopelink, thanked the Commission for its continued support of the agency. He also thanked the Commission and staff for their patience in waiting for accurate numbers to be reported. The process has been ironed out and accurate reports have been generated and submitted. He said rather than a steady flow of clients seeking job training, the program is seeing a steady flow of clients just wanting a job. The focus is on engaging people with case management and helping them understand workers need far more than just a high school diploma to land good jobs. Most of the job seekers are in crisis mode so they take a little longer to engage them in thinking that they need to seek jobs for which they are qualified rather than simply apply for every job listing. That often means they need additional training.

Mr. Richard Wilson with AtWork! thanked the Commission for funding the agency over the years. He commented that the community liaison has been invaluable in helping employment consultants develop better relationships with businesses in the five cities from which the grant came. Since August, jobs have been found for two Bellevue residents, one at Safeway and one at Washington Tower; both employers are happy with the arrangement. During the past year 85 new trial work experiences were completed; the program allows people with significant disabilities to try out tasks with different businesses. Some 2400 volunteer hours have been logged as well.

Bellevue funding has helped get clients out of sheltered work environments.

4. STAFF AND COMMISSION REPORTS

Commissioner Beighle said she had a meeting earlier in the day with the chief of police in Issaquah. Also attending the meeting were Allison Eisinger from Seattle/King County Coalition on Homelessness (SKCCH), Meghan Altimore from Hopelink, Paul Wintersteen from the Human Services Commission of Issaquah, and Steve Gierke, Human Services Manager for the City of Issaquah. It was concluded in the meeting that the city of Issaquah will support the One Night Count.

Commissioner Yantis said he attended the Hopelink luncheon on October 19 along with Chair Stout. The fundraising total reported to date was \$1,060,000.

Chair Stout said she and Human Services Manager Emily Leslie met with Councilmember Mike Creighton on October 19 to bring him up to date. She noted that interviews with three persons seeking a position on the Commission are slated for the afternoon of October 26. It is hoped a new Commissioner will be seated by mid-November.

Human Services Planner Alex O'Reilly said the King County Children and Family Commission awarded a grant to SOAR to conduct a series of focus groups aimed at determining what young Latino families with children birth to three would like to see by way of home visiting programs. On October 17 one of the focus groups was hosted at the Crossroads Community Center. It was expected that some 15 parents would show up with their children, but the attendance mark nearly topped 40 parents and about 20 children. The session was conducted in Spanish. Focus groups have already been held at the Center for Human Services in North King County and Highline in White Center; several more sessions are planned, following which a full report will be produced and released.

Human Services Manager Emily Leslie reported that following the Commission's last meeting the King County Council held a budget hearing in Bellevue City Hall, the first in a series of budget hearings to be conducted in various locations within the county. She said she attended the hearing along with intern Cynthia Sessoms. Several human service agencies testified before the Councilmembers, all of whom were present except for Peter Von Reichbauer. Ms. Leslie said the day following the King County Council budget hearing she attended a subcommittee session focused on reviewing specific budget items. Concerns were voiced about the proposed program funding cuts for sexual assault, domestic violence, senior centers and adult day health care.

Chair Stout said she attended the subcommittee meeting as well and found it interesting that the concerns raised centered on the issues most prominently raised by agency representatives during the public hearing.

5. DISCUSSION

A. Mid-Biennium Review of Human Services General Fund Contracts

54. Children's Response Center – Harborview

The Commissioners had no questions about the application.

55. Consejo Counseling and Referral Services

The Commissioners had no questions about the application.

56. Crisis Clinic – Teen Link

Chair Stout noted that the program did not submit demographics information in the same manner as other programs but said she was not concerned about that.

57. Eastside Domestic Violence – Community Advocacy Program

The Commissioners had no questions about the application.

58. King County Sexual Assault Resource Center – Comprehensive Assault Sexual Services

Chair Stout questioned why the hard goals for the program were set so low. She noted that for 2008 under advocacy the goal was 55, whereas the goal for 2009 is reported at only nine. Ms. Leslie suggested the reported figure for 2008 could represent the actual number of clients served rather than the goal. Mr. Adriano added that the goal figure projected for 2009 could represent only what the Bellevue funding covers. He said he would follow up on the issue with the agency.

59. Refugee Women's Alliance – Domestic Violence Support Group

Chair Stout noticed that the goal of 240 support hours has been exceeded already by 30 hours. Ms. Carlin Yoophom said initially the plan was for a single group, but the need for a second group became evident. The second group has already been started which accounts for the additional hours. Both of the sessions are conducted in Russian.

60. Sound Mental Health – Eastside Behavioral Responsibility Program

Commissioner Beighle asked why the city has already paid 100 percent of the contract amount. Mr. Adriano said the program is one that bills out as soon as the services are billable. Ms. Leslie said some agencies take that approach to help them with their cash flow.

61. Asian Counseling and Referral Service – Asian/Pacific Mental Health Project

The Commissioners had no questions about the application.

63. Health Point – Healthcare for the Homeless

The Commissioners had no questions about the application.

64. Health Point – Natural Medicine Program

Commissioner Yantis observed that the reported success rate is relatively low compared to the outcomes shown by most other agencies. He asked if that is typical for the type of service or if the Commission should expect to see a higher success rate. Commissioner Huenefeld-Gese suggested the low rate could be tied to the population being worked with, which is the homeless in local shelters. She said she was interested in how the measurements were made and gave the program credit for looking at follow-up and continued care; she added that she was not surprised at the low numbers reported.

Mr. Adriano pointed out that the outcome measures for both the healthcare and natural medicine programs are the same. That is partly because the outcome document is from United Way and partly because the natural medicine program is actually part of the healthcare program.

65. Health Point – Primary Dental Program

Chair Stout said the report drove home for her the incredible need for dental care.

Commissioner Huenefeld-Gese said she would be curious to know why only a low percentage of the clients complete their treatment plans within a year of their first exam. Chair Stout said she worked with a dental van program in the past and found one of the issues to be that clients seek services when they are in pain but often put off ongoing services.

66. Health Point – Primary Medical Program

Chair Stout noted that the program was at 406 percent of its goal. She asked if the program is offered countywide. Mr. Adriano said the service units reported should only be for Bellevue clients. He said he would verify the numbers with the agency.

67. Crisis Clinic – 24-Hour Crisis Line

The Commissioners had no questions about the application.

68. Eastside Adult Day Services – Comprehensive Adult Day Health

Services

Chair Stout referred to the outcomes statement that said people with progressive illness and/or severe disabilities live as fully as possible and commented that from her own experience with an elderly relative just participating is indeed an outcome.

Commissioner Yantis said the section of the report dealing with attendance at group activities was confusing and Mr. Adriano agreed to seek clarification from the agency.

69. NAMI Eastside – Education Support/Advocacy

The Commissioners had no questions about the application.

70. HERO House

Chair Stout raised a question about the number of clubhouse visits and how they are counted. Ms. Erica Horn said counted visits involve persons coming into the clubhouse and making contact for 15 minutes or longer. The 1531 visits reported are total Bellevue visits. The 141 visits in the contract was predicated on how much the award from the city was and the way the scope of work was structured.

Ms. Horn acknowledged the receipt of a question from staff regarding the employment outcomes numbers and how they are measured. She said the agency follows the evidence-based supported employment structure where even one day on a job counts toward employment goals. Of the 30 reported as employed between January 1 and June 30, two completed a six- to nine-month transitional employment position and then moved into supported long-term employment; two continued to work supported employment through HERO House; three completed trial work experience temporary work; twelve actively employed members continued to use the services; four ended their employment in under six months; four ended up on inactive status, and three experienced false starts. Of the 30, nine were Bellevue residents, and eleven had start dates in 2009.

Ms. Horn reminded the Commissioners that HERO House is no longer with NAMI Eastside, has its own 501(c)(3) status, and has been state certified for one year.

72. Senior Services – Volunteer Transportation

The Commissioners had no questions about the application.

73. Sound Mental Health – Eastside Counseling for Low-Income Clients

The Commissioners had no questions about the application.

74. Sound Mental Health – Eastside Wraparound Services for At-Risk Youth

Mr. Adriano pointed out that the outcomes data with regard to clients effectively engaging in treatment included in the report was somewhat misleading because it was not based on a full span of time. The other two outcomes are accurate.

75. Therapeutic Health Services – Chemical Dependency Outpatient Counseling Services

Chair Stout asked if the outcomes data reflects services to Bellevue residents only. Ms. Joellen Monson said it was her understanding that some 450 patients in total have been treated, with 350 coming from cities other than Bellevue that are being served.

77. AtWork! – Community Liaison

The Commissioners had no questions about the application.

78. AtWork! – Vocational Services Coordinator

The Commissioners had no questions about the application.

79. Bellevue College – Adult ESL

The Commissioners had no questions about the application.

80. Bellevue College – Preparing for Work

The Commissioners had no questions about the application.

81. Bellevue College – Women’s Center/Center for Career Connections

The Commissioners had no questions about the application.

82. Hopelink – Adult Education Program

The Commissioners had no questions about the application.

83. Hopelink – Employment Program

Mr. Adriano provided the Commissioners with updated information for the report data regarding case management hours.

84. Jewish Family Service – Refugee and Immigrant Service Center

Commissioner Huenefeld-Gese said she was curious about the program success rate figures.

Commissioner Yantis said it appeared that if the clients do not find jobs, or do not stay in a job for 30 days, the measurement indicator cannot be satisfied. He suggested it would be helpful to have those two goals split. Ms. Leslie said the agency has used the outcome successfully for many years. The problem is the current difficult economic times and the number of persons competing for each job.

85. Jubilee REACH Center – Story Time ESL Program

Commissioner Huenefeld-Gese pointed out that the outcome statement “improved English skills” had as its measurement “attendance.” Ms. Agnetta Kabuage said how often clients attend the sessions is a good indicator of how much they are improving in their English skills. Ms. Kabuage said the success rate for the 82 clients measured is based on those who fulfilled the minimum attendance and at least two sets of testing.

Chair Stout asked how many times each week the classes meet. Ms. Kabuage said the classes meet on Tuesday and Thursday mornings and Monday and Wednesday evenings. When the grant application was written there were only three classes. That has since grown to four, including Level IV, and there is a Chinese ESL and advanced talk time, as well as tutoring for GED and citizenship classes.

Ms. Kabuage also informed the Commissioners that the community kitchen is being expanded, so ESL women are learning catering skills as well as developing their English skills.

86. YWCA of Seattle/King County/Snohomish County – Eastside Employment Services

Ms. Leslie said it appeared that the outcomes shown in the report are actually from another program, possibly the day center. Mr. Adriano said he would obtain and mail out a corrected form. Ms. Leslie noted that the program’s success rate is quite low because of the population being served.

6. OLD BUSINESS

Chair Stout reported that at the Council meeting on October 19 there were a number of questions asked about why funding for a generator for the dialysis machine at the Kidney Center was not included with the CDBG applications. Ms. Leslie noted that the staff responded to the issue in December 2008 by indicating that the generator project was not eligible for CDBG funding. She said that finding will be forwarded to the Council again.

Ms. Leslie said questions were also raised about the Home Repair Program to which staff is preparing a response that will include data about the demand for the program. Another question was asked about the impact to the ARCH work plan given the proposed funding reduction; she said she would contact Arthur Sullivan about that before responding to the Council.

Commissioner Yantis asked about the claim made by the representative from Therapeutic Health Services during Petitions and Communications regarding the number of persons with chemical dependency or mental health issues in the city. He pointed out that ten percent of the city's population would be more like 11,000, not 1,100 as was stated.

Ms. O'Reilly agreed that the figure cited would be off even if the population base used had persons under the age of 18 removed from the total.

7. NEW BUSINESS

Mr. Adriano reviewed with the Commissioners possible dates for visiting Jubilee REACH.

8. PETITIONS AND COMMUNICATIONS

9. ADJOURNMENT

Chair Stout adjourned the meeting at 8:02 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date