

*The Human Services Commission approved these minutes on July 24, 2012*

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

June 12, 2012  
6:30 p.m.

Bellevue City Hall  
City Council Conference Room 1E-112

COMMISSIONERS PRESENT: Chairperson Bruels, Commissioners Beighle, McEachran, Perelman, Plaskon, Stout, Yantis

COMMISSIONERS ABSENT: None

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

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:02 p.m. by Chair Bruels who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Perelman, who arrived at 6:09 p.m., and Commissioner Plaskon, who arrived at 6:11 p.m.

3. APPROVAL OF MINUTES

A. May 22, 2012

Commissioner Stout referred to the last line on page 8 and said the sentence "No mention is made in the application of the work of the program to service young families" should be deleted and replaced with "There is no mention in the services of the agency of the service to young families, other than housing."

Commissioner Yantis moved to approve the minutes as amended. The motion was seconded by Commissioner Stout and the motion carried unanimously.

4. PETITIONS AND COMMUNICATIONS – None

5. STAFF AND COMMISSION REPORTS – None

## 6. DISCUSSION

### A. Full Human Services Application Review (Goals 2 & 3)

Agency representatives invited to answer specific questions were invited to address the Commission.

Ms. Ida Lam was present representing the Chinese Information and Service Center Cultural Navigator Program.

Commissioner Yantis commented that Bellevue has been asked to fund a very high percentage of the program compared to Redmond and other cities. The service units, however, do not appear to have the same percentage breakdown. Ms. Lam said Bellevue funds approximately 63 percent of the current program, Redmond 27 percent, and Kirkland about 10 percent. The projection is that a much higher percentage of Bellevue residents will be served under the contract. Commissioner Yantis pointed out that the \$58,000 asked from Bellevue and \$23,000 from Redmond is not in line with the service unit percentages.

Commissioner Stout said she had been pleased to see how many of the other applicants listed the Cultural Navigator Program as a partner. She said that speaks very well to the work being done by the program.

Chair Bruels asked for an explanation of the contract performance issues encountered in 2011 and asked what the plan is to keep the issues from reoccurring. Ms. Lam said the food bank in Redmond moved out of the campus, and that caused a big problem for clients in terms of travel. The Cultural Navigator Program works very closely with the food bank and from time to time offers services to clients directly at the food bank. Hopefully that will help to bring the service units back up. Additionally, the problems faced by clients have become more complicated and that means program staff must spend more time with each client, and that has skewed the numbers. The network of partnerships established by the program is also making it possible to serve more clients.

Ms. Susan Nieh, program manager for Eastside Healthy Start, Ms. Veronica VanCouwenberghe, supervisor of the family support specialists at Friends of Youth, and Kathleen Hickey, Healthy Start supervisor for Youth Eastside Services, were present representing the Eastside Healthy Start program.

Commissioner Stout said she had questions about who will serve as the fiscal agent for the program for the duration of the contract starting in January 2013. She noted that the Commission had heard that Friends of Youth would be ending its relationship with the program in July 2013. Ms. Nieh said Friends of Youth CEO Terry Pottmeyer was asked that very question and said Friends of Youth is committed to being the fiscal agent and will not renege on the contract once signed. That means the agency

will remain at the helm through the end of 2014.

Commissioner Stout said she was troubled by the statement in the application that talks about services provided by Friends of Youth; she noted that there is no mention of supporting young families with home visiting and counseling outside of housing issues. Ms. Nieh said she was appointed program manager just as the details for the program were being finalized. She allowed that mention of the support fell between the cracks. In the reorganizing of the administrative structure for Healthy Start, the program is part of the Youth and Family Services directorate at Friends of Youth; the program also has a place at each of the other four collaborative agencies.

Commissioner Stout said she also was having trouble understanding where the various staff functions are going to be housed. She said the Commission was hearing that the administrative staff would be housed at Duvall, yet the application indicates they will be housed in Issaquah. Ms. Nieh said she is the central administrator and that her office is in Duvall at Duvall Place, a joint enterprise between Friends of Youth and Hopelink. The direct service staff for the program are located in Issaquah.

Commissioner McEachran asked if the change in structure is relative to changes to structure in the overarching organization. Ms. Nieh said the direct services arm remains the same. The agency is in transition to upgrade the standards to the evidence-based parents and teachers model. The services will be more clearly defined in accord with that model.

Commissioner Stout said she was surprised to see a slight decrease in the application request given the significant loss of funding over the last year for the program, namely the loss of the Children and Family Commission dollars. She asked why the ask did not at minimum seek an inflation increase. Ms. Nieh said she would have to put that question to the grant writer. She allowed that funding is being sought from two additional cities.

Commissioner Perelman asked what plans the organization has to make up the funding it has lost. Ms. Nieh said the agency went through a significant reduction at the beginning of 2011. All staff took a cut in pay, and any family that had already received 24 months of service and were not in crisis were let go from the case loads. At one point the number of administrative personnel was reduced to only three persons, plus one coordinator of the parent mentor program. The parent mentor program has since been moved to Youth Eastside Services, and the housing costs have been rolled into the budget under professional contracting services.

With regard to service system coordination, Ms. Nieh said the Thrive By Five contract requires the program to serve high-risk families. All high-risk families in the model have to receive at least two home visits per month, and the average has been only one visit per month. That accounts for the increase in service per family. The program will have opportunity through Thrive By Five to request more funding from

the state and federal governments.

Ms. Jenny Dulas was present representing Refugee Women's Alliance.

Commissioner Beighle asked why funds from other cities were not being sought, particularly Renton where there is a high need and clientele base. Ms. Dulas said her preference would be to ask every city for funding. However, in conversations with various jurisdictions the picture was clear that what was received in the past is all that will be available during the next funding cycle, and no funding has been received from Renton in the past for the program. Renton has, however, funded case management and emergency assistance programs for ReWa under a different program name.

Commissioner Stout asked if ReWa provides direct access to food or if the agency only assists clients in filling out the application food stamps. Ms. Dulas said the focus is on assisting the clients in applying for food stamps, though referrals are often made to other programs. Changes in demographics are triggering a need to add staff with additional languages.

Chair Bruels said the amount shown in the application for salaries and benefits seemed a bit disproportionate. Ms. Dulas said the 0.5 FTE refers only to what is being asked of Bellevue.

Mr. Adriano asked if the anticipation is that the program as currently funded by Bellevue will evolve into what is going on in Renton. Ms. Dulas said there is definitely that possibility. In starting out in Bellevue there was a specific need to work with newly arrived populations, but the challenge faced on the Eastside is the fact that the demographics keep shifting. The agency has not been able to have the same level of diverse staff in Bellevue that it has had in other areas. Everything possible is being done on a referral basis, but transferring to a broader approach, like the one in place in Renton, focused on meeting the whole need, not just the food component, would benefit Eastside residents.

Attention was given next to assigning dollar values to the Goal 1 applications.

Commissioner Yantis suggested the first thing the Commission should do is determine what the term "flat funding" means. He proposed it should mean no decrease or increase over the previous allocation, and should not include a cost of living adjustment.

Commissioner Perelman noted that some of the applications for which the Commission had initially called for flat funding are seeking the exact same amount as before. She agreed with Commissioner Yantis's proposal, as did the other Commissioners.

Commissioner Stout pointed out that many of the agencies have gone five years or

more without any salary increases.

Commissioner Yantis said the 2.1 percent cost of living increase applied to the total allocated for 2012 would calculate out to be roughly \$56,000. He also calculated that if each application for which the Commission has preliminarily indicated plus funding were to be awarded their previous award plus 40 percent of the amount requested above and beyond that mark, it would require \$74,000 more. He cautioned that awarding plus amounts of greater than 40 percent will eat up the available dollars very quickly.

Commissioner Beighle commented that under that approach the agencies that chose not to follow the rules and that actually asked for an increase in funding would benefit, while those who did follow the rules would not.

Ms. Leslie cautioned against trying to apply a formula across all applications and recommended looking at each application individually and deciding how much each plus should equal.

1. ABSOLUTE Ministries – Discipleship & Housing

Preliminary award: \$0.00

2. BAS Foundation

Preliminary award: \$0.00

3. Catholic Community Services of King County – Emergency Assistance

Preliminary award: \$19,232

4. Catholic Community Services of King County – Harrington House

Preliminary award: \$11,603

5. Congregations for the Homeless – Drop-In Center

Preliminary award: \$12,800

6. Congregations for the Homeless – Housing

Preliminary award: \$18,000

7. Congregations for the Homeless – Eastside Winter Shelter

Preliminary award: \$33,000



8. Congregations for the Homeless – Shelter

Preliminary award: \$67,000

9. Eastside Baby Corner – Meeting Basic Needs for Children

Preliminary award: \$24,960

10. Eastside Domestic Violence Program – My Sister's Home

Preliminary award: \$41,606

11. Emergency Feeding Program of Seattle King County

Preliminary award: \$11,000

12. Food Lifeline

Preliminary award: \$0.00

13. Friends of Youth – Homeless Youth Services

Preliminary award: \$73,619

14. Friends of Youth – The Landing Shelter

Preliminary award: \$26,165

15. Habitat for Humanity of East King County

Preliminary award: \$0.00

16. Hopelink – Emergency Food

Preliminary award: \$51,600

17. Hopelink – Emergency Services Financial Assistance

Preliminary award: \$27,888

18. Hopelink – Housing

Preliminary award: \$76,956

19. Imagine Housing – Francis Village

Preliminary award: \$5000

20. Imagine Housing – Resident Services

Preliminary award: \$16,684

21. Kirkland Interfaith Transitions in Housing – Transitional Housing Program

Preliminary award: \$7217

22. Refugee Women's Alliance – Basic Food

Preliminary award: \$21,514

23. Salvation Army – Eastside

Preliminary award: \$0.00

The Commissioners indicated in deciding not to fund the application that they were looking to support emergency services programs that provide paths to self-sufficiency.

24. Senior Services – Meals on Wheels

Preliminary award: \$13,227

25. Solid Ground – Housing Stability Project

Preliminary award: \$39,692

26. Sophia Way – Eastside Winter Shelter

Preliminary award: \$37,531

27. Sophia Way – Sophia's Home

Preliminary award: \$20,790

28. Sophia Way – Sophia's Place

Preliminary award: \$34,023

29. Sophia Way – Sophia's Shoppe

Preliminary award: \$0.00

30. St Vincent de Paul – Bellevue Conferences

Preliminary award: \$0.00

31. World Impact Network – Renewal Food Bank

Preliminary award: \$15,000

32. YWCA – Angeline's Eastside Homeless Women's Center

Preliminary award: \$24,916

33. YWCA – Seattle/King County/Snohomish County – Family Village

Preliminary award: \$50,000

The Commissioners then turned their attention to the Goal 2 and Goal 3 applications.

34. Alliance of People with disAbilities

Preliminary award: \$0.00

35. Alliance of People with disAbilities – Youth Program

Preliminary award: \$0.00

36. Alpha Supported Living Services

Preliminary award: \$0.00

37. Asian Counseling and Referral Service – Children, Youth and Families

Preliminary award: \$60,197

38. Assistance League the Eastside – Operation School Bell

Ms. O'Reilly pointed out an error in the staff report and noted that 2600 children had been served rather than 26,000.

Preliminary award: \$11,237

39. Athletes For Kids

Ms. O'Reilly provided the Commissioners with printed information relating to the program received from the executive director.

Preliminary award: \$0.00

40. Bellevue School District – VIBES

Preliminary award: \$30,892

41. Bellevue School District - Human Services

Commissioner Stout expressed concern that the agency is relying on the city for funding and is not putting in its own dollars. Ms. O'Reilly noted that that question was asked and the director responded with the answer that the school district is putting about \$37,000 into the program annually, though it was not shown in the application budget figures. The agency is trying to increase its level of services for the schools.

Commissioner Yantis said the program represents where the rubber hits the road in terms of providing services in the community. The human service workers in the schools see the problems before anyone else does. Commissioner Stout concurred but stressed that there needs to be more of a partnership between the school district and the city; the amount the school district and Bellevue Schools Foundation is putting in is notable but not at the level it should be.

Preliminary award: \$62,106

42. Catholic Community Services of King County – Volunteer Chore Services

Preliminary award: \$12,000

43. Chinese Information and Service Center – Cultural Navigator Program

Preliminary award: \$58,000

44. Chinese Information and Service Center – Play and Learn

Preliminary award: \$0

45. Crisis Clinic King County 2-1-1

Preliminary award: \$25,500

46. Eastside Friends of Seniors

Preliminary award: \$0

47. Eastside Legal Assistance Program – Legal Services

Preliminary award: \$23,391

48. Eastside Timebank

Preliminary award: \$0

49. Friends of Youth – Eastside Healthy Start

Commissioner McEachran asked about the program transitioning to a new model. Commissioner Stout said they are redesigning their management system in a way that will enhance the services delivered to the young families.

Chair Bruels said he would like to see the program work a little more closely with Public Health.

Preliminary award: \$19,993

50. Hopelink – Family Development Program

Preliminary award: \$37,000

51. Issaquah Schools Foundation

Preliminary award: \$0

52. Parents UKnight!

Preliminary award: \$0

53. Youth Eastside Services – Early Intervention

Commissioner Yantis commented that the programs and services offered by Youth Eastside Services are excellent, but suggested that because the organization is well funded the Commission should consider flat funding for all of their programs.

Preliminary award: \$145,635

54. Youth Eastside Services – Response to Youth

Preliminary award: \$33,738

55. Youth Eastside Services – Success Mentoring

Preliminary award: \$38,215

56. API Chaya – Domestic Violence Program

Preliminary award: \$0

57. Children's Response Center

Preliminary award: \$48,893

58. Consejo Counseling and Referral Service – Domestic Violence  
Community Advocacy Program

Commissioner Perelman noted that the city had had some problems with the agency in getting reports. Mr. Adriano said things have improved to a degree.

Commissioner Stout noted that there were questions regarding their audits as well, which is a red flag. The new director, however, may be able to improve things.

Preliminary award: \$16,053

59. Crisis Clinic – Teen Link

Preliminary award: \$6500

60. Eastside Domestic Violence Program – Community Advocacy Program

Preliminary award: \$149,224

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

Preliminary award: \$34,194

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

Preliminary award: \$11,000

63. Sound Mental Health – Safe & Sound Visitation

Preliminary award: \$5000

\*\*BREAK\*\*

The Commissioners elected to continue on with the Goal 4 applications.

64. Asian Counseling and Referral Service

Preliminary award: \$49,868

65. Bridge Disability Ministries – Mobility

Preliminary award: \$0.00

66. Cornerstone Medical Services – Free Clinic

Preliminary award: \$0.00

67. Crisis Clinic Crisis Line

Preliminary award: \$23,500

68. Eastern European Counseling Center

Preliminary award: \$0.00

69. Elder and Adult Day Services

Preliminary award: \$47,500

70. HealthPoint – Health Care for the Homeless

Preliminary award: \$15,000

71. HealthPoint – Primary Dental Care

Preliminary award: \$46,000

72. HealthPoint – Medical

Preliminary award: \$73,686

73. HERO House

Commissioner Stout voiced concern over the fact that attendance at the clubhouse is down. She stressed that she likes the program.

Preliminary award: \$12,000

74. NAMI Eastside

Commissioner Stout said she has followed the organization for a long time and has a lot of respect for it, but she said the program is public education rather than direct service. Ms. Leslie said it is a peer support group program.

Chair Bruels said NAMI is on the cutting edge of mental health delivery services in terms of being more consumer oriented. Commissioner Plaskon added that no other organization is providing a similar service.

Commissioner McEachran informed the Commission that Imagine Housing recently awarded NAMI Eastside a grant in the amount of \$19,000.

Preliminary award: \$11,847

75. Sea Mar Community Health Centers – Medical & Behavioral Health

Commissioner Stout suggested the Commission should encourage the organization to develop more partnerships. She said she recently talked with the Hispanic services coordinator at Kindering Center and was told that Kindering has been unable to even get a response from Sea Mar.

Ms. O'Reilly noted that the agency is involved with Eastside Pathways, and their clinic manager is serving on the team that is developing a definition of cultural competence. The clinic manager also served on the Healthy Start advisory board.

Preliminary award: \$6,904

76. Senior Services – Volunteer Transportation

Preliminary award: \$15,011

77. Sound Mental Health – Low Income Counseling

Preliminary award: \$30,669

78. Sound Mental Health – Child and Family Services Community Services

Preliminary award: \$35,952

79. Therapeutic Health Services – Alcohol/Drug

Mr. Adriano called attention to a revision to the outcomes section of the application.

Preliminary award: \$79,991

80. Washington Poison Center – Emergency Services

Preliminary award: \$0.00

8. OLD BUSINESS

Chair Bruels noted that he had glossed over staff and commission reports earlier in the meeting and asked if any Commissioner had a report to share.

Commissioner Stout said she had opportunity to have a discussion with the new director of Eastside Adult Day Services. She said it is very interesting to see how the agency is expanding its services and taking itself to the next level. One thing they are working on is developing a curriculum to encourage cognitive retention for seniors.

Ms. O'Reilly reported that the Eastside Human Services Forum education event held on June 7 was well attended. A video was shown which gave a unique snapshot of the Eastside; the video will be shared with the Commission at a future meeting.

9. NEW BUSINESS

Ms. Leslie reported that staff has been reassessing its projections for CDBG dollars in light of recent Congressional actions. She said it is looking as though the cuts may not been as deep as previously thought.

Ms. Leslie noted that the City Council was conducting a budget open house concurrent with the Commission meeting and would hold another one on June 14.

10. PETITIONS AND COMMUNICATIONS – None

11. ADJOURNMENT

Chair Bruels adjourned the meeting at 8:34 p.m.

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Secretary to the Human Services Commission

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chairperson of the Human Services Commission

\_\_\_\_\_  
Date