

The Human Services Commission approved these minutes on June 12, 2012

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

May 22, 2012
6:30 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

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

COMMISSIONERS ABSENT: Plaskon

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

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:01 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 Plaskon who was excused.

3. APPROVAL OF MINUTES

A. April 17, 2012

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

4. PETITIONS AND COMMUNICATIONS – None

5. STAFF AND COMMISSION REPORTS – None

6. DISCUSSION

A. Qualitative Data on Messaging for Alliance of Eastside Cities & Eastside Human Services Forum

Intern Evita Almassi informed the Commission that she had been hired to work for a non-profit in Maryland called The Association for Colleges and Universities on Disabilities, and will also be working in the Office of Equal Employment at the Smithsonian. She said she will graduate on June 7 and be on a plane for Washington, D.C. on June 9.

Human Services Planner Alex O'Reilly said Ms. Almassi has been a delightful presence and a joy to work with, and added that she would be missed.

Ms. Almassi explained that she and three other Masters of Social Work interns were approached by members of the Alliance of Eastside Agencies and the Eastside Human Services Forum to help them develop key messages to be used in affecting policy decisions, raise awareness, and influence the general public about the needs that currently exist on the Eastside. The two agencies in particular wanted to be able to illustrate the impacts the current budget cuts have had on individuals. The interns were tasked with interviewing members of the Alliance of Eastside Agencies to obtain stories illustrative of the impacts of the ongoing recession on individuals and families in east King County.

Ms. Almassi said qualitative researchers use different approaches in collecting data, including the grounded theory practice, narratology, storytelling, classical ethnography and shadowing. The forms of data collected can include interviews, group discussions, observation and reflection on field notes, various texts, pictures and other materials. The data is often categorized into patterns as the primary basis for organizing and reporting results. Each intern contacted and interviewed representatives of between four and six agencies. Each representative was asked to relate stories about clients who have been impacted by funding reductions, to indicate what the ripple effects have been, and to note where they are turning for help. Additionally, the representatives were asked to share stories about clients they are no longer able to serve, to comment on whether or not the time of "doing more with less" is coming to a close, and to say whether or not they are able to keep up with the needs.

The interns were concerned with the broadness and scope of the questions to be asked, which were handed down from the Alliance of Eastside Agencies; the concern was that the questions were not specific enough to gather quality responses. The interns sought and received clarifications relative to each question.

It was disappointing that many of the agencies contacted for answers to the questions failed to respond, especially given that the majority of the agencies were affiliated with the Alliance of Eastside Agencies. Timing may well have been a factor

in light of the fact that the state legislative session had not yet ended and if might have been difficult for agencies to see the full scale of the impacts. It could also have been that the clients were weary of telling their stories and relaying circumstances, that stories were difficult to come by, that the agencies did not fully understand what the Alliance of Eastside Agencies wanted to know, and that the process was too formalized.

Ms. Almassi said she obtained most of the stories she gathered from non-Alliance of Eastside Agencies members. She said stories were heard from individuals in the community and from those who work city of Bellevue, including Barbara Tuininga, community involvement coordinator at Mini City Hall.

One person who shared his story was a man named George who had been a foster child who aged out of the system at the age of 18. At the time of the interview, the elderly gentleman had been out of work for two years and was living in his car.

Ms. Almassi said the stories that were collected will be distributed in the community at a later date in an informational document. Appropriate credit will be given to the four interns who participated in gathering the qualitative data.

Commissioner Stout thanked Ms. Almassi for her work and said the information will certainly be useful.

B. Preliminary Human Services Application Review (Goals 2, 3 and 4)

Grant Coordinator Joseph Adriano provided the Commissioners with a matrix showing the percentage and dollar amounts that were allocated to each of the goal areas. He noted that in 2011 a number of the childcare programs were moved from Goal 2 to Goal 5, which accounts for the jump in the Goal 5 allocation that year.

34. Alliance of People with disAbilities

Commissioner Stout said the application triggered a concern for her over the fact that it appears the request is primarily for funds to expand in the south county area. She suggested as such the application represents a new request. She proposed removing the application from further consideration because it does not fit the criteria and is a duplication of service.

There was consensus to remove the application from further consideration.

35. Alliance of People with disAbilities – Youth Program

Commissioner Yantis said the application for the new program was poorly written and included a number of inconsistencies. He suggested setting the application aside.

There was consensus to remove the application from further consideration.

36. Alpha Supported Living Services

Commissioner Yantis said the application represents a new program for Bellevue. He said the program appears to be solid and is operated by an agency with a good track record. The program provides vital staff support that allows clients to thrive in a supported living model where two to four clients live in a family like environment within a community neighborhood. There are currently 15,000 people in the state on the waiting list for placement in non-institutional settings. The agency currently serves 95 developmentally challenged clients in 30 homes throughout King County.

Chair Bruels pointed out that the ask represents a very small portion of the agency's overall operating budget. He suggested passing on the application given the fact that it is a new program and there are other pressing needs.

Commissioner Perelman said she could not determine from reading the application how the agency that has a \$10 million annual budget could benefit from receiving \$10,000 from Bellevue. She agreed the application should not be considered for funding. Commissioner Stout concurred.

Commissioner Yantis said the ask is predicated on the fact that DSHS contracts are going down annually and the agency needs to find ways to replace the lost funds. Commissioner Stout acknowledged the point but stressed that the Commission has repeatedly noted it cannot be expected to make up for lost state and federal funding.

There was consensus to remove the application from further consideration.

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

Commissioner Yantis noted that the application seeks a significant increase over the previous allocation. He said the program provides school-aged students and families bilingual and bicultural mental health services in Bellevue schools, as well as prevention and intervention services relating to dating violence, sexual assault and healthy relationships for young women at Interlake and Sammamish high schools. He said the program is well established and generated no questions for him.

38. Assistance League the Eastside – Operation School Bell

Commissioner Yantis said the application was seeking a small increase over the previous allocation. He also noted that the program has received support from Fred Meyer, though only in the form of a ten percent discount on the clothes.

Chair Bruels said it appeared to him that the agency was not seeking funding from some foundations. Ms. Leslie stated that many foundations do not permit programs to apply annually.

Commissioner Yantis said he would like more information about the history of the Fred Meyer ask and why the company is only giving a ten percent discount.

Commissioner Perelman said she was confused by the total revenue figure in the application and pointed out that it was significantly changed even though the number of clients was not changed. Commissioner Stout observed that the application indicates the agency alternates a luncheon with an auction, the take from which can be very different. Commissioner Perelman said she would like the agency to provide some clarification.

39. Athletes For Kids

Commissioner Yantis said the application essentially seeks funding to pay the salaries of two staff persons. He noted that in the last funding cycle the Commission elected not to fund the application and he suggested doing the same again. The program does not fit with the Commission's priorities.

There was consensus to remove the application from further consideration.

40. Bellevue School District – VIBES (Volunteers in Bellevue's Education System)

Commissioner Yantis commented that the program is well established and noted that he had no questions after reading the application.

41. Bellevue School District Human Services

Commissioner Yantis observed that the application to fund the family support worker seeks twice the amount it has in the past, and the reason given is that the program is expanding to more schools.

Ms. O'Reilly pointed out that the application does not list any award from other sources for 2011 when in fact the agency did receive Title I dollars. She said staff have asked the agency to indicate why Title I dollars are no longer being invested in the program and why the entire ask is from the city.

Commissioner Stout voiced her concern about the agency not seeking funding from any source other than the city.

Commissioner Yantis pointed out that the program originated through a partnership with the city's Human Services Division and the school district. Commissioner Stout agreed but said she would still like to know why the school district is not putting any money into the program.

Commissioner Perelman noted that the request is for funding to cover an additional 15 hours per week for each of the program's five staff members. She said she would elect to set the application aside.

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

Commissioner Yantis said the increase in the ask is not significant, though a decrease in the number of 2012 service units is perplexing in light of the fact that the number of clients is holding steady. Commissioner Perelman noted that the hours of service provided to city residents in 2011 exceeded the contract goals for all the cities. The application goes on to say that the increase in funding request is based on the actual number of service hours provided, and that a reduction in program funding resulted in a staffing reduction of 1.5 FTEs.

43. Chinese Information and Service Center – Cultural Navigator Program

Commissioner Yantis observed that the application represents a significant decrease in the amount of funding asked for.

Mr. Adriano allowed that there were some issues with the program in 2011; it did not meet its contract goals and a correction plan had to be crafted. Ms. Leslie stated that when the program was started there were bugs to be worked out in terms of how the navigators functioned and worked together. The turnover rate was quite high, and not all of the languages were covered.

Ms. Leslie added that the decrease in the ask can be tied to the fact that the program received one-time recession funding during the last cycle.

Commissioner Perelman said she would give the program a pass in favor of funding other programs. She said it is unclear what the program offers that is so different from what other agencies offer. Some aspects of the program clearly are not working, and it makes no sense to put more money into it.

Ms. Leslie pointed out that many agencies depend on the program as a resource to serve certain populations.

Commissioner Yantis observed that the program's total budget is around \$250,000 and the ask from the city represents 23 percent of the total.

Commissioner Stout said it may be possible to provide some technical assistance to help the agency solve some of the outstanding issues.

44. Chinese Information and Service Center – Play and Learn

Commissioner Yantis said the program has been in existence for six or seven years but has not previously sought funding from Bellevue.

Commissioner Stout said the program is part of the emphasis on early learning.

Commissioner Beighle said the program does not address a basic need or recession impacts.

45. Crisis Clinic King County 2-1-1

Commissioner Yantis said the application ask was the same as the previous funding cycle. He said the application raised no questions for him.

46. Eastside Friends of Seniors

Commissioner Yantis said the new program in many ways duplicates services offered by Volunteer Chore Services.

Commissioner Perelman commented that Volunteer Chore services is a much larger and better established program. Commissioner Yantis said a determination as to which program is the best has not been made yet.

Ms. O'Reilly said the Eastside Friends of Seniors program previously was focused on the Snoqualmie Valley area. Over the last two years, however, the board has encouraged expanding services to the rest of King County.

There was consensus to remove the application from further consideration because the program is not yet established in Bellevue, and because the organization has not yet shown itself to be stable under its new director.

47. Eastside Legal Assistance Program – Legal Services

Commissioner Perelman asked what the difference is between the Eastside Legal Assistance Program and the King County Bar Foundation. Mr. Adriano said the King County Bar Foundation applied for funding two years ago for a similar program, but the Commission concluded to stay with the program it has been funding for many years. The services provided by both organizations are very similar.

Commissioner Stout said it was very exciting to read the application. The new director has moved the organization light years ahead. She said she had no questions about the application.

48. Eastside Timebank

Ms. O'Reilly said she was not aware that the agency would be applying for funds. She added that prior to the application process Ms. Leslie was able to find \$1500 in unallocated dollars and give it to the agency. The city also provides in-kind printing and every third month free space at the North Bellevue Community Center for their monthly potluck.

Chair Bruels said the timebank model is fantastic and represents the future of human service delivery. He suggested the application is worth considering.

Commissioner Stout said one of her concerns was centered on the capacity of a part-time person to meet all contracting and reporting requirements. She also noted that the application indicates a service unit to be "per person served." The 92 hours of service units reported would not cover much of a time span. The program does not align with regional initiatives, does not directly impact funding reductions, is new and therefore has not contract performance track record, and no funds are leveraged, though they do leverage resources.

Ms. Leslie said the program initially grew out of the Eastside Human Services Forum as a response to the recession. She said her concern is that while the program is a great community building activity, it does not seem to be human services that are being provided.

There was consensus to remove the application from further consideration for the reasons mentioned.

49. Friends of Youth – Healthy Start

Chair Bruels noted that the program is very well established and has for a long time been funded by the city, though it has faced some challenges.

Commissioner Stout stated that she served on the program's advisory committee for a number of years. She indicated, however, that she recently resigned along with the former director of the Children and Family Commission, the lawyer who served on the advisory committee, and the representative from the Kinderling Center. At its July 2011 board meeting, Friends of Youth decided that the program did not help them meet their mission of serving young adults. Friends of Youth was at the time serving as the fiscal agent for the program and was housing part of the staff for the program at their Together Center facility. The five agencies that are involved each housed staff in their agency that worked with the families in their communities, and that will continue. Friends of Youth has agreed to continue serving as the fiscal agent until June 2013, and there is no indication regarding what will become of the program's fiscal management after that date. No mention is made in the application of the work of the program to service young families.

Commissioner Stout she would like the agency to address the figures in the application related to the percentage of the total budget to be used to pay staff; it appears they have put some of the staff costs under the professional services category in their budget. Mr. Adriano said he put that question to the agency and was told that professional services line item represents the passthrough of funds for the salaries and benefits for the family support specialists employed by the program's partner agencies. The salaries and wages line item in the budget is for salaries and wages for Healthy Start administration staff only, which are comprised of Friends of Youth staff, the lead agency for the collaborations.

Commissioner Stout said she would also like to hear from the agency their plans for what form the fiscal management will take after June 2013.

There was agreement to have a program representative appear before the Commission to answer questions directly.

50. Hopelink – Family Development Program

Commissioner Stout said the Commission has funded the program for a number of years. The program helps families stabilize, get ready for employment, and addresses other issues they have. The longstanding program is showing a projected decrease owing to the fact that they no longer contract with the YWCA.

51. Issaquah Schools Foundation

There was consensus to remove the application from further consideration because the requested amount was less than the application threshold of \$5000.

52. Parents UKnight!

There was consensus to remove the application from further consideration because the requested amount was less than the application threshold of \$5000.

53. Youth Eastside Services – Early Intervention

Commissioner Yantis said his review of the application did not raise any questions regarding the well-established program.

Commissioner Stout questioned the line item in the budget where 4.9 FTEs is indicated with a cost of \$1.4 million. She allowed that it is probably a typographical error but it should be clarified.

54. Youth Eastside Services – Response to Youth

Commissioner Yantis said he had no questions about the application after his review.

55. Youth Eastside Services – Success Mentoring

Commissioner Yantis said he identified no issues in reading over the application.

56. API Chaya – Domestic Violence Program

Commissioner Yantis said the program is new to funding in Bellevue. He suggested that while the program is worthwhile, there are inconsistencies relating to the service units and outcomes.

Chair Bruels noted that the program is projected a decrease in service hours for Bellevue in 2012.

Commissioner Stout said the answers provided in the application regarding the questions about staff qualifications are incorrect.

Commissioner Perelman said the program is too narrow and does not serve many Bellevue residents. She added that the application is not well written.

There was consensus to remove the application from further consideration for the reasons highlighted.

57. Children's Response Center

Commissioner Yantis said the program is well established and the ask is the same as it was during the last funding cycle. With regard to the outcomes, he said they seem a bit limited. Ms. Leslie explained that the outcomes were prescribed in the application process to be consistent across the agencies.

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

Commissioner Yantis said he had no questions about the program other than why their service units showed a drop for 2012 from 24 to 19.

Commissioner Stout said she is always suspicious when budget and service unit figures in applications are the same year after year or column after column.

Commissioner Perelman pointed out that the application projects a six percent increase for salaries due to their union workers contract and said that seemed excessive. Commissioner Beighle said she would like to know if the \$4000 bump in the ask is consistent with the six percent increase in salaries.

59. Crisis Clinic Teen Link

Commissioner Yantis said he had no questions about the program or the application.

Commissioner Beighle pointed out that the Teen Link phone number used to be printed on the back of middle school student ID cards but no longer is.

60. Eastside Domestic Violence – Community Advocacy Program

Commissioner Stout said the program provides domestic violence services. She said she had no questions about the application.

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

Commissioner Stout said she had no questions about the program or application. The agency provides services for victims of sexual assault. The large program is not really duplicated by any other agency and has been funded by Bellevue for a number of years.

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

Chair Bruels said the program is not a domestic violence program per se; it is a support group primarily for non-English speakers and is offered in partnership with agencies that provide domestic violence services.

Commissioner Stout asked why the program is not being offered by Jewish Family Service which serves a large Russian population. Ms. Leslie said Jewish Family Service does not offer any domestic violence services.

63. Sound Mental Health – Safe & Sound Visitation

Commissioner Yantis said the program is new.

Commissioner Stout said she was intrigued by the application and suggested the Commission should consider funding it.

Commissioner Perelman noted that the program will be losing funding in the fall of 2012, leaving them with a significant funding gap. She pointed out that the ask from Bellevue is certainly not large enough to close the gap and asked what the intentions of the agency are to address their shortfall. Ms. O'Reilly explained that the program was initially a project of the city of Kent and was called Safe Haven. When Kent could no longer sustain the model, Sound Mental Health stepped up and took it on.

Chair Bruels suggested the program is not an exact fit with Bellevue's funding priorities, and asked how supervised visits pertains to mental health problems. Commissioner Stout pointed out that cases in the news recently highlight the need for supervised visits; in those cases there were obvious mental issue issues and adults lost their lives.

****BREAK****

64. Asian Counseling and Referral Service

Commissioner Yantis said the increase in the ask is modest and indicated he had no questions about the application.

65. Bridge Disability Ministries – Mobility

Commissioner Yantis said the new program provides mobility medical equipment to low-income individuals caring for persons with disabilities. He said he had questions about funding but liked the fact that so many volunteers are involved in the program.

Commissioner McEachran said his church has close ties to Bridge Disability Ministries. He said the agency has just hired a full-time fund developer, and the new executive director is a very interesting man.

Ms. O'Reilly said the program is akin to Eastside Baby Corner only its focus is durable medical equipment. The equipment is all donated and volunteers refurbish it and then deliver it at no charge.

66. Cornerstone Medical Services – Free Clinic

Commissioner Yantis said the program is new to Bellevue. He said the program is currently located in Renton and will soon be moving to Federal Way.

Ms. O'Reilly said the application did not include all of the documents that are required as part of the application submittal.

Chair Bruels suggested removing the application from further consideration due to the incomplete application and the fact that they serve no Bellevue residents. The other Commissioners concurred.

67. Crisis Clinic Crisis Line

Commissioner Yantis said the long-standing program has had a long funding relationship with Bellevue. He said he had no questions after reviewing the application.

68. Eastern European Counseling Center

Commissioner Yantis said the program, which provides mental health treatment to victims of domestic violence, is new to Bellevue. The program utilizes a number of volunteers.

Chair Bruels noted that the city already funds a number of domestic violence programs and questioned if one more should be taken on.

Commissioner Perelman said she likes the program but agreed the Commission will need to make a choice as to which one to go with.

69. Elder and Adult Day Services

Commissioner McEachran said the program addresses a number of service gaps.

Commissioner Beighle noted that the city has been a long-time supporter of the program, and added that she had no questions.

70. HealthPoint – Health Care for the Homeless

Commissioner Beighle said the program, which takes health care to homeless shelters, is the only one of its type funded by the city. She said she was somewhat nervous from a sustainability standpoint to see that most of the program's funding comes from federal grants. She said she would like the agency to indicate whether or not they are looking at new revenue sources.

71. HealthPoint – Primary Dental Care

Commissioner McEachran said the program offers dental services to an important client base.

Chair Bruels noted that dental care has received big funding reductions from the state.

Commissioner Beighle said the program is the only one of its kind in the state that offers general anesthesia for pediatric dental patients. She said she had no questions about the application.

72. HealthPoint – Medical

Commissioner Beighle highlighted the statement in the application that indicates 772 of the residents served were military veterans and said it is not clear if the reference is to Bellevue residents. Ms. O'Reilly said it is doubtful Bellevue would have such a critical mass but agreed to seek a clarification from the agency.

Commissioner Beighle said the program outcomes are very strong, with 82 percent of two- to six-year-olds receiving their immunizations on time. She allowed that more information regarding the service numbers on the Eastside would be helpful.

73. HERO House

Commissioner McEachran said the well-established program has a good track record. He said the application raised no questions for him.

74. NAMI Eastside

Commissioner Beighle pointed out that the agency recently celebrated its tenth anniversary. She allowed that demand for their classes has increased but questioned the service numbers. Commissioner Stout suggested the numbers could include the families in addition to the clients.

Commissioner Beighle said the program is developing more outreach to religious groups but the application says nothing about more outreach to ethnic groups. She said she would like to know their plans for reaching out to those communities. Ms. O'Reilly noted that the agency is located in the same building as the Cultural Navigator program and a partnership between those two agencies might be feasible.

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

Commissioner McEachran said the application indicates a number of Bellevue residents are served by the program.

Commissioner Beighle said she was confused after reading the application about which services are provided to Bellevue residents; she said it appears they only provide counseling and well-child checks. Ms. O'Reilly said the agency provides dental services but only to residents in south King County, but directly has indicated they are seeking space on the Eastside. She agreed to verify the services to be provided through the application.

76. Senior Services – Volunteer Transportation

Commissioner Beighle said it was her understanding that clients offer donations to the drivers, but said she was unclear as to where those donations go. She asked staff to clarify with the agency if the donations line item included in the budget figures include the donations received by the drivers.

77. Sound Mental Health – Low Income Counseling

Commissioner Beighle said the application states that there are fewer clients in the low-income counseling portion of their service units, and that the funding requested has been reduced. However, the ask is the same as for the last funding cycle.

Chair Bruels noted that the number of clients served in Bellevue has actually increased and agreed the issue should be cleared up.

78. Sound Mental Health – Child and Family Services

Commissioner McEachran said his review of the application did not generate any questions. The program includes clinicians working with different cultural communities.

79. Therapeutic Health Services – Alcohol/Drug

Commissioner Stout said the program offers group and family counseling, opiate substitution, case management and other services. She said she had no questions about the application.

80. Washington Poison Center – Emergency Services

Commissioner Stout said after reading the application for the new program she was not compelled to include it in the mix for further consideration in that it does not fit the priorities.

Chair Bruels pointed out that physicians and hospitals use the service frequently, but suggested it is not technically a human service.

7. OLD BUSINESS

Ms. Leslie reminded the Commissioners that the Eastside Human Services Forum educational event is slated for June 7 and pointed out the need to RSVP. Ms. O'Reilly noted that a hundred people have already signed up for the event.

8. NEW BUSINESS – None

9. PETITIONS AND COMMUNICATIONS – None

10. ADJOURNMENT

Chair Bruels adjourned the meeting at 8:07 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date