

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

May 1, 2018  
6:00 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Mercer, Commissioners Kline, Ma, McEachran, Oxrieder, Perelman, Piper

COMMISSIONERS ABSENT: None

STAFF PRESENT: Alex O'Reilly, Dee Dee Catalano, Christy Stangland, Department of Parks and Community Services

GUEST SPEAKERS: Stephanie Cherrington, Eastside Pathways

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

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

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Perelman who arrived at 6:05 p.m.

6. DISCUSSION

A. Brief Update – Eastside Pathways

Stephanie Cherrington, Executive Director of Eastside Pathways, explained that the organization is a cradle to career, age birth to 26, partnership involving some 68 public and community based organizations. For decades the various organizations have done excellent work, but much of the work was done in isolation, the result of which has been duplication of services and gaps through which kids have fallen through. The focus of Eastside Pathways is to change the way the community works together and to ultimately create systems that will better support kids.

Ms. Cherrington said the notion of collective impact started with the private sector in Cincinnati with Proctor & Gamble and GE Cap who worked together to develop a pool of candidates from which to hire by working with local schools and municipalities. There are now 70 communities around the nation that are using the

collective impact model to effect population-level changes. In talking about systems change, the focus is on policies, practices and procedures. To get to some of those changes there is some programmatic work involved, but ultimately systems will make the changes.

Collective impact is about stakeholders coming together in agreement on common goals and then measuring the outcomes. For Eastside Pathways, the five common goals are: 1) every child ready for kindergarten; 2) every child succeeding both in and out of school; 3) every child having opportunities inside and outside of school after school hours and during the summer months; 4) high school graduation, post-secondary degree or certification; and 5) every child and youth having optimal mental and physical health and safety. The 68 organizations are already at work in the area and Eastside Pathways is creating a system in which those organizations can come together and leverage each others' efforts. The collaborative workgroups are aligned with each of the five goals.

Ms. Cherrington said the Bellevue School District has a significant number of students who graduate from high school and then indicate they will attend Bellevue College. Only recently, however, did Bellevue College and the Bellevue School District talk to each other about the kids who said they were going to attend the college but never made it, something referred to as the summer melt. The two entities, by working together, found that about 33 percent of the kids who said they were going to attend Bellevue College failed to do so; most were female and most were Latina. The stakeholders were called together to discuss the issue, and some of the summer melt students were interviewed to seek answers to the why questions. One reason listed by the students was that Bellevue College did their sign-ups in the spring, while most kids thinking about college were doing so in the fall. Bellevue College chose to change its sign-up to the fall. Bellevue College also started a number of bulldog days, in honor of the college's mascot, at which Bellevue College personnel meet personally with high school students in their respective high schools before they graduate from high school. It is too early to have measurable outcomes, but it is significant in the way stakeholders are working together.

Commissioner McEachran noted that Eastside Pathways co-locates on his church campus, and commented that 12 of the Eastside Pathways partners are funded by the Commission.

Ms. Cherrington thanked the Commission for the work it is doing to support the community. She said the city has been and continues to be a significant partner in the work being done and the support is appreciated.

### 3. APPROVAL OF MINUTES

#### A. April 3, 2018

A motion to approve the minutes as submitted was made by Commissioner Ma. The motion was seconded by Commissioner Piper and the motion carried unanimously.

### 4. PETITIONS AND COMMUNICATIONS – None

### 5. STAFF AND COMMISSION REPORTS

Commissioner McEachran said he was aware that a number of organizations funded by the Commission are in the process of building case studies for capital appeals. He said it is exciting to see the various sectors moving forward.

Intern Cynthia Moreno reported that she had been hired to work as a data analyst for USC for their programs on environmental and regional equity as well as immigration research.

Human Services Planner Christy Stangland said the Youth Link Board is gearing up for the annual awards ceremony and would like a Commissioner to attend the May 30 event and be involved in giving out the awards.

Ms. Stangland reported that she and Ms. Moreno recently hosted a second resource fair at the library. The next fair is slated for the fourth Tuesday of May from 2:00 p.m. to 4:00 p.m. at the downtown library. There will also be a fair held on July 24. The events have been very well attended by providers and the intent is to hold the fairs quarterly beginning in 2019.

### 6. DISCUSSION (Continued)

#### B. Preliminary Review of Human Services Applications – Goal 1

Ms. O'Reilly stated that while there are five goal areas, no one goal area is prioritized over the others. The charge of the Commission is to fund the continuum of services and as such must look at every application with the same focus and scrutiny around what the needs are in the community. She said each agency submitting an application was directed to ask for what they need as a way of helping understand the depth of the needs.

Ms. O'Reilly also informed the Commissioners that the internal process of seeking additional funds has begun. She clarified that during the first round of reviewing the applications, the focus is not on the dollars; that is the focus of the second round of reviews. Four years ago as the Commission moved into discussing the dollars, the Commissioners indicated a recommended funding level and in an additional column indicated what each agency should receive in the event more funding were to be

made available. That second column was presented to the leadership team along with a request for more money. She proposed taking the same approach during the current funding cycle.

Commissioner McEachran suggested it would be helpful for staff to link the Commission out to the annual report from the city that was released earlier in the day. In that report it is made clear that the city has begun to prioritize services to prevent and services for experiencing. Ms. O'Reilly agreed that in the end the Commission's list of recommendations should be linked to the Council's stated priorities.

Grant Coordinator Dee Dee Catalano said she would be taking notes during the application review process, including notes regarding questions around funding. Any questions raised will be emailed to the respective agencies and the answers given to those questions will appear in the staff reports, which will be provided at the start of the second review round.

1. Attain Housing: Welcome Home Program

Commissioner McEachran said he liked the idea of focusing on the very low income population. He referenced a table in the application that called attention to the fact that there are over 200,000 people in the low-income category earning about \$16,500 annually. The agency appears to be collaborating with other organizations.

Commissioner Perelman pointed out that at least four or five other applications in the mix also address financial health. She recognized that the program is growing but it is not alone in not operating on a three-day notice. Other organizations with a larger capacity are offering similar services to a similar population. She questioned whether or not the program should be funded. It is known that people go from organization to organization to get what they need.

Chair Mercer said she had had a similar thought in reviewing the application. She said the thing that stood out for her in regard to the organization was its partnership with the East African families, which is a different reach from other organizations and programs. The program appears to be the only one that does not require a ten-day pay or vacate, and that is an issue that should be clarified.

Ms. Stangland said a ten-day is not a pay or vacate, rather it is a rule violation notice. The ten-day notice is a comply or vacate notice, giving the resident ten days in which to change their behavior. Violating that same rule within 60 days can result in eviction. It usually does not have anything to do with pay. Chair Mercer said she would like to have that clarified across all of the various applications along with each agency's rules.

Commissioner Ma asked if organizations check with other organizations to see if someone else has already contributed to a person when they appear seeking

financial assistance. Commissioner Perelman said it is her understanding that there is no coordinated effort among the agencies, with the possible exception of Solid Ground.

Commissioner Kline pointed out that with the way the financials are presented in the applications, it is very difficult to tell which organizations are efficient and which are not. There is no way to tell who is taking a cut for administration off the top and who is passing the funds through all the way. Commissioner Perelman agreed and said that is why in the past the Commission has focused on total program cost versus how many people are served.

Commissioner Piper said while there may be concerns about duplication of services, Attain Housing is addressing an important need. He added that the level of the ask is not commensurate with the projected growth in terms of residents served.

Commissioner McEachran commented that the organization began in Kirkland and was started by the clergy/faith community association. Bellevue supported their transitional housing in 2017. However, given the duplication potential, the ask is difficult to respond to.

Commissioner Kline said the Commission does not yet have the full picture on how coordinated entry is working. Solid Ground is doing a good job as a passthrough coordinator and the right thing to do might be to direct some of the agencies to become contractors for that organization and serve only as dispersing agents. The problem is that the Solid Ground application gives the impression that there is a large overhead charge involved in ways that are not readily observable.

Commissioner McEachran stated that accountability is needed from At Home, All Home and coordinated entry. He said his research shows those systems are simply not working.

Commissioner Ma said his questions were whether or not the Attain Housing program is serving the same population of people seeking financial assistance and whether or not they are coordinating with other agencies in any way.

Commissioner Kline said she also would like to know if the agencies attempts to negotiate down the rents or utilities that are due by their clients. The Attain Housing application is the only application that specifically says they do that. Commissioner Oxrieder said it was her understanding that rather than trying to negotiate down what is due, the agency tries to reset the timeline. Commissioner Perelman said she thought the agency works to negotiate down any penalties.

Commissioner Oxrieder said she was a maybe in regard to the program.

Addressing a comment made by Commissioner Ma about the suggestion made by some agencies that clients encourage them to visit other agencies to get all the

financial assistance they need, Ms. Stangland said that is often the case. She said often those who are in crisis need assistance from more than one agency. However, only about ten percent of those people come back the following year seeking additional financial assistance; only a small percentage come back year after year.

Chair Mercer said data like that is very useful. In working through the applications, the Commission should seek to identify the types of outcomes it would be helpful to have the organizations report on. The outcomes listed in the applications are not always particularly helpful. She said what she wants to see is information that tells the story of where programs are trying to go and what is being measured to determine how things are progressing.

Commissioner Kline asked if the Commission could choose to contract with Solid Ground and direct agencies to contract with that organization as an alternative approach. Commissioner Perelman said that could add time to how long it takes for clients to obtain the financial assistance they need. An organization like Hopelink has the flexibility to release funds almost immediately.

Commissioner McEachran reminded the Commissioners that the Commission can change policies. He noted that the Commission previously chose not to fund the Emergency Feeding Program and instead directed Hopelink to create emergency food bags, which that agency did and which has become successful for them.

Ms. Stangland allowed that one thing the North and East King County cities is how to bring results-based accountability results to a future process. Even though agencies currently are focused on outcomes, it is something the group will start looking at after the funding cycle. A pilot project may be devised.

Chair Mercer pointed out that there are ways numbers can be used to really tell the story of what a program does and how efficient it is. Ms. Stangland said results-based accountability does that.

## 2. Catholic Community Services of King County: Eastside Emergency Shelter for Families

Commissioner McEachran said the program is the poster child for shelter programs on the Eastside. It enjoys a strong collaborative impact.

Commissioner Perelman noted from the application that there have been discussions about operating the shelter year round.

Chair Mercer pointed out that the ask was significantly increased over the previous funding cycle, with requests going out to other cities. The number of residents served, however, is not indicative of the need the ask would seem to indicate is there. She said she was curious how the agency came up with the numbers in the application and why they do not think that going year round will serve more clients. Ms. O'Reilly

said the family shelter has been receiving money from other sources to rotate from church to church throughout the year. Chair Mercer allowed that the program will be operational an additional two months during the current year, with non-Bellevue funding, and that Bellevue is being asked to take over the next year. She said even so she would expect to see a bigger jump. Ms. Stangland noted that they do not report bednights or services to individuals. Thus it could be that they are seeing the same people throughout the year.

Commissioner McEachran commented that the low-barrier shelter has a lot of connections to the faith community.

### 3. Catholic Community Services of King County: Emergency Assistance

Commissioner Oxrieder pointed out that the agency receives some funding from Solid Ground. She said it was not clear to her if the program generates its own clients. Ms. Stangland said a high percentage of the applicants for Solid Ground funding must come through the 2-1-1 system. Clients must call and be screened before having an appointment set up for them at the agency. The individual agencies are allowed a certain number of walk-ins, but they will be screened first to see if they qualify for funding from Solid Ground. Funding allocated by the city and through fundraising efforts allow agencies to be more flexible.

Ms. O'Reilly added that the funding allocated by the city are often referred to as dollars of last resort. She explained that a client going to a medical clinic will first look to see if the person qualifies for public money. Those that are not can often be treated using the dollars granted from Bellevue. The same is true for those who do not qualify for the state child care program.

### 4. Catholic Community Services of King County: New Bethlehem Day Center

Commissioner McEachran noted that there are no limitation of services and guests are welcome to use the New Bethlehem Day Center as they transition from homelessness to housing. Many guests have actually inquired about volunteering at the center once they achieve stable housing.

Commissioner Perelman commented that almost half of the drop-in visits are by people from outside of King County. Ms. Stangland said that could be based on the fact that the clients are asked for their last permanent address. The clients could in fact be staying in their cars or elsewhere on the Eastside and may even be registered in the school district. Commissioner Perelman said the statistic points to some degree at the lack of services elsewhere.

5. Community Homes, Inc.: Housing Readiness Workshops-Adults with Intellectual and Developmental Disabilities

Chair Mercer said the application represents a new program. The program serves adults with intellectual and developmental disabilities. She said she was confused by the fact that application #6, also from Community Homes, also references the workshops. Ms. Catalano said she spoke to an agency representative about that who said it was their belief that the workshops are different enough to be split between the two applications.

Chair Mercer pointed out that the agency charges a fee of \$20 for facility rental and materials in order to attend the workshops. She said she would rather see the program be offered free if the city is going to help fund it. The agency should be asked if they would be willing to waive the fee.

Commissioner McEachran allowed that the agency came forward in the previous funding cycle with some poignant stories of success.

Commissioner Ma commented that according to the application, the program offers only two workshops during an entire year. Chair Mercer said that is because the request is for funding only for two of their workshops. Ms. Stangland said the cost per workshop is \$2600 and the agency is hoping to host a total of eight workshops in King County. The agency is seeking \$5000 from all of the cities.

Commissioner Perelman said the program is important because it helps people understand their options. The question is whether or not the program has a broad enough impact. The number of people from Bellevue who have attended the workshops would seem to argue that it may not have a broad enough impact.

Commissioner McEachran reminded the Commissioners that embedded in the Council's affordable housing strategy is the notion of promoting programs that provide social and physical support to help seniors and disabled persons remain in their homes. Ms. Catalano said keeping disabled persons in their homes is also one of the focus areas.

Ms. O'Reilly pointed out that for the sake of equity, staff produces a report for each application submitted, even if during the first round of reviews there is a clear desire not to fund a particular application.

Commissioner Piper allowed that while the impact in terms of residents served is modest, it does fit with some of the city's goals.



6. Community Homes, Inc.: Community-based Housing-People w/Intellectual/Dev. Disabilities

Chair Mercer said the program is unique and fits with the emphasis on the disabled population.

Commissioner McEachran said he found it helpful to visit the agency website and look at their reports.

Commissioner Perelman said she was less inclined to fund the application given that it addresses very few people in a group that already receives quite a bit of funding from other sources. Workshops are not generally funded from other sources and can serve far more than just a few individuals.

Commissioner Oxrieder said it appeared to her the application seeks funding for what the agency already does. No new services will be added.

Commissioner McEachran said the better option would be to offer funding for the workshops. Commissioner Ma concurred. Once parents have achieved the stability they need for their disabled kids, they usually find there are services available that offer case management. Sometimes it takes families getting together and collaborating on forming their own solutions, which is something a workshop can facilitate.

Commissioner Kline said she was also leaning toward not funding the application but said she would wait to make that decision until after seeing the staff report.

7. Congregations for the Homeless: Day Center

Commissioner Piper called attention to the program outcomes and asked the percentages listed. Ms. Stangland explained that instead of doing a hundred percent, the agency used ten on all of the outcomes.

Chair Mercer said the outcome in the application that states the number of clients who visit the day center and access on-site service is shown as a percentage, which does not really tell the story. Ms. O'Reilly said other agencies gave similar information and said the hope is always that the explanation section will be used to provide some clarity. Everybody who comes in the door of the day center receives service, thus the 100 percent figure. The real accomplishment is that they have had people coming into the day center.

Ms. Stangland allowed that for the next funding cycle it might be helpful to offer agencies examples of good outcomes. She said the agencies should not be required to choose from one of the examples given that some programs are unique.

Chair Mercer said it would be helpful to know how many clients received case management, how many were able to get housing, and how many got connected up with employment. Numbers along those lines are meaningful. Ms. O'Reilly said it is likely the agency has that data but the application did not ask for it in the correct way.

Commissioner McEachran commented that Congregations for the Homeless is one of the agencies that has been around for a long time, and it is clearly a key agency in the community. He suggested, however, that there needs to be a review of the growth of the ask.

Commissioner Oxrieder asked if any of the agencies are fighting for the same housing given the limited supply. Ms. Stangland said that is in fact the case. There are only so many affordable units on the Eastside.

Commissioner Perelman noted that according to the application, the ask for the day center is bigger because of the move toward being open seven days a week. The question to be asked is what will happen if the requested funding is not approved.

Commissioner Piper pointed out that the percentage increase in the ask does not line up with the number of residents served. Ms. O'Reilly said if the day center hours are expanded, the same people will attend, just for two additional days per week.

Chair Mercer said the application indicates that only \$10,000 from fundraising is to be attributed to the day center program. She said it would be helpful to have the financial information for some of the bigger things altogether to see how the individual programs stack up. Commissioner Kline pointed out that in previous years the Commission received a full financial disclosure for each agency, making it possible to see how the various programs were broken out. Other than grand budget totals, that information is no longer available.

Chair Mercer said she would like to see the full financial picture for any agency seeking funds for three or more programs. Commissioner Kline agreed but pointed out that even if an agency is asking for money for only one program, if they are a multi-service agency, their full financials should be made known for the same reason.

Ms. O'Reilly said staff would be happy to ask Congregations for the Homeless why no other funders are shown in the other revenue column of the applications.

#### 8. Congregations for the Homeless: Men's Eastside Winter Shelter (EWS)

Commissioner Perelman said her question about what would happen if the full requested amount is not granted should be put to the agency.

Commissioner Perelman asked if the city is giving the agency funding for the program. Ms. O'Reilly said the agency is paying rent for the use of Lincoln Center, though at a reduced rate. They also are paying a percentage of the utilities. The

agency was previously located at St. Andrew's where they were not paying rent, so the move to Lincoln Center does increase their operating costs.

Chair Mercer stated that given the focus on homelessness it is interesting that the agency does not indicate an increase in the numbers. The application does indicate they will be adding staff by way of a shelter manager and security guard.

Commissioner Piper said the program outcomes shown in the application are not measurable or meaningful.

Commissioner Perelman pointed out that the number of beds in the facility is limited, which limits the total capacity of the program. The fact that the numbers are not changing with the temporary location should not be a concern.

Commissioner Kline suggested that at a minimum the column showing what other funds Bellevue is providing should show the in-kind amount for the difference between the market rate and what they are paying for Lincoln Center. Ms. O'Reilly said she would seek that information. She clarified that the agency is not getting a break on the utilities.

#### 9. Congregations for the Homeless: Housing

Commissioner McEachran allowed that the increase in the ask was modest.

#### 10. Congregations for the Homeless: Outreach

Commissioner McEachran asked if the outreach element is being supported by all three municipalities.

Commissioner Oxrieder asked why there is a need for someone to be out scouring the streets for the homeless given that the shelter operates under coordinated entry. Chair Mercer explained that the outreach worker is not seeking clients, rather the focus is on making connections with the homeless and building relationships that will encourage folks to come to the shelter. The shelters are not filled through coordinated entry, only housing units are.

Commissioner McEachran stated that the police rely on the outreach person, as do some faith communities. The outreach people can also move people toward different kinds of housing beyond just shelter.

Commissioner Perelman said the question should be asked about what will happen if the full ask from Bellevue is not awarded.

Commissioner Kline said it was her understanding the agency was teaming up with Sophia Way for outreach to the car camping homeless. She said it was also her

understanding Congregations for the Homeless was going to apply for some county funding. Ms. Stangland said they did apply for county funding but did not receive it.

Commissioner Ma pointed out that many in the community are ill informed in terms of homelessness. The outreach navigators will in a broad sense help inform the overall community to better understand homelessness.

#### 11. Congregations for the Homeless: Up and On Housing

Commissioner McEachran said the ask seeks to add one shared home to the Congregations for the Homeless inventory. They have ten in neighborhoods in King County.

Chair Mercer said the housing is for folks who do not qualify for under coordinated entry. She said during her time volunteering at the winter shelter there were quite a few guys who had recently found decent jobs but who were not at the point of having enough money to put down a housing deposit. There is a need for interim-type housing that is not just a shelter.

Commissioner Kline said the program creates a supportive environment in which those sharing the house can rely on each other. The house manager is usually someone who has graduated from their system.

Commissioner Perelman pointed out that the requested funding would go to assist only four persons.

Commissioner Ma said he liked the outcome measure of individuals maintaining housing for two years or longer, or leave in favor of permanent housing. The listed success rate of 90 percent is very high.

Commissioner Kline said the agency should be asked why the application indicates no program revenues. She said it was her understanding that the guys in the houses who are working are charged rent. Ms. O'Reilly said that is probably what is shown under client participation. Commissioner Kline added that the program is very successful.

Commissioner Perelman stated that the program will be new to Bellevue and suggested it should be allowed to grow. The agency could come back in a future funding cycle and support their ask by showing good results.

Commissioner McEachran said he would like to see the development officer consider getting together with other development officers to talk about ways to get a corporation or a faith community to fund one house. That approach would help to relieve the pressures on the city to step up with funding.

Commissioner Kline pointed out that the program is not in fact new and asked why the agency would want to isolate a single house outside of the overall program. Chair Mercer said they likely are taking that approach because they are keeping it outside of coordinated entry. Commissioner Kline said she still would like the agency to answer the question.

12. Congregations for the Homeless: Year Round Rotating Shelter

Commissioner McEachran commented that the rotating shelter receives a great deal of in-kind donations. He said his faith community has supported the program both in terms of dollars and volunteers.

Chair Mercer said she was somewhat confused by the fact that the application mentions the navigator, which is actually part of a separate program. Commissioner McEachran said Congregations for the Homeless implants staff at the shelter and have their mentors and support personnel eating with the men.

13. DASH/Downtown Action to Save Housing: Affordable Senior Housing Assistance at Evergreen Court

Chair Mercer noted that the program is new to Bellevue.

Commissioner Ma said the review team concluded that the application should not be funded. The ask appears to be for money to do what the agency is already doing. Additionally, they do not have all that many low-income spots.

Chair Mercer said she did not see any income at all shown in the application.

Commissioner McEachran pointed out that the city helped to save the agency during a burdensome time of reconstruction financing. There are three senior affordable housing places on the Eastside that include some services.

Commissioner Perelman said the application contains no real explanation of what exactly the city is being asked to pay for other than expenses the agency cannot figure out how to manage.

Chair Mercer said she would favor not funding the application.

14. Eastside Baby Corner (EBC) : Meeting Basic Needs for Children

No questions were asked about the program or the application.

15. Friends of Youth: Outreach & Drop-In Services for Homeless Youth & Young Adults

No questions were asked about the program or the application.

16. Friends of Youth: TLP Housing for Homeless Young Adults and Young Families

Chair Mercer commented that she would like to see more fundraising for the program. She also noted with regard to the outcomes the actual target shown at 100 percent is meaningless. The application indicates there are standards that must be met yet nothing is said about the numbers against those targets. She said those numbers would be meaningful to have.

17. Friends of Youth: Youth and Young Adult Shelter

Commissioner Perelman said her concern about Friends of Youth overall is the fact that they keep mentioning they have a deficit in their budget. She said she would like to know more about that.

18. Hopelink: Emergency Food

Chair Mercer said the addition of E bags to their offering has been successful. Commissioner McEachran said that was done at the request of the Commission and it is working well.

Commissioner Perelman noted that the ask is larger because the agency has changed its formula. The projected volume, however, is projected to be flat.

Chair Mercer said she liked the fact that included in the application was an explanation of their ask. She added that she also liked the fact that the program has good fundraising numbers.

19. Hopelink: Financial Assistance Resiliency Program

Commissioner Perelman said the review team concluded the application should be funded.

20. Hopelink: Housing

Commissioner Perelman said the application is tailored around a changed model, and the review team felt it should be funded as well.

21. Imagine Housing: Imagine Housing Supportive Services

Commissioner Ma commented that the number of residents served was lower than before. The application seeks funding to add a staff person.

Commissioner McEachran said the new project at St. Luke's received funding from ARCH as well as CDBG funds from the city.

Commissioner Perelman said the review team felt the agency should be asked to explain the fact that the number of projected residents served for 2018 is down by about a third.

#### 22. LifeWire: Housing Stability Program

Commissioner Perelman said the program is one of only a few that supports domestic violence survivors. She said her concern is that the agency has lost two major sources of one-time dollars.

Commissioner Oxrieder said that could explain why the ask was significantly higher.

#### 23. LifeWire: Emergency Shelter (MSH)

Commissioner Perelman questioned the significant increase in the ask for the program and suggested it may have been an error given that there is no explanation offered in the application. Ms. O'Reilly said she had had the same question and would ask the agency.

Ms. Stangland also noted that the application budget does not show anything for donations and fundraising for 2019.

#### 24. MAPS-Muslim Community Resource Center (MCRC): Housing

Commissioner Perelman said the new application is one of three from the organization. She said the review team was inclined not to fund the program but was interested in looking at the two other programs holistically. The statement is made in the application that the conventional shelters are not set up to accommodate the daily prayers and dietary needs of Muslims. However, those concerns are not voiced in the other applications. They appear to be focused on single women 50 and over who are at risk of becoming homeless. She said she was unclear if the organization is focused on women coming from a particular background, or on single women who are 50 and over and who are at risk of homelessness.

Chair Mercer said she had similar questions. The outcomes include the percent of clients who obtain a living wage job or other source of income such that they are self sufficient. If the target is older women at risk of homelessness, that may not be the appropriate outcome. She said in the final analysis she simply was not clear what the organization is trying to do with the program.

Commissioner Piper said his primary concern was serving only one Bellevue resident.

Commissioner Perelman suggested it would be helpful to have an agency representative come and talk with the Commission to explain in person their program services.

Commissioner Ma said he would recommend passing on the housing program because it does not seem very well flushed out. He said he would like to see more structure to the program, adding that he would like to hear more their ultimate goals and process for achieving those goals.

25. Margie Williams Helping Hands Food Bank: Margie Williams Helping Hands Center

Commissioner Oxrieder said the program is located in Renton Highlands. It is connected to an African-American church and is run by volunteers. She said the application mentions a need for computers and other equipment, but the ask does not seem to include that. The application also talks about the need for money to be able to put people up in hotels; in one place they say they need \$2000 to do that, but the request is for \$5000. Also mentioned in the application is their desire to increase the number of grocery bags they hand out on Saturdays. The bottom line is it is unclear exactly what approving the application will actually fund.

Commissioner Kline said she saw a number of red flags in the application. They are seeking only \$5000 toward their total budget of \$6000, while only one percent of their clients are Bellevue residents.

There was agreement not to recommend funding for the application.

26. Renewal Food Bank: Food Bank

Commissioner Oxrieder said Renewal Food Bank has been around for a while. She said the review team liked seeing in the application the fact that they now have a client on their board. The ask represents only a slight increase.

Commissioner Kline said her reading of the application was that clients are allowed to come in and essentially shop for food, but the program does not engage in any specific food tailoring for cultural preferences. Commissioner Oxrieder said the fact that the clients can choose their own food answers that concern. Commissioner Kline said she would still like to know if they offer any culturally specific foods.

Commissioner Oxrieder said she liked the fact that they offer food that is ready to eat for those who are not in a position to cook.

27. Salvation Army: Eastside Social Services

Commissioner Oxrieder said the application seeks funding for emergency financial assistance to cover rents, mortgages and transportation vouchers. She said she



would like to see the agency included in the transportation program once it is designed.

Chair Mercer noted that other organizations are seeking funding for bus passes and suggested it might be a good idea to make a tally of those requests and get them to collectively apply for CDBG funds. Ms. Catalano pointed out that the CDBG service funds are very limited.

Commissioner Kline said the application highlights the bus voucher program as if it is a new service unit for 2019. She said she would guess the agency is currently giving out bus vouchers to clients. If they are not, they should be asked to clarify what they are currently doing.

Commissioner Oxrieder commented that the agency comes across as being weaker than most other applicants in terms of language accessibility and meeting culturally specific needs. She pointed out that the ask is double their previous funding allocation.

Commissioner McEachran noted that the agency has a huge presence in the Crossroads area.

Commissioner Kline said she would like clarified whether or not the agency pays client utility bills and rents directly to the utility companies and landlords.

Chair Mercer pointed out that the in addition to paying rent, mortgage and utilities, the agency has a food pantry and offers hot meals. She said it should be clarified if those services are included in the application.

Commissioner Kline said it struck her as odd that the application states the majority of the program's foreign-born clients speak and understand English well enough to receive services effectively.

Chair Mercer said her issue with the organization is that it is a church and that there is nothing that stops them from proselytizing, something that is part of their mission. Other organizations that have church affiliations have separations in place, something Salvation Army does not have. The city needs to be very careful about how funding organizations that advocate specific religious views, particularly where such organizations do not necessarily collaborate with other organizations or have a collective impact. Those concerns are one reason why funding for the agency was previously significantly decreased. Programs such as Solid Ground and Hopelink achieve the same goals.

Commissioner McEachran pointed out that declining to fund the application will require a very strong rationale.

Ms. Stangland suggested the agency could be asked to describe its religious involvement in working with their clients. She said her personal experience in sending clients to the Salvation Army has been that none of them have ever had a religious conversation.

Commissioner Perelman countered that the kids area at the agency's old location was not separated from the church space and it felt imposing. She allowed that the agency is in a great position to be able to support a large number of people, but suggested they could serve even more clients if they had greater separation between their religious efforts and their desire to serve clients.

Chair Mercer pointed out that the Commission has not objected to any of the other faith-based organizations.

Commissioner McEachran said he likes to visit the websites of faith-based organizations to review their mission statements and core values. He said no one has objected to funding Catholic Community Services. There have been concerns voiced in the past regarding Jubilee Reach, but questions regarding Salvation Army come up every year about whether or not their main focus is on conversions or services. He suggested that a strong argument could be made that their focus is on services irregardless of any religious icons. The agency has enjoyed strong support from King County executives and mayors of Bellevue.

Ms. Catalano said the question is whether or not the agency makes attending a religious service mandatory as a requirement of receiving any services. The agency has in the past clarified for the Commission that in fact that is not what they do and they do not proselytize. Commissioner McEachran agreed and said those who walk in seeking food or shelter are given food and shelter. Ms. O'Reilly added that the community conversation held at St. Madeleine Sophie required walking into the Catholic church with all of its religious iconography; in fact, clients must pass through the church to get to the side room for their interviews.

Commissioner McEachran said access equals equity equals diversity. He said he was not aware of anyone who refused services offered by Salvation Army. In previous applications the agency's collaborations seemed like a referral list, but they could justify that.

Chair Mercer said she was not suggesting defunding the agency, but stressed that she would continue asking the questions about the religious aspects of their work.

## 28. Solid Ground: Housing Stability Project

Commissioner Oxrieder noted that 75 percent of the clients access the program through 2-1-1. The program offers one-time financial assistance to cover rent arrearages and move-in costs. The agency contracts with Hopelink, Catholic Community Services and Friends of Youth. Clients can receive emergency funding

once a year at the level of the least amount necessary to be stabilized in housing. The ask, however, seeks more money to cover fewer individuals compared to the previous funding cycle.

Commissioner Perelman questioned why the agency is only applying to Bellevue for funding.

Commissioner Kline noted that the application is written holistically describing the service provided by the agency, including the referral source and the contract service providers. She said her question was who exactly does what within the application, and if Catholic Community Services and the other contractors are paid a fee for doing the work.

With regard to outcomes, Commissioner Kline said the application highlights clients avoiding homelessness for at least six months. She asked if that is in fact the threshold rather than keeping clients in their current locations. Chair Mercer said the application addresses both retaining and obtaining housing, so both areas are covered.

Commissioner Oxrieder commented that the program budget shows direct aid to clients going down from \$809,000 to \$799,000. She said she would like to know more about that. Chair Mercer pointed out that the budget also shows salaries and other expenses going up.

Commissioner Perelman pointed out that while the distribution to clients is at \$800,000, it costs \$400,000 to run the program. Commissioner Kline said if the only function of the program is to receive data from 2-1-1 and send it out to their various subcontractors, the cost to run the program does not make sense, unless fees are being paid to subcontractors. She said her kneejerk reaction was to take the money and go directly to the agencies providing the services to avoid all the overhead.

Commissioner Perelman suggested putting to Catholic Community Services and Hopelink the question of whether or not funding them directly would improve the number of clients served overall.

Ms. Stangland said Solid Ground contracts with King County. In order for the funds to flow to the Eastside, it must go through Solid Ground. She allowed that she was not clear as to what funding from Bellevue buys.

Commissioner McEachran said he was not clear on where all the Solid Ground funding comes from but stressed that the agency has great credibility when it comes to working collaboratively and integrating services.

Commissioner Kline said one way to ask the question would be to ask if funding from Bellevue has the same strings attached to it as the King County funding does when it flows to the subcontractors.

Chair Mercer noted from the application that \$234,000 goes into sub-support and said she would like to know what that entails.

29. Sophia Way: Day Center

Commissioner Oxrieder said what stood out for her in the application was the significant increase in the number of clients with psychoses, personality disorders, paranoia and bipolar, and the need for more security. She said she also did not understand why they put LGBTQ in the same category as psychoses and personality disorders. New to the application is the agency's adoption of a housing first model. Commissioner Oxrieder suggested that the service units in the application were not clear. The application seeks funding for mental health counselors and a nurse at two more hours per day. It is good the agency is obtaining Medicare for some clients.

30. Sophia Way: Eastside Women's Winter Shelter

Commissioner Oxrieder said the low-barrier shelter takes clients others will not necessarily take. They offer all manner of services through partnerships with others, including Work Source employment services and dental services, but they do not have anyone on site to provide mental health support. Hospitals are sending to the shelter people who need respite care, often without their meds. The agency partners with Catholic Community Services, and is seeking funding to support additional staff for safety and to provide on-site mental health support.

Commissioner Perelman pointed out that Bellevue dollars go to fund more than just Bellevue clients. She suggested staff should ask the agency to confirm that. Commissioner Kline agreed and suggested the agency should be asked why there are so many clients from unknown locations and from outside of King County.

31. Sophia Way: Outreach

Commissioner Oxrieder said the agency spends between \$3000 and \$4000 per month for emergency assistance and also has flexible funding to be used for job certificate training and transportation to reunite clients with family elsewhere.

Chair Mercer noted that even though it had been indicated earlier with regard to the outreach indicator that the agency had applied to King County for funding, which was approved, the application still seeks a major increase from Bellevue. Commissioner Kline said it appears the ask is for moving costs and security deposits, and that the King County funds need to be matched by the city.

Ms. O'Reilly explained that the Eastside cities had to commit a certain level of funding in for the agency to even apply for the King County funds. The amount from Bellevue was \$2909 and they came from the unspent dollars column for 2018. Going forward, \$5000 per year for 2018, 2019 and 2020 has been committed between Sophia Way

and Catholic Community Services. King County awarded Sophia Way \$75,000 for which the cities were required to toss in a 20 percent match.

Commissioner Kline pointed out that the financials listed in the application are not quite accurate and should be clarified.

Commissioner Perelman said it was her understanding that between all of the Eastside cities, a total of \$14,546 must be contributed annually for the next three years. The minimum owed by Bellevue alone will be \$5000 per year. Ms. Stangland confirmed that.

Commissioner McEachran noted that the outreach question had caused the Commission to stumble twice during the course of the evening. He suggested the Commission would benefit from seeing some clarifying documentation showing just what the outreach efforts will achieve in real time in terms of a narrative. Commissioner Kline said that narrative could only come from Congregations for the Homeless because Sophia Way has not yet started outreach efforts. She added that the \$5000 will only go toward paying for the social worker. If the Commission wants the program to actually be able to assist in putting people into housing, it will require more funding.

Ms. Stangland said the Congregations for the Homeless program has met with success largely because of the United Way Street to Home money, an element that Sophia Way does not have. Ms. O'Reilly added that staff regularly contacts Congregations for the Homeless and Sophia Way when calls are received from the public about homeless persons. The police also contact both agencies.

### 32. Sophia Way: Sophia's Place

Commissioner Oxrieder said the shelter program operates seven days a week in conjunction with the Sophia Way day shelter. Both address a continuum of care with the goal of having clients exit to permanent housing. Ten women are served in Bellevue. The ask represents a significant increase.

The Commissioners had no questions about the application.

### 33. Sound Generations: Meals on Wheels

Commissioner Oxrieder said the once-a-week delivery service is for seniors 60 and older who are low-income, homebound or physically disabled. Six percent of the clients live alone, and 30 percent eat fewer than two meals a day. The increase in the ask is minimal.

Commissioner Kline observed that the application makes several references to the social needs of clients, but the outcomes section talks only about the food. Commissioner Oxrieder said the volunteer drivers are not necessarily the ones who

are qualified to do more than just deliver the food. Commissioner Kline said her question was why the application made such a big point about the social needs when the program does not address it at all.

Commissioner Kline also noted the application shows no in-kind donations. Ms. O'Reilly said the Meals on Wheels program provides a vendor to provide balanced meals, all of which are prepared at a facility in Seattle. The local site for Meals on Wheels is located at the North Bellevue Community Center. She said the fact that meals are designed to be balanced and to meet the needs of specific clients, it would be difficult for the agency to receive donated foods.

Commissioner Kline asked how the agency has managed to avoid having a wait list since 2016. Commissioner Ma suggested it was because of their requirements for admitting clients into the program.

Chair Mercer asked about the client contributions, which were listed as being significant, and the sales. Ms. Stangland said those who can pay do, but the \$5 per meal is able to be waived.

Commissioner Perelman said she was surprised to see the low number of residents and meals served in Bellevue given the size of the city. She said she would like to hear from the agency about what advertising and outreach they do in Bellevue. She also pointed out that the ask of Bellevue is higher than for cities that serve more clients.

#### 34. St. Vincent de Paul of Seattle King County: St. Madeleine Sophie

Commissioner Oxrieder said the organization provides emergency financial assistance primarily using donations from parishioners. Home visits are made for the intake interviews. The application seeks funding to provide move-in assistance. Currently the program is able to provide 38 percent of what their clients need and they want to increase that to 55 percent. Their focus is on preventing evictions of families and keeping utilities from being shut off.

Commissioner Kline said the application states the program negotiates with landlords and utility companies to accept the amount of money the program can provide.

Chair Mercer pointed out that the program focuses primarily on only one zip code.

Commissioner McEachran said each of the faith communities is the center of a number of Catholic churches. In the past there has been one in Issaquah and one in Sammamish. He said he saw no long-term record of support from other human service commissions or municipalities.

Commissioner Ma asked if the program only serves parishioners that attend St. Madeleine Sophie. Commissioner Kline said requests are received through St.

Vincent DePaul through an internal service resembling 2-1-1 and they are then assigned out to the geographic location that covers where the requester lives.

Commissioner Perelman said she leaned toward not funding the application given its limited reach. Chair Mercer agreed that there are other programs in Bellevue offering the same services.

Commissioner Kline said she would like to hear from the agency an answer to why only the one parish and not others in Bellevue. Commissioner McEachran said he would like to also know about funds that apparently have been distributed in two other municipalities.

Ms. O'Reilly noted that the program was funded four years ago after the Commission was successful in getting more money from the Council during the recession. After that two-year cycle, the agency did not reapply.

35. YWCA Seattle | King | Snohomish: Eastside Resident Services

Commissioner Oxrieder said the review team had a question about how the coordinated entry intake differs from the YWCA intake. Ms. Stangland said coordinated entry uses vulnerability assessment. The intake process utilized by each agency is focused on making sure potential clients are eligible for their specific programs.

Commissioner Perelman said her questions were whether or not their units are fully occupied and what their rate of vacancy has been.

Commissioner Oxrieder said she also wondered if clients who move into the unit are allowed to stay forever. Ms. Stangland said residents are allowed to remain in the units for as long as they comply with the program.

Commissioner Kline noted the service unit and residents served charts in the application they show no residents served in Bellevue but a lot of case management time spent in Bellevue. Ms. Catalano the application is tricky because it involves permanent supportive housing in units that are located in other jurisdictions.

7. OLD BUSINESS – None

8. NEW BUSINESS

Ms. Catalano reported that earlier in the day the city received notice regarding its direct CDBG entitlement for 2018. She said the amount is \$754,998, which is \$69,846 more than 2017, an increase of just over ten percent.

9. PETITIONS AND COMMUNICATIONS – None

10. ADJOURNMENT

A motion to adjourn was made by Commissioner McEachran. The motion was seconded by Commissioner Piper and the motion carried unanimously.

Chair Mercer adjourned the meeting at 9:12 p.m.

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Secretary to the Human Services Commission

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Date

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Chairperson of the Human Services Commission

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Date



CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

May 8, 2018  
6:00 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Mercer, Commissioners Kline, Ma, McEachran, Oxrieder, Perelman, Piper

COMMISSIONERS ABSENT: None

STAFF PRESENT: Alex O'Reilly, Dee Dee Catalano, Christy Stangland, Department of Parks and Community Services

GUEST SPEAKERS: Don Okazaki, Anne Bruskland, King County Metro; Hannah Kimball, Gazel Tan, Dan Lassiter, Judy Dowling, Bellevue Network on Aging

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:01 p.m. by Chair Mercer who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Piper, who arrived at 6:02 p.m., and Commissioner Perelman, who arrived at 6:12 p.m.

3. APPROVAL OF MINUTES

A. April 17, 2018

A motion to approve the minutes as submitted was made by Commissioner Ma. The motion was seconded by Commissioner McEachran and the motion carried unanimously.

4. PETITIONS AND COMMUNICATIONS – None

## 5. STAFF AND COMMISSION REPORTS

Commissioner McEachran reported that he attended a meeting earlier in the day with the executive director and community development person of Sophia Way. The focus of the meeting was their upcoming capital campaign aimed at generated \$8 million-plus.

Commissioner McEachran said his faith community hosted the Bridge ministries monthly dinner and spent part of his Sunday stumping for faith-based affordable housing.

Human Services Manager Alex O'Reilly explained that there is a protocol in place to allow for the Chair or any Commissioner to participate in a meeting via telephone or Skype. She noted that Chair Mercer would not be able to attend the May 15 Commission meeting because she will be out of town. By a vote of the Commission, Chair Mercer can participate remotely in the meeting and be counted as present. Any city board member or commission can participate up to three times annually by remote connection.

A motion to allow Chair Mercer to participate remotely in the May 15 Commission meeting was made by Commissioner Kline. The motion was seconded by Commissioner McEachran and the motion carried unanimously.

Ms. O'Reilly stressed that the Vice Chair would preside at the May 15 meeting.

Chair Mercer noted that she would need to leave the meeting early and to facilitate that she handed the gavel to Vice Chair Kline who presided.

## 6. DISCUSSION

### A. King County Metro – Transportation

Human Services Planner Christy Stangland said King County Metro staff had been working to put together some solution concepts to address the priority focus areas previously identified by the group.

Anne Bruskland with King County Metro said the top needs identified by the group were connecting specific populations with key destinations; shared reliable options that are flexible; timely service during off-peak hours; and first/last mile solutions that are affordable and accessible to the extent possible.

Ms. Bruskland said one suggestion made by the group was the need to understand where the key populations need to go. She provided the group with a table summarizing the top five destinations by the 55+, low-income and homelessness population groups. The destination items that were universal across all three populations were highlighted as being the mall, medical facilities and libraries. The

low-income population added to those three grocery stores and pharmacies, while the populations experiencing homelessness added community centers and shelters.

Turning to the solution concepts, Ms. Bruskland zeroed in on four identified concepts. She stressed that no one solution can meet all of the needs and criteria. The solution concept, agency vehicle, centered on making vehicles available to non-profit agencies that are serving seniors, youth, people with disabilities and people on low or fixed incomes. The vehicles would be retired passenger vans. King County Metro operates a vanpool program and retires vans annually that have good useful lives left in them. The retired vehicles are usually sold in the aftermarket. The thinking is that such vans could be made available to agencies that make a commitment to transport eligible people. The vehicles would not be made available to become fleet vehicles transporting equipment or staff. The vehicles would be managed and scheduled by the non-profit agencies, with the agency also providing a volunteer or paid driver for each vehicle. Depending on the available resources of the receiving agency, and depending on funding King County Metro is able to secure, operating costs for fuel, insurance and vehicle maintenance may be made available provided the vehicles provide a minimum number of rides per year.

Ms. Bruskland suggested the solution would meet the identified needs of connecting specific populations to key destinations; shared reliable options that are flexible; timely service during off-peak hours; address first/last mile connections; and be affordable.

Commissioner Perelman asked if King County Metro could offer a van to a shelter. Ms. Bruskland said it would provided the transfer is to a valid non-profit agency. Commissioner Perelman asked about multiple agencies potentially sharing a van and Ms. Bruskland said that could probably be accommodated.

Commissioner Kline asked if there would be any geographical limits on where the vans could operate. Ms. Bruskland explained that the larger the geographic area in which a van operates, the fewer total trips it can make. She noted that the group previously identified as a priority providing for circulation in and around Bellevue. If, however, there is a priority need to take a group of people to a destination outside of Bellevue, that could potentially be accommodated. King County Metro is not looking to provide vans that will ultimately be used to duplicate available transit services, rather the focus should be on providing options for those who may not be able to afford transit services and on augmenting existing transit services.

Ms. O'Reilly asked if the proposed concept is the same one Hero House is using. Don Okazaki with King County Metro said it is similar but not the same. The Hero House service is focused on job access reverse commute. It is funded through a grant. He said there are some 30 agencies who partner with King County Metro on various programs; some get vans, some get money, some get both.

Chair Mercer commented that one use cases for such a van would be shelters located in areas where buses are going at the time when residents need to get to their jobs. That could involve multiple agencies working together. Ms. Bruskland said that would certainly be an acceptable use. She said the agencies would be encouraged to have a pool of drivers to assure reliability.

Dan Lassiter with the Bellevue Network on Aging asked if it would matter who the non-profit is, and if there would be a minimum or maximum number of riders required. Ms. Bruskland said those are details that would need to be worked out. Mr. Lassiter asked if a small agency, such as a faith community, could get a unit and set up a system to serve qualified riders. Ms. Bruskland said that could potentially fit the model.

Chair Mercer asked who would make the decisions about which agency or groups qualify for a van. Ms. Bruskland said that is another issue that would need to be worked out. She allowed that the solution may not work for everyone and much will depend on the capacity of an agency to take on the additional responsibilities. The agency vehicle concept, however, could be a tool in the toolbox to help address critical trips. King County Metro believes the approach would have a moderate impact for a relatively low cost.

Chair Mercer asked why King County Metro retires vanpool vehicles. Ms. Bruskland said there are 1600 vans in operation for the commuter program. Each van has a life cycle of seven years at the end of which the vehicle is retired and replaced. King County Metro works to keep the mileage on the vehicles low enough to support a decent after-market resale. Even after seven years, the vehicles are still in excellent condition in part because they have been well maintained. King County Metro also has a van donation program that provides four vans per council district which in turn are given to non-profit agencies through an application process.

Ms. Bruskland said the community van solution concept is an approach that is already in place in a couple of jurisdictions. The program provides vans for local, prescheduled group trips that meet community identified transportation needs. The trips are open to the general public, not only to the populations of specific agencies. The trips would be arranged by community transportation coordinators that would be resourced as part of the solution for each jurisdiction or service area. King County Metro has a part-time community transportation coordinator who facilitates the recruitment of drivers, the scheduling of trips, and the marketing the availability of vans in the community. The model includes a King County Metro fare for each trip, capped at one zone Metro fare for the round trip. The vans are operated by volunteer drivers, all of whom are vetted by King County Metro. King County Metro covers the operating costs of the vans, including insurance. The vans would be Metro branded. The priority of the type of trips each van would take would be managed locally at the jurisdictional level in consultation with Metro. There would be some constraints put in place around replacing any fixed-route service and not using the vans as fleet vehicles to move equipment or agency staff.

Commissioner Piper asked what a local, prescheduled trip might look like. Ms. Bruskland said it could be a trip to the food bank. The riders could either be picked up at their homes, at an intersection near their homes, or at some area prearranged location. Generally the deployments include at least one accessible van with a ramp.

Commissioner Perelman asked if the vans become associated with a particular trip route, such as vans that serve a community center in the morning and the food bank in the afternoon, with set stops for pickups. Ms. Bruskland said it could absolutely look like that. Community vans can be used for any use and can accommodate as many trips per day as can be fit in. A community transportation coordinator oversees and coordinates the trips. King County Metro usually looks to the local jurisdiction for a physical location for the community coordinator to be located.

Commissioner Ma asked how the routes are marketed to the community. Ms. Bruskland said King County Metro's ride match program involves a widget that can be put on any website within a jurisdiction to promote community van trips. Riders would not necessarily have to go to the ride match software to find the available trips. Metro also helps to develop a community van webpage that communicates and markets the service, and through access to local distribution lists communicates out the services being offered. Each trip must include two or more riders, and the riders do not have to have the same ultimate destination but must at least be going to destinations along a common route.

Commissioner Kline asked if a van could be used to provide a regular daily service from an isolated neighborhood to a park and ride. Ms. Bruskland said the vans have not historically been used in that way. King County Metro tries to let the local jurisdictions prioritize what the trips should be for, but stresses that the vans cannot be used to replace a regularly scheduled fixed route.

Gazel Tan with the Bellevue Network on Aging asked if a community center could post a sign-up sheet indicating that on Monday a van will travel from there to a specific destination, such as a grocery store, and that on Tuesday it will go to the library. Ms. Bruskland said the community center could work with the community transportation coordinator to schedule regular recurring trips. No trip, however, can have fewer than two riders. She added that under the current model, the community transportation coordinator is paid by King County Metro.

Commissioner Piper asked if the fares charged are comparable to fixed route fares. Ms. Bruskland said they are the same for the round trip.

Commissioner McEachran asked if translation services are offered for volunteer drivers, something that would be useful, particularly in very diverse communities. Ms. Bruskland said in such instances the community transportation coordinators would be encouraged to look for drivers who speak a specific language by recruiting drivers from the neighborhoods to be served.

Answering a question asked by Commissioner Ma, Ms. Bruskland explained that even though the community van program was only recently started, it is doing well in the communities in which it is operating, namely Vashon Island, Shoreline and Duvall. The standard senior round-trip fare that applies is \$2.75. The drivers do not take cash for fares so riders must have an ORCA card or be able to use a mobile app; a third option would be to use a purchased paper ticket. There are child rider policies in place. If a child is going to ride the trip will need to be prearranged and the parent will need to sign their approval. Children under the age of six cannot ride alone.

Commissioner Oxrieder asked if six riders from six different communities all wanting to go to Overlake Hospital would need a driver from each individual community. Ms. Bruskland said Metro would defer to the community transportation coordinator to determine the best approach. Where there are community vans in each zone, it might make more sense to travel by zone. However, the trips to the hospital could possibly be combined with trips to other destinations.

Mr. Okazaki said the third solution concept involved subsidized taxicabs and transportation network companies, such as Uber and Lyft. He explained that people would register for the program and King County Metro would subsidize each trip either for a set dollar amount or percentage. The service could include trip limits to control costs, such as setting a maximum trip cost of \$15 beyond which the customer must pay the balance, or establishing a maximum subsidy per month per customer. Customers who qualify for the pilot would probably have to choose a single provider in the beginning. Riders could schedule rides directly using an account code. The program would meet all of the needs except possibly for being affordable. The value of the impact would be moderate and the cost would be between moderate and high depending on how the system is set up and utilization.

Mr. Okazaki said many transit agencies have a similar program, often targeted to their Access customers. A trip limit of between \$12 and \$15 is typical, with the customer paying the balance. One benefit of the approach is that it encourages shorter trips. Uber and Lyft have programs that allow customers to share their rides, which reduces the cost.

Chair Mercer asked what types of scenarios tend to favor the subsidized cab and transportation network companies approach. Mr. Okazaki said the method is perfect for medical appointments because it is open ended. The customer schedules rides themselves. Areas that have a lot of taxis and Uber and Lyft vehicles can easily obtain services within a short period of time. Customers must have access to an app unless they choose the cap option, which can be arranged by phone. There could be a pilot option that would include creating a call center.

Ms. Tan asked how the program would be different from the Taxi Scrip program. Mr. Okazaki said the program is similar but much simpler in that there would be no need to pre-purchase paper tickets, and because it is also open to Uber and Lyft. While

Uber and Lyft are generally 30 to 40 percent less expensive than taxis, they do not have accessible options.

Commissioner Ma asked if there is room to talk to Uber and Lyft about customized services per region, such as having dedicated subsidized drivers that would get more guaranteed rides per day. Mr. Okazaki said in meetings with Uber and Lyft he has discovered that there are a number of groups asking them to offer various customized services. They are a bit overwhelmed with all of those requests. A taxi, Uber or Lyft driver could theoretically be paid to stay in a certain area and take rides, but they would have to be paid something even if they got no riders, and that ultimately could prove to be more expensive.

Chair Mercer asked who would dole out rides or codes and who would determine who qualifies for the program and monitors it. Ms. Brusklund said that would be the community transportation coordinator specific to the community. Mr. Okazaki added that King County Metro is trying to make Taxi Scrip a paperless system. Although funding has not been identified, Metro could serve the role of registering Taxi Scrip customers and the subsidized pilot. The process of signing up would be fairly simple, as would the process of ordering a ride.

Chair Mercer commented that while the other solutions lend themselves to coordination by an agency based on need, hitting the target audiences might be more difficult with the subsidized option. Mr. Okazaki said the good thing about a pilot is that it can start small and be expanded as the need is made evident. He agreed there are issues when it comes to accommodating people with disabilities, those who have no bank account, and those without access to a smart phone. Ms. Brusklund added that what the subsidized program offers that the other solutions do not is the individual trip option.

Commissioner Perelman said she would like to see the pilot program given to a specific agency to manage.

Mr. Lassiter asked if the subsidized pilot is an idea that is new or if other transit agencies offer something similar. Mr. Okazaki said a lot of cities have the Taxi Scrip program. Many agencies have found that their ADA paratransit services often do not do medical trips well for a variety of reasons, including the doctor running late, and some of them have launched a same-day service pilot using taxis, Uber and Lyft. Ms. Brusklund said in most cases the agency is the paratransit agency and the clients all meet the eligibility criteria. For the agency, the method is likely far less expensive than providing trips on an Access vehicle. Mr. Okazaki said there are same day service models in Boston, San Francisco and Phoenix. Their rules are fairly complicated.

Commissioner Perelman said she wanted to make sure the senior community will be well served. In that instance the community van program stands out. Some assisted living communities have their own vans already, but there are many seniors who are

living largely independently that could benefit. Mr. Lassiter said the North Bellevue Community Center has two vans and for planned trips the vans will travel to pick up Bellevue residents. The general senior community does not have access to a van service beyond Access. Commissioner Perelman stressed that she was referring to a program serving seniors that includes some income requirement.

Commissioner Kline asked Mr. Lassiter to comment on the Hyde shuttle operations. Mr. Lassiter said it operates in Bellevue only in connection with the lunch program. Mr. Okazaki added that the Hyde shuttle is funded through Aging and Disabilities Services of King County. It serves about a dozen ethnic meal programs. King County Metro serves as a partner in providing the vehicles and paying for the fuel to operate them. The program was set up even before there was an Access program and before ADA paratransit.

Mr. Okazaki said the fourth solution concept involved special needs transportation shuttles. He said that is the program he runs for King County Metro. The shuttles are operated similarly to the Hyde shuttle. Such operations are often reservation based transportation services that travel within a defined service area. The service can be designed to travel along a specified route creating a loop with a reservation base service at the end of each route; that model is called a deviated fixed route. The service can also be designed to run in a loop but without any deviation on the ends. Riders are able to request rides during established hours of service either over the phone or online. The vehicles typically have eight to ten seats and are operated by paid drivers, and they almost always have lifts. The service provider also dispatches the vehicles' pick-up and drop-off times. Reservations are usually made between one and 30 days in advance and are generally issued on a first-come-first-served basis. Special needs transportation shuttles usually operate on weekdays from about 9:00 a.m. to 4:00 p.m. The service addresses each of the six identified needs. Its value impact is considered low at around two customers per service hour on a demand response, or moderate-high where the service operates mostly on a loop route. The cost is high, however, in that it includes the driver, the dispatcher and all vehicle operating costs.

Commissioner Ma commented that the special needs transportation shuttle option appears to be more reliable and more customized. Mr. Okazaki concurred. He said Access is just a reasonable accommodation for the bus and tries to match a bus service. A trip on a regular bus that takes an hour and a half would probably also take an hour and a half on Access. The special needs transportation shuttles are neighborhood shuttles operating in much more defined service areas. The trips are shorter and it is easier to group rides. It is also easier to deny rides. Hyde shuttle operates at an ongoing ten percent denial rate. Access on the other hand is guaranteed.

Chair Mercer asked if a shuttle operating like Hyde on effectively fixed routes that shows a high demand informs the fixed-route bus schedules. Mr. Okazaki said that is not usually the case given that the shuttle client bases are different. Persons able to



ride a bus are unlikely to use Hyde or Access. Ms. Bruskland said the data related to the DART program is used to advise bus operations. DART services are open to the general public, and if a DART route were to be highly successful it likely it would be converted into a fixed route. DART routes are fixed except that they allow for deviations to pick up people in a customized zone. The Hyde shuttle model is not a King County Metro service, it is a grant service with which Metro helps non-profits set up their own transportation services tailored to their customer base.

Commissioner Perelman asked who would pay for a special needs transportation shuttle. Ms. Bruskland said it would be through a partnership with an agency and King County. She stressed that there is not currently any funding stream to pay for it. Mr. Okazaki said the agency would cover the most expensive part, which is labor, by having the staff driving the vans. Agencies also typically actively seek grant dollars to help offset the costs. Some shuttles currently in operation are only paying \$2 per trip.

Ms. Bruskland asked the Commissioners if they saw any of the four solution concepts as not worth pursuing.

Chair Mercer said she would be hard pressed to make that determination. Some scenarios have been identified, but in some ways more information is needed. There are elements of each solution that would meet needs in the community.

Commissioner Piper said he had some concerns and reservations with the concepts as presented. He allowed that some tweaks could address those concerns. He said he would not rule out any of the solutions.

Commissioner Kline said she could see the community van concept addressing the first/last mile issue. The shuttle appears to be the only example that truly addresses disabled riders, but other than that it does not appear to be particularly useful.

Commissioner Perelman commented that there are quite a few people who do not qualify for the Access program, and those people could benefit from having the special needs transportation shuttle. She said she would like to see the shuttle managed by Hopelink and serving as one more option for those who do not qualify for Access.

Commissioner McEachran expressed optimism about all of the solutions but said the question for him is who will do it and how much service will be available. He said he would want to see some assurance that the options can be reliably prototypes in multiple municipalities.

Commissioner Ma agreed with Commissioner Perelman in regard to the shuttle. A shuttle is sometimes the only option for some people, but it is expensive to operate and will not meet the needs of a wide variety of people. He expressed interest in the subsidized taxi/Uber-Lyft model and the agency van solution. The community van is an interesting concept but would need to be flushed out further.

Commissioner Oxrieder said she was least excited about the shuttle solution. She said she also would like to know how many agencies might be willing to take on any of the transportation solutions. She voiced support for the subsidized taxi/Uber-Lyft and community van solutions.

Judy Dowling with Bellevue Network on Aging said she also liked the idea of community vans and the subsidized taxi/Uber-Lyft solutions.

Mr. Lassiter said many people use Access very successfully. He said what he hears from those he works with, however, is that there is a lack of personalized options. He said for that reason he would lean toward the subsidized taxi/Uber-Lyft approach.

Ms. Kimball said she viewed the proposed solutions as a rough draft in need of some flushing out. She allowed that in her opinion the two best fits were the community van and the subsidized taxi/Uber-Lyft solutions.

Ms. Tan suggested that all four concepts have the potential to become good solutions. The challenge will be in making sure each complements the others in order to address all of the identified needs.

Ms. Bruskland brought the attention of the group back to the map. She noted that it was designed to focus on key destinations, including Access locations that are routinely used, and the bus network. She asked for comments on things such as where community van zones should be established and locations not identified on the map.

Commissioner McEachran said overlaying the location of Bellevue's 86 affordable housing units would help to yield a sense of where those populations are. Additionally, the places where human services are delivered based on agencies funded should also be highlighted on the map.

The group members used dots and sticky notes to indicate locations on the map, with an emphasis given to their top priorities.

Ms. Bruskland reiterated that when the work started the project was not funded by King County Metro. The work is intended to start a discussion. The next step will be for King County Metro staff to work with Bellevue staff in further refining the service models based on the feedback, to focus on the key populations identified, and to start looking at how the project might be funded. That work to a large extent help to advise the final design. Work will continue to refine the solution concepts and the group will be updated at a future meeting, probably in the fall.

Ms. Kimball took a moment to thank King County Metro, the Commission and the city of Bellevue. She said the intent of the Bellevue Network on Aging was to get the

senior voice onto the radar screen in recognition of the fact that there is going to be a need that will continue to emerge going forward.

Commissioner Perelman asked if anything was standing in the way of going out over the next two weeks to agencies to gauge the level of interest in having an agency van. Ms. Brusklund said King County Metro does not know who those agencies are and does not have the staff available to make those contacts. Ms. O'Reilly suggested that many agencies might be interested but they will need to know more details before making an informed decision. She said contacting agencies will be a good idea once the programs are more flushed out. She allowed that the summary of options could be shared with a couple of agencies just to elicit their initial questions and comments.

## 7. OLD BUSINESS

Ms. O'Reilly reminded the Commissioners that during 2017 a group called Eastside Neighbors Network made a presentation regarding the virtual village model. The national model is based on volunteers helping older adults stay in their homes by providing all kinds of services. The group is continuing to develop a program and is ready to begin testing their model. She distributed flyers outlining the program.

## 8. NEW BUSINESS

Commissioner Perelman asked if the community access transportation project could be eligible for funding during the current funding cycle. Ms. O'Reilly explained that it would not be. She said an agency would have had to apply for a transportation project. She allowed that there are always challenges allocating CDBG funds and said there might be components of some of the solutions that could be funded with those dollars.

Commissioner Perelman asked how the Council will be asked to fund the transportation project. Ms. O'Reilly said the main approach will likely be via grant writing support from the transportation department. King County Metro has not ruled out seeking funding for the program either.

Commissioner McEachran said he saw the project as being ripe for some mid-biennium funding. Commissioner Kline agreed but said the proposal will need to be far more concrete before seeking any level of funding from any source. Ms. Stangland pointed out that Principal Transportation Planner Franz Loewenherz has been tracking the project and is keeping an eye out for possible grant funding.

Commissioner Perelman suggested it would make the most sense to work with an agency that already is largely set up to take on the additional project. Ms. O'Reilly said it would not be out of the question to talk to Hopelink to gauge their level of interest and to see if they might be interested in helping seek grant dollars.

9. PETITIONS AND COMMUNICATIONS – None

10. ADJOURNMENT

A motion to adjourn was made by Commissioner Perelman. The motion was seconded by Commissioner Ma and the motion carried unanimously.

Commissioner Kline adjourned the meeting at 8:09 p.m.

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Secretary to the Human Services Commission

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Date

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Chairperson of the Human Services Commission

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Date

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

May 15, 2018  
6:00 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Commissioners Kline, Ma, McEachran, Oxrieder, Perelman, Piper

COMMISSIONERS ABSENT: Chair Mercer

STAFF PRESENT: Alex O'Reilly, Dee Dee Catalano, Christy Stangland, Cynthia Moreno, 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 Commissioner Kline who presided.

2. ROLL CALL

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

3. PETITIONS AND COMMUNICATIONS – None

4. STAFF AND COMMISSION REPORTS

Commissioner McEachran noted that there had recently been quite a few articles on homelessness and shelters in both the *Bellevue Reporter* and the *Seattle Times*.

5. DISCUSSION

A. MSW Project Presentation

Intern Cynthia Moreno presented the Commission with findings from her Masters in Social Work thesis entitled Mexican Immigrants Under the 45th US Presidency: Impacts of Heightened Immigration Enforcement and Anti-Immigrant Rhetoric. She said the process of writing the thesis allowed her to connect with Bellevue residents

and different community organizations. Many who work with community organizations participated in the interviews.

Ms. Moreno said the inspiration for her work on the thesis came from her Mexican immigrant family and the childhood community in which she grew up. She said she was the first of her family to be born in the United States; her parents and all her uncles, aunts and grandparents all immigrated from Mexico between 1950 and 1990, all of them either with valid visas or through being completely undocumented. Discussions of citizenship or the lack thereof were always important in the family.

Ms. Moreno said the fact that the current political time period was the second reason she chose her thesis topic. In making his bid for the presidency, Donald Trump was intentional and transparent about his stance on immigration, particularly in regard to Mexican immigrants. The resulting landscape led her to address the question of how Mexican immigrants have been impacted by recent immigration enforcement and anti-immigrant sentiment. She said her ultimate goal was to elevate and amplify the voices of her community in order to assist them in standing on their own, and to help social service organizations in working together to address the concerns, the worry and constant anxiety about the current political atmosphere.

A lot of research has been done under different presidencies and different administrations about how anti-immigrant policies and immigration enforcement affects the mental health and wellbeing of people. Three recent studies, all done under different administrations, found that high immigration enforcement has been found to lead to poor mental wellbeing because it dictates what people can and cannot do. In most states, undocumented immigrants cannot drive a car and doing so can be risky for them, thus daily activities are difficult to carry out. High immigration enforcement has also been found to cause ripple effects even for those who are not undocumented, such as the citizen children of immigrant parents, particularly where the parents are visibly stressed and frightened for the future state of their families.

Ms. Moreno shared with the Commissioners a matrix comparing different policies introduced by the administration to date with the responses to those policies by organizations and communities. She noted that the administration's attempt to end the DACA program has certainly had an impact on Mexican immigrants, most of whom are young and attending school, are veterans or are currently working. Immigration arrests in 2017 were 37 percent higher than in 2016, which is especially alarming for the immigrant communities.

Ms. Moreno said she interviewed eight different persons. She said she followed set interview protocols that involved asking the same questions, though the answers often led to other topics and questions. She said she asked their experiences under different presidencies and whether things had or had not changed for them personally. Some of the interviewees were naturalized citizens, some were recipients of the DACA program, and others were completely undocumented. Those interviewed were between the ages of 28 and 47; were at the time of the interviews

were living in King County; immigrated between 1990 and 2007, mostly to Western or Southwestern states; and were all employed. Two were attending college at the time of their interview.

Six of the eight persons interviewed shared feelings of heightened fear or anxiety, both with strangers and with the police or immigration officials. The six pointed out that while their immigrant communities have always felt somewhat vulnerable, the pace of the current administration has made the vulnerability seem different.

One interviewee was 35 years old and immigrated in the late 1990s. To the question about how he felt about politics in general and in the state of Washington currently, he stated that it was overwhelming, unpredictable and uncertain, adding that he felt nervous about it and unsure of what would even happen the next day. Another person, aged 38 who immigrated in 1996, said he now must be more vigilant in his surroundings because he does not know what fanatics are out there, adding that fanatics normalize hatred and racism. He said he must be ready and watchful, concerned and careful at work, at home and in public spaces. His reference to fanatics was in relation to Trump supporters, which highlighted the fact that it is not just formal immigration policies that are affecting people, it is also suspicion of who supports the policies and a hesitancy to trust anyone with the knowledge that one is an immigrant.

Ms. Moreno said she was not surprised to find that people would want to avoid information and the influx of news because so much of it is bad news. She said she expected people to cope in ways that would seek to stop the constant influx of information. However, five of the eight participants indicated a desire to do their best to keep informed and to spread correct information as a way of dissipating the anxiety. One person indicated that after hearing something, he goes to websites he believes will provide him with concrete details. Another person stated that it is her responsibility to understand what is happening around immigration and to that end she talks to people at work. A third person indicated that whatever happens, it will be important to be more determined to speak up and ask for what he wants since no one will do it for him. That statement was actually a common thread among all of the participants. In fact, those with citizenship status felt most compelled to act responsibly in terms of spreading correct information.

Ms. Moreno said although there are unique aspects to the current administration, threats to immigrant populations have long existed. The current tactics may have changed, but the threats and the fears that underlie the daily activities of the Mexican immigrant communities does not appear to be anything new. One person said Trump empowers what has always existed, namely the racial hatred in the history of the United States; he knew how to reach those groups and how to empower their voices. It is important to acknowledge how the current administration has impacted people in different ways, but without invalidating the experiences of people who have long lived in fear for their loved ones and their communities.

The interviews and conversations underscored the fact that the issues are complex and affect people in different ways. Not every person interviewed agreed with the identified themes, and many indicated they cope in different ways. Some indicated they do not feel vulnerable at all and that nothing has really changed.

Ms. Moreno said her recommendations for social service agencies dealing with immigrant populations were for counseling and community engagement that acknowledge conflicting attitudes; prioritizing staff with lived experiences as a way of establishing and building trust; and prioritizing the training of staff relative to evolving policies and special considerations. Her recommendations for funders included funding the agencies that do all of the above; that connect clients with legal resources that are culturally and linguistically relevant; and that prioritize emergency planning.

Commissioner McEachran thanked Ms. Moreno for her intriguing insights. He noted that Eastside Legal Assistance Program has expanded its focus beyond domestic violence issues to include Know Your Rights workshops.

Commissioner Piper said he was saddened to hear the perception of those interviewed that there is nothing new. He asked Ms. Moreno if she encountered any level of optimism in any of the interviews. Ms. Moreno said she had in fact found some who are optimistic, especially those who are organizing, taking action and educating communities. She pointed out, however, that there were also a few who felt hopeless.

Commissioner Oxrieder said she used to work with Latino families in the school district and said there was a time ten or twelve years ago when the rumor mill was very active. Someone would put out the word not to go to a particular Shell station because immigration enforcement officers would be there. She asked if those kinds of rumors were still circulating. Ms. Moreno allowed that they are. The Washington Immigrant Solidarity Network operating in the state is actively creating a hotline for people to call and verify rumors quickly. The Network is run by volunteers who are well-versed in immigrant issues and they do their best to keep fear from spreading unnecessarily.

Ms. O'Reilly noted that Ms. Moreno has been involved with El Centro's Sensitive Location workshops. Ms. Moreno explained that the agency has hired staff and is working with a lawyer in creating sensitive location workshops to train social organizations, medical centers, schools and religious organizations about their rights when immigration officials show up seeking a certain person. The workshops will be held throughout King County. Ms. O'Reilly said she has been working with El Centro to bring the workshops to the Eastside.



## 6. DISCUSSION

### A. Preliminary Review of Human Services Applications – Goal 2 and 3

Commissioner Kline took a moment to introduce Deputy City Manager Nathan McCommon. Mr. McCommon said he has been in Bellevue for a little over a year and has been trying to make it out to all of the city's boards and commissions, as well as community groups, to introduce himself.

Commissioner Kline brought the focus to the applications in Goals 2 and 3.

#### 36. Alpha Supported Living Services: Alpha Health Services Program

Commissioner McEachran said the program has been around and in previous years has raised questions regarding depth of service and level of collaboration.

Commissioner Piper said the program has a very low reach in that it serves only 28 Bellevue residents. The cost per resident reached is also quite high.

Commissioner McEachran said he would recommend against funding the application.

#### 37. Asian Counseling and Referral Service: Children, Youth and Families Program

Commissioner Piper said the program has a good alignment with the focus of Goal 2 and a fairly decent reach in that it serves 258 Bellevue residents. The cost per service unit is relatively high, however.

Commissioner Oxrieder said she contacted the Bellevue School District to find out how many Asian youth would qualify for the free and reduced lunch program and learned that the number is 817. She allowed that not all of those would be in need of mental health services. She said she would be interested in knowing how many of the program's clients qualify for the free mental health services by virtue of their income.

Commissioner Perelman asked why the agency was seeking more money for the program. She said the numbers given in the application do not lead to the conclusion that the program needs an extra \$40,000. Ms. O'Reilly noted that page 11 of the application includes an attempt to describe their increased ask but agreed that more information is needed.

Commissioner Piper said he was somewhat concerned by the residence ratio. The 110 represents about 82 percent of the overall program budget.

Commissioner Kline said her read of the application is that the agency is asking Bellevue to fund the entire program. No other revenue is listed except for a few thousand from the *Seattle Times*. In addition to asking about the increased ask, the

agency should be asked why other agency resources are not being focused on the program.

38. Assistance League of the Eastside: Operation School Bell

Commissioner McEachran suggested the increase in the ask is modest.

The Commissioners had no questions about the application.

39. Athletes For Kids: AFK Youth Mentoring

Commissioner McEachran commented that the program previously sought funding from Bellevue and the determination was that they were not serving many Bellevue citizens.

Commissioner Kline observed that the agency was fairly new during the last funding cycle and was just on the verge of expanding into Bellevue. She said it appears they have done that but still aren't serving many Bellevue residents.

There was agreement not to consider funding the application.

40. Bellevue School District: Human Services

Commissioner Perelman pointed out that information was missing from the application, particularly pages 12 and 16.

Commissioner McEachran noted that during the last funding cycle there were also questions about funding that a representative had to come and explain in person to the Commission. Ms. O'Reilly said the increase previously sought was not offset by any other revenue sources, which is why the Commission asked for an explanation. The reason given was that they did not have the capacity to do additional grant writing. She said this time it appears the increase is focused on providing each center with a small budget to support evening events, outreach, translations for families, communications and a small number of overtime hours for the distribution of service units.

Commissioner Oxrieder questioned why the number of persons served was projected to be lower.

Commissioner Kline said she did not understand the explanation given under the third outcome area about the recipients of the food reporting that their culture and dignity was respected and valued. With regard to the second outcome, academic success, the measure shown is only for one school quarter.

Commissioner Perelman commented that previously the school district came in with a large ask claiming that because they did not have the budget resources the city should step up. They obviously found funding from some other source, however.

Commissioner McEachran pointed out that the ask represents 17 percent of the total operating budget.

Commissioner Perelman questioned why the city was being asked for \$25,000 for the additional support instead of finding the dollars at the school district level. Translations for families and communications is clearly something the district should be paying for.

Commissioner Oxrieder commented that the program outcomes shown in the application are a somewhat mushy.

41. Catholic Community Services of King County: Volunteer Services

The Commissioners had no questions about the application.

42. Chinese Information and Service Center: Eastside Cultural Navigator Program

Commissioner Piper said the review team agreed the application should be moved forward but also concluded that the numbers should be reviewed in the next round. The program appears to have a fairly high reliance on Bellevue funds, with the ask accounting for about 30 percent of the overall program budget.

Commissioner Perelman said she would like to know why the agency does not have a partnership with India Association of Western Washington, and if the agency has a navigator that fits with that population.

Commissioner Ma said he would like to know if the program has any overlapping services with the India Association of Western Washington. The program appears to serve more than just the Chinese community and their services to Asians could include the India population.

Commissioner Kline observed that the application does not describe the significant change in the budget, yet the program budget has a 34 percent increase. Commissioner Perelman pointed out that they are adding resource workshops, which could account for the increase.

Commissioner Oxrieder commented that the application identifies a request to provide workshops in Spanish for parents in the Bellevue School District to help them better understand the school system. She said that is another area for which the school district should be responsible. Commissioner Oxrieder said it was not clear if the requests for the service was coming from the school district or from clients.

43. Chinese Information and Service Center: Eastside Russian Senior Program

Ms. O'Reilly said she contacted Dan Lassiter, Manager of the North Bellevue Community Center, who verified having had a conversation with the agency. It has been a long-term goal of the community center to offer such a program to Russian seniors. With the closing of the for-profit Circle of Friends day center last year, there are Russian seniors who lost an opportunity for socialization and a day center for older adults.

Commissioner McEachran said the application is intended to cover a vacancy of services modeled on the approach taken by the India Association of Western Washington. He said he would support advancing the application.

Ms. O'Reilly said she would include in the staff review the equivalent in-kind donation by the city of space at the community center. The community center also donates space to the India Association of Western Washington, the Chinese Information and Service Center for Asian elders, and to SeaMar for Latino seniors, all on different days.

Commissioner Kline suggested it would be worthwhile asking the agency if they have been able to build on or resurrect any of the infrastructure of the Circle of Friends program.

Commissioner Perelman said she would like the agency asked what they will do if the city chooses not to fund the program.

44. Crisis Clinic: King County 2-1-1

Commissioner Piper noted that the program has a very high reach in that it serves some 2600 Bellevue residents.

Commissioner Perelman noted from the application that only half of the calls received were answered.

45. Eastside Legal Assistance Program: Eastside Legal Assistance Program

Commissioner McEachran reminded the Commission that his engagement with the program is quite high.

Commissioner Perelman said she certainly favors the program.

The Commissioners had no questions about the application.

46. Hopelink: Family Development

Commissioner Piper said he would recommend advancing the application but review the amount of the ask.

Commissioner Perelman observed that the agency lowered its fundraising goal by \$100,000, which matches the amount they are asking jointly from the cities.

47. India Association of Western Washington: IAWW Cultural Navigator Program

Commissioner McEachran suggested combining the discussion of both applications from the agency.

Commissioner Perelman agreed and pointed out that there is a clear overlap between the two applications; both mention the navigator and it is not made clear why there were two applications instead of one. She said she was inclined not to fund the Cultural Navigator program. It would be better to collaborate with an organization that already has a structure in place rather than seeking to build a new structure.

The Commissioners had no questions about the application.

48. India Association of Western Washington: India Association of Western Washington

Commissioner Perelman noted her support for advancing the application and continuing to fund the organization. She pointed out that the ask is higher even though the program is expanding in Redmond but not in Bellevue.

Commissioner Perelman said she would like to have clarified the direct aid to clients shown in the application at \$2000.

Commissioner McEachran commented that the agency has had strong levels of advocacy before the Commission for at least two funding cycles.

Commissioner Oxrieder stated that the program is run entirely by volunteers and suggested that over time burnout is a definite possibility. Commissioner Kline agreed and pointed out that during the on-site visit the organization representatives made it clear that they need paid staff.

Commissioner McEachran noted that the agency has asks out to other jurisdictions as well.

49. Issaquah Schools Foundation: VOICE Mentor Program

Commissioner Perelman said the review team concluded that the application should not be funded. While the program is very good, it is primarily focused on Issaquah schools, which impacts only a few Bellevue residents. The city already funds Youth Eastside Services for mentoring in that school district.

Commissioner Ma said he leaned toward funding the program because it is good and does serve some Bellevue residents. He agreed that there was some overlap with the Youth Eastside Services mentoring program.

The Commissioners had no questions about the application.

50. King County Bar Association: King County Bar Foundation Pro Bono Services

Commissioner Perelman said she favored continued funding of the program but pointed out that the application did not include in-kind funding.

Commissioner McEachran noted that the Commission in the past had questions about the program overlapping with the services offered by Eastside Legal Assistance Program. Those concerns, however, were put to rest with the explanation that the two programs do have different focuses.

Commissioner Ma commented that while the ask was double the previous funding cycle, the services are projected to largely remain the same in terms of households served. The application does indicate an increase in the number of service hours. He said he would like that issue clarified.

51. MAPS-Muslim Community Resource Center (MCRC) : Information, Referrals, & Resources (IR&R)

Commissioner Ma said the review team leaned toward not funding the application. It appears the agency has only one case manager who serves as a one-person team. It is true that the program works with underserved communities from Somalia, Iraq, Afghanistan and Vietnam, all populations that are not served as well by other organizations. However, the program also provides referrals to organizations that could provide the services.

Commissioner Perelman said the application indicates 70 percent of the clients are non-Muslims, which raises a question about what niche the program fills. Additionally, the application states that most of the clients come from south King County even though elsewhere the numbers indicate the program serves quite a few Bellevue residents.

Commissioner Ma pointed out that part of the ask is for funding to cover the costs of providing services to south King County residents.

Commissioner McEachran said he has seen the organization operating through strong collaborations with others, including with the Congregations for the Homeless men's shelter on matters of Islamic food practices.

Commissioner Oxrieder said the organizations is very engaged in providing community services. She stated, however, that she saw a lack of focus in the appeal.

Commissioner Perelman said she would welcome having someone from the organization come address the Commission.

Ms. O'Reilly explained that MAPS stands for the Muslim Association of Puget Sound, which is housed at the Redmond mosque. The Muslim Community Resource Center is the social service arm of MAPS.

Commissioner Ma suggested asking the agency if it has a particular focus.

Commissioner McEachran said he looks on the program as Velcro for the Muslim community. Where there is a need to connect to that which seems distant, they find a way to do it.

Ms. O'Reilly commented that non-profit agencies from culturally specific communities tend to look like they are all over the map. That is because in their communities they often provide everything to everyone from financial services to youth programs.

There was agreement to ask an agency representative to visit with the Commission on June 5.

52. Youth Eastside Services: Behavioral Health Care for Children & Youth (was Early Intervention)

Commissioner Perelman said the review team favored funding the application.

The Commissioners had no questions about the application.

53. Youth Eastside Services: Community-based Outreach Services

Commissioner Perelman said the review team was a yes for funding the application. She did note it appeared from the application that there was a decrease in the number of service units. Ms. Catalano said she had noticed that too. Commissioner Perelman said she would like to know why.

Commissioner Ma said he would like to know how many are referred to the program through outreach versus the traditional referrals from school counselors and the like. He added that he would like to see that shown as an outcome.

Commissioner McEachran said he liked the strong collaboration the program has with other programs and agencies.

54. Youth Eastside Services: Early Childhood Behavioral Health

Commissioner Perelman said the review team felt the application should be funded.

Ms. O'Reilly referred to the narrative on page 12 and the statement that the 2019 budget includes a three percent increase from the award of each city in 2018, but in fact the request of Bellevue is almost double. Commissioner Perelman said the ask was to cover the actual cost of the program.

55. Youth Eastside Services: Success Mentoring

Commissioner Perelman said the review team said yes to the application. She said she had a question about what would happen if the city did not provide the additional funds.

Commissioner Oxrieder said she wanted to know why the program was going from 47 to 35 residents served. Commissioner Ma said it appeared to him there was a reduced number of residents served in other cities as well.

Ms. Stangland said she was confused by the budget section, noting that the expenses shown are lower than the requested amount. She suggested that should be clarified.

56. Consejo Counseling and Referral Service: Domestic Violence  
Community Advocate Program

Commissioner Ma said the review team agreed the application should be funded.

Commissioner Piper pointed out that no service unit projections were shown in the application for the first two outcomes. He said he also found it interesting that the ask was reduced from the previous level.

Commissioner Perelman said she did not see ELAP on the list of partnerships the agency has. She suggested asking about that.

57. Crisis Clinic: Teen Link



Commissioner Perelman said she would be a yes on funding the application. She pointed out that the program had lost significant funding from Mental Health and Drug Dependency. Ms. O'Reilly said she would check to see why that was the case.

Commissioner Perelman said she was a bit surprised to learn that it takes four FTEs to run the program. She added that what the agency is seeking from the cities will not make up the gap in funds lost. Ms. Catalano said the application indicates there are overages with some programs that will help to offset the loss.

58. Harborview Medical Center: Harborview Center for Sexual Assault & Traumatic Stress

Commissioner Perelman said the review team favored funding the application. She commented that the application mentions legal advocacy services and suggested just what that entails should be made clear.

59. King County Sexual Assault Resource Center: Comprehensive Sexual Assault Advocacy Services

Commissioner Perelman called attention to page 13 of the application where it was indicated the city of Bellevue is funding a very substantial percentage compared to all of the other cities that get a lot more out of the program. That issue should be discussed during the funding stage.

Commissioner Piper pointed out that the program is projecting a decline in service units while the number of residents served is projected to remain the same.

60. LifeWire: Survivor Advocacy Services

Commissioner Oxrieder noted that Bellevue services are shown in the application as lower in 2019. The application mentions legal advocacy but does not reference ELAP. The application is unclear with regard to in-kind donations.

Commissioner McEachran said he would stand back in discussing the application given that for many years his faith community has supported the program.

Commissioner Kline said the review team was in support of moving the application forward but did question the ask to add a dedicated advocate at a full FTE at Bellevue College, especially in light of a projected reduction in service units. Commissioner Kline also noted the statistics on page 5 regarding their target population do not add up properly.

Commissioner Oxrieder said it is known that ELAP provides the legal services, but there is no mention of that in the application. Most of the work is done pro bono, but a paid attorney handles the court filings.

Commissioner Kline suggested the agency should be asked what it will do if it does not receive the increased ask. Additionally, it should be asked why the application projects decreases in two of the three major funding areas.

61. Refugee Women's Alliance: Domestic Violence Program

Commissioner Oxrieder said the program is focused on Russian-, Romanian- and Ukrainian-speaking women victims of domestic violence. The application does not indicate that any other city has been asked for funding, leading to a question of whether or not the program is only functioning in Bellevue.

Commissioner Kline noted positively that the agency recently received grants to add a full-time immigration lawyer and a full-time paralegal.

Commissioner Oxrieder said she would recommend funding the application.

Commissioner Perelman asked why the program focuses on Russian-, Romanian- and Ukrainian-speaking women victims, and what makes the program staff experts on those populations. Ms. Stangland said staff could ask that question of the agency. She added that there is a large Russian community on the Eastside. The agency focuses on different groups in other parts of King County.

Commissioner Kline said there is one service in the application not filled in except Bellevue, and an error in calculating the number of session hours.

62. Asian Counseling and Referral Service: Whole Health Oriented Mental Health Program

Commissioner Oxrieder said the review team believed the application should be moved forward. She said the team was curious about the wait time for the non-Medicaid waiting list. She noted that the program outcomes are better than most applications.

Commissioner Perelman said she liked the fact that the program serves clients who do not qualify for Medicaid or have insurance, and who do not have legal status.

Commissioner Kline said she would like to see some isolated statistics on the population to be served with Bellevue dollars. With regard to the residents served chart, she said she had a question about whether it listed only non-funded clients, noting that if it is not it is curious that 100 percent of the Bellevue clients are city funded when only 22 percent of their client base is non-funded. Additionally, Bellevue residents account for six percent of the total but only three percent of the total service units.

Commissioner Oxrieder commented positively on the statement in the application that the program incorporates unique culture and spiritual practices and beliefs into the service designs.

Commissioner Ma said he had in the past used the services of the program for his family and received same-day service.

Commissioner Kline observed that the budget section relative to significant changes includes a note about changes in the funding structure and suggested the Commission should keep an eye on that. Ms. O'Reilly said she intended to have a representative from the King County Behavioral Health and Recovery Division come and address the Commission about upcoming changes involving the fully integrated healthcare model that is being mandated by the state.

#### 63. Bridge Disability Ministries: Meyer Medical Equipment Center

Commissioner Oxrieder said the review team was disposed to not fund the application because the program is not in the highest need category. She noted that the application mentions a \$30,000 deficit without giving an explanation for it. Mention is also made of a new facility without giving any clarification.

Commissioner McEachran said his faith community has committed to work with the program. He said the program provides medical equipment to people who do not otherwise have access to it and who have multiple levels of disabilities. He said he would welcome having a presentation by a program representative.

Commissioner Kline asked staff to ask the agency the status on finding a new space, and about the \$30,000 deficit.

#### 64. Crisis Clinic: Crisis Line

Commissioner Oxrieder noted that the program is facing a United Way funding reduction but said it was not clear why. She said 36 percent of their calls are professionals wanting a consultation with them, but suggested the professional line seems like a different service.

Commissioner Kline said there were two lines of questions regarding the calls. She said her reading of the application led her to understand that a large percentage of their callers are daily callers. The other big percentage are professionals calling to consult, something that has not previously hit the radar in considering funding for the program.

Commissioner Perelman agreed she would like more information about the professionals who call in for consultations. Ms. Stangland said she personally called in regularly when she had suicidal clients and clients having mental health breakdowns. She said her calls were always made to connect her clients to services.

Commissioner Ma said his personal experience has been when encountering persons with mental health breakdowns that either the police or a professional needs to be called in. The persons in crisis are usually the persons who call in. It certainly would not be abnormal that professionals are calling the Crisis Clinic for other persons.

Commissioner Kline noted from page 4 of the application that as of January 31 they have been answering calls for all of Washington state, though it is not clearly stated what that means for the program.

Commissioner Oxrieder commented that the ask is not significantly higher.

Commissioner Kline said the application on page 11 shows a big jump in program expenses but includes no real explanation for it.

Commissioner Piper pointed out that the service units for 2018 and 2019 were not populated in the application.

65. Easter Seals Washington: Easter Seals Washington Adult Care/Health Services

Commissioner Kline said Easter Seals Washington was the organization that stepped in to rescue the Eastside Adult Day Services program.

Commissioner Oxrieder noted the application complains of low government agency reimbursement rates.

Commissioner Perelman pointed out that funding from Bellevue is substantially more compared to the other participating cities.

Commissioner Kline said the paragraph on page 6 states that government agencies fund 67 percent, and that 33 percent pay out of pocket. On the previous page the program cost per hour is listed as \$15, which mirrors the statement on page 4 where it says the cost of providing service is \$15 per hour. As drafted, it appears the client costs are covered between client pay and government money. She said she would like it clarified exactly what Bellevue funds cover.

Commissioner Oxrieder observed that in the paragraph on page 4 it is stated that fees for services fall far short of covering the program's direct and indirect costs.

Commissioner Kline said on page 9 the application talks about obtaining top leadership talent and lists several recently filled position. She said that make her wonder if the program is having a lot of staff turnover. Additionally, the budget page shows an in-kind contribution for a Bellevue rent subsidy, and Commissioner Kline

said she assumed that referred to the Bellevue location rather than a subsidy from the city and said she would like that clarified.

Commissioner Kline called attention to the budget for 2018 on page 14 and pointed out that it shows a profit of \$265,000, which is twice the total ask of all the cities.

Commissioner Perelman said after reading the application she felt the city should consider reducing its contribution to the program. Commissioner McEachran said he would agree with that approach.

66. Friends of Youth: Youth and Family Services Counseling and Prevention

Commissioner Oxrieder said the review team was not excited about moving the application along because so few Bellevue youth were served and because no funds are sought from Kirkland.

Commissioner McEachran said if he were seeking \$5000 from Bellevue he would at least make mention to the Bellevue Needs Update.

Commissioner Perelman said she favored passing on the application because it duplicates services and focuses on other locations.

67. HealthPoint: HealthPoint Dental

Commissioner Oxrieder pointed out that Bellevue represents 23 percent of the collective asks, yet Bellevue residents receive fewer services than many other cities. Out of the \$18 million budget, \$16 million is from fees for service, which raises some questions. Additionally, less than half of the clients complete their treatment plans as recommended.

Commissioner Perelman asked if the program operates in Bellevue. Commissioner Kline said they have a location in Redmond.

Commissioner Oxrieder commented that the program is the leading healthcare provider for recently resettled refugees and immigrants.

Commissioner Perelman suggested that because there is another dental program application the Commission could rethink funding the HealthPoint application.

Commissioner Kline said she would like to see the application moved forward to allow for a fuller evaluation. She highlighted as curious that the application talks about its program deficit and the intent to subsidize it from earnings from non-profit activities.

Commissioner Perelman questioned whether funding from Bellevue makes any impact given that their fee for service income is \$16.5 million. She suggested the agency should be asked to clarify what impact Bellevue's funding has.

Commissioner Kline pointed out that Bellevue residents represent only 1.8 percent of the total clients served, yet their ask of Bellevue is 23 percent of their total asks. Commissioner Kline suggested asking the agency why Bellevue's ask is disproportionate to Auburn, Federal Way and Kent in particular considering how many they serve in those cities.

#### 68. HealthPoint: HealthPoint Medical

Commissioner Oxrieder said she questioned why blood pressure was listed as a major outcome. Ms. O'Reilly said someone from the agency shared with the Commission a couple of years ago that blood pressure is one of the universally accepted health indicators, and the treatment for it is also very proscribed. Commissioner Oxrieder also noted that according to the application, 70 percent of the clients are relieved of the symptoms they came with, and she questioned how high blood pressure could be solved that easily. Ms. O'Reilly said she would be willing to seek clarification on that point.

Commissioner Ma commented that when it comes to medical issues there really is no such thing as a standardized approach for everyone.

Commissioner Perelman pointed out that the same blood pressure outcome is used for application 71.

Commissioner Oxrieder called attention to page 14 of the application and noted that the number of Bellevue visits was shown as 2400 and the number of Des Moines visits was shown as 9000, yet the ask on the next page of those two cities are out of proportion.

Commissioner Kline said the same is true of Auburn, Kent and Federal Way. She noted that Bellevue clients are 1.4 percent of the total individuals served, but Bellevue is being asked for 23 percent of the total.

Commissioner Ma said it is possible that even though clients may not be from Bellevue, they may work in Bellevue. Ms. O'Reilly said ICHS has only been in Bellevue for five years and for a while Eastgate Public Health was the only federally qualified community health clinic people could go to. She agreed that it is worth looking at the shift and why they are still seeking proportionally more from Bellevue for fewer clients.

Commissioner Perelman called attention to pages 13 and 14 of the HealthPoint application, and pages 12 and 13 of the ICHS Dental application. She noted that

ICHS serves far more Bellevue residents. Commissioner Kline proposed saving the full discussion to the next review round.

69. HERO House: Supported Employment

Commissioner Oxrieder said the agency is seeking to add additional staff. She said the review team agreed the application should be moved forward.

The Commissioners had no questions about the application.

70. IKRON of Greater Seattle: Behavioral Health Services

Commissioner Oxrieder said the review team found no reason not to move the application forward. She noted that 87 percent of their clients are involved with the criminal justice system, and 30 percent are homeless.

Commissioner Perelman asked what is different about the organization from other organizations Bellevue funds. Commissioner Oxrieder said their clientele is one big difference.

Ms. Stangland said the agency partners with Congregations for the Homeless and provides on-site services in the shelter. There are also conversations about taking a similar approach with Sophia Way.

Commissioner Kline called attention to page 8 of the application and the statement made that a wait list was recently developed due to low staffing. She said she would like to know how the agency is going to address that. Commissioner Oxrieder said the large percentage increase in clientele could be part of the reason.

71. International Community Health Services: ICHS Dental

72. International Community Health Services: ICHS Medical

There was agreement to address the two applications together.

Commissioner Perelman said she was interested in knowing how many of their clients have no insurance. Commissioner McEachran said that question was raised during the previous funding cycle in regard to the sliding fee scale.

Ms. O'Reilly said she would be glad to ask to see a copy of their sliding fee scale. Commissioner Perelman said it would be interesting to review it and to determine how applicable it is to the population of the clients served and the number of Bellevue residents without insurance benefit from it.

Ms. O'Reilly said one of the wraparound services staff who works with the Latino population recently pointed out that a lot of folks can get dental checkups and cleaning services from ICHS, but clients in need of more than that, including

specialized care, is where the gaps appear and where the sliding fee scale may be prohibitive.

Commissioner Kline agreed both applications should be carried forward but also suggested starting the next review with them.

7. OLD BUSINESS

Ms. Stangland reminded the Commissioners about Affordable Housing Week. She said there would be an event at Bellevue First Presbyterian on May 17 from 6:00 p.m. to 8:00 p.m. hosted by Lifewire, Congregations for the Homeless, Sophia Way and Imagine Housing.

Ms. O'Reilly commented that Ms. Moreno's last day with the city would be May 30 and as such she was attending her last Commission meeting. She was given a round of applause.

8. NEW BUSINESS

Commissioner McEachran said during a recent visit to City Hall he witnessed the Service First staff receive a woman of color who was homeless and having issues. He said the staff took down all pertinent information and in doing so gave all of her attention to the woman, ultimately referring her to Eastside Legal Assistance Program. He said what he witnessed was clearly human services on the front line.

9. PETITIONS AND COMMUNICATIONS – None

10. ADJOURNMENT

A motion to adjourn was made by Commissioner Ma. The motion was seconded by Commissioner Kline and the motion carried unanimously.

Commissioner Kline adjourned the meeting at 8:27 p.m.

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Secretary to the Human Services Commission

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date