

*The Human Services Commission approved these minutes on September 7, 2017*

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

July 18, 2017  
6:00 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Villar, Commissioners Kline, Ma, McEachran, Oxrieder, Perelman

COMMISSIONERS ABSENT: Commissioner Mercer

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

GUEST SPEAKERS: Mark Manuel, Elaine Acacio

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:00 p.m. by Chair Villar who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Perelman, who arrived at 6:08 p.m., and Commissioner Mercer, who was excused.

3. APPROVAL OF MINUTES

A. June 20, 2017

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

4. PETITIONS AND COMMUNICATIONS

Ms. Nancy LaCombe with the city's Department of Transportation said she was recently appointed project manager for the shelter project. She said she has been with the city for more than 17 years and most recently served as program manager for the East Link project. With regard to the shelter, she said it would be her job to manage the interdepartmental teams and to make sure everything is kept on track.

She said she would keep the Commission updated as the process moves forward.

## 5. STAFF AND COMMISSION REPORTS

Commissioner McEachran said he is continuing to serve as a member of the Wilburton Commercial Area CAC. He said it has been interesting to watch the property owners, some of whom have properties that have been in their families for more than a century, participate in the process. The focus of the CAC has turned to density. It is clear that in the coming years, the Wilburton area will look much different.

Human Services Manager Alex O'Reilly said that on July 12 she and Chair Villar and Commissioner Mercer got together with new Commissioner Ma to provide an orientation. She said some of the materials in the notebook will be brought before the Commission in the fall for discussion given what it covers relative to the role of the Commission.

Ms. O'Reilly reported that she recently attended a three-day conference call "Basically CDBG." She said to understand the basics of the CDBG program, it is apparently necessary to view 300 Power Point slides. She said she learned a lot and confirmed that the city is on track. The conference in Seattle was attended by some 70 persons from 12 different states. The event was very helpful.

Grant Coordinator Dee Dee Catalano said the city's Annual Action Plan is completed and ready to be submitted, but it is necessary for all the participants in the consortium to all be ready at the same time before it can be formally submitted to HUD, which will be in another couple of weeks.

Ms. Catalano said she is also continuing to follow the King County Veterans, Seniors and Human Services Levy. Where things stand currently, the levy will be ten cents per thousand dollars of assessed evaluation, which is down from the 12 cents proposed by the King County Executive. The three main buckets are still the same, but the King County Council has chosen to split the senior bucket in two, with half going to general senior services and half to seniors who are also veterans. The half that is to go toward seniors who are veterans must be allocated to housing until 75 percent of homeless senior veterans are sheltered; once that goal has been achieved, any remaining funds will be released to general senior services. The King County Council only has until August 1 to get the measure on the ballot.

Commissioner Ma asked how the funds will be allocated to Bellevue. Ms. Catalano said distribution of the funds will be established by an implementation plan that will be developed later. Bellevue will get some money, but the division will not necessarily follow geographic lines.

Commissioner Kline asked what the rate is for the current Veterans and Human Services Levy. Ms. Catalano said it is four cents per thousand.

Chair Villar revised the agenda to hear item 8A ahead of 6A and 7A.

## 8. DISCUSSION

### A. Update on Diversity Advantage Initiative

Elaine Acacia, Diversity and Inclusion Administrator, said the Diversity Advantage Initiative Plan was adopted by the city in 2014. She said along with Mark Manuel, Diversity Outreach and Engagement Administrator, she was hired by the city in May 2015 and since then a lot has been implemented with more in the works. The third member of the team, the ADA Title VI Coordinator position, will hopefully be filled very soon.

Mr. Manuel said the city's demographics shifted in the 80s and 90s that has resulted in almost a doubling of the population of people of color. When the shift began, the percentage stood at 13.5 percent. Once the shift occurred, it became more important for staff at City Hall to focus on diversity. The first Cultural Diversity Task Force was convened in 1993 and it put together an extensive report on the state and landscape of diversity. Another dramatic shift has occurred over the last decade and in 2012 the city concluded the need to reevaluate things and to update the Diversity Plan. A number of organizations, non-profits, community groups and businesses joined together in doing the work of developing what became the Diversity Advantage Initiative, which was finalized in 2014. The plan is broken down into seven different categories: economic development, civic engagement, human services, public safety, education, and the notion of cultural competence that informs all decision making in each category. The plan was adopted by the City Council in 2014 along with a vision statement.

Continuing, Mr. Manuel said the focus of the team is on how to move reliance on the work beyond just the team, how to maximize the impact, and how to get people involved so that they become a part of the work. Volunteer Bridge, a pilot program rolled out in 2017, began with 20 persons from 16 different countries. The idea was precipitated by people newly immigrated to Bellevue saying they wanted to be engaged but had no idea how to get involved. Working with United Way of King County, a four-week course was put together to explore a number of facets of volunteerism. Every attempt was made to be culturally specific by using stories from the 16 different countries. Each was asked to do a self assessment around their intent relative to short- or long-term involvement, and about direct or indirect service. The program included a look at what the volunteer process looks like, and the opportunities that are available. Several non-profit organizations participated. The program was deemed a success in giving folks new to the community opportunities to give back.

Commissioner Kline asked how the 20 persons were recruited. Mr. Manuel said the team collaborated with the English Language Learners Alliance (ELLA) as well as the Islamic Center of the Eastside. The list of participating non-profits included Hopelink, Congregations for the Homeless, the Eastside Neighbors Network and Fortera.

Mr. Manuel said another way of expanding the impact in the community and getting the community involved has been the Bellevue Diversity Advisory Network (BDAN). The group is made up with a diverse group of 20 community members. Almost 70 applications were received from persons wanting to serve. The members are appointed by the City Manager and the group is currently focused on articulating and mutually agreeing on what the value-add is to the city, and is looking at enhancing outreach, engagement and culturally responsive governance. The group has been in existence for only half a year.

Ms. Acacio said the plan is not intended to fall on the shoulders of only three people. In order for there to be a higher impact, it is recognized that the plan must become the work of a village. Accordingly, each of the city's 14 departments has an appointed diversity lead. The team has been meeting for about two years and has been working to develop departmental strategic work plans that address issues such as human services, public safety and economic development. It is recognized that not every department is starting in the same place, and that not every department has the same priorities and overarching goals. There is also recognition that the internal leadership as well as the Council and the city's boards and commissions are leading the way in defining implementation of the work. The diversity liaisons are individuals who are working to expand the reach of the organization. She added that even though there is not yet a leader for the ADA team, there is an internal group that meets to make sure the city is compliant with the law and is also seeking to expand services.

The foundational aspect of capacity building will involve training. The plan calls for training volunteers and city staff. By citywide mandate, all staff will undergo cultural competence foundations training over the next five years. To date, about 40 percent of the staff have received the training. In early 2016 implicit bias awareness training was rolled out; it is more specific to the recruitment and hiring process, but there has been talk about expanding it. The bulk of the hiring managers have received the training already.

A number of visioning workshops have been conducted. The 4.5- to 7-hour training sessions for all departments are focused on making sure everyone has the same language about the guiding principles of the Diversity Advantage Plan. It was noted early on that in addition to training, importance should be placed on having common definitions. Using the mnemonic device of the vowels, the guiding principles were divided into Access, Equity, Inclusion, Opportunity, Understanding cultural competence, and always Why. The workshops utilize that envelope and also serve as educational opportunities to talk about the historical framework of systemic inequities.

Mr. Manuel said the cultural competence gets broken down into two sections, cultural competence in city government, and cultural competence in community. Of relevance to the Commission is the fact that one of the 60 points calls for increased training for human services providers. To that end, on September 11 and September 18 Racial Equity Foundations training will be offered. Each of the two-day sessions will run for four hours each. The sessions will be offered at no charge to the city's non-profit grantees. Two persons from each organization will be asked to attend. He said he also has done some work with the Eastside Human Services Forum. He said he served on the panel for the annual meeting of the group and focused on exploring issues of diversity. One thing that came out of volunteer bridge was the recognition that human services organizations also need help and support in understanding how to best work with the new diverse group of folks who are coming in.

Mr. Manuel said one comes closest to true understanding when they realize how much they do not understand. He said that has been particularly relevant for him in working in diverse communities, and added that he continues to be amazed at his blind spots. There is much to share and much to learn about diversity. The city has a rich history over the last 20 years of providing public programs aimed at increasing understanding. The programs are educational and experiential, and they provide opportunities for cross-cultural engagement. It is good to have specific cultural groups meeting, but it is equally important to have those groups interacting by meeting with each other and interacting with the larger community.

Ms. Acacio said she has been working with Human Resources on supported employment. The diversity talent hiring initiative is quite wide and relooks at some of the city's processes. A recruitment tool kit has been developed and has been shared with other cities. It focuses on ways to avoid inadvertently creating barriers and on equitable recruitment and hiring. Teams have been working specifically with public safety and Fire has created a careers team on the realization that they cannot be recruiting the same way private corporations recruit in order to better reflect the community. The Supported Employment Program continues to gain leverage. Support mechanisms have been created and there has been talk by more departments around hiring more supported employees. There is also an initiative under way in collaboration with Finance that specifically looks at ways to increase opportunities to do business with small business enterprises and women and minority business enterprises. A three-part plan has been communicated to the Council that involves increasing the city's visibility in that arena along with training and reviewing the criteria for evaluation.

Ms. Acacio said a part of the citywide initiative includes looking at access points, specifically translation and interpretation. The idea is to make sure the resources are available for staff to offer to residents, but also to have the services readily available for residents wanting to interact with the city.

Over the last year, some very specific programming has been rolled out to city staff. The programs are aimed at exposing staff to different realities and opening up

opportunities to have dialogs about the impacts of diversity. As part of the Martin Luther King celebration, the City Manager's award was inaugurated highlighting stories of work done by the staff. For the recent All Hands organizational meetings, which are conducted every two years, diversity was prominent.

Mr. Manuel said the programs are surprisingly well attended. The recent Pride event was held on a Friday and some 80 staff showed up, including the City Manager. There is an obvious interest in moving similar activities forward.

Mr. Manuel noted, however, that not everything done is part of the work plan. One of the challenges often faced is the range of things that can happen on the local, regional and national levels that impact the local community. The unpredictable and volatile nature of such events can be alleviated to some degree by doing work ahead of time, including having the right people in place, building strong relationships, and developing a spirit of collaboration. Police minority community relations continues to make local and national news and hits very close to home. The Bellevue Police is to be commended for its work on community advisory boards.

Affordable housing is an issue for the region. At Highland Village it was a staff member who had a relationship with some parents that brought the issues to light. Some from the city got involved and a group of focused partners was brought in, including regional housing advocates, people from city government and King County. The group worked with community members to teach them how to engage in city processes.

The national increase in hate crimes, malicious harassment, hate speech and the like is something no one was planning for prior to November 2016, and the issue has hit Bellevue as well both on the streets and in the schools. He said his team is keeping a close eye on the issue given its impact on the community.

The tenor regarding immigration and immigration enforcement is also on the radar screen. There is a lot of fear and uncertainty in the community and it is having a direct impact on folks. People have been turning to the legal community for help, and many are seeking legal guardians for their children should anything happen to them. Know Your Rights workshops have been going on in collaboration with other community partners, and the Bellevue Police have been doing some great work around personal safety and the like. Those are all things that are not necessarily accounted for in the city's various work plans.

Mr. Manuel said Bellevue signed on this year as an official participating municipality for Welcoming America, a national movement of inclusive cities that are committed to engaging a wide variety of different sectors. Welcoming America is focused on recently arrived immigrants but also on the receiving community. Bellevue, Tacoma, Seattle and King County have joined as welcoming cities. Welcoming Week occurs in September, and the local version is called Welcoming Eastside. Bellevue is working with the surrounding municipalities on collaborative programming.

Ms. Acacio said there are elements of the work that are emerging and require agility and careful intent in addressing them. In November the Council was updated in regard to diversity and the Mayor stepped up with a statement of inclusion. It was translated and posted to the web and was widely distributed. That occurred at a time when many in the community were expressing fear. An FAQ was developed at the request of many from questions that were being asked in the community. It was made external and several non-profits have asked for it in order to share with their clients where the city stands. Additionally, there is an internal federal task force team that has been meeting and the work they develop over the next couple of months will be made known. The Police advisory boards have heard loud and clear that visibility is good but is not enough, especially given that there are populations that will not want to attend a public meeting. Accordingly, they have done a good job of identifying other platforms for outreach.

Mr. Manuel said the immediate next steps for his team include a Multicultural Institute Program study that will focus on opportunities for intercultural engagement. Also on the to-do list is increased coordination with other Eastside cities and continuing the work of the Bellevue Diversity Advisory Network, which among other things will take on a community mapping exercise toward the end of the year.

Ms. Acacio said part of the diversity talent hiring initiative is the creation of employee resource groups or affinity groups. She said listening sessions had been conducted and the policy issues are being finalized. It will be ready to roll out in the fall of 2017 and will provide opportunity to get marginalized voices together to change city processes and the ways decisions are made.

Answering a question asked by Commissioner Oxrieder, Mr. Manuel said the Diversity Advantage Plan was built with the understanding that it is the city's plan, not a plan from any specific staff. Much of the work involves systems work and laying down foundations. Ms. Acacio said the work will be carried out by more than just the diversity team; throughout the system there are folks who are primed and ready and wanting to be more involved. Mr. Manuel allowed that the thinking has evolved on some of the points since the plan was drafted in 2014.

Commissioner McEachran asked how many languages the Diversity Advantage Plan has been translated into. Mr. Manuel allowed that it is only in English. Commissioner McEachran said the plan is good and certainly passes the collaboration test. He said during the cultural competency workshop the attendees had highlighted for them egregious examples of lack of access. The utilities document is translated into five languages and the illustrations are good. Everyone uses utilities and that would be a good place for the team to get involved. He said he would like to see more conversation about collaborating with the diversity plans of the school districts and Bellevue College. At Bellevue College, the Foundation has to pay for Uber and taxi rides for their diverse custodial staff who cannot otherwise get home at 2:00 a.m.

Commissioner McEachran referred to page 32 of the Diversity Advantage Plan and noted that it calls for translating materials on human services resources and referral programs available in the city into the most commonly spoken languages. He said that is an excellent goal. He also agreed with the statement on page 36 calling for faith community leaders to become more civilly engaged. He said it would be good to know how the city's other boards and commissions are doing to address diversity. He said he also sensed that some cultural communities in the city do not want to engage and would prefer to remain insular and suggested that some way should be found to bring them into the community.

Ms. Acacio noted that within the departments there are deep conversations about outreach. Much has been discussed about the terminology to use, and it has been agreed that the terminology changes over time. Translation is very important, but it needs to be done in culturally agile ways.

Commissioner Perelman commented that the company she works for has a requirement that a procurement RFP cannot be done unless it involves a diverse pool. The same is true on the HR side of things and diverse candidates must be included for consideration. Ms. Acacio said the team has certainly been highlighting the Title VI requirements. Where federal dollars are involved, diversity is required, but that is not necessarily the case with non-federal dollars. Ways to make changes where non-federal dollars are involved are being investigated.

Chair Villar called attention to page 5 of the immigration resources and commented that there are scams that involve individuals calling residents claiming to be from a government entity and saying the person owes some sort of fee. The scammers are calling both documented and undocumented immigrants.

Commissioner Kline said she was excited to hear about the program around training for volunteers. She said the Commission has recently had discussion about volunteers and the infrastructure that surrounds facilitating them in the city, which is largely lacking. She praised the team for offering the training and encouraged them to push to see it built up. Mr. Manuel said volunteers represent a huge resource for the city. He noted that there are formalized volunteer positions operated by the police department and by the botanical garden as well as others. Ms. Acacio said she would like to see volunteer positions serve as a gateway to employment. Many who seek to volunteer are very talented and often highly skilled. Commissioner Kline stressed the value of being connected with the PTAs and the school district in general.

## 6. DISCUSSION

### A. Final Review of 2018 CDBG Applications

Ms. Catalano reported that the Bellevue Boys & Girls Club application to fund the appliances for their kitchen remodel has been withdrawn. They wanted to purchase the appliances before the end of 2017 using 2018 CDBG funds. If the agency is able



to purchase the appliances in 2017 and not be reimbursed until 2018, it could be perceived that they do not need the money all that badly. Agencies are allowed to start work before actually receiving their contracts provided the annual action plan process has been completed, but that must occur during the actual program year, and all the required public processes must occur before that can happen. In the case of the Bellevue Boys & Girls Club application, the process work will not be completed until sometime in 2018. Additionally, the agency's plans are not yet completely solid. Accordingly, the agency withdrew the application and will find another way to pay for the project. She said the spreadsheet was otherwise unchanged.

Ms. Catalano said the preliminary funding recommendations for 2018 would be subject to public hearing on September 7, after which the Commission will vote its final recommendations and forward them to the Council for approval.

Ms. O'Reilly noted that the Commission had previously decided not to recommend funding the Kindering Center application because of the associated Davis Bacon Act requirements. She said those rules are very stringent and most cities that do construction projects that trigger the Davis Bacon requirements have a coordinator whose sole job is to make sure the requirements are followed.

Ms. Catalano said not funding the Kindering Center and Boys & Girls Club applications would leave a balance remaining of \$75,000. She said that is not necessarily a bad thing given the conservative approach taken and the uncertainty with regard to what the 2018 CDBG allocation will be. The Commission could choose to hold onto the balance and come back later in the year or early in 2018 for a brief recruitment to add projects, or it could choose to amend the Home Repair Program contract to add additional dollars to it. Under HUD rules, the city cannot hold in reserve more than 1.5 times the annual entitlement amount, which is estimated to be over a million dollars. Accordingly, the balance cannot exceed \$1.02 million.

Commissioner Perelman asked why Jewish Family Services has asked for the exact same amount for the last several years. Ms. Catalano said the agency has received the same amount in CDBG dollars for each of the last several years, but their general fund allocation has changed year by year. The CDBG application amount probably is for the sake of consistency.

Commissioner Kline asked about development of the contingency plan and Ms. Catalano said she would have a draft for the Commission to review at the next meeting.

## 7. DISCUSSION

### A. Preliminary 2018 CDBG Funding Recommendations

A motion to fund the Major Home Repair Program, Sound Generations Minor home Repair Program, and City of Bellevue Administration and Planning applications at

their requested amount, and to not fund the Kinderling Center application owing to the Davis Bacon Act restrictions, was made by Commissioner Kline. The motion was seconded by Commissioner Perelman and the motion carried unanimously.

## 9. OLD BUSINESS

Ms. O'Reilly noted that the Commission had previously discussed making agency visits and possible agenda items for meetings in the fall. She noted a request had been made to hear from Eastside Pathways a presentation on their accomplishments, and to receive a presentation on how recent college graduates are fairing in the current job and residential markets in Bellevue. She said both issues are scheduled to be addressed at the Commission's September 19 meeting. She also noted that she has arranged for Commissioners to visit Hopelink's transportation program and asked the Commissioners to get back to her in regard to their availability either September 6 or 13.

Ms. O'Reilly said she was working to arrange a tour of the India Association of Western Washington. Commissioner Oxrieder said she would like to see the elements of the Bellevue Boys & Girls Club project the Commission has funded.

With regard to the status of hiring a new Human Services Planner, Ms. O'Reilly said the job announcement was open for two weeks and there were 62 applicants. A few were disqualified in that they mistook the opening as being in human resources. Applications are reviewed by a screening team without names attached in order to avoid any implicit bias. In all, the applicants were narrowed down to 15 who fit the criteria. Each of those persons was then asked to participate in a writing assignment to determine how well they organized their thoughts and their writing skills, and that assignment narrowed the field to eight good candidates, each of whom will be interviewed in person on July 27 and 28. The top two or three will be specifically interviewed by the human services team.

Commissioner Ma asked what the Human Services Planner does and Ms. O'Reilly explained that the person does a lot of things related to looking at needs in the community. The Needs Update is that person's largest task every other year. She said there is a need to develop a Human Services Plan and the new person will be asked to take that on. The planner also oversees the Home Repair Program, helps with the allocations process, and is involved in a number of different collaborations.

## 10. NEW BUSINESS – None

## 11. PETITIONS AND COMMUNICATIONS

Mr. Derek Delvalle, Director of Supportive Services for Imagine Housing, said the organization develops affordable housing and provides supportive services to the residents. The Totem Lake project when open in the fall will house 91 seniors. He announced that the annual National Night Out was slated for August 2 and would

provide an opportunity for the community to engage with each other and the police. At each Imagine Housing property there will be activities led by volunteers, and the police will attend as well. On July 20 the Lunch and Learn series will kick off with the focus of sharing with the public what Imagine Housing does, its mission and focus as well as the plans for the future. The event will be at Velocity from noon to 1:00 p.m.

12. ADJOURNMENT

Chair Villar adjourned the meeting at 7:45 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

\_\_\_\_\_  
Date