

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

September 4, 2008
6:01 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

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

COMMISSIONERS ABSENT: None

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

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

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

2. ROLL CALL

Upon the call of the roll, all Commissioners were present.

3. PETITIONS AND COMMUNICATIONS

Mr. Kevin Henry, Cultural Diversity Program Coordinator, said the ongoing Race and Culture series is focused on bringing community members together to talk about various issues. The program brings factions together that might not otherwise interact regarding issues that face the entire community. The next event, scheduled for September 17, will bring together the police and community to build bridges of understanding based on trust and collaboration. Bellevue has a growingly diverse population, and some immigrants come from countries where the police represent something entirely different. The event is a great opportunity to discuss issues in an open and non-police environment. Police Chief Pillo is fully supportive of reaching out to the immigrant communities and building trust. The first part of the event will be devoted to speakers, including Chief Pillo and Judge Gonzales, focused on issues of concern to communities of color. During the second part of the event the attendees will break up into groups and discuss three or four key issues that were brought up during the first portion of the event. The event will occur at the North Bellevue Community Center from 6:00 p.m. to 9:00 p.m.

4. STAFF AND COMMISSION REPORTS

Commissioner Lazetti reported that she visited Renewal Food Bank just to see the operation. She said she visited with the program director and with some of the people who were in line.

Human Services Manager Emily Leslie informed the Commissioners that the United Way Day of Caring is scheduled for September 12. She said Commissioner Lazetti and her husband have said they will attend, and added that anyone else wanting to go should let her know.

5. DISCUSSION

A. Second Review of Goals #3, #4 and #5 Human Services Funding Applications

54. Children's Response Center – Harborview

The Commissioners had no questions or comments concerning the application.

55. Consejo Counseling and Referral Services – North and East King County Latina Domestic Violence Advocacy Program

Commissioner Beighle asked if Consejo interacts with the Dando Voz domestic violence program at all. Chelle Hunsinger, domestic violence program manager for Consejo, said it does not.

56. Crisis Clinic – Teen Link

The Commissioners had no questions or comments concerning the application.

57. Eastside Domestic Violence Program – Community Advocacy Program

Commissioner Hoople highlighted the note in the staff report that indicated that clients must wait one to two weeks for face-to-face advocacy and suggested that in cases of domestic violence that is a long time to wait for help. Kirk Ishizaki, finance director for EDVP, said the gateway to services is the Crisis Line. A lot of advocacy is handled over the phone. Depending on the circumstances, clients can be moved directly into a shelter; where it is safe to wait, the intake process can take a little longer.

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

The Commissioners had no questions or comments concerning the application.

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

The Commissioners had no questions or comments concerning the application.

60. Sound Mental Health – Eastside Behavioral Responsibility Program

Commissioner Hoople observed that according to the staff report the program is not on track to meet the individual assessment goal. Grant Coordinator Joseph Adriano said Bellevue and Kirkland staff jointly conducted a monitoring visit on September 3. During the visit, the issue of the individual assessment goal was discussed. In the past, the individual assessment service units and group counseling units were reported as one service unit; for some reason, during the past year the agency began reporting them separately.

Commissioner Beighle asked if there is data regarding completion of the domestic violence program that is more up to date than 1991, which is what the application reports. Intern Torrey Morgan said she would have to put that question to the agency.

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

Commissioner Beighle noted that the agency had not adequately responded to the question regarding monetary support. Yoon Joo Han with ACRS said the number of clients being served from cities other than Bellevue on the Eastside and in north King County is low, so additional funding from other cities is not being sought.

Commissioner Hoople observed that Shoreline is shown as having more clients than Bellevue and Kirkland with fewer clients and asked when those two will be prioritized. Ms. Han said the agency's strategic plan is to focus on the city of Bellevue. While the agency would like to serve everyone, it must prioritize based on the focus and mission. The next strategic plan period will begin in 2009 and will include targeting other cities.

Commissioner Huenefeld-Gese said the question is why the agency is not seeking funding from those other cities since there are clients from those cities receiving services. Ms. Han said the funding received from Bellevue goes only to serve Bellevue residents. As the focus of the agency expands, more funding will be sought

from other cities. Many of the current clients from Shoreline are elderly and are funded in part through a collaborative effort with other programs.

62. Catholic Community Services of King County – Children’s Treatment Program

Commissioner Beighle asked how the agency survey’s the effectiveness of their programs for children if the parents are part of the mental health issue of the children. Human Services Planner Alex O’Reilly said often there is a measurement used other than a satisfaction questionnaire. She said she would be happy to put the question to the agency and ask for a response.

63. Community Health Centers of King County – Healthcare for the Homeless

The Commissioners had no questions or comments concerning the application.

64. Community Health Centers of King County – Natural Medicine Program

Commissioner Stout noted that two years ago when the Commission looked at a similar application concerns were voiced regarding the research that supported the effectiveness of the treatment. She suggested there still is no additional information regarding the effectiveness of the natural medicine approach. Faith Wimberley with Community Health Centers of King County allowed that natural, alternative and complementary medicine is not widely recognized nationally as evidence-based healthcare. She added, however, that she would happily provide staff with some peer-reviewed studies showing improved outcomes with complementary services. The specific program offered by the agency involves naturopathic medicine, acupuncture and nutrition counseling. The latter is certainly a widely accepted approach. Acupuncture is gaining acceptance, particularly as it relates to patients with chronic pain. Acceptance of naturopathic services is split by the healthcare community.

Chair Yantis noted that the natural medicine program has not previously been funded by the city. He asked if the value of the program is such that funding should be taken away from another Community Health Centers program in order to fund it. Ms. Wimberley said the agency is committed to all of its programs. Where municipal support is not received, funding from other sources will be sought. The natural medicine program is currently heavily underfunded from all sources and needs all the support it can get. The program plays a supportive role for the primary medical program.

65. Community Health Centers of King County – Primary Dental Program

The Commissioners had no questions or comments concerning the application.

66. Community Health Centers of King County – Primary Medical Program

The Commissioners had no questions or comments concerning the application.

67. Crisis Clinic – 24-Hour Crisis Line

The Commissioners had no questions or comments concerning the application.

68. Elder and Adult Day Services – Comprehensive Adult Day Health Services

The Commissioners had no questions or comments concerning the application.

69. NAMI Eastside – Education Support and Advocacy

Commissioner Hoople asked what is being done by the agency to involve and serve the multicultural population on the Eastside. Jackie Swett, administrative assistant with NAMI Eastside, said the agency partners with the Cultural Navigator program and also offers a Spanish-speaking support group.

Ms. Swett noted that since the Fall of 2006 there have been no peer-to-peer classes taught by mentors because there have not been enough mentors. However, as of late May of 2008 four new mentors are signed up and the peer-to-peer class will be offered again twice per year.

70. NAMI Eastside – HERO House

Commissioner Hoople observed that according to the application, the population served by the agency tends toward the moderate-income category rather than the low-income category. Ms. Swett said a number of low-income residents attend the forums held the third Tuesday of each month. Other programs offered by the agency also serve low-income clients, many of whom are on fixed disability incomes.

Erica Horn, HERO House executive director, explained that many of the programs and services offered by NAMI Eastside are directed at the family members who are in crisis. Their incomes may be higher than that of the identified client.

71. Refugee Women's Alliance – Refugee and Immigrant Mental Health Services

The Commissioners had no questions or comments concerning the application.

72. Senior Services – Volunteer Transportation

The Commissioners had no questions or comments concerning the application.

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

The Commissioners had no questions or comments concerning the application.

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

Commissioner Stout voiced concern that the agency does not appear to be involved in either the Ten Year Plan to End Homelessness or the Early Childhood agenda. Ms. O'Reilly pointed out that an email from Susie Winston, one of the program managers for the agency, indicated information about involvement in the Ten Year Plan was inadvertently left out of the application. They are involved in some of the development of housing for adults and to some extent youth.

75. Therapeutic Health Services – Chemical Dependency Outpatient Counseling Services

The Commissioners had no questions or comments concerning the application.

76. Alliance of People with disAbilities – Youth In Transition Program

Commissioner Stout asked if the city has a program that works with young people with disabilities who are in transition. Assistant Director Terry Smith said the city has recreation programs for that population, but they cannot be classified as integration programs.

Commissioner Hoople pointed out that AtWork! has a similar program.

Gladys Springhorn, interim director for Alliance of People with disAbilities, said their program differs from those that focus on specific areas, such as recreation or employment. The Alliance program is focused on helping kids develop the skills they need to live independently after graduation from high school.

Commissioner Hoople asked to what degree the program interacts with the Bellevue School District. Ms. Springhorn said the focus of the program for the past few years has been in the Shoreline area. With that group now going strong, the focus is being

widened to the Eastside. Contact will be made with the schools once the school year is fully under way.

77. AtWork! – Community Liaison

The Commissioners had no questions or comments concerning the application.

78. AtWork! – Vocational Services Coordinator

Ms. Morgan said it was originally thought the Vocational Services Coordinator was a new program, but in fact it is a continuation of the Crew Training program.

79. Bellevue Community College – Adult ESL

The Commissioners had no questions or comments concerning the application.

80. Bellevue Community College – Preparing for Work

Ms. Morgan said the classroom hours reported in the application were low, but the program is confident the numbers will rise.

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

The Commissioners had no questions or comments concerning the application.

82. Hopelink – Adult Education Program

Commissioner Seltzer noted that a recent audit returned the finding that the overall financial situation of the agency bears watching. Ms. Leslie said the audit was conducted in August 2007; information regarding the most recent audit has not yet been received. In the 2007 audit, the agency had a line of credit for \$1.5 million and an outstanding balance of \$480,000. Staff will be watching to see the size of the outstanding balance, if any, in the most recent audit. Staff will also look to see if the agency has a decrease in net assets.

Linda Wolf with Hopelink informed the Commission that there is currently a zero balance on the line of credit.

Commissioner Hoople highlighted the comment in the staff report indicating the program is not on track to meet its service unit goals. Ms. Wolf explained that as of the end of July the goal relative to the number of clients served by the program was met, but the goal regarding the number of sessions has not yet been met but is over the 50 percent mark. The anticipation is that the goal will be met.

83. Hopelink – Employment Program

Answering a question asked by Commissioner Hoople, Ms. Wolf said the application for the program was for CDBG funds. Bellevue was asked for city funds for the Family Development program; funding was also sought from all of the other Eastside cities.

Ms. Leslie added that the Employment Program is funded 100 percent with CDBG dollars because of the HUD regulations that allow the funds to be used for that purpose.

84. Jewish Family Service – Refugee and Immigrant Service Center

The Commissioners had no questions or comments concerning the application.

85. Jubilee Reach Center – Storytime ESL Program

The Commissioners had no questions or comments concerning the application.

86. YWCA – Eastside Employment Services

Commissioner Hoople called attention to the statement in the staff report that no program staff are bilingual. Ms. Leslie noted that they only have one employment specialist. Ms. Morgan said the program staff rely on other YWCA staff for translation and interpretation services.

** BREAK **

By way of follow up regarding the BCC Preparing for Work program being behind on their goals for classroom hours, Ms. Morgan read to the Commissioners an email in which it was stated the program made up a lot of ground over the summer months, reaching the total of 3,014 hours of instruction toward the goal of 4,290.

The Commissioners were tasked with assigning to each application a preliminary funding recommendation.

54. Children’s Response Center – Harborview

There was general consensus to fully fund the application.

55. Consejo Counseling and Referral Services – North and East King County Latina Domestic Violence Advocacy Program

Commissioner Stout noted that the requested increase in funding is substantial. She said there is a clear need for the program.

There was general consensus to give the application an amount greater than the base COLA.

56. Crisis Clinic – Teen Link

There was general consensus to fully fund the application.

57. Eastside Domestic Violence Program – Community Advocacy Program

There was general consensus to give the application an amount greater than the base COLA, totaling \$134,155.

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

There was general consensus to fully fund the application.

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

There was general consensus in favor of funding the new program at some level; the preliminary amount settled on was \$10,000.

60. Sound Mental Health – Eastside Behavioral Responsibility Program

There was general consensus to fully fund the application.

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

There was general consensus to give the application a COLA.

62. Catholic Community Services of King County – Children's Treatment Program

There was general consensus to fully fund the application.

63. Community Health Centers of King County – Healthcare for the Homeless

There was general consensus to give the application a COLA.

64. Community Health Centers of King County – Natural Medicine Program

Chair Yantis said he did not receive a clear answer to his question of whether or not the agency would prefer to have the program funded by reducing the allocation for the primary medical program.

Commissioner Stout pointed out that the program has been operational without funding from Bellevue, which is an indication that the agency is finding money from some other source.

Ms. Leslie said Redmond has been funding the program for several years because it has determined the program has value because of the cultural implications.

It was agreed to fund the program at half the requested amount, and to fund the other Community Health Centers of King County programs at their COLA levels.

65. Community Health Centers of King County – Primary Dental Program

There was general consensus to give the application a COLA.

66. Community Health Centers of King County – Primary Medical Program

There was general consensus to give the application a COLA.

67. Crisis Clinic – 24-Hour Crisis Line

There was general consensus to give the application a COLA.

68. Elder and Adult Day Services – Comprehensive Adult Day Health Services

There was general consensus to give the application an amount greater than the base COLA.

69. NAMI Eastside – Education Support and Advocacy

There was general consensus to give the application a COLA.

70. NAMI Eastside – HERO House

Commissioner Lazetti suggested that the HERO House program is better supported for funding than their Education, Support and Advocacy program. She said she

would be willing to reduce the amount allocated to the latter in favor of funding Hero House.

There was agreement to earmark \$15,000 for the application.

71. Refugee Women's Alliance – Refugee and Immigrant Mental Health Services

It was agreed not to fund the application; the Commissioners cited limited funds and the decision to partially fund some of the other programs offered by the agency.

72. Senior Services – Volunteer Transportation

There was general consensus to fully fund the application.

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

There was general consensus to fully fund the application.

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

There was general consensus to fully fund the application.

75. Therapeutic Health Services – Chemical Dependency Outpatient Counseling Services

Commissioner Beighle said the program is very cost effective and noted that she would be willing to give the application more than a COLA increase.

There was general consensus to give the application a COLA.

76. Alliance of People with disAbilities – Youth In Transition Program

There was consensus not to fund the application. The primary concern was the lack of local connections with the main source of clientele, which is the school district.

77. AtWork! – Community Liaison

There was general consensus to fully fund the application.

78. AtWork! – Vocational Services Coordinator

There was general consensus to fully fund the application.

79. Bellevue Community College – Adult ESL

Commissioner Stout observed that the Commission had not received an answer with regard to how the program is meeting its childcare goal. She said fully funding the application could tie up \$5,400 that may not be utilized.

Ms. Morgan said the program met its 2007 childcare goal, but from January to June of 2008 the program is at 27.5 percent. No new numbers will be received until October.

Commissioner Huenefeld-Gese allowed that the Commission will need to find places to make cuts, but voiced concern with the suggestion of Commissioner Stout to keep funding for the program flat until there are answers concerning the childcare piece. She said if adults wanting ESL instruction also need childcare, it will not be there.

There was general consensus to fully fund the application, pending a response to the question regarding childcare.

80. Bellevue Community College – Preparing for Work

There was general consensus to give the application a COLA.

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

Commissioner Huenefeld-Gese noted that the program works with many people who otherwise fall through the cracks in the system. The program often struggles to find funding.

Commissioner Hoople said he visited the program two years ago and talked with students, all of whom were very thankful the program exists and that the city was funding it.

Chair Yantis commented that the number of grants received from Bellevue Community College generally seemed rather low.

There was general consensus to give the application a COLA.

82. Hopelink – Adult Education Program

There was general consensus to fully fund the application.

83. Hopelink – Employment Program

There was general consensus to fully fund the application.

84. Jewish Family Service – Refugee and Immigrant Service Center

There was general consensus to give the application an amount greater than the base COLA.

85. Jubilee Reach Center – Storytime ESL Program

Commissioner Seltzer praised the program but pointed out that clients are not asked to disclose their incomes. According to the application, as many as 20 percent of the clients may be moderate or high income.

Commissioner Stout suggested that 20 percent is not overly significantly in a program that purposefully attempts to have an integrated population rather than all minorities or low-income. Ms. Leslie pointed out, however, that if funded the contract would specify that data regarding income would have to be collected.

Commissioner Stout said she would market the program as a school readiness program rather than as an ESL program.

Commissioner Beigle voiced concern over the use of religious pictures in the program, and the indication that the program models behavior without saying what behavior it models. Ms. Leslie said she put the question to the program directly regarding religious emphasis and was told there is none; the behavior modeling is focused on service and helping people. Mr. Smith said the program has partnered with the city for the past three years as part of the Lake Hills Wraparound Services and there have been no concerns about religious instruction.

There was agreement to fund the application at \$8,000.

86. YWCA – Eastside Employment Services

There was general consensus to give the application a COLA.

Chair Yantis noted that the Commission had not allocated specific amounts to some of the applications during the review. The Commission reviewed those applications.

1. Catholic Community Services of King County – Emergency Assistance Services Program

Commissioner Stout commented that not meeting goals has been a major issue for a number of programs offered by the agency over the past several years. To some extent staff turnover has been the problem. The agency has moved, it has changed directors, and they have had financial concerns.

Ms. Leslie agreed the agency has undergone quite a lot of change in the last few

years. All of the cities met with the agency director from Seattle but it is not completely certain that things have finally settled out. All of the cities are keeping a close watch on the program.

Commissioner Seltzer suggested that the city may get more for its funding dollar by increasing the allocation to other agencies that offer similar services. Ms. Leslie said the other emergency assistance programs are offered by the Salvation Army and Hopelink.

Chair Yantis pointed out that the city closely monitors all of its contracts. Any agency that does not meet its goals will not receive their full funding allocation. To the extent all of the Eastside cities reduce their funding levels for Catholic Community Services, the agency will find it even harder to meet its contract goals and may in fact pull out of the Eastside altogether.

There was agreement to keep the funding flat for the application.

2. Catholic Community Services – Harrington House

Commissioner Hoople said his primary concern was the fact that the program has not served any Bellevue clients. Ms. Leslie allowed that the program has no control over who shows up in need of services. The program administrator has pointed out that most clients who leave Harrington House elect to remain in Bellevue.

Commissioner Stout said she was concerned regarding the short tenure of clients that are at Harrington House, and the lack of follow up. Mr. Adriano said according to the program administrator there is a follow up component to the program that is run out of the Seattle office.

Chair Yantis said he would be reluctant to cut funding for the program just because it has seen a downturn in the number of Bellevue clients served. The program has served the city very well for many years. Ms. Leslie said in 2007 the program exceeded its contract goals.

There was general consensus to give the application a COLA and to include a contingency on the contract tied to serving Bellevue clients.

6. OLD BUSINESS – None

7. NEW BUSINESS – None

8. PETITIONS AND COMMUNICATIONS – None

9. ADJOURNMENT

Chair Yantis adjourned the meeting at 8:31 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date