

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

April 3, 2012
6:30 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Bruels, Commissioners, Habib, Perelman

COMMISSIONERS ABSENT: Commissioners Beighle, Plaskon, Stout, Yantis

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

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting began without a quorum at 6:34 p.m. Chair Bruels presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioners Beighle, Plaskon, Stout and Yantis.

3. APPROVAL OF MINUTES

- A. February 23, 2012
- B. March 6, 2012

Action to approve the minutes was not taken due to the lack of a quorum.

4. PETITIONS AND COMMUNICATIONS – None

6. PUBLIC HEARING

- A. 2013 Community Development Block Grant (CDBG) Funds

Chair Bruels explained that the purpose of the public hearing was to gain information regarding housing and human services problems facing Bellevue residents, particularly the needs related to the economic recession. He said the information

would be used to guide the Commission in allocating the anticipated 2013 federal CDBG award and in funding programs using the city's General Fund for 2013-2014. He noted the city's practice has been to use its allocation of CDBG dollars for human services purposes, and he welcomed comments on that strategy.

Ms. Lindsay Palmer, director of education and prevention at King County Sexual Assault Resource Center (KCSARC), said she is pleased that the city's housing and human services objectives provide a good snapshot of sexual assault issues and they impact Bellevue and Eastside residents. She said KCSARC has seen a significant increase in victims and their families; that can be taken as a positive sign that more people are aware of the services and more people are reporting abuses. Sexual assault is a very underreported crime; some statistics indicated that at least 60 percent of all sexual assaults go unreported. Bellevue's statistics have remained relatively flat. In 2011 KCSARC saw a total of 122 unduplicated Bellevue clients and offered a total of 645 service hours. The education arm of the agency worked with 112 Bellevue participants and offered a total of 171.5 service hours. For the Eastside as a whole, however, there has been an increase of 61 percent in the number of adults seeking services, as well as a 13 percent increase in children and teen victims. KCSARC has seen a direct negative impact of the continuing effect of the economic recession on victims of sexual assault. Most families traumatized by sexual assault are also dealing with multiple and significant problems ranging from housing, unemployment and loss of healthcare, and the challenges impact their ability to participate in treatment. Additionally, safety net issues, such as a lack of quality and affordable childcare, can force parents to rely on less dependable forms of care for their children, sometimes with tragic results. Reductions in local criminal justice budgets and personnel has resulted in delays in police paperwork and prosecutorial response for cases going through the legal system. It is not uncommon for a sexual assault case to take 24 months or longer, and the delay has negative consequences for victims and their families. KCSARC has a history of working to address the gaps in service accessibility. An increased need has been seen for services to refugees and immigrants, particularly for those with limited English proficiency. With regard to youth victimization, KCSARC has seen a variety of different issues, including online victimization, youth homelessness, and commercially exploited youth and children.

Ms. Marty Jacobs, Family Services Director for Child Care Resources (CCR), complimented the Commission on development of the Needs Update, which provides an excellent review of the current landscape. The Commission was also thanked for its consistent commitment to supporting human services. She noted that the Needs Update reflects the concerns of the agency relative to supporting families and their employment needs, the healthy development and school readiness of children, and the need to provide high-quality childcare. CCR services address access to and affordability of childcare, quality care, family, friend and neighbor care, and family homelessness. Affordability of childcare continues to be a major issue and has worsened in the economic downturn. Parents are having difficulty paying for childcare because of the cost and their reduced financial assistance, and that has in turn caused childcare providers to suffer financially. Many have lost children from

their programs, and family childcare programs in Bellevue and throughout King County have closed. The Bellevue scholarship program makes a difference. The city's recession impact funding has reduced the waiting list for scholarships to 27 children from 39 children a year ago. The support Bellevue offers for training and technical assistance for childcare providers is critical in improving quality. In December the state received federal Race to the Top funds that will be used to create a quality rating improvement system that parents will be able to use in the important job of choosing quality care for their children. Early Achievers is a program that will launch on July 1 as a partnership between the Washington Department of Early Learning, CCR, and the University of Washington. Funding from Bellevue for quality improvement will continue to be important in allowing for flexibility in working with providers, and to ensure providers are in a position to successfully participate in Early Achievers. Homelessness among families is increasing, and 40 percent of children who are homeless are under the age of six. The effects of homelessness on children include poor physical and emotional health and missed educational opportunities. High-quality childcare and provide enriching experiences that are especially helpful for homeless children, including stability and routines. CCR works closely with housing and other homeless service and childcare providers to make the program a success. Funding is also provided to the Eastside Domestic Violence Program to allow them to transport children to childcare. The program blends funding from HUD, the state and four suburban cities.

Mr. Mark Chattin, Directing Attorney for the Legal Action Center (LAC), a program of Catholic Community Services, said the mission of the agency is to reduce homelessness by preventing illegal or unnecessary evictions. The clients are primarily low-income residents. In the past the Legal Action Center has been funded by King County to provide the services, but in 2009 when the focus was placed on rapid re-housing, the funding was lost. In 2010 the agency lost its funding stream from the Legal Foundation of Washington which allocated the interest earned on lawyer's trust accounts, which has been drastically reduced given the current historically low interest rates. LAC lost all of the funding it had to serve residents outside the city of Seattle. There is currently no program that is focused on providing legal advocacy for tenants outside the city of Seattle. The Housing Justice Project provides services on the day of a person's hearing, but the real goal for handling eviction cases is to seek resolution before they go to litigation. LAC has an 80 percent success rate in the city of Seattle where success is defined as either preservation of the housing or assisting the tenant in moving to another location without the stigma of an eviction. LAC has conducted neighborhood intakes in various communities to deal with other landlord issues, such as deposits and repairs, after tenants have moved out of units. Funding is being sought from various cities so that LAC can provide services outside the city of Seattle.

Ms. Ida Lam with Chinese Information and Service Center (CISC) said the Cultural Navigator Program was launched in 2007. The main goal was to connect clients with resources and to assist them in navigating the system. The program also provides cultural and language support to other agencies. Ninety percent of the clients either

do not speak English or are very limited in their ability to speak the language, and are low- or moderate-income persons. Those barriers make it difficult for them to seek out and obtain the resources they need. All of the navigators are bi-lingual, and the program serves the Latino, Russian and East Indian communities. With the economic recession, a number of people who have lived in the community for many years and who have never before needed services have stepped up in need of services after losing their jobs; they have presented themselves seeking help with housing, employment, medical, and even cash assistance. CISC has three major funders, Bellevue, Redmond and Kirkland; a small amount of funding is received from United Way and from King County. If CISC sees funding reductions, it will be necessary to reduce staff hours and that will impact service levels. CISC works closely with Bellevue Mini City Hall and with the Together Center.

Ms. Molly Statham, Resident Support Supervisor for Imagine Housing, said the organization is a local community based non-profit housing developer that provides permanent affordable housing and supportive services. She said she works at Andrews Glen, one of Imagine Housing's new properties made possible with support from the city of Bellevue. She thanked the Commission for funding the supportive services program at Andrews Glen, the 40-unit property that opened in September 2011, with half the units permanent and the other half are transitional units for veterans. The support services provided to the residents include regular meals, adult and children's activities, community building events, and training sessions. Most residents at Andrews Glen were homeless prior to entering and are facing multiple barriers on their journey toward self-sufficiency. Most do not have and cannot afford medical insurance, and the staff have sought to connect them to low-cost or free medical care. Efforts are under way to bring a dental van offering free services onto the property. The staff have been successful in assisting multiple residents in finding employment or enrolling in school, and parents have been assisted in finding affordable childcare. Three of the veterans have been transitioned into permanent housing. Residents have been assisted in finding rental and energy assistance in order to remain in housing, and the staff have used the opportunities to help residents create a budget. Having access to a kitchen has allowed residents to adopt healthier lifestyles, and a community garden has been started where residents can grow their own food. Several families have been connected with mental health providers in an attempt to help their children learn to cope and express their emotions safely. Bellevue funds are proudly supporting the lives of the residents of Andrews Glen.

Ms. Ellen Hegenauer, Program Director for Harrington House, thanked the Commission for being a faithful donor to the program. She said the transitional housing program is for women who are homeless and either pregnant or newly parenting. The program has three main goals: to build self-determination, to increase self-sufficiency, and to move the women to permanent housing. In 2011 the program served 23 households comprised of 43 persons, 35 percent of which were from the Eastside, and five of which were from Bellevue. The continuing effects of the economic downturn has negatively impacted the program. The stay time for the women at the house has been increased from between six and nine months to

between nine and twelve months. The gaps identified in the Needs Update are being met by the program by providing transitional housing and supportive services. The vast majority of women in the program are fleeing a domestic violence situation, and many of them have mental health issues as well as histories of substance abuse. Intensive programming is needed in order to move them toward self-sufficiency and housing stability. Some funders, including United Way, have stopped funding the program either because their revenues are down or because of a shift in their goals. Giving from foundations and individuals has also been reduced significantly. As a result staff hours have been reduced, and staff training and development has been halted. On-call staff are often called in, which causes a lack of consistency. Bellevue funds are helpful in leveraging funds from other sources. The program has working relationships with other agencies as well as the King County Housing Authority and DSHS.

Ms. Chris Brandt, CEO for AtWork! thanked the Commission for the work it does to help make Bellevue a better place to live for all citizens, including those with significant disabilities. She said the city funding is used to pay a staff person who helps people with disabilities transition from the sheltered workshop to jobs in the community, and a staff person who works to find jobs and volunteer opportunities in the community in businesses and non-profit organizations. The Needs Update section dealing with people with disabilities mentions the collaborative efforts of AtWork! specifically. All 12 individuals with disabilities targeted by the collaborative got jobs in nine months. Each person had significant disabilities and had in the past been refused service by the Division of Vocational Rehabilitation as they were deemed to be unemployable. The collaborative was so successful that a second round of funding was provided by the Division of Vocational Rehabilitation to King County, and AtWork! has been notified that it has been selected to work with two new organizations to replicate the model and secure jobs for six more persons with severe disabilities. The Centers for Disease Control recently released new figures concerning the prevalence of autism. Where just a few years ago the prevalence was one in 150, it is currently one in 88. In part that can be attributed to better testing, but clearly autism is on the increase. All budget scenarios being negotiated in the state limit funding to students with disabilities who will be transitioning from high school. Employment support for all adults who receive state-only funding will be eliminated by January 2013. AtWork! is the preferred vendor working with the school to work transition for the Bellevue School District. Four of the five upcoming graduates already have jobs. The program is vital in that the investments made in persons with disabilities in their youth will be lost if they do not have the support they need to get jobs. During the past several months AtWork! has been approached by two school districts and a family homeschooling their autistic son because the schools are having difficulty serving the students in a way that makes sense for them. Working with psychologists and behavior specialists, autistic children are receiving services at a much younger age.

Ms. Kim Gerdes, Director of Community Programs for Kinderling Center, thanked the Commission for its continued support for human services. She said she sees daily

the impact Bellevue dollars are having in the community. Kindering Center works with families with kids with developmental disabilities or delays, or who otherwise may have children who are at risk of not being ready for school. It is an exciting time to be part of early learning because there is so much cutting edge research happening that is informing the discussion of how and when babies learn. Across the nation, and even at the University of Washington, work is going on that is shedding light on the importance of the first five years of life. Environment and relationships have been shown to be of critical importance; babies do not learn in a vacuum, they learn through their relationships with parents or other significant caregivers. In supporting parents and childcare providers, and in insuring that all professionals who work with young children, the learning environment for children is optimized. Children who start kindergarten behind their peers will in all likelihood stay behind, which is why school readiness is vitally important to success both in school and in life. Kindering Center has over the last three or four years seen in some of the families it serves an increase in stressors, including financial stressors relating from unemployment or underemployment, and behavioral health concerns. The significant rise in autism is troubling. One in six children in the United States has a developmental delay. Families cannot work unless they have childcare, and children cannot afford to be in anything less than a nurturing and supportive environment.

Ms. Eileen Rasnack, Program Manager for Volunteer Chore Services, explained that the program provides chore assistance for seniors and adults with cognitive or functional impairments that prevent them from handling daily tasks. Volunteers provide transportation, shopping, housework, minor home repair, and yard work assistance at no cost. The help received by the clients often makes the difference needed to allow them to remain in their homes. The clients are living on fixed incomes that are not keeping up with inflation, and the recession has reduced pension benefits and the nest eggs that many of them count on. The King County Aging and Disability Report *Quiet Crisis* predicted that 90 percent of older adults living longer would outlive their savings and jeopardize their ability to purchase the services they might need to remain independent. The study also found that older adults who rely on Social Security spend 88 percent of their income on rent. The average income for the individuals who receive chore assistance through Volunteer Chore Services is \$750 per month, and 93 percent of those served are in the very low-income category. The program provided 4300 hours of service for Bellevue residents in 2011, and much of it is done through partnerships. The program works closely with communities, with school groups, local businesses, and through United Way to provide individual assistance and larger group projects. The program also partners with the statewide program Lifespan Respite Caregivers to bring resources and services to caregivers. In the past year budget cuts at the county and state levels have negatively impacted the program; staffing has had to be reduced by one and a half positions, and there were furlough hours for six months in 2011. Funding at the state level was eventually restored. Even so it is necessary to prioritize the requests that come in. Every dollar provided by the city of Bellevue is leveraged with \$38 from other funding sources. With regard to the Emergency Assistance Program

of Catholic Community Services, she said the need is great, particularly in the areas of utility and rental assistance.

Mr. Steve Roberts, Executive Director of Congregations for the Homeless, said the program has for the last 18 years provided services to single homeless men on the Eastside. The program operates a full shelter, a case management program, and provides 60 units of subsidized housing on the Eastside. He thanked the Commission for its continued support of the program. The program has changed over the years but continues to enjoy a very high success rate for the mission of moving homeless men from the streets to long-term independent living. Most recently Congregations for the Homeless was chosen to operate the Eastside Winter Shelter and did so continuously for 113 days in Bellevue in conjunction with Sophia Way, which operates a shelter for women. He noted that 366 unduplicated clients were served during the recent winter season, 251 of whom were men. The size of the shelter has been increased by 20 percent from 30 to 36 because of the need. The hope is that during the next funding cycle the length of time for the winter shelter will be able to be extended to the first of April. When the men in the winter shelter were asked what they needed in order to climb out of homelessness, they said they need a place to get warm, a place to eat, and a place to wash and do their laundry. To meet that need, Congregations for the Homeless is hoping to open a drop-in center in the fall. A job developer has been hired within the agency because lack of income is the biggest barrier to getting into housing. The agency intends to work closely with Work Source, with employers and with Hopelink to build a robust job program.

Mr. Jeff Bradt, Executive Director of Elder and Adult Day Services (EADS), said a recently released article called *Doing Nothing: Adults With Disabilities With Nothing to Do and Their Siblings* reported that the more disabled someone is, the more likely they are to be underserved by all the various state programs intended to serve them. A variety of reasons why that would be the case are cited in the article, chief among them is the fact that where disabled persons are involved results can be difficult to show. Elder and adult day services address people where they are and gives them meaningful lives; they do not try to move them from one point to another. The study also found that one impact resulting from lack of services is that sibling caregivers have higher levels of depression and physical illnesses. EADS also focuses on low-income families that do not qualify for Medicaid; a sliding scale fee rate is in place, and more than 50 percent of the clients use it to one degree or another. The program also serves persons with complex mixed needs, such as medical oversight, mental health services, and social and recreational therapies. The recession certainly has had an impact on elder and adult day services statewide. The October 1 shift meant that all clients on the developmental disability waiver could no longer access EADS services unless they transferred to the COPES waiver. People are very reluctant to make the transfer because it often takes years to get onto the developmental disability waiver. A month later the Governor and DSHS proposed eliminating all day health services on the COPES waiver, but luckily none of the current budget

proposals include the elimination. EADS leverages its Bellevue funding to provide almost \$450,000 worth of services to Bellevue residents and families.

7. DISCUSSION

A. Overview of City's Budget One Process

Parks & Community Services Department Fiscal Manager Doug Sanner said the budget is the major policy document that describes the services the city will provide to the community and the capital programs it intends to implement over a two-year period. The Budget One process was implemented in order to provide the service possible within the available resources. The budget is organized around seven outcome areas: 1) safe community; 2) improved mobility; 3) healthy and sustainable environment; 4) innovative, vibrant and caring community; 5) quality neighborhoods; 6) economic growth and competitiveness; and 7) responsive government. Results teams comprised of cross departmental staff members have been formed to come up with the buying guidelines for what the community wants in each outcome area; they will act as independent groups to rank proposals against the buying strategies.

Mr. Sanner noted that the Council conducted a budget retreat on April 2. At the meeting they were presented with a fiscal overview of the city, including a forecast for the operating funds and the capital budget. The bottom line was that the General Fund, which is the primary operating budget for the city, will be in a balanced position; in other words, the projection shows that the ongoing revenues are sufficient to pay for the ongoing operating expenses. The wildcard is inflation which could impact personnel salaries and medical self insurance. There are also clouds over the state budget that could negatively impact the city's budget. On the capital side the budget picture remains challenging because revenues from sales, business and occupations, and real estate excise taxes have not recovered.

All proposals must be submitted to the Finance Department by the middle of May. The results teams will then review every proposal and start the work of ranking them around the middle of June. The City Manager will ultimately receive a series of recommendations from the results teams, as well as feedback from the department directors and the City Council, and will around the end of September tackle the task of putting together a balanced preliminary budget. The Council will take up the budget publicly in October and is scheduled to adopt the final budget on December 3.

Mr. Sanner said he and Ms. Leslie would in the coming weeks submit a placeholder proposal for human services funding for the next two years. The proposal will be predicated on the longstanding funding formula that increases the human services allocation to account for inflation and population gains. The annexations, along with the inflation factor, will generate some new funding for human services. Human services funding was ranked very high by the results team in 2010 and the expectation is that they will rank it high in the next Budget One process as well.

Ms. Leslie noted that in the last biennium the Council awarded an additional \$112,000 for each year to address recession impacts. She commented that even though the agencies that received the funds were told that the allocations were time limited, the assumption is that some agencies will apply to continue the funding. She asked if the Commission would need to deal with those applications within the available funds. Mr. Sanner said he could not speak for the Council but stated that the Council has in the past been interested in hearing about the kinds of things the Commission would recommend funding should additional dollars be identified.

5. STAFF AND COMMISSION REPORTS

Commissioner Habib reported that he recently announced his candidacy for the State Legislature, and at the same time is planning to move to Kirkland. He said the move out of Bellevue means he will no longer be able to serve as a member of the Commission.

Ms. Leslie said Commissioner Habib will likely be able to serve until his replacement is identified. She noted that six applicants have applied to date and hopefully the appointment will be made by the beginning of May.

Human Services Planner Alex O'Reilly said she recently attended a community meeting focused on the plans being made by Sophia Way to expand its shelter. St. Luke's church on Bellevue Way has formed a collaboration with the organization and the well-publicized community meeting was called to provide local residents with information and to provide a tour of the proposed facility in the basement of the church. The plan is to have 20 sleeping cubicles to house the women as well as a dining room and laundry room. No one in the audience expressed any concerns about the proposal, nor have there been any negative written responses received. Final permits have not yet been issued. The move by Sophia Way to St. Luke's, if it happens, could free up space at the Congregational church for the men's shelter.

Chair Bruels asked if there is any talk of Sophia Way changing its operational approach away from what is essentially a transitional housing program where residents must reserve a spot, to a true emergency shelter where they will be able to take people in on a night-by-night basis. Ms. O'Reilly said that was not discussed at the community meeting, but the agency is assuming people will be staying for an extended period. Each cubicle will have a bed and a locked storage area.

Ms. Leslie reported that she attended a community forum on March 29 sponsored by the Neighborhood Outreach program. The forum was the second in a series of forums aimed at engaging people in neighborhoods in building community and working for the common good. Three panelists participated, including Arthur Sullivan who talked about housing, Patti Skelton McGougan from Youth Eastside Services who talked about the needs of kids and families, and a long-time volunteer in the immigrant community. The meeting was pretty well attended.

Commissioner Habib said he recently attended a stakeholder outreach meeting for Eastside Pathways. He said a lot of human services agencies, the schools and the city are coalescing around the collective idea proposition. He suggested the Commissioners should get on the Eastside Pathways mailing and notice list to track what they are doing. Ms. O'Reilly said the organization intends to have its community kick-off in June at the Strawberry Festival.

8. OLD BUSINESS – None

9. NEW BUSINESS

Ms. Leslie reminded the Commissioners that the orientation to the funding process is planned for the April 17 meeting.

10. PETITIONS AND COMMUNICATIONS – None

11. ADJOURNMENT

Chair Bruels adjourned the meeting at 8:06 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date