CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

June 3, 2014 Bellevue City Hall
6:15 p.m. City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Perelman, Commissioners Bruels, Kline, McEachran, Plaskon, Villar

COMMISSIONERS ABSENT: Commissioner Beighle

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

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:19 p.m. by Chair Perelman who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Beighle who was excused.

3. APPROVAL OF MINUTES

A. May 6, 2014

A motion to approve the minutes was made by Commissioner Bruels. The motion was seconded by Commissioner Plaskon and it carried unanimously.

4. PETITIONS AND COMMUNICATIONS

Ms. Susan Neah, Healthy Start program manager for the last two years, announced that she would be leaving the position soon. She explained that Healthy Start is a collaboration of five agencies and that provides home visits for very young parents on the Eastside. She introduced the new program manager, Ailen Orlach.

Ms. Ailen Orlach, new Healthy Start program manager, said she comes with a background in collaboration around parenting education and early childhood. She

said she is excited to be working with partners who have been working together successfully for a while, and to be working closely with Bellevue and the other Eastside cities. Starting in 2011, Healthy Start began operating on an evidence-based model that has resulted in mothers making real gains in their educational achievements. Where previously 36 percent of the participants finished high school, that number has since risen to 51 percent. Outcomes around early literacy are also improving with parents reading more to their kids and telling them stories.

Commissioner Bruels asked Ms. Orlach how her role differs from that of the public health nurse. She explained that public health does offer some home visiting programs but their focus is much more on medical issues. Healthy Start offers prenatal visits and can begin working with families up to six months after the birth of a baby, whereas public health does not take on families that already have their baby. Healthy Start has a comprehensive approach and includes things such as case management, early literacy and child abuse prevention, and continues working with families until the child is three years old.

5. STAFF AND COMMISSION REPORTS

Commissioner McEachran said he attended the spring luncheon for Samaritan Counseling. Councilmember Robinson attended as well. The event raised some $52,000 for the organization that has three offices in Bellevue.

Commissioner McEachran said he also attended the 24th annual Community Leadership Awards ceremony with Youth Link. He said the event was a remarkable celebration of youth in the community.

Commissioner McEachran reported that he stumbled upon a meeting of the King County Alliance for Human Services at his church. Human Services Manager Emily Leslie was there as well. The discussion was focused on strategic planning for regional human services funding from King County.

Chair Perelman mentioned that her husband serves on the Environmental Services Commission. At the group's last meeting it was reported that the city's Utility Rebate program, used to help low-income persons pay for their utilities, generates some $400,000 annually. Ms. Leslie said those funds are channeled through the Human Services Division budget, though management of the program is done by the Utilities Department.

Chair Perelman suggested it would be good to remind agencies about the program so they can tell their low-income clients. Ms. Leslie said most people learn about the program through their utility bills, and people can enroll at mini city hall at Crossroads and at Hopelink. She agreed, however, that there may be some agencies that do not know about the program.

Commissioner Kline informed the Commissioners that Bellevue Chamber of Commerce Business Showcase is scheduled for June 4 at the Marriott from 4:00 p.m. to 7:00 p.m. AtWork! is slated to make a presentation. She added that the Chamber sponsors a youth entrepreneur program and the students who went through the program will have booths presenting their business ideas.

Ms. Leslie reported that June 4 is also the date for the Alliance of Eastside Agencies awards luncheon. She said former Commissioner Jan Stout was planning to attend.

6. DISCUSSION

A. Round 1 - Initial Review of Human Services Applications

The Commissioners were informed about an error in Application 87, Jubilee Reach. The actual request is $12,000 rather than $24,000.

Application 72: AtWork! - Community Access

Commissioner McEachran said in reviewing the application Commissioner Beighle expressed concern that the program does not meet any of the Commission's focus areas. Commissioner McEachran said they also questioned why the agency is not seeking funding from Issaquah and other cities. He said they both were leaning toward not funding the application.

Chair Perelman said she agreed the application should not be funded. Commissioner Bruels concurred as well, noting that the program is new and the city has limited funding.

Commissioner Kline said her first reaction also was that the program does not fit the focus areas, though it is specifically related to the aging disabled population.

Human Services Planner Alex O'Reilly noted that there are a number of other organizations already passed on to the next round that do not fit the four focus areas.

Commissioner Bruels said the demographics included in the application show the agency is serving clients both in Issaquah and Renton, but neither city is being asked for funding. It appears the program has been in operation for a while and some of the reimbursements from the state are being reduced, which might account for why the agency has chosen to seek funding from Bellevue. The application says they intend to recoup some of the loss through grants but no specific plan is mentioned.

Commissioner Kline noted that an agency representative attended the April 1 public hearing and drilled down on some of the points made.

Commissioner Plaskon observed that under program outcomes the application talks about the 5220 hours of community inclusion, but the number of service units listed is only 936 hours. He said he would like an explanation of the disconnect.

Chair Perelman said questions like that could be answered by moving the application to the next round. She noted, however, that she did not come away from her review of the application thinking the city simply must fund the program. She said her first reaction was to give the application a pass.

Commissioner Bruels suggested the rationale for not funding the application should be that the program is new and the city has limited funds to allocate. Commissioner McEachran added that the impact resulting from the program is minimal.

There was agreement to remove the application from further consideration.

Application 73: AtWork! - Community Liaison

The Commissioners had no questions about the application.

Application 74: AtWork! - Transitional Employment Consultant

Commissioner Plaskon said the application indicates the purpose of the program is to move clients from in-house enterprise to community employment. However, in the outcomes section it is indicated that only six were moved from in-house enterprise to community employment. Commissioner Plaskon also noted that all of the funding for the program comes from Bellevue. Chair Perelman said that is because the program is embedded in the Bellevue School District.

Commissioner Kline noted that it has been several years since the State required a modeling change away from sheltered employment. She pointed out that the transitional employment program is in fact a legacy program with a lot of overlap with the community liaison program. She suggested it might be time for the transitional employment consultant program to end and to merge whatever remnants are left with the community liaison program. Commissioner Bruels said it was his understanding that the community liaison program is focused on recruiting businesses for job placements for AtWork! clients. The transitional employment consultant is focused on getting clients job ready.

Commissioner Plaskon said he would like to know if the program actually moved only six clients into permanent employment or if that number is a typo in the application, and over what period of time the six were moved. Ms. Leslie commented that according to page 13 of the application the program is focusing on a smaller client population. She said that is likely as a result of the program winding down.

Commissioner Kline said it would be good to know how many clients the agency has left to transfer from the shelter program and what timeframe they anticipate will be necessary to wrap up the program.

Application 75: Bellevue College - Preparing for Work

Commissioner Bruels said the enhanced ESL program has been funded by the city for a long time. The program bolsters the English skills of clients and also assists them with vocational planning and career development.

Chair Perelman said she continues to be concerned about Bellevue being the only funder of the program. Commissioner McEachran noted that the program only accepts Bellevue residents. He also pointed out that his wife is connected with the program.

Commissioner Kline commented that 64 percent of the clients are moderate to low income, yet Bellevue is funding 95 percent of the program costs. She said she would like to know if the program charges any of clients for the service.

Chair Perelman observed that the application includes a request for $500 for printing and advertising and said that was a bit odd.

Commissioner Villar asked if the printing and advertising is done in languages other than English as a way of increasing their client base.

Commissioner Kline said the application also indicates one class was not conducted in 2013 and asked if the contract for the year was fulfilled. Mr. Adriano said their contract goals for 2013 were met. Chair Perelman said the fact that the class was not offered can be tied to enrollment in the program tapering off, something that should be kept in mind in deciding whether or not to fund the program.

Application 76: Bellevue College Career Center

Commissioner Plaskon said the program is focused on helping clients find jobs. Referring to the program budget summary in the application he pointed out what might be a typo given that the .418 FTE will be paid $198,000 in salary.

Commissioner Plaskon also noted from the application that 74 percent of the clients reported having obtained jobs or being enrolled in further training. He said he would like to know if the clients are in fact finding jobs or the program is just kicking the can further down the street.

Chair Perelman said she identified the same concern. She also pointed out the application assumes the Bellevue demographics will go up but nothing was included about what led them to that conclusion. Commissioner Kline agreed. She said the

application notes an anticipated increase in the veterans population but no justification is given.

Commissioner Villar observed that the application seeks an additional $10,000 from Bellevue while indicating that fundraising will be reduced by $10,000. Commissioner Bruels said that appears to be tied to a Microsoft grant running out.

Application 77: Bellevue College - Head Start

Commissioner Plaskon said the program promotes school readiness for children.

With regard to the reported success rate of 90 percent, Commissioner Villar asked what the barriers to success are for the other ten percent.

Commissioner Plaskon said the application indicates school readiness is measured by quarterly college class schedules, family conferences, and individual goal setting. He questioned how those outcomes measure school readiness for children.

Chair Perelman asked why the "unknown" demographics numbers are bigger than the Bellevue numbers. Commissioner Bruels suggested that at the very least there should be an explanation of why the data in the "unknown" category was not collected. He suggested it could be due to clients being homeless and therefore without an established residence, or because of a communications barrier.

Commissioner Kline commented that an application by another agency offering a similar program indicated that there was an increase in State funding in 2013. The Bellevue College Head Start application does not reflect an increase from the State. Commissioner Bruels said Head Start is a Federal program and may not enjoy much contact with the State. On the Federal level there have been some large cuts to the Head Start program.

Ms. O'Reilly said additional Head Start slots were made available in the area through the Puget Sound Educational Service District. Organizations bid for those slots. The Bellevue School District was just recently awarded an additional 20 Head Start slots. She said she did not know if the Bellevue College Head Start program received any of those additional slots.

Answering a question asked by Commissioner Plaskon, Ms. O'Reilly said one of the outcomes reported is improved ability to meet developmental milestones, which is a child-related outcome. She said she could ask what measurement tools were used. Another outcome is the Washington Kindergarten Inventory of Developing Skills (WAKIDS). Historically many early learning programs have had one outcome for children and one outcome for the parents, the latter usually related to their being able to stay in school or keep or gain a job. Six years ago all child care programs were moved into the employment category, which is essentially why most early learning programs have the outcome focused on individuals and families having access to

services that increase self sufficiency. That is one of the reasons they use a measure that involves parent enrollment data. She agreed to seek the actual outcomes data from WAKIDS.

Application 78: Bellevue School District - Early Learning Programs

Chair Perelman asked what exactly is being funded with Bellevue dollars. Ms. O'Reilly said the funds are used to support scholarships for families that cannot afford the full cost of childcare. Typically the families applying for childcare scholarships but first apply to the State Childcare Working Connections program. If they do not qualify for that program, they are allowed to apply for a scholarship.

Chair Perelman said she would like more information about how financially stable the organization is given the deficit noted in the application. Ms. O'Reilly said she would ask.

Application 79: Boys and Girls Club - Project Learn

Commissioner Plaskon said the application indicates the program has 13 FTEs for which the salaries, wages and benefits totals more than a million dollars; that works out to a very generous $75,000 each. Ms. O'Reilly said there could be a mistake in the application and agreed to clarify the issue.

Commissioner Plaskon also noted that according to the application program success is measured through feedback from parents, teachers and counselors and suggested that something better than feedback should be used to quantify success. Ms. O'Reilly said she would ask if something else is being measured.

Commissioner Kline observed that the application lists no outcome related to employment. Chair Perelman noted the application does indicate that summer camp is offered five days a week from 9:30 a.m. to 4:00 p.m. with sunrise and sunset options available to accommodate working parents. Commissioner Kline suggested there should be an outcome associated with how the program assists parents in working. Commissioner Plaskon agreed.

Commissioner Villar pointed out that relative to a disaster plan the application talks about having the facility open as a place of refuge following a disaster, but nothing is said about what they will do with the children if in fact there is a disaster while there are children in their care.

Mr. Adriano said it would be ideal to use outcomes as a way to either reward or restrict funding for agencies. As the contract system is currently set up, however, the city is not empowered to dock an agency for not performing relative to specific outcomes given that outcomes are secondary to service units. Ms. Leslie added that the outcomes had to be negotiated among the 16 other cities in order to achieve a standardized approach.

Mr. Adriano said most of the cities agree something else should be done with the outcomes, and that questions about outcomes should not even be asked and outcomes should not be included in the contracts if the outcomes are not going to be used in any way. It likely will only take one of the bigger cities, like Bellevue, to chart a new direction to get all of the other cities to follow.

Commissioner Bruels suggested that from the perspective of the agencies, it is likely they would not want the funders to impose goals on them. That, however, is not what is being discussed. He said he would like to see the agencies involved in dialog about what success for a program should look like in relation to Bellevue.

Commissioner McEachran commented that the Commission previously had a discussion focused on stewardship of public funds and the bravery involved in being up front about saying a program is slowly dying away and calling for collaborative impact with an agency that has a better approach. He suggested the Commission should take the brave step of doing just that and seeing who salutes the idea.

Application 80: Child Care Resources - Child Care Consumer Education and Provider Quality Improvement

Chair Perelman said she is a believer in the program but voiced concern over Bellevue giving so much more than other cities to fund it.

Commissioner Bruels said he also favors the program and commented that it offers a huge bang for the buck and is critical in support of human services infrastructure.

Commissioner Plaskon noted that the application is silent with regard to Auburn and Des Moines and Federal Way have both indicated they will not be funding the program at all. The program is of great importance and it is a shame other cities are not stepping up to fund it.

Application 81: Child Care Resources - Child Care Financial Assistance

Commissioner McEachran read the comments of Commissioner Beighle in which she said the program meets an important gap in providing scholarships to parents whose incomes are just over the threshold for State child care subsidies. She pointed out, however, that the application projects outcomes to be 30 percent less, yet the ask is ten percent more.

Commissioner Kline said she totaled up the programs for which Child Care Resources is seeking funding from the city and found they do not come up anywhere near close to the agency's overall budget. She said it would be helpful to see the financial data for the agency. Ms. Leslie said the city has that information on hand.

Commissioner Plaskon said his preference would be to ask the agency to clarify the financial issues rather than have the Commission pour over it. He also referred to page 12 of the application and observed that one service unit equals one scholarship and involves 21 days of care, and that in Bellevue the average cost for one service unit is $4616. He questioned whether the figures were accurate, saying that would represent a very high daily cost. Ms. O'Reilly said she would seek clarification of the numbers.

Application 82: Child Care Resources - Homeless Child Care

Commissioner McEachran read Commissioner Beighle comment's in which she suggested the application supports Lifewire in transporting kids to child care, and the agency is the only one in King County whose only mission is to serve the child care community. She said the program is cost effective and has good fundraising efforts.

The Commissioners had no questions regarding the application.

Application 83: Hopelink - Adult Education

The Commissioners had no questions regarding the application.

Application 84: Hopelink - Employment

Chair Perelman asked why other cities have not funded the program in the past. Mr. Adriano said his speculation was that up through the last cycle the program was funded with Bellevue CDBG dollars and other cities may fund similar activities in a lump. He said he would ask the agency to answer the question.

Application 85: Jewish Family Service - Refugee and Immigrant Service Centers

Commissioner Villar said it appears the agency is planning for a deficit in 2015. She said she would like to know how they plan to address the deficit.

Commissioner Kline commented that the first service unit description in the application is very loose. She said one service unit could be interpreted as every conversation with a client rather than a set amount of time.

Application 86: Jubilee REACH - Before- and After-School Programming

Commissioner Bruels noted that application for the program is made every cycle but it has not yet been funded.

Chair Perelman said her inclination was to say no again. The city already funds other more structured programs.

Commissioner Plaskon said he would not go as high as the $20,000 requested amount but could agree to funding the program at a lower level. The application includes far less proselytizing.

Chair Perelman agreed but said there are still concerns about the structure of the program and exactly what is being measured.

Commissioner Villar said she has observed the program and found that the kids sit there doing things on their own. She also noted that they do not show any funding other than their general Jubilee REACH fund.

Commissioner Kline said her question regarding Jubilee REACH in general centers on why they are seeking funding for the before- and after-school program rather than for the middle school program. Bellevue funds a number of elementary child care programs, none of which extend to the middle school level. Jubilee REACH is the only agency in the game at the middle school level; they have programs at every single middle school in the city.

Commissioner Bruels said the program is redundant to other programs already funded by the city. If the Commission wants to consider funding new programs, they should in fact be new programs.

Commissioner McEachran suggested the collaborative impact for the program is very low. The program appears to be directed to the Lake Hills/East Bellevue areas. He questioned funding a program with such a narrow focus offered by an organization around which the Commission often has had questions in regard to church/state separation.

Commissioner Kline said she has a middle school child and has been involved with Jubilee REACH because of their robotics programs. They have sports programs and provide after-school care at all middle schools in Bellevue and do a very good job. The schools are very dependent on those programs. No other applicant in the child care category covers middle schools. She suggested someone might want to encourage the agency to change its focus for the next funding cycle.

Chair Perelman said she would welcome having the agency visit with and educate the Commission with regard to their programs and how they provide services. Commissioner Plaskon agreed there should be better collaboration between the city and the agency to better explain what services are needed. Chair Perelman said the organization needs to understand that it needs to be better connected. Commissioner McEachran observed that while their middle school program gets strong recognition within the school district and the parents, it is not without some concern on the part of the school district relative to proselytizing.

There was agreement to remove the application from further consideration, and agreement that additional communication with the agency would be helpful.

Application 87: Jubilee REACH - ESL

Mr. Adriano reiterated that the correct requested amount is $12,000 rather than $24,836.

Commissioner Bruels observed that the demographics show a decrease in volume and flat service units and questioned the statement that the program is having to assign extra staff. He said it would be good to know if the agency is switching over from volunteer staff to paid staff, adding that if that is the case it is not reflected in the budget.

Commissioner Villar pointed out a typo on page 10 of the application where it is stated that all of the people served are in Auburn.

Commissioner Kline pointed out that of the ESL programs funded, the Jubilee REACH ESL program is the only one that includes child are.

Application 88: Kindering Center

Commissioner Villar noted that the demographics section of the application was blank. Ms. O'Reilly said she would ask the question. She pointed out that several agencies had done the same thing on their applications.

Application 89: YMCA of Greater Seattle

Commissioner Bruels said there is some question whether or not the program will be running after the end of the year. Ms. Leslie said if that happens any funds allocated to the program would be available for reallocation.

Commissioner Kline said the application seems to indicate the South Bellevue location might close, but not the downtown Bellevue location. Ms. Leslie said the Lake Hills YMCA building is being taken back by the school district. The assumption is that the services outlined in the application will be provided at the downtown location. Commissioner Kline said the problem with the downtown location is that it is linked to the sale of the church and no long-term solution is mentioned regarding that location. Ms. Leslie said another agency located in that church is having to move out in May 2015.

Ms. O'Reilly said she would seek to clarify those issues.

Commissioner Kline asked if the city could help the agency identify a new location in South Bellevue. Ms. O'Reilly said nothing would prevent that, but to date no one has contacted the city seeking assistance. Commissioner Kline said the most attractive thing about the YMCA child care is that their staff is long tenured. Closing down a location could mean the loss of staff, and putting it all back together again may be a

lot more work than a simple relocation would involve. Ms. O'Reilly agreed to ask what steps the agency is taking to find a new location and how many kids might be displaced.

Commissioner Villar said she would like to know if the agency will be working with other agencies to find slots for children who might be displaced.

Application 90: YWCA of Seattle/King County/Snohomish County - Employment Services

Commissioner Kline noted that the application refers to a decrease in the number of clients served due to a staff turnover and asked if they met their contract goals. Mr. Adriano allowed that they did.

The applications for CDBG funds was addressed next.

Application 91: A Regional Coalition for Housing - Housing Trust Fund

Commissioner Kline referred to the budget section of the application and commented that the program revenue from Bellevue indicates $80,000 even though the requested amount is only $68,900. Mr. Adriano said generally speaking another part of the city budget makes up the difference. He agreed to ask for clarification, however.

Application 92: City of Bellevue - CDBG Administration

Ms. Leslie explained that the administration request is used to reimburse the city for a portion of the staff expenses associated with administering the CDBG funds. The funds are also used for some fair housing training activities which are required by HUD. Because the Needs Update is done every two years, the planning budget is up in one cycle and the administration budget is up in the next. Neither the administration nor the planning application reflects actual staff costs. By federal law, the two together cannot exceed 20 percent of the program income.

Application 93: City of Bellevue - CDBG Planning

Ms. Leslie said the funds are used to cover a portion of staff costs associated with CDBG planning activities. The funds are also used to pay for the work done by graduate student interns and professional services, the surveys associated with the Needs Update, and the city's contribution to Communities Count and the Alliance of Eastside Agencies.

Commissioner Villar asked in how many languages respondents can take the survey. Ms. O'Reilly said the phone survey utilizes the Language Line so it can be taken a large number of languages. The online survey, however, is offered in English and

directs respondents wanting a different language to another line. The consumer survey is available in six languages other than English.

Application 94: City of Bellevue - Major Home Repair Program

The Commissioners had no questions about the application.

Application 95: Senior Services - Minor Home Repair Program

The Commissioners had no questions about the application.

7. OLD BUSINESS

Ms. O'Reilly said intern Jessamyn Findlay has been conducting a review of the literature regarding human services plans of other cities, with a focus on those used for strategic planning.

Ms. Findlay said her research focused on communities on the west coast of similar size to Bellevue. She said she found many that were similar to what could be achieved by putting together the Needs Update and the Human Services Element of the Comprehensive Plan. Many included histories on their human services departments, funding scenarios, and their current funding structures.

Commissioner Plaskon asked if networking with sister communities appeared in any of the plans researched. Ms. Findlay said Lane County in Oregon has a countywide plan that covers Eugene and Cottage Grove, so those jurisdictions essentially share a plan. Redmond's plan references working with Bellevue and Kirkland.

Ms. O'Reilly said the Needs Update is an assessment and has never been held up as a plan. There certainly are implications for the other cities, and they have been invited to participate, but for lack of resources they have chosen not to. It is possible they might want to look at developing a joint human services plan.

Commissioner Kline asked if working on a joint plan would serve as the vehicle to facilitate ironing out some of the outcomes issues. Ms. O'Reilly said that certainly is one potential that could be explored. It could be turned over to the next intern to flush out some of the specifics.

Ms. Leslie said any strategic plan would need to apply the high-level policies of the Human Services Element of the Comprehensive Plan.

Commissioner McEachran suggested conducting a joint case study of projects that have involved multiple jurisdictions, such as the South Kirkland park and ride, to see what all is involved. Commissioner Plaskon concurred.

Answering a question asked by Chair Perelman, Ms. Findlay said human service plans typically cover a four-year period, which for Bellevue would be two funding cycles.

Ms. Leslie provided the Commission with an update on The Sophia Way. She said the Executive Director Katherine Jordan resigned from the agency rather suddenly a week ago. She said she and her counterpart in Redmond contacted the agency and requested a meeting with the Board Chair and Interim Executive Director. The agency has appointed an interim executive director, a board member who previously served in the role. One of the strong recommendations made at the meeting was that the organization should immediately seek out and hire a professional Interim Executive Director. The agency does not need a caretaker, rather it needs someone who will be able to effect change where change is needed. The representatives were asked if the agency has enough money to make it through the rest of the year, but neither the Board Chair or the Interim Executive Director were able to provide an answer to the question. It was unsettling that the agency was surprised Bellevue and Redmond are so concerned.

Commissioner McEachran said the lack of contingency planning represents a staggering malfunction.

Ms. Leslie said the primary concern of the funders is for the clients and making sure they will get served. One of the reasons The Sophia Way was founded was no other agency was serving single women.

8. NEW BUSINESS - None

9. PETITIONS AND COMMUNICATIONS - None

10. ADJOURNMENT

Chair Perelman adjourned the meeting at 8:17 p.m.

_____ _____
Secretary to the Human Services Commission Date

_____ _____
Chairperson of the Human Services Commission Date