

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

July 15, 2008  
6:30 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, Torrey  
Morgan, Department of Parks & Community  
Services

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:26 p.m. by Chair Yantis who presided.

2. ROLL CALL

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

3. APPROVAL OF MINUTES

A. June 17, 2008

Motion to approve the minutes as submitted was made by Commissioner Hoople.  
Second was by Commissioner Seltzer and the motion carried unanimously.

4. PETITIONS AND COMMUNICATIONS -- None

5. STAFF AND COMMISSION REPORTS

Human Services Manager Emily Leslie provided the Commissioners with copies of an invitation to attend a United Way community forum on hunger scheduled for Thursday, July 24.

Ms. Leslie noted that earlier in the day she attended the King County Alliance for Human Services meeting at which a presentation was made by Kurk Triplett, chief of

staff for King County Executive Ron Sims. The focus of his presentation was on ideas being explored to garner additional revenues to fill the budget gap. The ideas will also be presented to a group of human service providers on July 31 in White Center.

Ms. Leslie said a task force appointed by the State Legislature made of up legislators is looking at the tax bonds that will be expiring over the next few years. Most of them have to do with the old Kingdom which the taxpayers are still paying on. People are lined up on all sides seeking the reallocation of those funds as they are freed up.

## 6. DISCUSSION

### A. Preliminary Review of Goals #3 and 4 Human Services Funding Applications

#### 54. Children's Response Center -- Harborview

Commissioner Hoople explained that the program offers intervention and legal services for children through age 17. They also work with families and at the schools. He noted that the program expenses have gone up while the fundraising revenues have gone down, and he pointed out some discrepancies in the budget figures shown in the application.

Commissioner Seltzer asked if for some reason the program had more Bellevue clients but were not fully funded, the fact that they receive in-kind donations from Overlake balances things out.

Commissioner Beighle called attention to question 15 and the column for units supported by requested city funds and suggested that the numbers shown should be clarified.

#### 55. Consejo Counseling and Referral Service: North and East King County Latina Domestic Violence Advocacy Program

Commissioner Seltzer noted that the difference between what was awarded in 2008 and what is requested for 2009 is a 280 percent increase. Intern Torrey Morgan explained that the city is currently funding two programs for the agency, but the request seeks funding for only one program; she said it appears the two programs have been combined into a single request. Nothing in the application says that definitively, however. Commissioner Seltzer suggested the agency should be asked that question.

Commissioner Seltzer commented that the budget figures do not show any revenues from grants. The application does talk about grants and fundraising, but nothing is shown in the budget.

Commissioner Beighle observed that the request is for more money while the projection is that fewer Bellevue clients will be served. Chair Yantis said the narrative seems to imply that Bellevue has in the past underfunded what it has cost the agency to serve Bellevue clients. He suggested it would be helpful to know just how many clients the city funded in 2007 and 2008.

#### 56. Crisis Clinic: Teen Link

Commissioner Hoople said the program has been around for a long time. The program is focused on providing call-in assistance for teens between 6:00 p.m. and 10:00 p.m. nightly. The program has a focus on suicide prevention and offers training in some schools. He questioned why the program has no connection with Ground Zero. He also noted that the application does not indicate what degrees the staff have.

Commissioner Huenefeld-Gese said she would like to know more about the diversity makeup of the teens that answer the phones and what is being done to increase the level of diversity.

Commissioner Hoople questioned why the budget figures show twice as much revenues from King County in 2009, and why revenues from fundraising should be significantly reduced.

#### 57. Eastside Domestic Violence Program: Community Advocacy Program

Commissioner Huenefeld-Gese said the program provides advocacy and support for survivors of domestic violence through operating a crisis line, offering advocacy based counseling, legal advocacy and children's services. She said the application narrative relative to the number of clients eligible for outcome measures is confusing.

Commissioner Lazetti noted that of 489 clients in the program, only 62 completed the program, and they are the ones shown as eligible for the outcome measures.

Commissioner Huenefeld-Gese said the program offers a variety of services and collaborates with other programs. The program also participates in a great deal of fundraising activities.

Commissioner Lazetti added that the program focuses on homelessness and is working on new strategies to address cultural issues. The outcomes are appropriate for the services, and nothing sticks out in the budget figures. The requested amount is five percent over the previous year's funding and is based on increased benefit costs, though the stated increase seems somewhat high.

#### 58. King County Sexual Assault Resource Center: Comprehensive Sexual Assault Services

Commissioner Lazetti said the program offers comprehensive and integrated services for victims of sexual assault, families and the community. Prevention, education and training are part of the program, all of which is offered in both English and Spanish. She noted that the program has a tough job relative to participating in assisting with the reentry of sex offenders into the neighborhoods. Most of the program's homelessness focus is on perpetrators and finding safe places for them in the community.

Commissioner Huenefeld-Gese said she was struck by the indication that only five percent of the clients do not have English as their first language. She said that could be a signal that the program is not reaching out to people in other groups.

Commissioner Hoople referred to question 3 and noted that the narrative talks about the person who works with the Spanish community, yet the person is not listed as one of the staff. He asked what the person's connection to the agency is. Additionally, he said the chart included as part of question 11 is very confusing. Commissioner Lazetti agreed and said she would like to know what is referred to as "other" on the chart.

#### 59. Refugee Women's Alliance: Domestic Violence Support Groups

Chair Yantis explained that the program has an emphasis on Eastern European refugees who have experienced domestic violence. He said one of his questions was how far the city should go in diverting funds to specialized populations. He said he would like to know how well the general agencies are doing in meeting the needs of the specific client group.

Commissioner Stout expressed concern that the agency has submitted several proposals for which Bellevue is listed as the only funder. Ms. Leslie allowed that the agency filled out the budget pages incorrectly and has submitted new data that shows funding from all sources.

Commissioner Hoople said he would like to see a listing of the staff names and their respective degrees.

Chair Yantis said his analysis of the cost per session led him to believe that they are reasonable, even less than some similar programs. He questions, however, the figures relative to salary per session.

#### 60. Sound Mental Health: Eastside Behavioral Responsibility Program

Commissioner Stout said the program provides treatment for domestic violence offender treatment. She noted the application, however, failed to give any local data regarding need. She said there is an apparent link to the Ten Year Plan to End Homelessness, though the application does not indicate a specific link to sex offenders. The application indicates that the program tracks recidivism rates, but

offers no indication regarding the findings. The number of Bellevue clients appears to be quite high.

Commissioner Hoople observed that while the application says the program is not seeking a significant change in the request, in fact the requested amount represents nearly a ten percent increase without indicating the reason why.

#### 60. Asian Counseling and Referral Service: Asian Pacific American Mental Health Project

Commissioner Huenefeld-Gese said the program works with low-income and adults with limited English proficiency who are struggling with chronic mental illness. The services are offered by bicultural and bilingual staff. The outcomes are appropriate. The agency conducts some fundraising.

Commissioner Lazetti suggested the agency is top heavy when it comes to salaries. The city funds only one percent of the overall program budget. The amount requested compared to the number of Bellevue residents served works out to \$497.32 each, which seems high. No other Eastside city funds the program and it would be good to know why. If it were necessary to cut \$50,000 from the overall budget, Asian Counseling and Referral might be the place to do it.

Chair Yantis suggested the Commission should not care how top heavy the salaries are if the services were provided at rates similar to those charged by other agencies offering similar services.

Commissioner Stout suggested the Commission cannot know if the agency is truly top heavy with regard to salaries unless it is known how many FTEs they have, and that information is not included in the application.

Human Services Planner Alex O'Reilly pointed out that the services are provided by staff who are specifically trained and who speak a variety of Asian languages. Agencies are paying higher salaries for those qualifications.

#### 62. Catholic Community Services: Children's Treatment Program

Commissioner Hoople pointed out that during the last funding cycle the program was aimed at adults; it has since changed its focus to children. Ms. Leslie commented that the agency has offered the program for children for several years but has not previously sought funding for it from the city. It is still a counseling program but for a different population.

Commissioner Seltzer said that technically makes it a new program to the city.

Grant Coordinator Joseph Adriano said his understanding was that in the reasoning of the program administrator, the program serves adults as part of the family and

children program so in essence the two programs are essentially the same. The children's treatment program includes services to families, which of course includes adults.

Commissioner Hoople pointed out that the application says the program is committed to providing culturally sensitive and competent services to clients, yet the first sentence in question 7 states that the agency does not currently have direct service personnel who speak other languages.

Chair Yantis observed that Sound Mental Health also provides services to children, adults and families.

Commissioner Beighle pointed out that funding from United Way was greatly reduced for the 2007-2009 cycle due to a change in their funding focus areas. The application indicates the program will be reapplying for United Way funding. Commissioner Hoople noted that the program will also be seeking more money from King County, which is unlikely to be awarded, and projects less revenue from fundraising.

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

Commissioner Beighle said that the program is the only provider of primary care and nursing services for homeless adults and children living in transitional housing in north and east King County. The requested increase is not significant. The program partners with other agencies.

Commissioner Beighle said she was surprised to see in the application the statement that the program does not fall under the Ten Year Plan to End Homelessness.

The Commissioners reviewed the cost per client figures and determined that for a variety of factors the reasonableness of the figures would be difficult to judge. It was generally agreed that the costs appear to be quite high.

Commissioner Hoople observed that the application narrative says the program does not anticipate any changes in program revenues, yet their "other" income category is shown to increase by over 100 percent; he said he would like to know what that category covers.

#### 64. Community Health Centers of King County: Natural Medicine Program

Commissioner Seltzer said the new program focuses on naturopathic, acupuncture and other natural approaches to healthcare. She said the city has not previously funded any similar programs, though Redmond has. It appears from the application that at the time a client makes an appointment they are asked if they need an interpreter. Ms. Leslie pointed out that the application says over 40 percent of the staff are fluent in languages other than English.

Commissioner Beighle said she was troubled by the statement that the program has no formal partnerships or contracts with other service providers. Commissioner Hoople noted that there appears to be no safety net for clients who need additional specialized services.

Commissioner Stout asked if there is a private practice system that could be partnered with the program to provide natural medicine services. Commissioner Beighle said the application makes reference to Bastyr. Mr. Adriano pointed out that the application says the program is continuing to develop new partnerships.

Commissioner Stout suggested the outcome measurements do not seem to indicate the program is getting the desired results.

Ms. Leslie said the program representatives will be invited to the second round of reviews and specific questions can be asked at that point.

Commissioner Hoople noted that some of the budget figures do not ring true.

Chair Yantis voiced concern about the lack of collaboration with other agencies. He said he would like to know more about the steps they are taking to form partnerships.

#### 65. Community Health Centers of King County: Primary Dental Care

Commissioner Seltzer said she was somewhat bothered by the fact that everyone is deemed eligible for the program with or without insurance. For those who have insurance, the program simply bills the company; those without insurance are covered without charge.

Commissioner Seltzer asked if reallocating the money from the dental van to the primary dental care program would allow them to treat more low-income Bellevue clients. Ms. Leslie said that would be working outside the bounds of the program application; to go in that direction would require issuing an RFP for additional dental services.

Commissioner Seltzer said she was somewhat disturbed by the fact that no patient accounts are sent to collections if not paid. Patients who have the ability to pay should do so to help support the program.

#### 66. Community Health Centers of King County: Primary Medical Care

Commissioner Hoople said the program offers medical care to anyone regardless of their ability to pay. All visits are handled by appointment only, and most clients are accommodated within a week; urgent care is provided within 24 hours. The program operates from the Family Resource Center in Redmond. The program does collaborate with other healthcare providers.

Commissioner Hoople called attention to question 17 and the outcome showing that 71 percent of the sample patients have received full doses of the CDC-recommended vaccines and questioned why the figure is not higher.

#### 67. Crisis Clinic: 24-Hour Crisis Line

Commissioner Huenefeld-Gese said the program has long been funded by the city and the request is for a ten percent increase over the previous year.

The Commissioners had no questions regarding the program.

#### 68. Elder and Adult Day Services: Comprehensive Adult Day Services

Commissioner Huenefeld-Gese said the program offers individual therapeutic individual care in a group setting. The program has been around for a long time. The application includes a number of noteworthy points. The agency has been expanding its building and services.

Commissioner Lazetti questioned why the application shows \$102,500 in grants in 2008 but only \$2,500 in 2009, but said she assumed the difference could stem from a one-time grant received for the building expansion.

#### 69. NAMI Eastside: Education, Support, Advocacy

Commissioner Huenefeld-Gese noted that the requested amount represents a 50 percent increase over the 2008 funding level. The program helps to prevent homelessness. She said she was somewhat thrown in reviewing the application when she came to the unit costs and how they are determined. The program enjoys excellent staff, but the budget figures do not show any fundraising. Ms. O'Reilly said she will ask the agency staff to clarify the budget figures, noting that some fundraising income may have been shown in the wrong column.

Commissioner Lazetti said questions 8, 16, and 17 keep repeating the theme of attendance falling short of expectations for the education piece. It is the consumers that are doing all of the work, which is a good concept, but another agency funded by the city may be able to do a better job with that component. Commissioner Huenefeld-Gese suggested that at the very least the agency should be asked what collaboration they could do with other agencies in order to increase opportunities to provide the education piece.

Chair Yantis said he would like to know what the overall effect on the program would be if the education piece were to be pulled out.

#### 70. NAMI Eastside: HERO House

Commissioner Huenefeld-Gese said the program has not previously been funded by Bellevue, and the requested amount is quite high. She noted that the application shows \$243,800 in salaries for what appears to be only three staff; she suggested those figures should be clarified.

Ms. O'Reilly noted that the three clubhouse models operating in the state were previously operated through a grant of \$100,000 each. Those grants were lost in 2007, so mental health advocates took the case to the state legislature seeking funding; at the last minute, the governor removed the funds from the budget.

Chair Yantis noted that the costs work out to more than \$5000 per client.

Commissioner Lazetti called attention to question 22 and said she would like more information about what is meant by the term "drain on resources."

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

Chair Yantis said the program offers mental health services to refugees and immigrants through support groups and individual counseling. The program serves primarily Russians, Ukrainians and Farsi-speaking women. The program has been providing counseling services for the past 23 years, but the program has not been previously funded by Bellevue. About 86 percent of the staff are bilingual or bicultural.

Commissioner Hoople said he would like to know the names and degrees of the staff.

Commissioner Stout said she was concerned about several of the applications from the agency in that they lack local data about needs that may or may not exist on the Eastside. She also questioned the high percentage outcomes figures, suggesting the figures may reflect unsound data resulting in unrealistic expectations for what they can accomplish. The Commission needs to know that the agency understands the Eastside well enough to be able to provide services efficiently. She further noted that according to the application the agency itself is not a licensed mental health agency, though the agency director is a certified mental health provider.

Commissioner Stout said she also found it odd that several of the applications submitted to the city by the agency are for the exact same amount of funding.

#### 72. Senior Services: Volunteer Transportation

The Commissioners had no questions concerning the application or the program.

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

Chair Yantis said the request represents a 23 percent increase over 2008, though

there is no real explanation shown in the application in support of the increase. He said he would also like to have some information regarding the cultural backgrounds of the counselors.

Commissioner Lazetti disclosed for the record that she did her internship at Sound Mental Health.

Commissioner Beighle observed that the application is very specific with regard to the religious diversity of the clients served. Commissioner Lazetti said the data is actually relevant given that spiritual issues are becoming more foundational to the well being of clients.

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

Commissioner Stout suggested the application has good data that shows a clear need in the community. She said their outcomes could have been better described. Chair Yantis agreed and asked if better outcomes indicators and measures could be provided by the agency. Ms. O'Reilly said there should be better information available once the staff review comes out.

Commissioner Stout called attention to applications 73 and 74 and said it appears there is some overlap with regard to the populations being served. Both refer to the same program components, particularly for children and youth. Commissioner Seltzer pointed out that many clients need services from more than one agency. Ms. O'Reilly said she would seek clarification.

Chair Yantis referred to question 17 and suggested that the stated 21 percent outcome seems quite low; he allowed that he may not be understanding the information correctly. Ms. O'Reilly said she will ask what the benchmarks and best practices are in order to understand the data.

#### 75. Therapeutic Health Services: Chemical Dependency Outpatient Counseling Services

Chair Yantis said the application seeks nearly an eight percent increase in funding over 2008. With regard to the stated outcomes, he noted that the goal is to break the cycle of dependency for people addicted to drugs, but nothing is said about rates of relapse, making the long-term effectiveness of the program difficult to ascertain.

Commissioner Stout noted from the application narrative that only 11 percent of the 44,000 chemically dependent people in King County receive services, leaving 79 percent with unmet needs. Given that information, it is interesting the note that the program has no waiting list.

## 7. OLD BUSINESS

8. NEW BUSINESS

9. PETITIONS AND COMMUNICATIONS -- None

10. ADJOURNMENT

Chair Yantis adjourned the meeting at 8:42 percent.

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Secretary to the Human Services Commission

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Date

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Chairperson of the Human Services Commission

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Date