

*The Human Services Commission approved these minutes on June 7, 2016*

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

May 3, 2016  
6:30 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson McEachran, Commissioners Bruels, Kline, Mercer, Oxrieder, Perelman, Villar

COMMISSIONERS ABSENT: None

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

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:02 p.m. by Chair McEachran who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Perelman who arrived at 6:04 p.m.

3. APPROVAL OF MINUTES

A. April 5, 2016

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

4. PETITIONS AND COMMUNICATIONS - None

5. STAFF AND COMMISSION REPORTS

Commissioner Villar reported that she attended the recent Issaquah Schools Foundation luncheon where over \$614,000 was raised.



Chair McEachran said he attended Sophia Way's Breakfast With A Purpose event with Human Services Planner Alex O'Reilly and Human Services Manager Emily Leslie. He said the event was small but impressive. He said on May 6 he would be attending the Congregations for the Homeless lunch at the Hyatt for which there are 399 confirmed reservations for the event.

Chair McEachran reported that he recently visited Eastside Baby Corner and came away very impressed. He recommended that any Commissioner who has not visited the site should do so.

Intern Jaime Fajardo said he attended the recent University of Washington School of Social Work Scholarship Breakfast with Alex O'Reilly and Emily Leslie.

Grant Coordinator Dee Dee Catalano provided the Commissioners with corrected applications for Congregations for the Homeless and explained that Kirkland had asked CFH to make some corrections in the revenue tables after the applications had already been downloaded for the commissioners.

## 6. DISCUSSION

### A. Initial Review of Human Services Applications – Round 1 (Goal 2, 3, 4 Preliminary Review)

Ms. Catalano explained that the total requests exceed the amount available to allocate by \$1,179,459. Taking into account only the requests from those programs that were funded for 2016 and which have re-applied reduces the deficit to \$584,276. If all programs currently funded and which have re-applied were to be given their 2016 allocation plus a 3.3 percent COLA, there would be a surplus of \$147,339.

### 33. Alpha Supported Living Services: Alpha Supported Living Services

Commissioner Bruels said the program provides services to developmentally disabled persons. The agency has applied for funding from Bellevue in the past but has not previously been funded.

Commissioner Villar commented that the number of disabled persons in the area continues to grow. For the reason, the application might merit additional consideration.

Commissioner Kline observed that while the agency does not appear to be losing United Way funding, the service area certainly is. Referring to page 17 of the application, she called attention to the statement made about taking over services for an agency the state had concerns about and asked if it is known what agency is referenced. Ms. Leslie agreed to ask the agency to clarify.

Commissioner Bruels said he did not believe the program represents a duplication of services. He pointed out that the agency has a contract with the Department of Developmental Disabilities and through the application is seeking help with the shortfall between their budget and that contract.

Commissioner Perelman pointed out that the application also seeks to add one FTE to extend the scope and geography of the program. No claim is made that additional clients will be located in Bellevue.

Ms. O'Reilly noted the agency does not have funding to provide recreational services for those who are part of their housing program.

Commissioner Villar observed that the agency made the same request two years ago but it was not approved.

Commissioner Bruels said that although there is another agency that provides essentially the same services, the agency is supporting people with disabilities in other ways, including planning and orchestrating events specifically in the community rather than in a facility. The goal is laudable but is not exactly a fit with the city's focus on supporting the basics.

Commissioner Perelman said she would prefer to see funding go toward supportive employment services and the like.

There was agreement not to consider funding for the application.

#### 34. Asian Counseling & Referral Service: Children, Youth and Families

Commissioner Bruels said the counseling and peer support programs have been supported by the city for a long time.

Commissioner Villar noted that the agency indicated on page 17 of the application that they had received MIDD and Medicaid funding, but they did not tie that into their other revenues. She said she would be interested in knowing how much those funds were.

Commissioner Bruels commented that while the agency is eligible for MIDD dollars, the specific program may not be. Ms. O'Reilly clarified that the peer support program is not eligible, but the children's mental health component might be.

Commissioner Kline noted that the agency received money from United Way in the last funding cycle but they are not showing any for the current round. She also called attention to page 8 of the application and the comment that the agency has an interagency agreement with the Bellevue and Kent school districts to provide mental health services for children, youth and family and asked if the agency is paid for those services. Ms. O'Reilly said the school districts are not paying for those services,

rather they are allowing the agency to provide onsite the services that are paid for by the city. For example, Lake Hills Elementary has an ACRS counselor on site that is paid for with Bellevue funds.

Commissioner Kline said she would like a better understanding of the overlap of the different groups providing services at Bellevue schools. Commissioner Perelman agreed and said she would like to know what services are actually being provided in the schools and who is providing them.

Commissioner Villar suggested one reason for the overlap is that different programs serve different cultural groups.

### 35. Assistance League the Eastside: Operation School Bell

Commissioner Bruels said the program, which the city has partnered with for some time, offers school shopping for low-income kids. The program is mostly run by volunteers and as such offers a good bang for the buck.

Commissioner Kline called attention to the statement in the application that the agency will receive \$3000 in interest in 2016 and \$2500 in 2017 and pointed out that with interest rates where they are, it takes quite a lot of cash to generate that much interest. She said she would like to know how much cash they have in the bank and why they are sitting on it.

Commissioner Bruels said he has never been overly satisfied with the program outcomes. He said it would be helpful to have a customer satisfaction survey conducted at some point.

Commissioner Kline observed from the application that Fred Meyer donates \$30,000. Nothing is said about in-kind donations. She said she would be curious to know if Fred Meyer gives a discount on the merchandise purchased by the kids, and if not, why the program is exclusive with Fred Meyer. Ms. O'Reilly said she would ask the agency to answer the question.

Commissioner Villar said it was her understanding that Fred Meyer shuts down the store to accommodate the sales to the kids.

### 36. Athletes For Kids: Athletes For Kids

Commissioner Bruels said the application is the third from the agency in the last six years. The program works with high school athletes and trains them to be mentors and tutors to kids with disabilities. He said the concept is great but the city funds other programs for kids and would be okay with passing on the application.

Commissioner Mercer said she did not see a lot of collaborative impact in the application.

Commissioner Kline pointed out that while the application indicates a branch has been started at Newport High School, there is no mention of public high schools in the list of school partners.

Commissioner Villar observed that both the current application and the application from two years ago included a statement about wanting to expand the program into Bellevue. It appears those hopes have not yet been met. Commissioner Kline noted that one or two of the private schools listed as partners do serve Bellevue students, but the direct impact is quite low.

There was agreement not to consider funding for the application.

### 37. Bellevue School District: Human Services

Commissioner Perelman pointed out that the district asked for a substantial increase during the last funding cycle. Ms. Leslie said the request was not funded and the suggestion was made for them to find the money somewhere else. Commissioner Perelman said it appears they did not find the money elsewhere because none is listed in the application.

Commissioner Bruels said their lack of diverse funding has been a perennial concern for the Commission.

Commissioner Kline commented that between 2015 and 2016 their budget increased by \$102,000.

Commissioner Mercer said there is no question that the district counts on the program. Commissioner Oxrieder said while that may be true, it is not evident in the application.

Commissioner Bruels said he would like staff to ask if the district has any plans to diversify their funding for the program.

Commissioner Villar pointed out that the application is largely blank when it comes to detailing other revenue sources. She said she would also like to know if the program receives any in-kind donations. Ms. O'Reilly said she would ask for a list.

Ms. O'Reilly said the application acknowledges the program is seeking more funds, but the only reason given is that the district does not have the money and the program completes with other instructional needs.

Commissioner Oxrieder suggested the district has the money and could find it if it wanted to. The district has received huge increases the last couple of years from the legislature and they have hired numerous administrators.

Commissioner Bruels said he was pleased to see that in the coming year the program intends to use academic success as a potential outcome. Their diversity statement, however, is concerning in that it characterizes the Bellevue School District as preparatory, something that does not really fit the diversity category.

Commissioner Oxrieder said the mission of the district when she worked there was that income levels and ethnicity did not matter and that students would be made ready for post-secondary education, and that the district would supply the support needed to get there. Commissioner Kline said the record is clear that the district walks that walk.

Commissioner Bruels said he was fine with that approach but when talking about sensitivity to diverse cultures, there needs to be some sensitivity for class as well. The reality is that not all of the kids will go on to college for reasons like aptitude, economics and preference. What is unclear is what the district is doing to help those students be prepared to compete in the marketplace. The element of elitism does not belong in the diversity statement.

Commissioner Villar suggested it would be helpful to know how many FTEs were in the prior year applications and what the salaries and wages were to help in tracking any actual increases. The application does not adequately explain the large increase in salaries and wages.

Commissioner Kline referred to page 3 of the application under how and where services are provided and noted that while the Family Connection Centers (FCC), as drafted it appears that staff at the centers do not consider themselves to be school district staff. She said some clarification is needed with regard to the differences between the human services points of contact and the FCC staff, and in the case of Sammamish High School, the Jubilee Reach staff that are represented as filling the need. Commissioner Mercer said there are schools where there is an actual FCC person funded by the program that coordinates with the other schools, each of which has a district staff person serving as a human services point of contact. Ms. Leslie added that the floating FCC staff goes around helping those persons.

Ms. O'Reilly said she would seek clarification. She added, however, that she and Mr. Fajardo serve on the Eastside Pathways Collaborative Goals Taskforce that is focused on goals that dovetail with the Bellevue School District goals. The district representative has talked about post-secondary education and training, which would not have to be college.

#### 38. Bellevue School District: VIBES (Volunteers in Bellevue's Education System)

Commissioner Oxrieder said she was pleased to see the program now includes tutors as well as mentors. She said she was also glad to see the program seeking to train the volunteers to help children work to meet the third grade reading goals.

Ms. O'Reilly noted that in addition to funding from the city, the program receives funding from the Bellevue Schools Foundation and the Bellevue School District.

The Commissioners had no specific questions for the agency.

39. Birthday Dreams: Birthday-in-a-Box

Commissioner Bruels said the program has a unique focus, but not one that is in keeping with the Commission's funding priorities.

Commissioner Villar pointed out that not every culture celebrates birthdays, so in that vein the program does not embrace cultural diversity in the way the Commission would like to see.

There was agreement not to consider funding for the application.

40. Camp Korey: Camp Korey

Commissioner Bruels said the program is heartwarming but also does not fit well with the Commission's funding priorities.

Ms. Leslie suggested the private sector would likely step up to support the program.

There was agreement not to consider funding for the application.

41. Catholic Community Services: Volunteer Chore Services

Commissioner Bruels said the program has been funded by the city for many years.

Commissioner Perelman noted that the program has lost funding from United Way.

The Commissioners had no specific questions for the agency.

42. Chinese Information and Service Center: Cultural Navigator Program

Commissioner Bruels said the program is another one that has been funded by the city for many years.

Commissioner Mercer commented that the increase in their ask is substantial. She added that the folks at mini City Hall rely heavily on the program.

Commissioner Villar said she had questions about the agency's fundraising efforts.

Commissioner Bruels said his read of the application was that the agency is seeking an increase in funding to fund a full-time program manager. He said he would like to

see them make the case for the increase, which the application does not adequately do. The outcomes are excellent and there is no evidence their program performance is dropping off due to not having a full-time program manager.

Commissioner Perelman said she would like to know what the organization will do if the city does not fully fund the application.

Commissioner Villar said it would make sense if the intent were to make the program manager full time so that time could be spent in making the program more visible in the community on the hope that the community would then step up to help fund the program.

Commissioner Oxrieder asked if there has ever been talk about adding another language or cultural group. Commissioner Mercer said the program covers a fairly broad range, though it focuses on Spanish, Chinese and Russian. Commissioner Villar noted that more languages have been added as the diversity of the community has changed. Ms. O'Reilly added that at mini City Hall some of the volunteers provide the languages that are not being covered by the cultural navigators.

43. Clergy Community For Children Youth Coalition: Clergy Community For Children Youth Coalition

Commissioner Bruels explained that the program is based in Seattle and is wanting to expand into Bellevue. He noted that the city already funds other youth mentoring programs.

Commissioner Kline suggested the program could be a good candidate for United Way dollars or funding from Best Start for Kids that focuses on at-risk youth.

There was agreement not to consider funding for the application.

44. Crisis Clinic: King County 211

Chair McEachran noted the program has long been funded by the city.

The Commissioners had no specific questions for the agency.

45. Eastside Legal Assistance Program: Legal Services

Chair McEachran said the program is another that has a long history of being funded by the city.

The Commissioners had no specific questions for the agency.

46. Hopelink: Family Development Program

Commissioner Mercer commented that the large increase in their ask has to do with a change in the program's methodology.

Commissioner Villar said she would like to know why according to the application the program is anticipating a decrease in fundraising efforts.

47. India Association of Western Washington: IAWW Community

Chair McEachran commented that the application is new to the city.

Commissioner Villar said the organization has been run entirely by volunteers for a long time. The application represents the organization's first effort to request funding.

Commissioner Bruels spoke favorably about the program and said it is the type of service the community can get behind.

Commissioner Perelman said she would like information about the membership fees and the organization's fundraising.

Commissioner Mercer said adding the program with its level of diversity is a good way to go.

Commissioner Kline said she could see no explanation in the application for why their wages of \$18,000 for 2016 is jumping to \$175,000. Commissioner Perelman said it was her understanding the organization wants to make employees of those who have been volunteering.

Commissioner Mercer said she would like to know if the organization is turning anyone away.

48. Institute for Family Development: Parents & Children Together (PACT)

Commissioner Mercer commented that the collaborative impact of the program appears to be low in Bellevue. There are also not written formal partnerships in place.

Commissioner Kline added that their fundraising is weak.

49. Issaquah Schools Foundation: VOICE Mentor Program

Commissioner Bruels said the program is in the Issaquah School District but it serves Bellevue students. Ms. O'Reilly said there are about a thousand students who are Bellevue residents who attend in the Issaquah School District.

Commissioner Mercer said she found the numbers interesting. The 2017 projected numbers include 50 students from Bellevue and 210 from Issaquah, but Bellevue is being asked to fund only 18 of the 50.

Commissioner Kline commented that the program is exactly the same as the mentoring program already funded by the city. She suggested the program should not be funded because it does not address very many Bellevue students.

There was agreement not to consider funding for the application.

#### 50. King County Bar Foundation: Pro Bono Services

Chair McEachran noted that when the application was previously made for the program, the Commission was concerned about duplication of services with the Eastside Legal Assistance Program. He allowed that it was made clear the program offers a different level of programming.

Commissioner Kline said she would like to see more information regarding their income statement. Commissioner Villar agreed and pointed out that the application indicates the program is asking Kent to fund more services than Bellevue is being asked to fund but for the same amount.

Commissioner Perelman observed that the target numbers for Bellevue were shown as being flat even though the city is being asked for more money.

Commissioner Villar said the service is certainly valuable, but the proposed increase is significant.

#### 51. Youth Eastside Services: Early Intervention

Commissioner Kline observed that the application was poorly put together and included a lot of cutting and pasting. She asked if the agency will be losing their United Way funding given that United Way intends to continue with youth as a funding focus. Ms. O'Reilly said United Way will be funding opportunity youth but not behavioral health services for youth. Opportunity youth are youth who are not staying in school.

#### 52. Youth Eastside Services: Healthy Start

Ms. O'Reilly said the program started some 15 years ago as a consortium with Friends of Youth as the lead agency. Over the last year or two the various partners have decided to keep their agency intact around their own community, so there is one in North King County, one in the Snoqualmie Valley, and two in South King County that will all be standalones. Each may choose different models. The home visiting model Youth Eastside Services has selected is excellent, but it is for a very high-risk population of kids who are already involved with Child Protective Services. As such,

the program needs to be viewed as a new request. Friends of Youth will be keeping a healthy start model and will serve the Snoqualmie Valley, while Youth Eastside Services will serve Bellevue, Redmond and Kirkland.

Commissioner Perelman questioned calling it an entirely new program. The application indicates the city is already paying \$22,000 for the program. Ms. O'Reilly said that is funding for the consortium for 2016. Ms. Leslie clarified that on page 18 of the application it states the \$22,000 is from Friends of Youth as the lead agency for the consortium. Ms. O'Reilly added that it will be up to the Commission to determine if the program as proposed addresses a need in the community.

53. Youth Eastside Services: Community-Based Outreach Services

The Commissioners had no specific questions for the agency.

54. Youth Eastside Services: Success Mentoring

Commissioner Bruels noted the program is facing United Way funding cuts. Commissioner Villar said the agency is aggressively fundraising to make up for the shortfall.

55. Consejo Counseling & Referral Service: Domestic Violence Community Advocacy Program

Commissioner Perelman asked why the application lists such a significant program decrease in the budget.

Commissioner Bruels noted the application indicates a 33 percent increase to help support South King County cities. He asked why the city should be asked to support services in that area.

Commissioner Kline said the application is also not clear with regard to how their services levels are going to change with the budget decrease.

Commissioner Mercer said she was bothered by the fact that the numbers do not seem to change from year to year. The 2015 actual, the 2016 estimate and the 2017 projected are all the same. She suggested the agency should be asked to update the numbers.

56. Crisis Clinic: Teen Link

Commissioner Kline said she would like to know the typical tenure of the teens who answer the phones. Commissioner Perelman said they are usually asked for a two-year commitment.

58. Harborview: Sexual Assault and Traumatic Stress Services

Commissioner Kline questioned how a \$1.8 million benefit could be for 1.1 staff FTE. Ms. Leslie agreed to clarify the numbers.

59. King County Sexual Assault Resource Center: Comprehensive Sexual Assault Services

Commissioner Kline noted that the application, and indeed applications from other agencies as well, cite the Needs Update listing facts they supplied, which is somewhat circular.

The Commissioners had no specific questions for the agency.

60. Lifewire: Community Advocacy Program

Commissioner Kline observed that the program budget is on a significantly upward trend. She asked if that has been triggered by demand or by expansion. Commissioner Villar pointed out that according to the application, the agency has not historically asked the Eastside cities to pay a share of certain staff and the program budget was increased to reflect the true number of staff.

Commissioner Kline said it would be helpful for the agency to revise their overall budget to better compare apples with apples. Commissioner Villar added that it would be helpful to know how many FTEs were in the previous application versus the current application.

61. Lifewire: My Sister's House

Commissioner Bruels observed the agency had some trouble with reporting their costs accurately. Commissioner Perelman suggested that if the application is funded, a clause should be included in the contract calling for the inclusion of a plan for how the reporting errors will be corrected.

Commissioner Kline asked if domestic violence shelters are exempt from the coordinated entry system. Ms. Leslie allowed that they are.

62. Refugee Women's Alliance: Domestic Violence Support Group

Commissioner Bruels commented that no explanation was given in the application for the increased ask.

Commissioner Villar also pointed out that adding up their requests from the cities and other revenue sources comes to more than their 2017 budget.

Commissioner Mercer said it was curious no partnerships are listed. Additionally, even though they are asking for more money, their numbers are all the same as before.

Commissioner Kline referred to page 4 of the application and the statement that in Bellevue services are provided only to Russian-speaking victims of domestic violence, while in other areas services are provided to a lot of different groups. The application also indicates the target victims are main immigrants and refugees who lived in refugee camps, of which there are none in Russian. She asked why the services in Bellevue are limited to Russian-speaking victims only.

**\*\*BREAK\*\***

## 7. OLD BUSINESS

Commissioner Villar reported that the opening of Just Being Human in Issaquah was very well attended.

Ms. Leslie reported that the budget requests were all submitted on time. She said she pulled out a list of homelessness-related projects where there were increased requests and packaged them into an additional investment ask of \$248,000. Hopefully by the time the Commission gets to the second round reviews, the results teams will have reviewed the budget requests and there will be a better idea in hand of what the budget will be. She added that an interdepartmental team is currently working on homeless issues. A presentation to the leadership team will be made on May 11 and May 18 to give them a heads up about the request in the budget for more funding.

### A. Initial Review of Human Services Applications – Round 1 (Goal 2, 3, 4 Preliminary Review) Continued

#### 63. Asian Counseling & Referral Service: Mental Health

Commissioner Perelman observed that the agency is moving to a new location and asked if they are expecting their numbers to change significantly.

Commissioner Kline said she was confused about the population to be served. A reference is made to clients who are likely to have limited English skills who are still suffering trauma from migrations. Commissioner Villar said she learned from her visit to the agency that even the highly skilled populations that are coming to the area have issues. The spouses in particular have adjustment and extreme isolation issues. The agency's previous Bellevue office was used primarily for tech workers who wanted to be able to go to a building that did not look like a counseling building.

Commissioner Kline commented that the application is vague in a number of ways. Research is referred to without any specific accompanying citations

Commissioner Villar noted the application does not list any fundraising efforts.

#### 64. Bridge Disability Ministries: Mobility

Commissioner Perelman stated that the Commission has chosen not to fund previous applications by the agency for the program on the conclusion that the equipment the program puts in place is not medically necessary.

Commissioner Kline said the program is essentially Eastside Baby Corner for the elderly.

Ms. O'Reilly commented that when she interviewed Bellevue Fire Cares for the Needs Update, Bridge Disability Ministries was called out as an agency they use a lot. The agency works with a lot of people who do not have access to durable medical equipment, many of whom do not have insurance.

Commissioner Perelman questioned why the numbers have not gone down since the Affordable Care Act went into effect. Commissioner Villar commented that even for those with coverage, the process is often complicated to navigate. The program is much more attractive to those who are already sick and tired because there is less paperwork and the turnaround time is much faster.

Commissioner Kline noted that on page 19 of the application a statement is made about the explosive growth of the program over the last five years and the need for substantially more financial support in order to grow. She pointed out, however, that currently most of the equipment is received through donations. She asked if the statement means the agency will need to start buying equipment.

Chair McEachran said when the program began it enjoyed a great deal of support from the faith communities. The application shows that funding is being sought from every city in the region, which is clear evidence they are trying to make up for what they have lost from the faith communities over the last four years.

Commissioner Bruels asked what screening the agency does to make sure their clients have exhausted their health coverage options.

#### 65. Crisis Clinic: Crisis Line

Commissioner Villar noted the application is one in which the city is being asked for more than the program range because they have previously been given more than their range.

66. Eastern European Counseling Center: Eastern European Counseling Center

Commissioner Bruels observed that the city already funds a number of mental health services. The program does, however, focus on a diverse community.

Commissioner Kline suggested it would be helpful to conduct a quick analysis of what populations are being served by the various funded agencies to determine if there is a gap.

67. Elder & Adult Day Services: Elder and Adult Day Services

Commissioner Bruels said he did not understand the increase in the amount of the ask. Commissioner Kline agreed and suggested the agency also needs to explain more clearly the Easter Seal issue and the statement that a Joint Acquisition Committee is working through a comprehensive due diligence process with the intent of Easter Seals acquiring the Elder and Adult Day Services organization.

Ms. Leslie said it was her understanding the merger has been in the works for some time.

Commissioner Oxrieder pointed out that the agency is seeking funding from United Way.

Commissioner Mercer observed that the numbers in the application do not match up with the projected program outputs.

Commissioner Bruels said the statement in the application that the need was determined by seeking funding for 25 percent of the EADS service hours, with 30 percent for Bellevue, makes no sense. Commissioner Perelman suggested the answer to that question could be found in the calculation on page 11 of the application.

Commissioner Mercer said the application only increases the number of Bellevue residents to be served by two.

Commissioner Villar highlighted the need for the Commission to fully understand what if anything will change if the acquisition is successful, and what type of impact on their collaborations could result.

68. Friends of Youth: Youth & Family Services

Ms. Leslie clarified that the program has nothing to do with the Healthy Start program. She also confirmed that the program is provided in Issaquah schools but for Bellevue students.

Commissioner Villar pointed out that according to the application, the program will serve three Bellevue students for the \$5000 ask. She suggested the program is hardly cost effective at that rate.

There was agreement not to consider funding for the application.

69. HealthPoint: Primary Dental Care

Commissioner Bruels noted that the city has been funding the program for quite some time. He questioned the language page 5 of the application stating that people at 100 percent of the federal poverty level receive a full discount and pay only a nominal fee. He suggested the two are mutually exclusive. If the clients in fact pay a nominal fee, the agency should be asked to clarify how much the fee is. He said he also would like to know what services are covered, and if in fact the services offered are not those that are more involved and costly, what is being done for those who need the higher level of services.

Commissioner Bruels said he was not thrilled with the stated outcomes. Patient satisfaction would be a better outcome than the percentage of patients who complete the recommended treatment plans.

Commissioner Villar pointed out that the application indicates no fundraising efforts by the agency.

70. HealthPoint: Primary Medical Care

Commissioner Perelman commented that the numbers in the application are flat. She said she would like the agency to submit more accurate numbers.

Commissioner Villar raised her concern about the agency not conducting any fundraising.

Commissioner Kline asked why the outcomes speak only about people with diabetes. Commissioner Mercer suggested the agency simply chose a health outcome that is easy to track.

Commissioner Villar agreed it would be good to have a patient satisfaction outcome.

8. NEW BUSINESS – None

9. PETITIONS AND COMMUNICATIONS – None

10. ADJOURNMENT

A motion to adjourn was made by Commissioner Villar. The motion was seconded by Commissioner Bruels and the motion carried unanimously.

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

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Secretary to the Human Services Commission

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Date

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Chairperson of the Human Services Commission

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Date