

The Human Services Commission approved these minutes on June 5, 2018

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

May 1, 2018
6:00 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Mercer, Commissioners Kline, Ma, McEachran, Oxrieder, Perelman, Piper

COMMISSIONERS ABSENT: None

STAFF PRESENT: Alex O'Reilly, Dee Dee Catalano, Christy Stangland, Department of Parks and Community Services

GUEST SPEAKERS: Stephanie Cherrington, Eastside Pathways

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

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

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Perelman who arrived at 6:05 p.m.

6. DISCUSSION

A. Brief Update – Eastside Pathways

Stephanie Cherrington, Executive Director of Eastside Pathways, explained that the organization is a cradle to career, age birth to 26, partnership involving some 68 public and community based organizations. For decades the various organizations have done excellent work, but much of the work was done in isolation, the result of which has been duplication of services and gaps through which kids have fallen through. The focus of Eastside Pathways is to change the way the community works together and to ultimately create systems that will better support kids.

Ms. Cherrington said the notion of collective impact started with the private sector in Cincinnati with Proctor & Gamble and GE Cap who worked together to develop a pool of candidates from which to hire by working with local schools and

municipalities. There are now 70 communities around the nation that are using the collective impact model to effect population-level changes. In talking about systems change, the focus is on policies, practices and procedures. To get to some of those changes there is some programmatic work involved, but ultimately systems will make the changes.

Collective impact is about stakeholders coming together in agreement on common goals and then measuring the outcomes. For Eastside Pathways, the five common goals are: 1) every child ready for kindergarten; 2) every child succeeding both in and out of school; 3) every child having opportunities inside and outside of school after school hours and during the summer months; 4) high school graduation, post-secondary degree or certification; and 5) every child and youth having optimal mental and physical health and safety. The 68 organizations are already at work in the area and Eastside Pathways is creating a system in which those organizations can come together and leverage each others' efforts. The collaborative workgroups are aligned with each of the five goals.

Ms. Cherrington said the Bellevue School District has a significant number of students who graduate from high school and then indicate they will attend Bellevue College. Only recently, however, did Bellevue College and the Bellevue School District talk to each other about the kids who said they were going to attend the college but never made it, something referred to as the summer melt. The two entities, by working together, found that about 33 percent of the kids who said they were going to attend Bellevue College failed to do so; most were female and most were Latina. The stakeholders were called together to discuss the issue, and some of the summer melt students were interviewed to seek answers to the why questions. One reason listed by the students was that Bellevue College did their sign-ups in the spring, while most kids thinking about college were doing so in the fall. Bellevue College chose to change its sign-up to the fall. Bellevue College also started a number of bulldog days, in honor of the college's mascot, at which Bellevue College personnel meet personally with high school students in their respective high schools before they graduate from high school. It is too early to have measurable outcomes, but it is significant in the way stakeholders are working together.

Commissioner McEachran noted that Eastside Pathways co-locates on his church campus, and commented that 12 of the Eastside Pathways partners are funded by the Commission.

Ms. Cherrington thanked the Commission for the work it is doing to support the community. She said the city has been and continues to be a significant partner in the work being done and the support is appreciated.

3. APPROVAL OF MINUTES

A. April 3, 2018

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

4. PETITIONS AND COMMUNICATIONS – None

5. STAFF AND COMMISSION REPORTS

Commissioner McEachran said he was aware that a number of organizations funded by the Commission are in the process of building case studies for capital appeals. He said it is exciting to see the various sectors moving forward.

Intern Cynthia Moreno reported that she had been hired to work as a data analyst for USC for their programs on environmental and regional equity as well as immigration research.

Human Services Planner Christy Stangland said the Youth Link Board is gearing up for the annual awards ceremony and would like a Commissioner to attend the May 30 event and be involved in giving out the awards.

Ms. Stangland reported that she and Ms. Moreno recently hosted a second resource fair at the library. The next fair is slated for the fourth Tuesday of May from 2:00 p.m. to 4:00 p.m. at the downtown library. There will also be a fair held on July 24. The events have been very well attended by providers and the intent is to hold the fairs quarterly beginning in 2019.

6. DISCUSSION (Continued)

B. Preliminary Review of Human Services Applications – Goal 1

Ms. O'Reilly stated that while there are five goal areas, no one goal area is prioritized over the others. The charge of the Commission is to fund the continuum of services and as such must look at every application with the same focus and scrutiny around what the needs are in the community. She said each agency submitting an application was directed to ask for what they need as a way of helping understand the depth of the needs.

Ms. O'Reilly also informed the Commissioners that the internal process of seeking additional funds has begun. She clarified that during the first round of reviewing the applications, the focus is not on the dollars; that is the focus of the second round of reviews. Four years ago as the Commission moved into discussing the dollars, the Commissioners indicated a recommended funding level and in an additional column indicated what each agency should receive in the event more funding were to be

made available. That second column was presented to the leadership team along with a request for more money. She proposed taking the same approach during the current funding cycle.

Commissioner McEachran suggested it would be helpful for staff to link the Commission out to the annual report from the city that was released earlier in the day. In that report it is made clear that the city has begun to prioritize services to prevent and services for experiencing. Ms. O'Reilly agreed that in the end the Commission's list of recommendations should be linked to the Council's stated priorities.

Grant Coordinator Dee Dee Catalano said she would be taking notes during the application review process, including notes regarding questions around funding. Any questions raised will be emailed to the respective agencies and the answers given to those questions will appear in the staff reports, which will be provided at the start of the second review round.

1. Attain Housing: Welcome Home Program

Commissioner McEachran said he liked the idea of focusing on the very low income population. He referenced a table in the application that called attention to the fact that there are over 200,000 people in the low-income category earning about \$16,500 annually. The agency appears to be collaborating with other organizations.

Commissioner Perelman pointed out that at least four or five other applications in the mix also address financial health. She recognized that the program is growing but it is not alone in not operating on a three-day notice. Other organizations with a larger capacity are offering similar services to a similar population. She questioned whether or not the program should be funded. It is known that people go from organization to organization to get what they need.

Chair Mercer said she had had a similar thought in reviewing the application. She said the thing that stood out for her in regard to the organization was its partnership with the East African families, which is a different reach from other organizations and programs. The program appears to be the only one that does not require a ten-day pay or vacate, and that is an issue that should be clarified.

Ms. Stangland said a ten-day is not a pay or vacate, rather it is a rule violation notice. The ten-day notice is a comply or vacate notice, giving the resident ten days in which to change their behavior. Violating that same rule within 60 days can result in eviction. It usually does not have anything to do with pay. Chair Mercer said she would like to have that clarified across all of the various applications along with each agency's rules.

Commissioner Ma asked if organizations check with other organizations to see if someone else has already contributed to a person when they appear seeking

financial assistance. Commissioner Perelman said it is her understanding that there is no coordinated effort among the agencies, with the possible exception of Solid Ground.

Commissioner Kline pointed out that with the way the financials are presented in the applications, it is very difficult to tell which organizations are efficient and which are not. There is no way to tell who is taking a cut for administration off the top and who is passing the funds through all the way. Commissioner Perelman agreed and said that is why in the past the Commission has focused on total program cost versus how many people are served.

Commissioner Piper said while there may be concerns about duplication of services, Attain Housing is addressing an important need. He added that the level of the ask is not commensurate with the projected growth in terms of residents served.

Commissioner McEachran commented that the organization began in Kirkland and was started by the clergy/faith community association. Bellevue supported their transitional housing in 2017. However, given the duplication potential, the ask is difficult to respond to.

Commissioner Kline said the Commission does not yet have the full picture on how coordinated entry is working. Solid Ground is doing a good job as a passthrough coordinator and the right thing to do might be to direct some of the agencies to become contractors for that organization and serve only as dispersing agents. The problem is that the Solid Ground application gives the impression that there is a large overhead charge involved in ways that are not readily observable.

Commissioner McEachran stated that accountability is needed from At Home, All Home and coordinated entry. He said his research shows those systems are simply not working.

Commissioner Ma said his questions were whether or not the Attain Housing program is serving the same population of people seeking financial assistance and whether or not they are coordinating with other agencies in any way.

Commissioner Kline said she also would like to know if the agencies attempts to negotiate down the rents or utilities that are due by their clients. The Attain Housing application is the only application that specifically says they do that. Commissioner Oxrieder said it was her understanding that rather than trying to negotiate down what is due, the agency tries to reset the timeline. Commissioner Perelman said she thought the agency works to negotiate down any penalties.

Commissioner Oxrieder said she was a maybe in regard to the program.

Addressing a comment made by Commissioner Ma about the suggestion made by some agencies that clients encourage them to visit other agencies to get all the

financial assistance they need, Ms. Stangland said that is often the case. She said often those who are in crisis need assistance from more than one agency. However, only about ten percent of those people come back the following year seeking additional financial assistance; only a small percentage come back year after year.

Chair Mercer said data like that is very useful. In working through the applications, the Commission should seek to identify the types of outcomes it would be helpful to have the organizations report on. The outcomes listed in the applications are not always particularly helpful. She said what she wants to see is information that tells the story of where programs are trying to go and what is being measured to determine how things are progressing.

Commissioner Kline asked if the Commission could choose to contract with Solid Ground and direct agencies to contract with that organization as an alternative approach. Commissioner Perelman said that could add time to how long it takes for clients to obtain the financial assistance they need. An organization like Hopelink has the flexibility to release funds almost immediately.

Commissioner McEachran reminded the Commissioners that the Commission can change policies. He noted that the Commission previously chose not to fund the Emergency Feeding Program and instead directed Hopelink to create emergency food bags, which that agency did and which has become successful for them.

Ms. Stangland allowed that one thing the North and East King County cities is how to bring results-based accountability results to a future process. Even though agencies currently are focused on outcomes, it is something the group will start looking at after the funding cycle. A pilot project may be devised.

Chair Mercer pointed out that there are ways numbers can be used to really tell the story of what a program does and how efficient it is. Ms. Stangland said results-based accountability does that.

2. Catholic Community Services of King County: Eastside Emergency Shelter for Families

Commissioner McEachran said the program is the poster child for shelter programs on the Eastside. It enjoys a strong collaborative impact.

Commissioner Perelman noted from the application that there have been discussions about operating the shelter year round.

Chair Mercer pointed out that the ask was significantly increased over the previous funding cycle, with requests going out to other cities. The number of residents served, however, is not indicative of the need the ask would seem to indicate is there. She said she was curious how the agency came up with the numbers in the application and why they do not think that going year round will serve more clients. Ms. O'Reilly

said the family shelter has been receiving money from other sources to rotate from church to church throughout the year. Chair Mercer allowed that the program will be operational an additional two months during the current year, with non-Bellevue funding, and that Bellevue is being asked to take over the next year. She said even so she would expect to see a bigger jump. Ms. Stangland noted that they do not report bednights or services to individuals. Thus it could be that they are seeing the same people throughout the year.

Commissioner McEachran commented that the low-barrier shelter has a lot of connections to the faith community.

3. Catholic Community Services of King County: Emergency Assistance

Commissioner Oxrieder pointed out that the agency receives some funding from Solid Ground. She said it was not clear to her if the program generates its own clients. Ms. Stangland said a high percentage of the applicants for Solid Ground funding must come through the 2-1-1 system. Clients must call and be screened before having an appointment set up for them at the agency. The individual agencies are allowed a certain number of walk-ins, but they will be screened first to see if they qualify for funding from Solid Ground. Funding allocated by the city and through fundraising efforts allow agencies to be more flexible.

Ms. O'Reilly added that the funding allocated by the city are often referred to as dollars of last resort. She explained that a client going to a medical clinic will first look to see if the person qualifies for public money. Those that are not can often be treated using the dollars granted from Bellevue. The same is true for those who do not qualify for the state child care program.

4. Catholic Community Services of King County: New Bethlehem Day Center

Commissioner McEachran noted that there are no limitation of services and guests are welcome to use the New Bethlehem Day Center as they transition from homelessness to housing. Many guests have actually inquired about volunteering at the center once they achieve stable housing.

Commissioner Perelman commented that almost half of the drop-in visits are by people from outside of King County. Ms. Stangland said that could be based on the fact that the clients are asked for their last permanent address. The clients could in fact be staying in their cars or elsewhere on the Eastside and may even be registered in the school district. Commissioner Perelman said the statistic points to some degree at the lack of services elsewhere.

5. Community Homes, Inc.: Housing Readiness Workshops-Adults with Intellectual and Developmental Disabilities

Chair Mercer said the application represents a new program. The program serves adults with intellectual and developmental disabilities. She said she was confused by the fact that application #6, also from Community Homes, also references the workshops. Ms. Catalano said she spoke to an agency representative about that who said it was their belief that the workshops are different enough to be split between the two applications.

Chair Mercer pointed out that the agency charges a fee of \$20 for facility rental and materials in order to attend the workshops. She said she would rather see the program be offered free if the city is going to help fund it. The agency should be asked if they would be willing to waive the fee.

Commissioner McEachran allowed that the agency came forward in the previous funding cycle with some poignant stories of success.

Commissioner Ma commented that according to the application, the program offers only two workshops during an entire year. Chair Mercer said that is because the request is for funding only for two of their workshops. Ms. Stangland said the cost per workshop is \$2600 and the agency is hoping to host a total of eight workshops in King County. The agency is seeking \$5000 from all of the cities.

Commissioner Perelman said the program is important because it helps people understand their options. The question is whether or not the program has a broad enough impact. The number of people from Bellevue who have attended the workshops would seem to argue that it may not have a broad enough impact.

Commissioner McEachran reminded the Commissioners that embedded in the Council's affordable housing strategy is the notion of promoting programs that provide social and physical support to help seniors and disabled persons remain in their homes. Ms. Catalano said keeping disabled persons in their homes is also one of the focus areas.

Ms. O'Reilly pointed out that for the sake of equity, staff produces a report for each application submitted, even if during the first round of reviews there is a clear desire not to fund a particular application.

Commissioner Piper allowed that while the impact in terms of residents served is modest, it does fit with some of the city's goals.

6. Community Homes, Inc.: Community-based Housing-People w/Intellectual/Dev. Disabilities

Chair Mercer said the program is unique and fits with the emphasis on the disabled population.

Commissioner McEachran said he found it helpful to visit the agency website and look at their reports.

Commissioner Perelman said she was less inclined to fund the application given that it addresses very few people in a group that already receives quite a bit of funding from other sources. Workshops are not generally funded from other sources and can serve far more than just a few individuals.

Commissioner Oxrieder said it appeared to her the application seeks funding for what the agency already does. No new services will be added.

Commissioner McEachran said the better option would be to offer funding for the workshops. Commissioner Ma concurred. Once parents have achieved the stability they need for their disabled kids, they usually find there are services available that offer case management. Sometimes it takes families getting together and collaborating on forming their own solutions, which is something a workshop can facilitate.

Commissioner Kline said she was also leaning toward not funding the application but said she would wait to make that decision until after seeing the staff report.

7. Congregations for the Homeless: Day Center

Commissioner Piper called attention to the program outcomes and asked the percentages listed. Ms. Stangland explained that instead of doing a hundred percent, the agency used ten on all of the outcomes.

Chair Mercer said the outcome in the application that states the number of clients who visit the day center and access on-site service is shown as a percentage, which does not really tell the story. Ms. O'Reilly said other agencies gave similar information and said the hope is always that the explanation section will be used to provide some clarity. Everybody who comes in the door of the day center receives service, thus the 100 percent figure. The real accomplishment is that they have had people coming into the day center.

Ms. Stangland allowed that for the next funding cycle it might be helpful to offer agencies examples of good outcomes. She said the agencies should not be required to choose from one of the examples given that some programs are unique.

Chair Mercer said it would be helpful to know how many clients received case management, how many were able to get housing, and how many got connected up with employment. Numbers along those lines are meaningful. Ms. O'Reilly said it is likely the agency has that data but the application did not ask for it in the correct way.

Commissioner McEachran commented that Congregations for the Homeless is one of the agencies that has been around for a long time, and it is clearly a key agency in the community. He suggested, however, that there needs to be a review of the growth of the ask.

Commissioner Oxrieder asked if any of the agencies are fighting for the same housing given the limited supply. Ms. Stangland said that is in fact the case. There are only so many affordable units on the Eastside.

Commissioner Perelman noted that according to the application, the ask for the day center is bigger because of the move toward being open seven days a week. The question to be asked is what will happen if the requested funding is not approved.

Commissioner Piper pointed out that the percentage increase in the ask does not line up with the number of residents served. Ms. O'Reilly said if the day center hours are expanded, the same people will attend, just for two additional days per week.

Chair Mercer said the application indicates that only \$10,000 from fundraising is to be attributed to the day center program. She said it would be helpful to have the financial information for some of the bigger things altogether to see how the individual programs stack up. Commissioner Kline pointed out that in previous years the Commission received a full financial disclosure for each agency, making it possible to see how the various programs were broken out. Other than grand budget totals, that information is no longer available.

Chair Mercer said she would like to see the full financial picture for any agency seeking funds for three or more programs. Commissioner Kline agreed but pointed out that even if an agency is asking for money for only one program, if they are a multi-service agency, their full financials should be made known for the same reason.

Ms. O'Reilly said staff would be happy to ask Congregations for the Homeless why no other funders are shown in the other revenue column of the applications.

8. Congregations for the Homeless: Men's Eastside Winter Shelter (EWS)

Commissioner Perelman said her question about what would happen if the full requested amount is not granted should be put to the agency.

Commissioner Perelman asked if the city is giving the agency funding for the program. Ms. O'Reilly said the agency is paying rent for the use of Lincoln Center, though at a reduced rate. They also are paying a percentage of the utilities. The

agency was previously located at St. Andrew's where they were not paying rent, so the move to Lincoln Center does increase their operating costs.

Chair Mercer stated that given the focus on homelessness it is interesting that the agency does not indicate an increase in the numbers. The application does indicate they will be adding staff by way of a shelter manager and security guard.

Commissioner Piper said the program outcomes shown in the application are not measurable or meaningful.

Commissioner Perelman pointed out that the number of beds in the facility is limited, which limits the total capacity of the program. The fact that the numbers are not changing with the temporary location should not be a concern.

Commissioner Kline suggested that at a minimum the column showing what other funds Bellevue is providing should show the in-kind amount for the difference between the market rate and what they are paying for Lincoln Center. Ms. O'Reilly said she would seek that information. She clarified that the agency is not getting a break on the utilities.

9. Congregations for the Homeless: Housing

Commissioner McEachran allowed that the increase in the ask was modest.

10. Congregations for the Homeless: Outreach

Commissioner McEachran asked if the outreach element is being supported by all three municipalities.

Commissioner Oxrieder asked why there is a need for someone to be out scouring the streets for the homeless given that the shelter operates under coordinated entry. Chair Mercer explained that the outreach worker is not seeking clients, rather the focus is on making connections with the homeless and building relationships that will encourage folks to come to the shelter. The shelters are not filled through coordinated entry, only housing units are.

Commissioner McEachran stated that the police rely on the outreach person, as do some faith communities. The outreach people can also move people toward different kinds of housing beyond just shelter.

Commissioner Perelman said the question should be asked about what will happen if the full ask from Bellevue is not awarded.

Commissioner Kline said it was her understanding the agency was teaming up with Sophia Way for outreach to the car camping homeless. She said it was also her

understanding Congregations for the Homeless was going to apply for some county funding. Ms. Stangland said they did apply for county funding but did not receive it.

Commissioner Ma pointed out that many in the community are ill informed in terms of homelessness. The outreach navigators will in a broad sense help inform the overall community to better understand homelessness.

11. Congregations for the Homeless: Up and On Housing

Commissioner McEachran said the ask seeks to add one shared home to the Congregations for the Homeless inventory. They have ten in neighborhoods in King County.

Chair Mercer said the housing is for folks who do not qualify for under coordinated entry. She said during her time volunteering at the winter shelter there were quite a few guys who had recently found decent jobs but who were not at the point of having enough money to put down a housing deposit. There is a need for interim-type housing that is not just a shelter.

Commissioner Kline said the program creates a supportive environment in which those sharing the house can rely on each other. The house manager is usually someone who has graduated from their system.

Commissioner Perelman pointed out that the requested funding would go to assist only four persons.

Commissioner Ma said he liked the outcome measure of individuals maintaining housing for two years or longer, or leave in favor of permanent housing. The listed success rate of 90 percent is very high.

Commissioner Kline said the agency should be asked why the application indicates no program revenues. She said it was her understanding that the guys in the houses who are working are charged rent. Ms. O'Reilly said that is probably what is shown under client participation. Commissioner Kline added that the program is very successful.

Commissioner Perelman stated that the program will be new to Bellevue and suggested it should be allowed to grow. The agency could come back in a future funding cycle and support their ask by showing good results.

Commissioner McEachran said he would like to see the development officer consider getting together with other development officers to talk about ways to get a corporation or a faith community to fund one house. That approach would help to relieve the pressures on the city to step up with funding.

Commissioner Kline pointed out that the program is not in fact new and asked why the agency would want to isolate a single house outside of the overall program. Chair Mercer said they likely are taking that approach because they are keeping it outside of coordinated entry. Commissioner Kline said she still would like the agency to answer the question.

12. Congregations for the Homeless: Year Round Rotating Shelter

Commissioner McEachran commented that the rotating shelter receives a great deal of in-kind donations. He said his faith community has supported the program both in terms of dollars and volunteers.

Chair Mercer said she was somewhat confused by the fact that the application mentions the navigator, which is actually part of a separate program. Commissioner McEachran said Congregations for the Homeless implants staff at the shelter and have their mentors and support personnel eating with the men.

13. DASH/Downtown Action to Save Housing: Affordable Senior Housing Assistance at Evergreen Court

Chair Mercer noted that the program is new to Bellevue.

Commissioner Ma said the review team concluded that the application should not be funded. The ask appears to be for money to do what the agency is already doing. Additionally, they do not have all that many low-income spots.

Chair Mercer said she did not see any income at all shown in the application.

Commissioner McEachran pointed out that the city helped to save the agency during a burdensome time of reconstruction financing. There are three senior affordable housing places on the Eastside that include some services.

Commissioner Perelman said the application contains no real explanation of what exactly the city is being asked to pay for other than expenses the agency cannot figure out how to manage.

Chair Mercer said she would favor not funding the application.

14. Eastside Baby Corner (EBC) : Meeting Basic Needs for Children

No questions were asked about the program or the application.

15. Friends of Youth: Outreach & Drop-In Services for Homeless Youth & Young Adults

No questions were asked about the program or the application.

16. Friends of Youth: TLP Housing for Homeless Young Adults and Young Families

Chair Mercer commented that she would like to see more fundraising for the program. She also noted with regard to the outcomes the actual target shown at 100 percent is meaningless. The application indicates there are standards that must be met yet nothing is said about the numbers against those targets. She said those numbers would be meaningful to have.

17. Friends of Youth: Youth and Young Adult Shelter

Commissioner Perelman said her concern about Friends of Youth overall is the fact that they keep mentioning they have a deficit in their budget. She said she would like to know more about that.

18. Hopelink: Emergency Food

Chair Mercer said the addition of E bags to their offering has been successful. Commissioner McEachran said that was done at the request of the Commission and it is working well.

Commissioner Perelman noted that the ask is larger because the agency has changed its formula. The projected volume, however, is projected to be flat.

Chair Mercer said she liked the fact that included in the application was an explanation of their ask. She added that she also liked the fact that the program has good fundraising numbers.

19. Hopelink: Financial Assistance Resiliency Program

Commissioner Perelman said the review team concluded the application should be funded.

20. Hopelink: Housing

Commissioner Perelman said the application is tailored around a changed model, and the review team felt it should be funded as well.

21. Imagine Housing: Imagine Housing Supportive Services

Commissioner Ma commented that the number of residents served was lower than before. The application seeks funding to add a staff person.

Commissioner McEachran said the new project at St. Luke's received funding from ARCH as well as CDBG funds from the city.

Commissioner Perelman said the review team felt the agency should be asked to explain the fact that the number of projected residents served for 2018 is down by about a third.

22. LifeWire: Housing Stability Program

Commissioner Perelman said the program is one of only a few that supports domestic violence survivors. She said her concern is that the agency has lost two major sources of one-time dollars.

Commissioner Oxrieder said that could explain why the ask was significantly higher.

23. LifeWire: Emergency Shelter (MSH)

Commissioner Perelman questioned the significant increase in the ask for the program and suggested it may have been an error given that there is no explanation offered in the application. Ms. O'Reilly said she had had the same question and would ask the agency.

Ms. Stangland also noted that the application budget does not show anything for donations and fundraising for 2019.

24. MAPS-Muslim Community Resource Center (MCRC): Housing

Commissioner Perelman said the new application is one of three from the organization. She said the review team was inclined not to fund the program but was interested in looking at the two other programs holistically. The statement is made in the application that the conventional shelters are not set up to accommodate the daily prayers and dietary needs of Muslims. However, those concerns are not voiced in the other applications. They appear to be focused on single women 50 and over who are at risk of becoming homeless. She said she was unclear if the organization is focused on women coming from a particular background, or on single women who are 50 and over and who are at risk of homelessness.

Chair Mercer said she had similar questions. The outcomes include the percent of clients who obtain a living wage job or other source of income such that they are self sufficient. If the target is older women at risk of homelessness, that may not be the appropriate outcome. She said in the final analysis she simply was not clear what the organization is trying to do with the program.

Commissioner Piper said his primary concern was serving only one Bellevue resident.

Commissioner Perelman suggested it would be helpful to have an agency representative come and talk with the Commission to explain in person their program services.

Commissioner Ma said he would recommend passing on the housing program because it does not seem very well flushed out. He said he would like to see more structure to the program, adding that he would like to hear more their ultimate goals and process for achieving those goals.

25. Margie Williams Helping Hands Food Bank: Margie Williams Helping Hands Center

Commissioner Oxrieder said the program is located in Renton Highlands. It is connected to an African-American church and is run by volunteers. She said the application mentions a need for computers and other equipment, but the ask does not seem to include that. The application also talks about the need for money to be able to put people up in hotels; in one place they say they need \$2000 to do that, but the request is for \$5000. Also mentioned in the application is their desire to increase the number of grocery bags they hand out on Saturdays. The bottom line is it is unclear exactly what approving the application will actually fund.

Commissioner Kline said she saw a number of red flags in the application. They are seeking only \$5000 toward their total budget of \$6000, while only one percent of their clients are Bellevue residents.

There was agreement not to recommend funding for the application.

26. Renewal Food Bank: Food Bank

Commissioner Oxrieder said Renewal Food Bank has been around for a while. She said the review team liked seeing in the application the fact that they now have a client on their board. The ask represents only a slight increase.

Commissioner Kline said her reading of the application was that clients are allowed to come in and essentially shop for food, but the program does not engage in any specific food tailoring for cultural preferences. Commissioner Oxrieder said the fact that the clients can choose their own food answers that concern. Commissioner Kline said she would still like to know if they offer any culturally specific foods.

Commissioner Oxrieder said she liked the fact that they offer food that is ready to eat for those who are not in a position to cook.

27. Salvation Army: Eastside Social Services

Commissioner Oxrieder said the application seeks funding for emergency financial assistance to cover rents, mortgages and transportation vouchers. She said she

would like to see the agency included in the transportation program once it is designed.

Chair Mercer noted that other organizations are seeking funding for bus passes and suggested it might be a good idea to make a tally of those requests and get them to collectively apply for CDBG funds. Ms. Catalano pointed out that the CDBG service funds are very limited.

Commissioner Kline said the application highlights the bus voucher program as if it is a new service unit for 2019. She said she would guess the agency is currently giving out bus vouchers to clients. If they are not, they should be asked to clarify what they are currently doing.

Commissioner Oxrieder commented that the agency comes across as being weaker than most other applicants in terms of language accessibility and meeting culturally specific needs. She pointed out that the ask is double their previous funding allocation.

Commissioner McEachran noted that the agency has a huge presence in the Crossroads area.

Commissioner Kline said she would like clarified whether or not the agency pays client utility bills and rents directly to the utility companies and landlords.

Chair Mercer pointed out that in addition to paying rent, mortgage and utilities, the agency has a food pantry and offers hot meals. She said it should be clarified if those services are included in the application.

Commissioner Kline said it struck her as odd that the application states the majority of the program's foreign-born clients speak and understand English well enough to receive services effectively.

Chair Mercer said her issue with the organization is that it is a church and that there is nothing that stops them from proselytizing, something that is part of their mission. Other organizations that have church affiliations have separations in place, something Salvation Army does not have. The city needs to be very careful about how funding organizations that advocate specific religious views, particularly where such organizations do not necessarily collaborate with other organizations or have a collective impact. Those concerns are one reason why funding for the agency was previously significantly decreased. Programs such as Solid Ground and Hopelink achieve the same goals.

Commissioner McEachran pointed out that declining to fund the application will require a very strong rationale.

Ms. Stangland suggested the agency could be asked to describe its religious involvement in working with their clients. She said her personal experience in sending clients to the Salvation Army has been that none of them have ever had a religious conversation.

Commissioner Perelman countered that the kids area at the agency's old location was not separated from the church space and it felt imposing. She allowed that the agency is in a great position to be able to support a large number of people, but suggested they could serve even more clients if they had greater separation between their religious efforts and their desire to serve clients.

Chair Mercer pointed out that the Commission has not objected to any of the other faith-based organizations.

Commissioner McEachran said he likes to visit the websites of faith-based organizations to review their mission statements and core values. He said no one has objected to funding Catholic Community Services. There have been concerns voiced in the past regarding Jubilee Reach, but questions regarding Salvation Army come up every year about whether or not their main focus is on conversions or services. He suggested that a strong argument could be made that their focus is on services irregardless of any religious icons. The agency has enjoyed strong support from King County executives and mayors of Bellevue.

Ms. Catalano said the question is whether or not the agency makes attending a religious service mandatory as a requirement of receiving any services. The agency has in the past clarified for the Commission that in fact that is not what they do and they do not proselytize. Commissioner McEachran agreed and said those who walk in seeking food or shelter are given food and shelter. Ms. O'Reilly added that the community conversation held at St. Madeleine Sophie required walking into the Catholic church with all of its religious iconography; in fact, clients must pass through the church to get to the side room for their interviews.

Commissioner McEachran said access equals equity equals diversity. He said he was not aware of anyone who refused services offered by Salvation Army. In previous applications the agency's collaborations seemed like a referral list, but they could justify that.

Chair Mercer said she was not suggesting defunding the agency, but stressed that she would continue asking the questions about the religious aspects of their work.

28. Solid Ground: Housing Stability Project

Commissioner Oxrieder noted that 75 percent of the clients access the program through 2-1-1. The program offers one-time financial assistance to cover rent arrearages and move-in costs. The agency contracts with Hopelink, Catholic Community Services and Friends of Youth. Clients can receive emergency funding

once a year at the level of the least amount necessary to be stabilized in housing. The ask, however, seeks more money to cover fewer individuals compared to the previous funding cycle.

Commissioner Perelman questioned why the agency is only applying to Bellevue for funding.

Commissioner Kline noted that the application is written holistically describing the service provided by the agency, including the referral source and the contract service providers. She said her question was who exactly does what within the application, and if Catholic Community Services and the other contractors are paid a fee for doing the work.

With regard to outcomes, Commissioner Kline said the application highlights clients avoiding homelessness for at least six months. She asked if that is in fact the threshold rather than keeping clients in their current locations. Chair Mercer said the application addresses both retaining and obtaining housing, so both areas are covered.

Commissioner Oxrieder commented that the program budget shows direct aid to clients going down from \$809,000 to \$799,000. She said she would like to know more about that. Chair Mercer pointed out that the budget also shows salaries and other expenses going up.

Commissioner Perelman pointed out that while the distribution to clients is at \$800,000, it costs \$400,000 to run the program. Commissioner Kline said if the only function of the program is to receive data from 2-1-1 and send it out to their various subcontractors, the cost to run the program does not make sense, unless fees are being paid to subcontractors. She said her kneejerk reaction was to take the money and go directly to the agencies providing the services to avoid all the overhead.

Commissioner Perelman suggested putting to Catholic Community Services and Hopelink the question of whether or not funding them directly would improve the number of clients served overall.

Ms. Stangland said Solid Ground contracts with King County. In order for the funds to flow to the Eastside, it must go through Solid Ground. She allowed that she was not clear as to what funding from Bellevue buys.

Commissioner McEachran said he was not clear on where all the Solid Ground funding comes from but stressed that the agency has great credibility when it comes to working collaboratively and integrating services.

Commissioner Kline said one way to ask the question would be to ask if funding from Bellevue has the same strings attached to it as the King County funding does when it flows to the subcontractors.

Chair Mercer noted from the application that \$234,000 goes into sub-support and said she would like to know what that entails.

29. Sophia Way: Day Center

Commissioner Oxrieder said what stood out for her in the application was the significant increase in the number of clients with psychoses, personality disorders, paranoia and bipolar, and the need for more security. She said she also did not understand why they put LGBTQ in the same category as psychoses and personality disorders. New to the application is the agency's adoption of a housing first model. Commissioner Oxrieder suggested that the service units in the application were not clear. The application seeks funding for mental health counselors and a nurse at two more hours per day. It is good the agency is obtaining Medicare for some clients.

30. Sophia Way: Eastside Women's Winter Shelter

Commissioner Oxrieder said the low-barrier shelter takes clients others will not necessarily take. They offer all manner of services through partnerships with others, including Work Source employment services and dental services, but they do not have anyone on site to provide mental health support. Hospitals are sending to the shelter people who need respite care, often without their meds. The agency partners with Catholic Community Services, and is seeking funding to support additional staff for safety and to provide on-site mental health support.

Commissioner Perelman pointed out that Bellevue dollars go to fund more than just Bellevue clients. She suggested staff should ask the agency to confirm that. Commissioner Kline agreed and suggested the agency should be asked why there are so many clients from unknown locations and from outside of King County.

31. Sophia Way: Outreach

Commissioner Oxrieder said the agency spends between \$3000 and \$4000 per month for emergency assistance and also has flexible funding to be used for job certificate training and transportation to reunite clients with family elsewhere.

Chair Mercer noted that even though it had been indicated earlier with regard to the outreach indicator that the agency had applied to King County for funding, which was approved, the application still seeks a major increase from Bellevue. Commissioner Kline said it appears the ask is for moving costs and security deposits, and that the King County funds need to be matched by the city.

Ms. O'Reilly explained that the Eastside cities had to commit a certain level of funding in for the agency to even apply for the King County funds. The amount from Bellevue was \$2909 and they came from the unspent dollars column for 2018. Going forward, \$5000 per year for 2018, 2019 and 2020 has been committed between Sophia Way

and Catholic Community Services. King County awarded Sophia Way \$75,000 for which the cities were required to toss in a 20 percent match.

Commissioner Kline pointed out that the financials listed in the application are not quite accurate and should be clarified.

Commissioner Perelman said it was her understanding that between all of the Eastside cities, a total of \$14,546 must be contributed annually for the next three years. The minimum owed by Bellevue alone will be \$5000 per year. Ms. Stangland confirmed that.

Commissioner McEachran noted that the outreach question had caused the Commission to stumble twice during the course of the evening. He suggested the Commission would benefit from seeing some clarifying documentation showing just what the outreach efforts will achieve in real time in terms of a narrative.

Commissioner Kline said that narrative could only come from Congregations for the Homeless because Sophia Way has not yet started outreach efforts. She added that the \$5000 will only go toward paying for the social worker. If the Commission wants the program to actually be able to assist in putting people into housing, it will require more funding.

Ms. Stangland said the Congregations for the Homeless program has met with success largely because of the United Way Street to Home money, an element that Sophia Way does not have. Ms. O'Reilly added that staff regularly contacts Congregations for the Homeless and Sophia Way when calls are received from the public about homeless persons. The police also contact both agencies.

32. Sophia Way: Sophia's Place

Commissioner Oxrieder said the shelter program operates seven days a week in conjunction with the Sophia Way day shelter. Both address a continuum of care with the goal of having clients exit to permanent housing. Ten women are served in Bellevue. The ask represents a significant increase.

The Commissioners had no questions about the application.

33. Sound Generations: Meals on Wheels

Commissioner Oxrieder said the once-a-week delivery service is for seniors 60 and older who are low-income, homebound or physically disabled. Six percent of the clients live alone, and 30 percent eat fewer than two meals a day. The increase in the ask is minimal.

Commissioner Kline observed that the application makes several references to the social needs of clients, but the outcomes section talks only about the food.

Commissioner Oxrieder said the volunteer drivers are not necessarily the ones who

are qualified to do more than just deliver the food. Commissioner Kline said her question was why the application made such a big point about the social needs when the program does not address it at all.

Commissioner Kline also noted the application shows no in-kind donations. Ms. O'Reilly said the Meals on Wheels program provides a vendor to provide balanced meals, all of which are prepared at a facility in Seattle. The local site for Meals on Wheels is located at the North Bellevue Community Center. She said the fact that meals are designed to be balanced and to meet the needs of specific clients, it would be difficult for the agency to receive donated foods.

Commissioner Kline asked how the agency has managed to avoid having a wait list since 2016. Commissioner Ma suggested it was because of their requirements for admitting clients into the program.

Chair Mercer asked about the client contributions, which were listed as being significant, and the sales. Ms. Stangland said those who can pay do, but the \$5 per meal is able to be waived.

Commissioner Perelman said she was surprised to see the low number of residents and meals served in Bellevue given the size of the city. She said she would like to hear from the agency about what advertising and outreach they do in Bellevue. She also pointed out that the ask of Bellevue is higher than for cities that serve more clients.

34. St. Vincent de Paul of Seattle King County: St. Madeleine Sophie

Commissioner Oxrieder said the organization provides emergency financial assistance primarily using donations from parishioners. Home visits are made for the intake interviews. The application seeks funding to provide move-in assistance. Currently the program is able to provide 38 percent of what their clients need and they want to increase that to 55 percent. Their focus is on preventing evictions of families and keeping utilities from being shut off.

Commissioner Kline said the application states the program negotiates with landlords and utility companies to accept the amount of money the program can provide.

Chair Mercer pointed out that the program focuses primarily on only one zip code.

Commissioner McEachran said each of the faith communities is the center of a number of Catholic churches. In the past there has been one in Issaquah and one in Sammamish. He said he saw no long-term record of support from other human service commissions or municipalities.

Commissioner Ma asked if the program only serves parishioners that attend St. Madeleine Sophie. Commissioner Kline said requests are received through St.

Vincent DePaul through an internal service resembling 2-1-1 and they are then assigned out to the geographic location that covers where the requester lives.

Commissioner Perelman said she leaned toward not funding the application given its limited reach. Chair Mercer agreed that there are other programs in Bellevue offering the same services.

Commissioner Kline said she would like to hear from the agency an answer to why only the one parish and not others in Bellevue. Commissioner McEachran said he would like to also know about funds that apparently have been distributed in two other municipalities.

Ms. O'Reilly noted that the program was funded four years ago after the Commission was successful in getting more money from the Council during the recession. After that two-year cycle, the agency did not reapply.

35. YWCA Seattle | King | Snohomish: Eastside Resident Services

Commissioner Oxrieder said the review team had a question about how the coordinated entry intake differs from the YWCA intake. Ms. Stangland said coordinated entry uses vulnerability assessment. The intake process utilized by each agency is focused on making sure potential clients are eligible for their specific programs.

Commissioner Perelman said her questions were whether or not their units are fully occupied and what their rate of vacancy has been.

Commissioner Oxrieder said she also wondered if clients who move into the unit are allowed to stay forever. Ms. Stangland said residents are allowed to remain in the units for as long as they comply with the program.

Commissioner Kline noted the service unit and residents served charts in the application they show no residents served in Bellevue but a lot of case management time spent in Bellevue. Ms. Catalano the application is tricky because it involves permanent supportive housing in units that are located in other jurisdictions.

7. OLD BUSINESS – None

8. NEW BUSINESS

Ms. Catalano reported that earlier in the day the city received notice regarding its direct CDBG entitlement for 2018. She said the amount is \$754,998, which is \$69,846 more than 2017, an increase of just over ten percent.

9. PETITIONS AND COMMUNICATIONS – None

10. ADJOURNMENT

A motion to adjourn was made by Commissioner McEachran. The motion was seconded by Commissioner Piper and the motion carried unanimously.

Chair Mercer adjourned the meeting at 9:12 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date