

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

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

May 15, 2018  
6:00 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

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

COMMISSIONERS ABSENT: Chair Mercer

STAFF PRESENT: Alex O'Reilly, Dee Dee Catalano, Christy Stangland, Cynthia Moreno, 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 Commissioner Kline who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Perelman, who arrived at 6:11 p.m., and Chair Mercer, who was excused.

3. PETITIONS AND COMMUNICATIONS – None

4. STAFF AND COMMISSION REPORTS

Commissioner McEachran noted that there had recently been quite a few articles on homelessness and shelters in both the *Bellevue Reporter* and the *Seattle Times*.

5. DISCUSSION

A. MSW Project Presentation

Intern Cynthia Moreno presented the Commission with findings from her Masters in Social Work thesis entitled Mexican Immigrants Under the 45th US Presidency: Impacts of Heightened Immigration Enforcement and Anti-Immigrant Rhetoric. She

said the process of writing the thesis allowed her to connect with Bellevue residents and different community organizations. Many who work with community organizations participated in the interviews.

Ms. Moreno said the inspiration for her work on the thesis came from her Mexican immigrant family and the childhood community in which she grew up. She said she was the first of her family to be born in the United States; her parents and all her uncles, aunts and grandparents all immigrated from Mexico between 1950 and 1990, all of them either with valid visas or through being completely undocumented. Discussions of citizenship or the lack thereof were always important in the family.

Ms. Moreno said the fact that the current political time period was the second reason she chose her thesis topic. In making his bid for the presidency, Donald Trump was intentional and transparent about his stance on immigration, particularly in regard to Mexican immigrants. The resulting landscape led her to address the question of how Mexican immigrants have been impacted by recent immigration enforcement and anti-immigrant sentiment. She said her ultimate goal was to elevate and amplify the voices of her community in order to assist them in standing on their own, and to help social service organizations in working together to address the concerns, the worry and constant anxiety about the current political atmosphere.

A lot of research has been done under different presidencies and different administrations about how anti-immigrant policies and immigration enforcement affects the mental health and wellbeing of people. Three recent studies, all done under different administrations, found that high immigration enforcement has been found to lead to poor mental wellbeing because it dictates what people can and cannot do. In most states, undocumented immigrants cannot drive a car and doing so can be risky for them, thus daily activities are difficult to carry out. High immigration enforcement has also been found to cause ripple effects even for those who are not undocumented, such as the citizen children of immigrant parents, particularly where the parents are visibly stressed and frightened for the future state of their families.

Ms. Moreno shared with the Commissioners a matrix comparing different policies introduced by the administration to date with the responses to those policies by organizations and communities. She noted that the administration's attempt to end the DACA program has certainly had an impact on Mexican immigrants, most of whom are young and attending school, are veterans or are currently working. Immigration arrests in 2017 were 37 percent higher than in 2016, which is especially alarming for the immigrant communities.

Ms. Moreno said she interviewed eight different persons. She said she followed set interview protocols that involved asking the same questions, though the answers often led to other topics and questions. She said she asked their experiences under different presidencies and whether things had or had not changed for them personally. Some of the interviewees were naturalized citizens, some were recipients of the DACA program, and others were completely undocumented. Those

interviewed were between the ages of 28 and 47; were at the time of the interviews were living in King County; immigrated between 1990 and 2007, mostly to Western or Southwestern states; and were all employed. Two were attending college at the time of their interview.

Six of the eight persons interviewed shared feelings of heightened fear or anxiety, both with strangers and with the police or immigration officials. The six pointed out that while their immigrant communities have always felt somewhat vulnerable, the pace of the current administration has made the vulnerability seem different.

One interviewee was 35 years old and immigrated in the late 1990s. To the question about how he felt about politics in general and in the state of Washington currently, he stated that it was overwhelming, unpredictable and uncertain, adding that he felt nervous about it and unsure of what would even happen the next day. Another person, aged 38 who immigrated in 1996, said he now must be more vigilant in his surroundings because he does not know what fanatics are out there, adding that fanatics normalize hatred and racism. He said he must be ready and watchful, concerned and careful at work, at home and in public spaces. His reference to fanatics was in relation to Trump supporters, which highlighted the fact that it is not just formal immigration policies that are affecting people, it is also suspicion of who supports the policies and a hesitancy to trust anyone with the knowledge that one is an immigrant.

Ms. Moreno said she was not surprised to find that people would want to avoid information and the influx of news because so much of it is bad news. She said she expected people to cope in ways that would seek to stop the constant influx of information. However, five of the eight participants indicated a desire to do their best to keep informed and to spread correct information as a way of dissipating the anxiety. One person indicated that after hearing something, he goes to websites he believes will provide him with concrete details. Another person stated that it is her responsibility to understand what is happening around immigration and to that end she talks to people at work. A third person indicated that whatever happens, it will be important to be more determined to speak up and ask for what he wants since no one will do it for him. That statement was actually a common thread among all of the participants. In fact, those with citizenship status felt most compelled to act responsibly in terms of spreading correct information.

Ms. Moreno said although there are unique aspects to the current administration, threats to immigrant populations have long existed. The current tactics may have changed, but the threats and the fears that underlie the daily activities of the Mexican immigrant communities does not appear to be anything new. One person said Trump empowers what has always existed, namely the racial hatred in the history of the United States; he knew how to reach those groups and how to empower their voices. It is important to acknowledge how the current administration has impacted people in different ways, but without invalidating the experiences of people who have long lived in fear for their loved ones and their communities.

The interviews and conversations underscored the fact that the issues are complex and affect people in different ways. Not every person interviewed agreed with the identified themes, and many indicated they cope in different ways. Some indicated they do not feel vulnerable at all and that nothing has really changed.

Ms. Moreno said her recommendations for social service agencies dealing with immigrant populations were for counseling and community engagement that acknowledge conflicting attitudes; prioritizing staff with lived experiences as a way of establishing and building trust; and prioritizing the training of staff relative to evolving policies and special considerations. Her recommendations for funders included funding the agencies that do all of the above; that connect clients with legal resources that are culturally and linguistically relevant; and that prioritize emergency planning.

Commissioner McEachran thanked Ms. Moreno for her intriguing insights. He noted that Eastside Legal Assistance Program has expanded its focus beyond domestic violence issues to include Know Your Rights workshops.

Commissioner Piper said he was saddened to hear the perception of those interviewed that there is nothing new. He asked Ms. Moreno if she encountered any level of optimism in any of the interviews. Ms. Moreno said she had in fact found some who are optimistic, especially those who are organizing, taking action and educating communities. She pointed out, however, that there were also a few who felt hopeless.

Commissioner Oxrieder said she used to work with Latino families in the school district and said there was a time ten or twelve years ago when the rumor mill was very active. Someone would put out the word not to go to a particular Shell station because immigration enforcement officers would be there. She asked if those kinds of rumors were still circulating. Ms. Moreno allowed that they are. The Washington Immigrant Solidarity Network operating in the state is actively creating a hotline for people to call and verify rumors quickly. The Network is run by volunteers who are well-versed in immigrant issues and they do their best to keep fear from spreading unnecessarily.

Ms. O'Reilly noted that Ms. Moreno has been involved with El Centro's Sensitive Location workshops. Ms. Moreno explained that the agency has hired staff and is working with a lawyer in creating sensitive location workshops to train social organizations, medical centers, schools and religious organizations about their rights when immigration officials show up seeking a certain person. The workshops will be held throughout King County. Ms. O'Reilly said she has been working with El Centro to bring the workshops to the Eastside.

## 6. DISCUSSION

### A. Preliminary Review of Human Services Applications – Goal 2 and 3

Commissioner Kline took a moment to introduce Deputy City Manager Nathan McCommon. Mr. McCommon said he has been in Bellevue for a little over a year and has been trying to make it out to all of the city's boards and commissions, as well as community groups, to introduce himself.

Commissioner Kline brought the focus to the applications in Goals 2 and 3.

#### 36. Alpha Supported Living Services: Alpha Health Services Program

Commissioner McEachran said the program has been around and in previous years has raised questions regarding depth of service and level of collaboration.

Commissioner Piper said the program has a very low reach in that it serves only 28 Bellevue residents. The cost per resident reached is also quite high.

Commissioner McEachran said he would recommend against funding the application.

#### 37. Asian Counseling and Referral Service: Children, Youth and Families Program

Commissioner Piper said the program has a good alignment with the focus of Goal 2 and a fairly decent reach in that it serves 258 Bellevue residents. The cost per service unit is relatively high, however.

Commissioner Oxrieder said she contacted the Bellevue School District to find out how many Asian youth would qualify for the free and reduced lunch program and learned that the number is 817. She allowed that not all of those would be in need of mental health services. She said she would be interested in knowing how many of the program's clients qualify for the free mental health services by virtue of their income.

Commissioner Perelman asked why the agency was seeking more money for the program. She said the numbers given in the application do not lead to the conclusion that the program needs an extra \$40,000. Ms. O'Reilly noted that page 11 of the application includes an attempt to describe their increased ask but agreed that more information is needed.

Commissioner Piper said he was somewhat concerned by the residence ratio. The 110 represents about 82 percent of the overall program budget.

Commissioner Kline said her read of the application is that the agency is asking Bellevue to fund the entire program. No other revenue is listed except for a few thousand from the *Seattle Times*. In addition to asking about the increased ask, the

agency should be asked why other agency resources are not being focused on the program.

38. Assistance League of the Eastside: Operation School Bell

Commissioner McEachran suggested the increase in the ask is modest.

The Commissioners had no questions about the application.

39. Athletes For Kids: AFK Youth Mentoring

Commissioner McEachran commented that the program previously sought funding from Bellevue and the determination was that they were not serving many Bellevue citizens.

Commissioner Kline observed that the agency was fairly new during the last funding cycle and was just on the verge of expanding into Bellevue. She said it appears they have done that but still aren't serving many Bellevue residents.

There was agreement not to consider funding the application.

40. Bellevue School District: Human Services

Commissioner Perelman pointed out that information was missing from the application, particularly pages 12 and 16.

Commissioner McEachran noted that during the last funding cycle there were also questions about funding that a representative had to come and explain in person to the Commission. Ms. O'Reilly said the increase previously sought was not offset by any other revenue sources, which is why the Commission asked for an explanation. The reason given was that they did not have the capacity to do additional grant writing. She said this time it appears the increase is focused on providing each center with a small budget to support evening events, outreach, translations for families, communications and a small number of overtime hours for the distribution of service units.

Commissioner Oxrieder questioned why the number of persons served was projected to be lower.

Commissioner Kline said she did not understand the explanation given under the third outcome area about the recipients of the food reporting that their culture and dignity was respected and valued. With regard to the second outcome, academic success, the measure shown is only for one school quarter.

Commissioner Perelman commented that previously the school district came in with a large ask claiming that because they did not have the budget resources the city should step up. They obviously found funding from some other source, however.

Commissioner McEachran pointed out that the ask represents 17 percent of the total operating budget.

Commissioner Perelman questioned why the city was being asked for \$25,000 for the additional support instead of finding the dollars at the school district level. Translations for families and communications is clearly something the district should be paying for.

Commissioner Oxrieder commented that the program outcomes shown in the application are a somewhat mushy.

41. Catholic Community Services of King County: Volunteer Services

The Commissioners had no questions about the application.

42. Chinese Information and Service Center: Eastside Cultural Navigator Program

Commissioner Piper said the review team agreed the application should be moved forward but also concluded that the numbers should be reviewed in the next round. The program appears to have a fairly high reliance on Bellevue funds, with the ask accounting for about 30 percent of the overall program budget.

Commissioner Perelman said she would like to know why the agency does not have a partnership with India Association of Western Washington, and if the agency has a navigator that fits with that population.

Commissioner Ma said he would like to know if the program has any overlapping services with the India Association of Western Washington. The program appears to serve more than just the Chinese community and their services to Asians could include the India population.

Commissioner Kline observed that the application does not describe the significant change in the budget, yet the program budget has a 34 percent increase. Commissioner Perelman pointed out that they are adding resource workshops, which could account for the increase.

Commissioner Oxrieder commented that the application identifies a request to provide workshops in Spanish for parents in the Bellevue School District to help them better understand the school system. She said that is another area for which the school district should be responsible. Commissioner Oxrieder said it was not clear if the requests for the service was coming from the school district or from clients.

43. Chinese Information and Service Center: Eastside Russian Senior Program

Ms. O'Reilly said she contacted Dan Lassiter, Manager of the North Bellevue Community Center, who verified having had a conversation with the agency. It has been a long-term goal of the community center to offer such a program to Russian seniors. With the closing of the for-profit Circle of Friends day center last year, there are Russian seniors who lost an opportunity for socialization and a day center for older adults.

Commissioner McEachran said the application is intended to cover a vacancy of services modeled on the approach taken by the India Association of Western Washington. He said he would support advancing the application.

Ms. O'Reilly said she would include in the staff review the equivalent in-kind donation by the city of space at the community center. The community center also donates space to the India Association of Western Washington, the Chinese Information and Service Center for Asian elders, and to SeaMar for Latino seniors, all on different days.

Commissioner Kline suggested it would be worthwhile asking the agency if they have been able to build on or resurrect any of the infrastructure of the Circle of Friends program.

Commissioner Perelman said she would like the agency asked what they will do if the city chooses not to fund the program.

44. Crisis Clinic: King County 2-1-1

Commissioner Piper noted that the program has a very high reach in that it serves some 2600 Bellevue residents.

Commissioner Perelman noted from the application that only half of the calls received were answered.

45. Eastside Legal Assistance Program: Eastside Legal Assistance Program

Commissioner McEachran reminded the Commission that his engagement with the program is quite high.

Commissioner Perelman said she certainly favors the program.

The Commissioners had no questions about the application.



46. Hopelink: Family Development

Commissioner Piper said he would recommend advancing the application but review the amount of the ask.

Commissioner Perelman observed that the agency lowered its fundraising goal by \$100,000, which matches the amount they are asking jointly from the cities.

47. India Association of Western Washington: IAWW Cultural Navigator Program

Commissioner McEachran suggested combining the discussion of both applications from the agency.

Commissioner Perelman agreed and pointed out that there is a clear overlap between the two applications; both mention the navigator and it is not made clear why there were two applications instead of one. She said she was inclined not to fund the Cultural Navigator program. It would be better to collaborate with an organization that already has a structure in place rather than seeking to build a new structure.

The Commissioners had no questions about the application.

48. India Association of Western Washington: India Association of Western Washington

Commissioner Perelman noted her support for advancing the application and continuing to fund the organization. She pointed out that the ask is higher even though the program is expanding in Redmond but not in Bellevue.

Commissioner Perelman said she would like to have clarified the direct aid to clients shown in the application at \$2000.

Commissioner McEachran commented that the agency has had strong levels of advocacy before the Commission for at least two funding cycles.

Commissioner Oxrieder stated that the program is run entirely by volunteers and suggested that over time burnout is a definite possibility. Commissioner Kline agreed and pointed out that during the on-site visit the organization representatives made it clear that they need paid staff.

Commissioner McEachran noted that the agency has asks out to other jurisdictions as well.

49. Issaquah Schools Foundation: VOICE Mentor Program

Commissioner Perelman said the review team concluded that the application should not be funded. While the program is very good, it is primarily focused on Issaquah schools, which impacts only a few Bellevue residents. The city already funds Youth Eastside Services for mentoring in that school district.

Commissioner Ma said he leaned toward funding the program because it is good and does serve some Bellevue residents. He agreed that there was some overlap with the Youth Eastside Services mentoring program.

The Commissioners had no questions about the application.

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

Commissioner Perelman said she favored continued funding of the program but pointed out that the application did not include in-kind funding.

Commissioner McEachran noted that the Commission in the past had questions about the program overlapping with the services offered by Eastside Legal Assistance Program. Those concerns, however, were put to rest with the explanation that the two programs do have different focuses.

Commissioner Ma commented that while the ask was double the previous funding cycle, the services are projected to largely remain the same in terms of households served. The application does indicate an increase in the number of service hours. He said he would like that issue clarified.

51. MAPS-Muslim Community Resource Center (MCRC) : Information, Referrals, & Resources (IR&R)

Commissioner Ma said the review team leaned toward not funding the application. It appears the agency has only one case manager who serves as a one-person team. It is true that the program works with underserved communities from Somalia, Iraq, Afghanistan and Vietnam, all populations that are not served as well by other organizations. However, the program also provides referrals to organizations that could provide the services.

Commissioner Perelman said the application indicates 70 percent of the clients are non-Muslims, which raises a question about what niche the program fills. Additionally, the application states that most of the clients come from south King County even though elsewhere the numbers indicate the program serves quite a few Bellevue residents.

Commissioner Ma pointed out that part of the ask is for funding to cover the costs of providing services to south King County residents.

Commissioner McEachran said he has seen the organization operating through strong collaborations with others, including with the Congregations for the Homeless men's shelter on matters of Islamic food practices.

Commissioner Oxrieder said the organizations is very engaged in providing community services. She stated, however, that she saw a lack of focus in the appeal.

Commissioner Perelman said she would welcome having someone from the organization come address the Commission.

Ms. O'Reilly explained that MAPS stands for the Muslim Association of Puget Sound, which is housed at the Redmond mosque. The Muslim Community Resource Center is the social service arm of MAPS.

Commissioner Ma suggested asking the agency if it has a particular focus.

Commissioner McEachran said he looks on the program as Velcro for the Muslim community. Where there is a need to connect to that which seems distant, they find a way to do it.

Ms. O'Reilly commented that non-profit agencies from culturally specific communities tend to look like they are all over the map. That is because in their communities they often provide everything to everyone from financial services to youth programs.

There was agreement to ask an agency representative to visit with the Commission on June 5.

52. Youth Eastside Services: Behavioral Health Care for Children & Youth (was Early Intervention)

Commissioner Perelman said the review team favored funding the application.

The Commissioners had no questions about the application.

53. Youth Eastside Services: Community-based Outreach Services

Commissioner Perelman said the review team was a yes for funding the application. She did note it appeared from the application that there was a decrease in the number of service units. Ms. Catalano said she had noticed that too. Commissioner Perelman said she would like to know why.

Commissioner Ma said he would like to know how many are referred to the program through outreach versus the traditional referrals from school counselors and the like. He added that he would like to see that shown as an outcome.

Commissioner McEachran said he liked the strong collaboration the program has with other programs and agencies.

54. Youth Eastside Services: Early Childhood Behavioral Health

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

Ms. O'Reilly referred to the narrative on page 12 and the statement that the 2019 budget includes a three percent increase from the award of each city in 2018, but in fact the request of Bellevue is almost double. Commissioner Perelman said the ask was to cover the actual cost of the program.

55. Youth Eastside Services: Success Mentoring

Commissioner Perelman said the review team said yes to the application. She said she had a question about what would happen if the city did not provide the additional funds.

Commissioner Oxrieder said she wanted to know why the program was going from 47 to 35 residents served. Commissioner Ma said it appeared to him there was a reduced number of residents served in other cities as well.

Ms. Stangland said she was confused by the budget section, noting that the expenses shown are lower than the requested amount. She suggested that should be clarified.

56. Consejo Counseling and Referral Service: Domestic Violence  
Community Advocate Program

Commissioner Ma said the review team agreed the application should be funded.

Commissioner Piper pointed out that no service unit projections were shown in the application for the first two outcomes. He said he also found it interesting that the ask was reduced from the previous level.

Commissioner Perelman said she did not see ELAP on the list of partnerships the agency has. She suggested asking about that.

57. Crisis Clinic: Teen Link

Commissioner Perelman said she would be a yes on funding the application. She pointed out that the program had lost significant funding from Mental Health and Drug Dependency. Ms. O'Reilly said she would check to see why that was the case.

Commissioner Perelman said she was a bit surprised to learn that it takes four FTEs to run the program. She added that what the agency is seeking from the cities will not make up the gap in funds lost. Ms. Catalano said the application indicates there are overages with some programs that will help to offset the loss.

58. Harborview Medical Center: Harborview Center for Sexual Assault & Traumatic Stress

Commissioner Perelman said the review team favored funding the application. She commented that the application mentions legal advocacy services and suggested just what that entails should be made clear.

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

Commissioner Perelman called attention to page 13 of the application where it was indicated the city of Bellevue is funding a very substantial percentage compared to all of the other cities that get a lot more out of the program. That issue should be discussed during the funding stage.

Commissioner Piper pointed out that the program is projecting a decline in service units while the number of residents served is projected to remain the same.

60. LifeWire: Survivor Advocacy Services

Commissioner Oxrieder noted that Bellevue services are shown in the application as lower in 2019. The application mentions legal advocacy but does not reference ELAP. The application is unclear with regard to in-kind donations.

Commissioner McEachran said he would stand back in discussing the application given that for many years his faith community has supported the program.

Commissioner Kline said the review team was in support of moving the application forward but did question the ask to add a dedicated advocate at a full FTE at Bellevue College, especially in light of a projected reduction in service units. Commissioner Kline also noted the statistics on page 5 regarding their target population do not add up properly.

Commissioner Oxrieder said it is known that ELAP provides the legal services, but there is no mention of that in the application. Most of the work is done pro bono, but a paid attorney handles the court filings.

Commissioner Kline suggested the agency should be asked what it will do if it does not receive the increased ask. Additionally, it should be asked why the application projects decreases in two of the three major funding areas.

61. Refugee Women's Alliance: Domestic Violence Program

Commissioner Oxrieder said the program is focused on Russian-, Romanian- and Ukrainian-speaking women victims of domestic violence. The application does not indicate that any other city has been asked for funding, leading to a question of whether or not the program is only functioning in Bellevue.

Commissioner Kline noted positively that the agency recently received grants to add a full-time immigration lawyer and a full-time paralegal.

Commissioner Oxrieder said she would recommend funding the application.

Commissioner Perelman asked why the program focuses on Russian-, Romanian- and Ukrainian-speaking women victims, and what makes the program staff experts on those populations. Ms. Stangland said staff could ask that question of the agency. She added that there is a large Russian community on the Eastside. The agency focuses on different groups in other parts of King County.

Commissioner Kline said there is one service in the application not filled in except Bellevue, and an error in calculating the number of session hours.

62. Asian Counseling and Referral Service: Whole Health Oriented Mental Health Program

Commissioner Oxrieder said the review team believed the application should be moved forward. She said the team was curious about the wait time for the non-Medicaid waiting list. She noted that the program outcomes are better than most applications.

Commissioner Perelman said she liked the fact that the program serves clients who do not qualify for Medicaid or have insurance, and who do not have legal status.

Commissioner Kline said she would like to see some isolated statistics on the population to be served with Bellevue dollars. With regard to the residents served chart, she said she had a question about whether it listed only non-funded clients, noting that if it is not it is curious that 100 percent of the Bellevue clients are city funded when only 22 percent of their client base is non-funded. Additionally, Bellevue residents account for six percent of the total but only three percent of the total service units.

Commissioner Oxrieder commented positively on the statement in the application that the program incorporates unique culture and spiritual practices and beliefs into the service designs.

Commissioner Ma said he had in the past used the services of the program for his family and received same-day service.

Commissioner Kline observed that the budget section relative to significant changes includes a note about changes in the funding structure and suggested the Commission should keep an eye on that. Ms. O'Reilly said she intended to have a representative from the King County Behavioral Health and Recovery Division come and address the Commission about upcoming changes involving the fully integrated healthcare model that is being mandated by the state.

#### 63. Bridge Disability Ministries: Meyer Medical Equipment Center

Commissioner Oxrieder said the review team was disposed to not fund the application because the program is not in the highest need category. She noted that the application mentions a \$30,000 deficit without giving an explanation for it. Mention is also made of a new facility without giving any clarification.

Commissioner McEachran said his faith community has committed to work with the program. He said the program provides medical equipment to people who do not otherwise have access to it and who have multiple levels of disabilities. He said he would welcome having a presentation by a program representative.

Commissioner Kline asked staff to ask the agency the status on finding a new space, and about the \$30,000 deficit.

#### 64. Crisis Clinic: Crisis Line

Commissioner Oxrieder noted that the program is facing a United Way funding reduction but said it was not clear why. She said 36 percent of their calls are professionals wanting a consultation with them, but suggested the professional line seems like a different service.

Commissioner Kline said there were two lines of questions regarding the calls. She said her reading of the application led her to understand that a large percentage of their callers are daily callers. The other big percentage are professionals calling to consult, something that has not previously hit the radar in considering funding for the program.

Commissioner Perelman agreed she would like more information about the professionals who call in for consultations. Ms. Stangland said she personally called in regularly when she had suicidal clients and clients having mental health breakdowns. She said her calls were always made to connect her clients to services.

Commissioner Ma said his personal experience has been when encountering persons with mental health breakdowns that either the police or a professional needs to be called in. The persons in crisis are usually the persons who call in. It certainly would not be abnormal that professionals are calling the Crisis Clinic for other persons.

Commissioner Kline noted from page 4 of the application that as of January 31 they have been answering calls for all of Washington state, though it is not clearly stated what that means for the program.

Commissioner Oxrieder commented that the ask is not significantly higher.

Commissioner Kline said the application on page 11 shows a big jump in program expenses but includes no real explanation for it.

Commissioner Piper pointed out that the service units for 2018 and 2019 were not populated in the application.

65. Easter Seals Washington: Easter Seals Washington Adult Care/Health Services

Commissioner Kline said Easter Seals Washington was the organization that stepped in to rescue the Eastside Adult Day Services program.

Commissioner Oxrieder noted the application complains of low government agency reimbursement rates.

Commissioner Perelman pointed out that funding from Bellevue is substantially more compared to the other participating cities.

Commissioner Kline said the paragraph on page 6 states that government agencies fund 67 percent, and that 33 percent pay out of pocket. On the previous page the program cost per hour is listed as \$15, which mirrors the statement on page 4 where it says the cost of providing service is \$15 per hour. As drafted, it appears the client costs are covered between client pay and government money. She said she would like it clarified exactly what Bellevue funds cover.

Commissioner Oxrieder observed that in the paragraph on page 4 it is stated that fees for services fall far short of covering the program's direct and indirect costs.

Commissioner Kline said on page 9 the application talks about obtaining top leadership talent and lists several recently filled position. She said that make her wonder if the program is having a lot of staff turnover. Additionally, the budget page shows an in-kind contribution for a Bellevue rent subsidy, and Commissioner Kline



said she assumed that referred to the Bellevue location rather than a subsidy from the city and said she would like that clarified.

Commissioner Kline called attention to the budget for 2018 on page 14 and pointed out that it shows a profit of \$265,000, which is twice the total ask of all the cities.

Commissioner Perelman said after reading the application she felt the city should consider reducing its contribution to the program. Commissioner McEachran said he would agree with that approach.

66. Friends of Youth: Youth and Family Services Counseling and Prevention

Commissioner Oxrieder said the review team was not excited about moving the application along because so few Bellevue youth were served and because no funds are sought from Kirkland.

Commissioner McEachran said if he were seeking \$5000 from Bellevue he would at least make mention to the Bellevue Needs Update.

Commissioner Perelman said she favored passing on the application because it duplicates services and focuses on other locations.

67. HealthPoint: HealthPoint Dental

Commissioner Oxrieder pointed out that Bellevue represents 23 percent of the collective asks, yet Bellevue residents receive fewer services than many other cities. Out of the \$18 million budget, \$16 million is from fees for service, which raises some questions. Additionally, less than half of the clients complete their treatment plans as recommended.

Commissioner Perelman asked if the program operates in Bellevue. Commissioner Kline said they have a location in Redmond.

Commissioner Oxrieder commented that the program is the leading healthcare provider for recently resettled refugees and immigrants.

Commissioner Perelman suggested that because there is another dental program application the Commission could rethink funding the HealthPoint application.

Commissioner Kline said she would like to see the application moved forward to allow for a fuller evaluation. She highlighted as curious that the application talks about its program deficit and the intent to subsidize it from earnings from non-profit activities.

Commissioner Perelman questioned whether funding from Bellevue makes any impact given that their fee for service income is \$16.5 million. She suggested the agency should be asked to clarify what impact Bellevue's funding has.

Commissioner Kline pointed out that Bellevue residents represent only 1.8 percent of the total clients served, yet their ask of Bellevue is 23 percent of their total asks. Commissioner Kline suggested asking the agency why Bellevue's ask is disproportionate to Auburn, Federal Way and Kent in particular considering how many they serve in those cities.

#### 68. HealthPoint: HealthPoint Medical

Commissioner Oxrieder said she questioned why blood pressure was listed as a major outcome. Ms. O'Reilly said someone from the agency shared with the Commission a couple of years ago that blood pressure is one of the universally accepted health indicators, and the treatment for it is also very proscribed. Commissioner Oxrieder also noted that according to the application, 70 percent of the clients are relieved of the symptoms they came with, and she questioned how high blood pressure could be solved that easily. Ms. O'Reilly said she would be willing to seek clarification on that point.

Commissioner Ma commented that when it comes to medical issues there really is no such thing as a standardized approach for everyone.

Commissioner Perelman pointed out that the same blood pressure outcome is used for application 71.

Commissioner Oxrieder called attention to page 14 of the application and noted that the number of Bellevue visits was shown as 2400 and the number of Des Moines visits was shown as 9000, yet the ask on the next page of those two cities are out of proportion.

Commissioner Kline said the same is true of Auburn, Kent and Federal Way. She noted that Bellevue clients are 1.4 percent of the total individuals served, but Bellevue is being asked for 23 percent of the total.

Commissioner Ma said it is possible that even though clients may not be from Bellevue, they may work in Bellevue. Ms. O'Reilly said ICHS has only been in Bellevue for five years and for a while Eastgate Public Health was the only federally qualified community health clinic people could go to. She agreed that it is worth looking at the shift and why they are still seeking proportionally more from Bellevue for fewer clients.

Commissioner Perelman called attention to pages 13 and 14 of the HealthPoint application, and pages 12 and 13 of the ICHS Dental application. She noted that

ICHS serves far more Bellevue residents. Commissioner Kline proposed saving the full discussion to the next review round.

69. HERO House: Supported Employment

Commissioner Oxrieder said the agency is seeking to add additional staff. She said the review team agreed the application should be moved forward.

The Commissioners had no questions about the application.

70. IKRON of Greater Seattle: Behavioral Health Services

Commissioner Oxrieder said the review team found no reason not to move the application forward. She noted that 87 percent of their clients are involved with the criminal justice system, and 30 percent are homeless.

Commissioner Perelman asked what is different about the organization from other organizations Bellevue funds. Commissioner Oxrieder said their clientele is one big difference.

Ms. Stangland said the agency partners with Congregations for the Homeless and provides on-site services in the shelter. There are also conversations about taking a similar approach with Sophia Way.

Commissioner Kline called attention to page 8 of the application and the statement made that a wait list was recently developed due to low staffing. She said she would like to know how the agency is going to address that. Commissioner Oxrieder said the large percentage increase in clientele could be part of the reason.

71. International Community Health Services: ICHS Dental

72. International Community Health Services: ICHS Medical

There was agreement to address the two applications together.

Commissioner Perelman said she was interested in knowing how many of their clients have no insurance. Commissioner McEachran said that question was raised during the previous funding cycle in regard to the sliding fee scale.

Ms. O'Reilly said she would be glad to ask to see a copy of their sliding fee scale. Commissioner Perelman said it would be interesting to review it and to determine how applicable it is to the population of the clients served and the number of Bellevue residents without insurance benefit from it.

Ms. O'Reilly said one of the wraparound services staff who works with the Latino population recently pointed out that a lot of folks can get dental checkups and cleaning services from ICHS, but clients in need of more than that, including

specialized care, is where the gaps appear and where the sliding fee scale may be prohibitive.

Commissioner Kline agreed both applications should be carried forward but also suggested starting the next review with them.

7. OLD BUSINESS

Ms. Stangland reminded the Commissioners about Affordable Housing Week. She said there would be an event at Bellevue First Presbyterian on May 17 from 6:00 p.m. to 8:00 p.m. hosted by Lifewire, Congregations for the Homeless, Sophia Way and Imagine Housing.

Ms. O'Reilly commented that Ms. Moreno's last day with the city would be May 30 and as such she was attending her last Commission meeting. She was given a round of applause.

8. NEW BUSINESS

Commissioner McEachran said during a recent visit to City Hall he witnessed the Service First staff receive a woman of color who was homeless and having issues. He said the staff took down all pertinent information and in doing so gave all of her attention to the woman, ultimately referring her to Eastside Legal Assistance Program. He said what he witnessed was clearly human services on the front line.

9. PETITIONS AND COMMUNICATIONS – None

10. ADJOURNMENT

A motion to adjourn was made by Commissioner Ma. The motion was seconded by Commissioner Kline and the motion carried unanimously.

Commissioner Kline adjourned the meeting at 8:27 p.m.

\_\_\_\_\_  
Secretary to the Human Services Commission

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chairperson of the Human Services Commission

\_\_\_\_\_  
Date