

Agenda

BELLEVUE HUMAN SERVICES COMMISSION
TUESDAY, NOVEMBER 6, 2018
6:00 PM – CONFERENCE ROOM 1E-113
450-110th AVE. NE

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF MINUTES – OCTOBER 2, 2018
OCTOBER 16, 2018
4. PETITIONS AND COMMUNICATIONS+ (5 Minute Limit/Person)
5. STAFF AND COMMISSION REPORT
6. DISCUSSION
 - A. BELLEVUE HUMAN SERVICES COMMISSION BYLAWS – KATHLEEN
KLINE, CITY ATTORNEY'S OFFICE

ACTION: NONE

STAFF CONTACT: ALEX O'REILLY, 425-452-2824
7. DISCUSSION
 - A. DEBRIEF OF CITY COUNCIL MEETING PRESENTATION 11/5/18

ACTION: NONE

STAFF CONTACT: ALEX O'REILLY, 425-452-2824
8. DISCUSSION
 - A. COMMISSION AGENDA ITEMS FOR 2019

ACTION: NONE

STAFF CONTACT: ALEX O'REILLY, 425-452-2824
9. OLD BUSINESS
10. NEW BUSINESS
11. PETITIONS AND COMMUNICATIONS
12. ADJOURNMENT

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BELLEVUE HUMAN SERVICES COMMISSION

JUDITH MERCER, CHAIRPERSON

MICHELLE KLINE, VICE-CHAIR

ANN OXRIEDER

TIMOTHY MA

OLGA PERELMAN

JAMES MCEACHRAN

BENJAMIN PIPER

LYNNE ROBINSON, CITY COUNCIL LIAISON

MAJOR JOHN MCCRACKEN, POLICE LIAISON

STAFF CONTACT: ALEX O'REILLY – (425) 452-2824, RELAY SERVICE 711

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***** Upcoming Human Services Commission Meeting**

-November 20 – Discussion of potential revisions for the 2910-2010 Needs Update

-December 4 – Human Services Commission/Park Board dinner

-December 18 – No meeting

+ Unless a Public Hearing is scheduled, Petitions and Communications is the only opportunity for public participation

Human Services Commission meetings are wheelchair accessible. Captioning, American Sign Language (ASL), or language interpreters are available upon request. Please phone at least 48 hours in advance 425-452-6168 (VOICE) for ADA accommodations. If you are deaf or hard of hearing, dial 711 (TR). Assisted listening devices are available upon request. Room 1E-113 is equipped with a hearing loop system.



CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

October 2, 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, Toni Esparza, Natalie Minas, Department of Parks and Community Services

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:00 p.m. by Chair Mercer who presided.

2. ROLL CALL

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

3. APPROVAL OF MINUTES

A. September 5, 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

Human Services Manager Alex O'Reilly introduced new intern Natalie Minas, noting that she is with the School of Social Work at the University of Washington. Ms. Minas said she served an internship in 2017 with the Bellevue School District in their Department of Equity, and for the three years prior to that she served as a case manager at Sophia Way in the long-term women's shelter.

6. DISCUSSION

A. Evaluation of the Allocation Process (Strengths, Lessons Learned, Next Steps)

Commissioner Piper said he learned a lot by going through the allocation process. He noted that he struggled in the beginning with the fact that the Commission does not have a set scoring rubric, something he has used in the past with other organizations. He allowed, however, that by the end of the process he realized he preferred not having a scoring rubric in that without one the process is more collaborative and iterative.

Commissioner Ma said he also had learned a lot by going through the process. He also agreed that it is better not having a scoring rubric. By not having one, the Commission is more free to decide what path to take. He said he found the finance side of things difficult to follow because that is not his profession. Some of the answers given by agencies to questions on the applications were repetitive, especially for questions 1 and 3.

Commissioner Oxrieder said it would be nice for new Commissioners and veterans alike to have some tips about things to look for and to consider before starting the allocation process, including specific things to look for in the financials; whether or not their fundraising efforts have changed over time; and whether or not the program is duplicated by other agencies.

Commissioner Piper said there is a back-story to almost every application. He said he did not know how to get around that without introducing bias into the process.

Commissioner Ma said his first reading of the applications led him to conclude that all of the programs were worthy of being funded. The discussions, however, proved to be very insightful and helpful in steering the allocations in the right direction.

Commissioner McEachran said the mentoring that occurs as part of the allocation process is very positive. He added that during his first funding cycle he was mentored by Commissioner Yantis to highlight the agencies he did not know much about and Google them to see what comes up. New Commissioners facing their first funding cycle would also benefit from reading the Commission meeting minutes of the previous funding cycle along with the staff reports.

Commissioner Perelman said during her tenure on the Commission there have been years where there was someone on the Commission who could do a deep dive on the financials, while in other years that element has been missing. She said the Commission would benefit from having a volunteer separate from the Commission diving deeply and consistently into the numbers for each application, highlighting items to specifically consider. The role could even be taken on by an intern. She also noted that there have been some cycles in which the Commission tied the allocations

tightly to the Needs Update, but the recent process did not make that connection as strongly as it could have.

Commissioner McEachran pointed out that the Commission relies on receiving cues from the Council from the liaison relative to the direction the Council wants to take. He also noted that the Council has over the years been tremendously supportive of the recommendations from the Commission and has in fact always approved them, which is evidence of the trust they have in the work done by the Commission and the staff.

Commissioner Kline stated her concern that the Commission was not receiving enough information to make sound financial decisions. She agreed it might be helpful to have someone assigned to dive into the financials, but added that the staff reviews could include more of a focus on the finances. Someone needs to be looking at agency budgets as a whole to determine what they are doing about moving their fundraising dollars around and things like that. All the Commission sees is the financial information relative to the program for which funding is being sought. She agreed that the most recent allocation process was not closely tied to the Needs Update, though the document was brought up a few times. The Commission could have been more deliberate about doing that. The Commission should give careful thought to how to coordinate more closely with the other cities, particularly as more dollars flow into the process from other cities. The Eastside as a whole could benefit from coordination on the funding end of things, but how to achieve that will require a great deal of thought and discussion.

Chair Mercer agreed with the need to coordinate with other cities and said she has been a proponent of doing that all along. She said the previous funding cycle had much more of an up-front discussion on the part of the Commission around what to focus on and what the strategy should be, well ahead reviewing the applications. The Council liaison should be specifically asked to participate in the strategy session to help inform the conversation. During the joint meeting with area commissions, each group should be asked to share how they will be looking at things.

Commissioner McEachran said the needs update documents authored by Issaquah and Snoqualmie both reference the work Bellevue does in terms of how much is given and particular goals. That essentially means there is collaboration, which is desirable, particularly around the issue of attainable housing. It would be a good idea to have a Commissioner or two attend the meetings of other human services commissions to gain an understanding of what they do and how they go about their work.

Chair Mercer commented that the last joint session was helpful but occurred at a time when everyone was trying to get everything read and done. It would have been better to have held the meeting earlier before the applications were in hand. That would allow for talking about how to approach things and debriefing on strategies.

Commissioner Ma agreed that a pre-analysis meeting would be very helpful in both creating strategies and highlighting for newer Commissioners what to look for.

Commissioner Oxrieder said one thing that came up through the process was the number of agencies giving emergency financial assistance to help prevent eviction and other things. She said before going through the allocation process again it would be helpful to have some of the agencies come to the Commission to share about their processes and limits.

Commissioner McEachran said prior to the start of the meeting he and Commissioner Oxrieder were talking process. He said one suggestion he made was to look at the five goals and divide the available funds evenly between them as a starting point. In the subsequent deliberations determinations can be made about moving funds from place to place, or about the need for the Council to allocate additional funds for a particular goal area given their priorities.

Chair Mercer said she heard loud and clear during the public hearing the assertion that given the Commission's requirements it is often difficult for smaller groups to ask for money, an approach that might in fact have some inherent biases. She suggested the issue should be addressed. The Commission wants to be good stewards of the money, which requires carefully reviewing how agencies will spend the dollars allotted to them. She asked if there is a way something like a sixth goal could be established that would have a limit set on the maximum amount to be awarded and have relaxed requirements as a way of investing in small organizations that offer promising programs. Such allocations could be clearly identified up front as a one-time thing. In addition to a limit on the award, there should be a limit on the number of times an agency can receive dollars from the program. The approach could be something for which the Commission seeks new money from the Council.

Ms. O'Reilly said she was scheduled to meet soon with representatives from Sammamish and Redmond to look at a pilot program called parallel grant funding. The cities of Kent, Federal Way and Auburn are already involved in the program which focuses solely on small-dollar allocations to small agencies and programs. As established, the funding cities require a fiscal agent, particularly where an agency does not have non-profit status.

Commissioner Kline suggested the pool of funding for such a program should be contributed by all of the cities. That approach would require a joint process for allocating the funds, and that could in turn lead toward a larger plan to coordinate the funding processes of the cities.

Commissioner Perelman agreed such an approach could work in getting small-dollar programs funded, but she stressed that in her mind the dollars would all have to go to clients, not for infrastructure.

Grant Coordinator Dee Dee Catalano said seven Commission meetings were held during May, June and July to review and discuss the applications. Only one none regularly scheduled meeting was held. The public hearing was held on September 5. Four of the meetings lasted for more than three hours; three lasted for only two hours, and one lasted for two and a half hours. She asked the Commissioners if they would prefer to schedule an additional meeting in lieu of having meetings that run three hours or more.

Chair Mercer said she would add a strategy meeting to the schedule ahead of the review process.

Commissioner Piper noted that in the first meeting one application took a full hour of the time, and only five applications were reviewed. He said no application should be given short shrift, but where possible there should be some cap on the length of each meeting, possibly by starting each meeting with a good idea of how many applications should be discussed.

Commissioner Oxrieder said she would prefer to have longer meetings than more meetings. Commissioner McEachran agreed.

Commissioner Ma suggested that leading off the process with a strategy meeting could help to streamline the following meetings. The first run through of the applications should be less focused on minute details and more focused on an overview of the programs and issues.

Commissioner McEachran said what helped him during his first allocation round was to be mentored by a Commissioner who had been through the process more than once. He said that made all the difference in the world to him.

Ms. Catalano agreed that the first round could include somewhat longer high-level discussions about the individual applications and programs. Specific funding recommendations are not made in the first round, that element is left to the second round after the merits of each application have been discussed.

Chair Mercer said she did not favor using a scoring sheet when working through the applications, but said she would like to see the initial strategy session include a discussion of specific things to look for and questions to ask, all of which could be printed out and checked off during the review phase.

Commissioner McEachran said his personal review includes identifying the applications that have not previously been funded, as well as those applications that previously have either been refused or have had their ask limited. He said he also would support developing a grid of specific items to look for in the review process.

Ms. Catalano noted that a couple of Commissioners had mentioned not reviewing the applications sequentially starting with Goal 1 and working through to Goal 5, which traditionally has been the approach.

Chair Mercer said for the recent process, starting with Goal 5 and working forward would have been beneficial.

Ms. O'Reilly reminded the Commissioners that usually about a month or so before the applications are received, there is a discussion about the supplemental, the part of the application that agencies see. Each city has something different. The supplemental is where the focus areas are highlighted. That discussion, which is tied directly to the Needs Update, could incorporate a focus on developing strategies for the review process.

The Commissioners agreed that during a funding year more meetings should be scheduled up front as part of setting up the application review process. They agreed those meetings should include the development of strategies.

Commissioner Kline suggested it would be helpful to have the applications grouped both by goal area and by service. Then when the review teams are established each team should be given all of the related applications.

Ms. Catalano noted that there were three review teams for the recent allocation process. Newer Commissioners were paired with veteran Commissioners. Each team received roughly one third of the applications, but she agreed that going forward it would be prudent to be strategic in assigning applications to the teams as outlined by Commissioner Kline.

Commissioner Perelman stressed the need for the Commissioners to read all of the applications, not just the ones assigned to the team they are part of.

Commissioner Ma said his initial review of the applications was focused on those assigned to his team, but he pointed out that he read the rest of the applications after the first round discussions.

Commissioner Kline said she would prefer to see agencies filling out the applications avoid repeating information by simply indicating a reference to where the pertinent information could be found. She added that things could be simplified somewhat by taking a look at the application itself. Ms. O'Reilly reminded the Commissioners that the same application is used by all of the funding cities. She allowed that the other cities may also want to see the level of redundancy reduced to the degree possible. Each city has the ability to add specific questions for agencies to answer.

Ms. Catalano reviewed with the Commissioners the outline of the staff reviews, including the financial section, the outcomes and the staff comments, as well as the audit comments, managerial/general and fundraising comments, demographics

information, and responses to questions asked by the Commissioners in the first round. She said the staff comment section takes the longest time to produce. Most of the information is contained in the application and if reduced or eliminated staff could spend more time focusing on the financials.

Commissioner Piper said he found the staff reviews to be very helpful in the way they provide context and color. He agreed the rephrasing information in the application is not necessarily helpful. Commissioner Ma agreed. Chair Mercer said the questions asked and the background information not in the application but included in the staff reports are very helpful.

Commissioner McEachran said he would welcome having staff prototype a different style staff review. Ms. Catalano agreed that the staff reviews have taken essentially the same approach for the last ten years or so. They could be made more helpful.

Commissioner Piper asked if the applicants could be directed to provide a précis for each program. Ms. Catalano said it may be difficult for the applicants to do that but staff could draft a quick summary of each program to be included in the staff review, followed by financial information and contract performance.

Commissioner Perelman pointed out that the information in the staff report about funds requested from other cities is included in the application and is not needed in the staff review.

Commissioner Kline commented that in an ideal world she would begin the review process by reading the staff reviews. That could not be done, however, unless the review process were to be held off for a month or so after the applications are submitted. Ways should be sought to avoid duplicating information, and having unique information available sooner.

Chair Mercer agreed that the financial and contract performance is important to include in the staff reviews, adding that the staff commentary and impressions are the most helpful.

There was agreement that the section of the staff report relative to whether or not programs address one or more of the focus areas was helpful.

Ms. Catalano said the way the application data came out of the new system was a nightmare in terms of formatting and it took staff a lot of time to address. She said the cities would be working with the vendor to make improvements.

Commissioner Kline suggested that though it may be painful in some respects, the Commissioners should switch to accessing the information online rather than in hardcopy format. The information is accessible and fairly easy to use online. She allowed that she did not know if access to the data could be gained when not online,

however. Ms. O'Reilly said there is value to having hardcopy as the Commissioners can write on them their notes and impressions.

Ms. Catalano asked for comments on the application questions. Commissioner Ma pointed out that questions 1 and 3 both ask how the program will meet the needs. Some agencies simply used copy and paste for those questions.

Chair Mercer called for a better way to ask agencies about their service units, specifically how they are defined and that they are relevant to what is being delivered. For some, there is no way for them to avoid hitting a hundred percent, making the metrics useless.

Commissioner Oxrieder said she had given up on reviewing the metrics for that reason. She said she had wished the agencies could come up with an accurate accountability measure.

Ms. Catalano stressed that the outcomes are different from the service units. She said the different cities are looking at a results-based accountability approach as something that would be more interesting and useful.

With regard to the cultural competency question, Ms. Catalano said during the 2016 cycle the question did not really yield any usable information. The question was revised to get to a description of how services are tailored to meet the culturally specific needs of targeted populations, including examples of specific knowledge and experiences, and how the agency has used the learning to inform services and staffing.

Commissioner Oxrieder said the answers to the cultural competency question were much more specific and useful given the revised question.

Commissioner McEachran said he attended a staff training session at Bellevue College that was focused on equity and diversity. The presenter made the comment that cultural competency sounds like an AP test for institutions and said she prefers the term "cultural humility." He said he picked up on that and has used the phrase a couple of times to good effect. Ms. Catalano noted that King County uses the cultural humility phrase in some of its publications.

Chair Mercer said she would love to find ways to add questions that speak to some of the things the Commission routinely must dig for in the applications. She said she would like a question that asks in general about the various different ways a program is funded outside of the request to Bellevue and the other cities. Additionally, she said she would like a specific question about how much of the requested funding will be used to provide direct services and how much will be used for overhead. The information can be pulled from the applications but it takes effort, and it would be better to have it readily and explicitly available.

Assistant Director of the Department of Parks and Community Services Toni Esparza suggested taking a look at the applications used by major foundations in the area. She said some of them are very well crafted and specific. The Commissioners agreed that would be a good thing to do.

Commissioner Ma suggested that questions 1 through 3 could all be combined into a single big question focused on the existing need. With regard to the questions about the financials, he noted that some agencies chose not answer them, possibly because they felt the answers could be found in the financials section. He added that it is difficult to craft specific data outcomes for social services and suggested allowing for some narrative to better tell the story.

Ms. O'Reilly sought input from the Commissioners in regard to what points should be included in the presentation to the Council on November 5. She said the presentation of the Commission's funding recommendations are typically given about half an hour on the Council agenda. Department of Parks and Community Services Director Patrick Foran will introduce the topic and the Chair and staff will present the Commission's recommendations. She encouraged all of the Commissioners to attend the meeting to hear the Council's feedback.

Continuing, Ms. O'Reilly said a half-hour session has been scheduled with the Commission's Council liaison, Councilmember Robinson, to review with her the Commission's recommendations with Chair Mercer and staff. The opportunity will be taken to provide Councilmember Robinson with a briefing of how the process went and key elements of the recommendations.

Commissioner McEachran said the presentation to the Council should include the Commission's appreciation for the support the Council has shown over the past 30-plus years. Additionally, the presentation should highlight Goals 3, 4 and 5 in keeping with the Council's established priorities.

Commissioner Ma suggested including some specific examples in narrative form. Councilmember Robinson in meeting with the Commission talked specifically about the opioid crises and some mention of that would be good.

Commissioner Perelman stressed the need to be very politically correct, noting that in the past the Commission came very close to cutting funds for an agency that certain Councilmembers favored. This time around the agency in question is recommended for full funding and that should be highlighted while also pointing out that the limited funds available meant the financial aid area could not be fully funded. She also proposed including in the presentation that the Commission would love to see a small pot of money set aside for investing in smaller organizations that have programs that address clear needs in the community.

Commissioner Ma agreed and stressed use of the word "invest" relative to cultural communities and low-income workers.

Ms. O'Reilly said financial aid programs address the Council priority of preventing homelessness. Some wording around prevention in the presentation would be appropriate along with a couple of examples. Ms. Esparza proposed indicating the total requests received in the area of prevention and compare it to the amount that is recommended for funding, thus highlighting the gap.

Commissioner Perelman agreed, suggesting the presentation should highlight what was fully funded, what it was not possible to fully fund, and what was not funded at all in terms of requests from smaller organizations. Ms. O'Reilly said that approach would serve as a narrative for what has been learned about what will need to be addressed during the next funding cycle.

Commissioner Oxrieder said she would support informing the Council about efforts to communicate and coordinate with other Eastside cities relative to human services. Ms. O'Reilly agreed that it would be useful to remind the Council that the funding process is larger than just Bellevue and involves 17 other cities in King County.

With regard to investing in small non-profits, Commissioner Ma pointed out that the Council recently chose to focus on incubating small businesses. Referencing small non-profits in that regard might get their attention.

7. OLD BUSINESS

Commissioner Kline asked if anything had been heard from United Way or others about providing development education for agencies. Ms. O'Reilly said she has reached out to United Way staff about that issue but had not yet heard back.

Ms. O'Reilly reported that Fire Chief Jay Hagen will make a presentation to the Commission at the October 16 meeting. Natasha Grossman, Manager of the Bellevue Fire Cares program will also be present to give an update.

Commissioner McEachran proposed providing Chief Hagen with a copy of the executive summary of the Needs Update. Commissioner Ma said he would like the Chief's report to include statistics and trends relative to calls the department responds to. Commissioner Oxrieder said she would like to hear comments about the department's interactions with the homeless population. Commissioner McEachran said he would like to hear comments about the department's interactions with seniors living in place.

Ms. O'Reilly informed the Commissioners that the city's giving campaign kicked off earlier in the day. She said United Way attended and she gave a quick update about the human services fund, which is one option for employees to donate to through a payroll deduction. In 2017 a total of \$12,000 was donated by employees. Fire department staff discussed their foundation and what it does.

Ms. O'Reilly reminded the Commissioners about the parliamentary procedures training session on October 18 from 6:00 p.m. to 9:00 p.m.

8. NEW BUSINESS

Commissioner Perelman asked when the winter shelters were slated to open. Ms. O'Reilly said she was still waiting to hear when the men's shelter at Lincoln Center would open, adding that the shelter is usually open by November 1. The women's shelter and the family shelter have both been open throughout the year by rotating to different churches.

Ms. O'Reilly said she would include in the packet for the next Commission meeting information about when the human services commissions and committees from other cities meet and include a sign-up sheet for Commissioners wanting to attend.

9. PETITIONS AND COMMUNICATIONS – None

10. ADJOURNMENT

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

Chair Mercer adjourned the meeting at 7:47 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

October 16, 2018
6:00 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

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

COMMISSIONERS ABSENT: Commissioner Oxrieder

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

GUEST SPEAKERS: Deputy Mayor Robinson, Fire Chief Hagen, Natasha Grossman, Fire Cares

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 6:07 p.m.; Chair Mercer, who arrived at 6:39 p.m.; and Commissioner Oxrieder, who was excused.

3. APPROVAL OF MINUTES

A. September 18, 2018

There was agreement to hold off on approving the minutes until the arrival of Commissioners Perelman and Mercer.

4. PETITIONS AND COMMUNICATIONS

Commissioner McEachran said he attended the Sophia Way luncheon fundraiser at which more than \$270,000 was raised. Humor was introduced and proved to be very effective. There was a broad cross section of people in attendance.

5. STAFF AND COMMISSION REPORTS

Deputy Mayor Robinson thanked the Commissioners for their hard work in developing funding recommendations. She said she reviewed all of the applications and all of the Commission meeting minutes and concluded that the Commission did a very good job. She noted her support for funding prevention programs, programs for kids, and programs for Bellevue residents.

Deputy Mayor Robinson said the Council meeting on October 15 included a conversation about increasing funding for human services. She allowed that the base allocation amount has not been increased since 2013 aside from an additional \$150,000 to address homelessness allocated in the 2017-2018 cycle which has become a permanent part of the budget.

Commissioner Ma pointed out that there was not enough money to fund all of the eviction prevention programs that applied. Attain Housing was not funded in favor of putting more into Hopelink; their request was \$30,000. Commissioner Kline added that some additional programs were held to either their existing funding levels or were only awarded a COLA increase. Commissioner Perelman said the ask from St. Vincent de Paul for that organization's eviction prevention program was not funded because it focused only on a certain area of the city, even though the program has proved to be effective and every dollar would go to help individuals; had more funding been available, the program likely would have been funded.

Commissioner Piper commented that there were also a few first-time applications the Commission was not able to fund. Deputy Mayor Robinson said the Commission was right in choosing not to fund the first-time applicant organizations that either did not meet the criteria or that were not able to fill out the application in ways necessary to justify funding. The process the Commission follows is pristine and making exceptions to it can lead down the wrong road. She added, however, that it is important to educate new organizations about how to be successful in applying for funding for their programs. She said she has spoke with staff and there will be some effort put into an education program in advance of the next funding cycle.

Commissioner Kline informed Deputy Mayor Robinson that the Commissioners had had a broader discussion on that topic that noted the void left by United Way pulling out of the area of education for startup non-profit organizations. The intent is to find a way to fill that education void.

Commissioner McEachran agreed and suggested an off-season workshop should be scheduled with a focus on human services generally and the Council's vision and priorities. The Needs Update should be center stage in the workshop, at least the executive report, and goal areas 3, 4 and 5 should be highlighted and discussed. The general thinking is that the need for sustainable housing on the Eastside is going to become a primary need in the coming years. He also stressed the need to read the executive summary of the city's 2019-2020 preliminary budget to gain a better

understanding of what a good job the Council does of being stewards of Bellevue's finances.

Deputy Mayor Robinson said she thought at one time that new growth in the city pays for the impacts that are created. The fact is the additional income only pays for three years of the impacts.

Deputy Mayor Robinson said Sophia Way attended the October 15 Council meeting and requested additional funding. The representative indicated the organization had only received partial funding during the application process. She asked if that was because of limited funding or for some other reason. Grant Coordinator Dee Dee Catalano said the Commission chose to give the Eastside winter shelter application a COLA increase rather than full funding, while the Sophia Place shelter application received a 19 percent increase.

Commissioner Perelman stated that in general most of the larger ask applications received only an COLA increase due to having limited funding available.

Deputy Mayor Robinson said the Sophia Way representative at the Council meeting on October 15 talked about what they would have used the funding for had they been given an additional \$10,000. Preventing homelessness and being able to house women with children as well as men with children were issues that were highlighted, all of which is very much a part of the city's mission. She said part of her wanted to look for ways to help them out during the city's budgeting process, but allowed that another part of her realized that if every agency that did not receive funding were to come to the Council asking for money, it would set a bad precedent. The city is, however, facing a homelessness crisis, and she asked the Commissioners to comment on how the Council should respond to the request from Sophia Way.

Commissioner Kline said she was disappointed that Sophia Way chose not to attend the Commission's public hearing and bring forward their concerns. She clarified, however, that the Commission was operating under clear instructions that there was no capacity for approving additional asks. The proposals of Sophia Way were reviewed with the same attention given to all applications. The Commission recognized that there is a significant amount of money from the city and the human services budget that is earmarked for homelessness and chose to focus on funding the continuum of human services needs.

Commissioner Perelman stressed that the Commission has over the years been consistent about staying within its funding boundaries. The Council has not chosen to step up to fund single organizations not funded by the Commission, though it has stepped up to fund causes. The Commission has in the past asked for additional funds, and the Council has been able to locate those funds, but always to address a broader spectrum. She said she would prefer to see the Council give consideration to increased funding to support financial aid programs, possibly in addition to Sophia Way, as an approach to preventing homelessness. Deputy Mayor Robinson said if

she were successful in identifying additional dollars, she would seek the input of the Commission as to how they should be allocated.

Commissioner Perelman pointed out that there is also a clear need for additional funding for transportation programs.

Deputy Mayor Robinson sought from the Commission suggestions for how much additional funding should be sought for human services. Human Services Manager Alex O'Reilly suggested the Commission should take time later in the meeting for a fuller discussion. Deputy Mayor Robinson said she would be willing to see the Commission include a call for additional funding in its presentation to the Council on November 5.

Ms. O'Reilly took a moment to introduce assistant City Attorney Kathleen Kline who has been assigned to the Parks & Community Services Department. She said Ms. Kline will take over the process of updating the Commission's bylaws.

6. DISCUSSION

A. Bellevue Fire Chief Jay Hagen and Bellevue Fire Cares

Bellevue Fire Chief Jay Hagen said he serves on the board of directors for Code4 Northwest, a first responders suicide hotline that takes calls around the clock from first responders that are in crisis. Referrals are made to treatment centers. In addition to suicide prevention, the program covers addictions. He said he is also involved with the American Heart Association, whose Heart Walk event focuses on preventing heart attacks and strokes, and is a member of the board of directors of the YMCA and is active at his Coal Creek branch. He said he was for a number of years a regular in the annual One Night Count and is a supporter of the Medic One Foundation, the organization that pays for all of the training of paramedics in King County. The Fill the Boot campaign has been active since the mid-1980s, a charity that is near and dear to firefighters that focuses on the fight against muscular dystrophy. In addition to being active with Fill the Boot, he said he is also active with Stairclimb, an event focused on leukemia, lymphoma and the fight against blood cancers which impacts firefighters more than four times more frequently than the general population.

Chief Hagen said the Bellevue Fire Department responds to about 20,000 basic life support calls every year. Such calls cover relatively minor issues and they are on a gradual increase in Bellevue. Advanced life support calls, which involve major issues, have been holding steady and in fact have seen a slight reduction recently. Such calls involve heart attack, stroke, severe bleeding and car accidents. Bellevue is one of five advanced life support providers in King County. The Medic One program is famous worldwide given that King County has a 62.5 cardiac save rate. People from all over the world come and study the program to learn what they can take back home.

Bellevue paramedics respond to a CPR call about every 71 hours and 30 minutes. Of those, about half of the alarms are witnessed, which means that someone was present and saw the person go down. In about a third of the cases, CPR intervention is given by a bystander prior to the arrival of EMS, which is a call advertisement for continued investments in citizen CPR training.

Chief Hagen said Bellevue paramedics now carry Narcan, a medicine that can slow or reduce the effects of an opioid overdose. While Bellevue does not see numbers as large as some other communities, Narcan was administered 20 times in the last quarter. The drug is very effective and the department is glad to have it available.

With regard to the Bellevue Firefighters Community Support Foundation, Chief Hagen said the charity is managed by firefighters. Several charitable activities are conducted each year.

A few printed reports were shared with the Commissioners, including the semi-monthly reports filed by every division within the fire department, and the third quarter performance report that tracks how well the department is doing against recognized standards, including turn-out times, compliance with training, and the number of times fire personnel connect with community groups in a positive manner. It was noted that the traditional EMS model, which involves fire engine to the front yard and ambulance or aid car to the hospital, is working less and less for more and more people in the community relative to calls relating to obesity, elders staying in their homes, addictions and homelessness.

Ms. Natasha Grossman, Director of Bellevue Fire Cares, explained that the program started in 2012. It was originally modeled after a program in Spokane that was a partnership between Spokane Fire and the Eastern Washington University social work graduate program. The program was designed to address how to utilize the 911 system. The program implemented in Bellevue was designed to be a match for the community and began with two social work grad students. The students serve as advocates for the program and do all of the staffing. They serve anywhere between six months and two years depending on their particular graduate program. They respond to referrals from fire and police that are made online, primarily involving the most vulnerable populations. Students are sent out in pairs to spend time in the home interviewing and making assessments. The students then serve as case managers until the client is connected with the resources they need. The focus is on building trust relationships with the residents, and the students stay with them for as long as they need to. In some cases all that is needed are safety improvements, such as grab bars, to prevent falls. In other cases clients are chronically mentally ill, are not receiving treatment and are not taking medications, and who will be calling 911 on a regular basis. In those instances Bellevue Cares continues to work with them until they die or move out of Bellevue. For some, the students are the only persons they see and connect with every week. There are currently 17 MSW students working with the program one or several days per week.

Commissioner Perelman asked how Bellevue Cares addresses the city's diversity and whether the program partners with organizations that have a particular cultural diversity focus. Ms. Grossman said the program could have more and stronger partnerships with such organizations. Many have been invited to attend meetings but have chosen not to for whatever reason. Attempts are always under way to development stronger ties. Traditionally people of color and immigrant populations do not call 911 so the program does not receive a lot of referrals for folks in those groups. The program has access to and uses Language Line and there have been students in the program who were fluent in a language other than English that proved to be very helpful, but language often serves as a barrier in trying to connect people with resources.

Ms. Grossman said a new program called Cares 1 was started a year ago. It involves a response unit staffed by three professional social workers that can be dispatched at the request of fire or police to provide crisis intervention. The team members go out as soon as a call comes in and once on site determine what referrals need to be made to the Bellevue Cares program for follow-up by the students. Currently, the Cares 1 team is available only between 8:30 a.m. and 5:00 p.m. weekdays. Calls to the team from police have increased substantially given that officers have been instructed when responding to calls involving behavioral or mental calls to contact Cares 1 or the mobile crisis team.

People can be referred to the Cares 1 program for a number of reasons, but the top three involve issues of mobility, falls/tripping and mental health. If a firefighter responding to a call finds a person who is having a hard time getting around and deems them to be at risk of falling, the referral is for mobility. Calls for falls/tripping are made when there has been a fall. The police do not make calls to Cares 1 for incidents of domestic violence.

Commissioner McEachran said it would be interesting to put the various reasons for referrals into several circles and pair it up with the Needs Update and the human services programs funded by the city, it may highlight a number of resources folks might not know about.

Commissioner Perelman observed that the listed reasons for referrals clearly suggests the population being served by Cares 1 is aging in place.

Chair Mercer asked if there are opportunities for the cultural navigators at mini City Hall to dial into or refer to the Cares 1. Ms. Grossman said that has not been done to date, largely because the program is overwhelmed by the number of referrals it handles. There are on average some 90 open cases at any given time. Referrals to the program have been made from other city departments, including code compliance, the conflict resolution program in the Parks & Community Services Department and the community centers. The only exception made so far relative to

receiving referrals from outside the city relates to the emergency department of Overlake hospital.

Commissioner Kline asked if on the resolution side of things there is a connection between those who need repairs on their homes and the Minor Home Repair Program. Ms. O'Reilly said there definitely is. She said she attends a Cares 1 staff meeting quarterly to talk about available services. She said she has had her social worker student shadow Cares 1 students in the field, and the Cares 1 students have been invited to shadow the work done by human services staff.

Ms. Grossman said the students will visit a home three times upon receiving a referral. If no contact is made, the students will call three times. If no contact is made by that method, the case is closed.

The Cares 1 program is funded through 2019 by bridge funding from King County EMS. Passage of the levy will fund all six of the mobile integrated health programs throughout King County, beginning in 2020. The funding will be sufficient to increase the number of hours per day and the number of days per week the program is available.

Commissioner Ma asked if the increase in the number of referrals reflects an increase in need or is tied to an increase in the population or to the outreach work being done. Ms. Grossman said she thought the increase in referrals was due to the outreach efforts.

Commissioner Kline asked if Cares 1 receives any support or assistance from Aging and Disability Services given the number of calls from seniors who are facing mobility or falls/trips issues. Ms. Grossman said referrals are made to them in an attempt to get the folks connected with services, but the agency does not provide any funding for the Cares 1 program. She said she also has met with and made presentations to the Bellevue Network on Aging.

Answering a question asked by Commissioner Perelman, Ms. Grossman said currently the program has three variable staff, each of whom works 28 hours a week and receives no benefits. The goal is to be able to increase the work hours for two of them in 2019, leaving the third at three-quarter time but with benefits. The program is not financially able to do that given the present budget. Ideally it would be good to extend the hours to seven days a week, and to have administrative support.

Commissioner McEachran praised Chief Hagen for his wide-ranging fire service experience and for his adaptive leadership. He suggested the challenge is Bellevue College where student housing has suddenly appeared without any on-campus health services. That often means Station 2 has become a healthcare center. Every effort should be put into making sure there is a collegial relationship between the college and the fire department.

7. OLD BUSINESS

Ms. O'Reilly reported that she along with Ms. Catalano and Ms. Esparza met for about a half an hour with Deputy Mayor Robinson on October 11. Chair Mercer was unable to attend the meeting. The discussion was in regard to the spreadsheet outlining the Commission's funding recommendations. The conversation included a discussion in general terms of what might have been funded had there been more money available. Emergency financial assistance was brought up as one such example. Deputy Mayor Robinson complimented the work of the Commission and indicated her support for the Commission's recommendations. Deputy Mayor Robinson did not bring up at that meeting the issue of seeking additional funding, which she raised earlier in the meeting during staff and commission reports.

Ms. O'Reilly said it was reported to Deputy Mayor Robinson during the meeting that Commissioner Perelman had resigned from the Commission effective at the end of the year. She said the City Clerk has been informed and will handle the recruitment process, adding that the Commissioners can also spread the word.

Chair Mercer asked if potential applicants could be invited to attend Commission meetings, or if a prep meeting could be scheduled, to help make sure recruits are actually ready for appointment to the Commission. Ms. O'Reilly said she would check with the City Clerk but stressed that that office handles all recruiting for all of the city's boards and commissions.

Commissioner Perelman suggested that in addition to needing someone with knowledge and experience, the Commission could do with a bit more diversity.

3. APPROVAL OF MINUTES (Continued)

A. September 18, 2018

A motion to approve the minutes as submitted was made by Commissioner Piper. The motion was seconded by Commissioner Ma and the motion carried without dissent; Commissioners Ma and McEachran abstained from voting.

7. OLD BUSINESS (Continued)

Commissioner McEachran took a moment to bring Chair Mercer up to speed relative to the comments made by Deputy Mayor Robinson earlier in the meeting during staff and commission reports.

Ms. O'Reilly said staff were taken by surprise to hear about the comments made to the Council by Angela Murray of Sophia Way. Ms. Murray had not approached staff, nor had she chosen to attend the Commission's public hearing to raise her issues about funding the Eastside winter shelter, which would have given the Commission the opportunity to have a conversation about those issues. She noted that the

Commission was clear in talking with Deputy Mayor Robinson about why the decision had been made to give the application a COLA increase rather than full funding.

Ms. O'Reilly noted that the ask of Deputy Mayor Robinson was for the Commission to review its recommended funding list and identify any for which the Commission would give additional funding if any were made available, and to include those amounts in the presentation to the Council on November 6.

Commissioner Kline said it was unfortunate the issue had not been raised earlier. Had the Commission known there was the potential for additional funding, work would have been put into crafting a case. The Commission was very deliberate during the allocation process to put dollars where they would do the most good. She said one area that was on everyone's radar and for which the Commission would like to have had additional funds was emergency financial assistance.

Commissioner Perelman urged the Commissioners to avoid being too broad. She pointed out that financial aid was a top priority that had not been fully funded.

Commissioner Piper agreed but said that begs the question of what should be done with the request from Sophia Way. Commissioner Perelman said from an equity perspective, funding Sophia Way would also call for funding the men's shelter.

Ms. Catalano stated that to fully fund the Sophia Way winter shelter request would require an additional \$9662.

Ms. O'Reilly informed the Commissioners that prior to the Sophia Way representative appearing before the Council, staff entertained an inquiry from the Assistant City Manager in Kirkland who wanted to know why the Commission had chosen not to fully fund the Sophia Way application. The response given was the amount of the request was substantially higher, that the Commission had in fact allotted an increase and had funded the relatively new outreach effort.

Commissioner McEachran pointed out that the approach taken by Sophia Way is evidence of a pattern for the agency.

Commissioner Piper agreed the hot topic for the Commission was emergency financial assistance and said he was confident in the rationale of the Commission in terms of what got funded and what did not.

Commissioner Perelman said she would fund application 34, the St. Madeleine Sophie program of St. Vincent de Paul, before funding Sophia Way.

Commissioner McEachran commented that Deputy Mayor Robinson was clear in talking with the Commission about her desire to see funding for programs that support kids and programs that support sustainability. She was also careful in advising the Commission to avoid setting precedent with agencies.

Chair Mercer said the Commission was very deliberative in its process. During the previous funding cycle, the Commission recognized homelessness as being a huge issue, identified specific issues, and formulated a request for additional funding. The Council approved additional funding. The current recommendations include for the most part an additional increase, greater than a COLA increase, for all of those organizations. She added that it simply is not possible for the Commission to spend all of the money on a single goal area.

Commissioner Kline pointed out that after the Commission had preliminarily elected not to fund the Attain Housing application, an agency representative attended the public hearing and the Commission was able to address her concerns to her apparent satisfaction.

Commissioner Kline added that some part of her was leaning toward not even addressing emergency financial assistance given that the Commission had closed the loop on that process.

Chair Mercer commented that even in that process the Commission focused on where the dollars would do the most good. Some of the issues concerning the financial assistance programs were about coordination and understanding what all of the various groups are doing. There was no call to simply invest more funds in the category without first having more conversations and developing a full strategy. Calling for additional funding for the category could in fact circumvent the Commission's own process.

Ms. O'Reilly asked if there were any of the emergency financial assistance programs for which the Commission has recommended less than full funding that the Commission would want to see receive additional funding.

Commissioner Perelman listed Hopelink, Salvation Army, Attain Housing and St. Vincent de Paul.

Ms. Catalano shared with the Commissioners that fully funding all of the emergency financial assistance programs, with the exception of Attain Housing, would require an additional \$42,000.

Commissioner Perelman said the needs assessment underscores where things currently stand. She noted that housing prices have cooled to some degree and that there is still some job growth occurring. Maybe in the coming two years rents will not go up as precipitously as they have been, though they will probably remain high. If the economy collapse, lower paying jobs will go away and people will be strapped for cash. She said regardless of what happens in the near future, people are still going to need financial aid.

Chair Mercer commented that during the public hearing some groups called out the Commission relative to diversity. The opportunity may be ripe to seek funding for that category.

Commissioner Ma said if Deputy Mayor Robinson is going to scrape up more money, it will have to be for a specific cause. In developing a recommendation, the Commission should keep the focus narrow. The arguments made by the Sophia Way representative before the Council could be used by Deputy Mayor Robinson to argue for more money for the first goal area. He said he was inclined to keep the focus on the first goal area, which includes emergency financial assistance.

Commissioner McEachran commented that residents of Bellevue who find themselves in need of emergency financial assistance are often those who cannot get into or advance in the job market. The underlying reason could be their need for supportive child care. He said he would favor seeking additional funding for goal areas 3, 4 and 5.

Commissioner Ma pointed out that his Bellevue employer has difficulty in filling lower-level jobs simply because applicants cannot afford to live in Bellevue. Housing affordability is a clear issue and will continue to be into the future.

With regard to goal areas 3, 4 and 5, Ms. O'Reilly noted that the full request was funded for Therapeutic Health Services. Ms. Catalano added that the Child Care Resources applications were fully funded as well, except for child care financial assistance.

Commissioner Piper indicated he was leaning toward emergency financial assistance as the most acute need.

Ms. O'Reilly suggested it might be possible to weave additional funds for child care assistance into a request related to emergency financial assistance. Where families have more scholarships available to them for child care, they will have more money to put into housing.

Chair Mercer said she was hearing from the Commission a desire to push for additional funds for emergency assistance, possibly including funds for child care assistance. While all programs that fall under Goal 1 are important, the Commission is interested in funding a more diverse set of needs that have been demonstrated in Bellevue. The Commissioners confirmed that position.

Commissioner Perelman said there are multiple organizations that come to the Commission seeking funding, and the Commission does all it can to be fair. In the current recommendation, Sophia Way is treated fairly.

Ms. O'Reilly said in addition to asking to have the Sophia Way shelter fully funded, the agency representative shared with the Council some compelling information

about the increase in need for the women's shelter. She noted that the shelter is currently operating close to capacity and could see additional demand as the weather turns cold. During October the shelter has been averaging 45 women per night. An additional \$10,000 was sought from Bellevue to help the budget through the end of the year. She added that in 2015 the agency sought an additional \$15,000 in the form of an emergency request.

Ms. Catalano calculated that it would take \$128,494 to fully fund the emergency financial assistance programs.

Commissioner McEachran argued that Hopelink, Solid Ground and LifeWire all have multiple levels of service with some collaborative support for those seeking sustainable housing.

Commissioner Ma pointed out that funding LifeWire would benefit Sophia Way by helping to prevent homelessness. Commissioner McEachran said the LifeWire program provides first and last month housing payments, which enables people getting into housing.

Commissioner Perelman said her concern with Attain Housing was that their request in part was to hire an additional FTE. She said she would prefer any additional funds for that agency go directly to client services. Ms. Stangland said the Commission could direct the agency to use any additional funds to serve clients.

Ms. O'Reilly noted that while technically a new program, St. Vincent de Paul was funded previously with funds earmarked for the after effects of the recession. The program has not been funded since. Commissioner Kline added that the program is run by volunteers and all funding for the program flows directly to clients.

Chair Mercer said the concern of the Commission previously was that the program only served one zip code area. Commissioner Kline agreed but pointed out that it is a Bellevue zip code. Intern Natalie Minas added that the program involves less red tape, making it easier for clients to get funding.

Commissioner Perelman suggested seeking an additional \$30,000 to fund Attain Housing, St Vincent de Paul and LifeWire with \$10,000 each.

Commissioner Ma asked if the Commission should be more aggressive and ask for more. Commissioner Kline suggested that at \$128,494 to fund all of the programs, it could be argued that \$30,000 would go a long way. She proposed giving the Council the full range between those numbers.

Commissioner Perelman said she would not support giving additional funding to Solid Ground or Salvation Army for all of the reasons highlighted during the allocation process. Ms. Catalano noted that pulling those programs from the mix would give a new total of \$107,812.

Commissioner Kline voiced concern with the LifeWire program in light of the fact that it serves fewer clients with each dollar it receives. Commissioner Perelman also noted that the full request from the agency represents a 308 percent increase over the previous funding level, an increase not considered for any other program. She said to fully fund the program would not fit with the Commission's logic.

Commissioner Ma noted his support for giving additional dollars to the LifeWire program.

Ms. Catalano said giving a COLA increase to Attain Housing would bring the program to \$8520.

Ms. O'Reilly reminded the Commissioners that two years ago the Commission put forward a request for a list of projects that totaled some \$200,000. The Council chose to allocate an additional \$150,000. She suggested it might be prudent to ask for more in case the counteroffer is less so that there will be enough to make a difference for an agency. Ms. Catalano pointed out that during that process the issue went before the City Manager and the management team rather than the City Council.

Commissioner Kline said she would prefer to see the Council handed a number bolstered with solid rationale.

A motion to indicate it was the consensus of the Commission to ask for an additional \$30,000 for financial assistance programs, to be distributed with \$10,000 each for the Attain Housing Welcome Home program, the St. Vincent de Paul St. Madeleine Sophie program, and the LifeWire Housing Stability program, was made by Commissioner Ma. The motion was seconded by Commissioner Piper and the motion carried unanimously.

By way of rationale for not recommending additional funding for Sophia Way, the consensus was that the Commission believes the program is adequately funded; the Commission had recommended funding at a level higher than in previous years; the amount of funding for the program is equitable in relation to the shelter programs serving other populations; and the program benefited from the additional funds allocated during the previous funding cycle.

Chair Mercer commented that the needs in the community are great and said the Commission wishes it could be given a lot more money to allocate to address those needs. The fact that the Commission is only asking for an additional \$30,000 is a reflection of the fact that the Commission is trying to be good stewards of the city's dollars. She added that had the Commission been given more time, it would have been able to prepare a more robust description of how even more additional funds could be used.

