

# Agenda

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BELLEVUE HUMAN SERVICES COMMISSION  
TUESDAY, MAY 7, 2019  
6:00 PM – CONFERENCE ROOM 1E-113  
450-110<sup>th</sup> AVE. NE

1. CALL TO ORDER 6:00pm
2. ROLL CALL
3. APPROVAL OF MINUTES – MARCH 19, 2019  
APRIL 2, 2019  
APRIL 16, 2019
4. ORAL AND WRITTEN COMMUNICATIONS 6:05pm
5. COMMUNICATION FROM CITY COUNCIL, COMMUNITY COUNCIL,  
BOARDS AND COMMISSIONS 6:10pm
6. STAFF AND COMMISSIONER REPORTS 6:15pm
7. INFORMATION FOR THE COMMISSION
- A. RECREATION PLAN UPDATE (BETSY ANDERSON) 6:20pm  
        ACTION: NONE  
        STAFF CONTACT: ALEX O'REILLY, 425-452-2824
8. INFORMATION FOR THE COMMISSION
- A. AFFORDABLE HOUSING STRATEGY UPDATE (JANET LEWINE) 7:00pm  
        ACTION: NONE  
        STAFF CONTACT: ALEX O'REILLY, 425-452-2824
9. OLD BUSINESS 7:45pm
10. NEW BUSINESS 7:50pm
11. CONTINUED ORAL COMMUNICATIONS
12. ADJOURNMENT 8:00pm

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**BELLEVUE HUMAN SERVICES COMMISSION**

JUDITH MERCER, CHAIRPERSON

ANITA JAIN

JAMES MCEACHRAN

MICHELLE KLINE

ANN OXRIEDER

TIMOTHY MA, VICE-CHAIR

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**

- May 21 – Child Welfare System Panel; CDBG Citizen Participation Plan
- June 4 – Review 2020 CDBG Applications; MSW Final Presentation (Natalie Minas)
- June 18-Final Review of 2020 CDBG Applications – Vote on preliminary 2020 CDBG Funding Recommendations; Provider Survey/Community Conversation Update; Results from Phone/Online Survey

- + 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 425-452-6884 (VOICE) or [tekstrom@bellevuewa.gov](mailto:tekstrom@bellevuewa.gov). If you are deaf or hard of hearing, dial 711 (TR). Assisted listening devices are available upon request. For questions or concerns regarding reasonable accommodations, contact City of Bellevue ADA/Title VI Administrator at 425-452-6168 (VOICE).



CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

March 19, 2019  
6:00 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Mercer, Commissioners Jain, Kline, Ma, McEachran, Oxrieder

COMMISSIONERS ABSENT: Commissioner Piper

STAFF PRESENT: Alex O'Reilly, Dee Dee Catalano, Christy Stangland, Department of Parks and Community Services; Gwen Rousseau, Planning and Community Development

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 with the exception of Commissioner Piper.

3. APPROVAL OF MINUTES

A. February 20, 2019

It was noted that the minutes needed to reflect under Roll Call that all Commissioners were present with the exception of Commissioner Jain.

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

4. ORAL AND WRITTEN COMMUNICATIONS – None

5. COMMUNICATIONS FROM CITY COUNCIL, COMMUNITY COUNCIL, BOARDS AND COMMISSIONS – None

## 6. STAFF AND COMMISSIONER REPORTS

Commissioner Oxrieder stated that she had previously asked staff what the outcome had been of the Ride2 Eastgate test shuttle program. She said while no information had yet been received from King County Metro, Hopelink, which had helped Metro assemble user focus groups, shared the results of those groups. Some people loved the service and found that it really met their needs, while others said they would never pay for it as it was not helpful at all. Some thought the app was wonderful, others said they had trouble with it. The group that found the service most helpful were those who went to Factoria and had bags to carry home. The bus itself was not easy to access by those with disabilities. The one thing everyone agreed on was how kind and helpful the drivers were.

Commissioner McEachran said a recent article in *Seattle Magazine* touted the Wilburton and Spring District as being very desirable with median prices of \$1.3 million in the Spring District. He said that kind of press makes people think that no one in Bellevue is in need of housing.

Commissioner McEachran reported that he attended the March 18 City Council study session on the issue of affordable housing. He said the meeting made him realize that human services folk should queue up quickly for the unfolding in three years in regard to the funding process, which will involve the public and the private sectors. The one word heard over and over during the presentation was “gap.” When there is a gap, the Commission is always involved. A church in the downtown recently sold at market rate for somewhere between \$7 million and \$8 million. Three agencies the Commission funds will get 12.5 percent of the proceeds. Human Services Manager Alex O’Reilly said the three agencies that will benefit are Imagine Housing, Sophia Way and Congregations for the Homeless. Each will receive about \$1 million.

Chair Mercer suggested representatives from the three agencies should be asked to come share with the Commission their plans for how to use the funds and address how their needs might change in regard to what they will request from the city.

Commissioner Ma said he attended the recent Youth Link board meeting. He said the \$25,000 allocated to Friends of Youth was to see a mobile service started at Crossroads, and Friends of Youth attended the meeting to report that the program has been very successful in terms of gaining face time with a lot of different youth. The program will not, however, be sustainable without additional funding. The program is also offered at the Bellevue library but fewer homeless youth show up there.

Commissioner Ma said the McKinney-Vento representative was present at the Youth Link board meeting and talked about the gaps in students and youth facing homelessness. It was noted that there are big gaps in terms of family shelters. Families in need of shelter must travel to Redmond, Kirkland or further out. Under

McKinney-Vento, students who become homeless have the right to continue attending their school, but the resources required to transport students to and from Bellevue from outlying areas are significant, and it is disruptive to the families. Having a family shelter in Bellevue would fill that need gap.

Prevention was also highlighted as a big need at the Youth Link board meeting in terms of the financial services needed that help to prevent homelessness. One issue is that those in need usually must wait until an emergency arises before they can be given any help. While that is a good way to be accountable in allocating funds, it is also difficult for families to deal with once they are in crises. The McKinney-Vento representative said she wished each school had a social worker who could connect with the families.

Human Services Planner Christy Stangland informed the Commissioners that her research revealed that the cities of Redmond, Kirkland and Issaquah have youth participation on their human services commissions. In some instances the youth are able to vote while in other instances they serve only as advisors. She added that along with Ms. O'Reilly and Assistant Director of the Department of Parks and Community Services Toni Esparza, work is under way to develop a youth survey to be part of the Needs Update in conjunction with the staff who oversee Youth Link. For legal reasons, the youth can only be asked about what they perceive in the community; nothing can be asked about their personal experiences.

## 7. INFORMATION FOR THE COMMISSION

### A. 2020 Census

Assistant Planner/Demographer Gwen Rousseau said the national census is done every ten years to make sure the population data is of the highest quality possible. The 2020 census is scheduled for April 1 and the main goal is to count everyone once but only once and in the right place. The driver behind the census is the enumeration of people to assure fair representation in the Congress. As a result of the 2010 census, Washington state gained a seat in the House of Representatives.

Ms. Rousseau said the census data also drives federal funding to local communities. According to the most recent update from George Washington University, about \$16 million flows annually to Washington state, which is also \$2300 per capita. The funds go to a number of key programs, including transportation, parks and CDBG. Since 2010, Bellevue has received about \$76 million in federal funds for transportation projects, \$7.1 million for parks projects, and \$5.8 million for CDBG grants. The census data allows for answering such questions as how many people will benefit from the utility rate and relief program, various transportation programs and after-school language programs, as well as how many households are at risk of being displaced.

There are challenges that lie ahead in the coming decade. The citizenship question that has been added to the census will be problematic for Bellevue given non-U.S. citizens make up nearly a quarter of Bellevue's population. Those who are concerned about their citizenship status and what the data will be used for may be afraid of participating in the census. About 17 percent of Bellevue's population actually moved to the United States after 2010 and as such have never experienced participating in the census. About 43 percent of Bellevue's residents in 2017 spoke a language other than English at home, and about 15 percent reported speaking English less than very well.

Highly mobile populations are difficult to count. Renters who move around, particularly those who are young, may not realize the importance of being counted in Bellevue. Young children under five are for some reason difficult to count accurately. Low-income households without access to the internet are hard to count, as are those in households in which several people live.

Ms. Rousseau said the Response Outreach Area Mapper (ROAM) is a map of hard-to-count populations. It is primarily a map of the areas of the country that has the populations that are the most difficult to count. It is used to target outreach resources to those locations.

In addition to having hard-to-count populations, the census bureau will have less funding available in 2020 to do outreach. One reason for that is that in 2010 with the recession money was pumped into the census for specific outreach; that will not be repeated in 2020. The current job market is tight and wages are high locally, and that will make it difficult to find people willing to take on census outreach jobs. The main challenge facing the 2020 census is that it will be done via the internet. While it will also be available in paper form, the preferred response will be online. Every mailing address will be sent postcards directing them to go online. Assistance centers will be set up to allow people without online access to be able to be counted online. There will be a lot of other things going on in 2020 so it will be important to make sure people get the message about the census and understand what they need to do.

Ms. Jain asked if there will be any follow-up actions. Ms. Rousseau said the census bureau has several ways to follow up. They will send out an initial announcement ahead of time, then an announcement that the census is ready to be taken, then a reminder, and if needed they will also send out a paper questionnaire. If someone even after all that has not filled out the census, the bureau will start a non-response follow up that will involve knocking on doors.

On April 4, 2019, there will be a kick-off around the 2020 census that will take the form of a community conversation. It will be sponsored by Bellevue, Redmond and Kirkland and hosted at Redmond City Hall in the afternoon from 3:00 p.m. to 6:00 p.m. There will be a keynote speaker from the elections board, and a representative from the U.S. Census Bureau.

The city is interested in getting a complete count. While citizens by law are required to fill out the census, people will need to be given adequate information on which to base their decision to participate.

Chair Mercer asked if the citizenship status question information will be kept out of the hands of Immigration and Customs Enforcement through any real legal protections. Ms. Rousseau said that is a question many people have. She said the Washington Complete Count committee has a legal arm that is looking into what actual laws are in place to protect the data. The law clearly states that census data cannot be used for any harmful purposes. There are also regulations addressing confidentiality that does not allow for the sharing of the data from government agencies.

Answering a question asked by Ms. Jain, Ms. Rousseau said the citizenship question has been asked on past census forms, but only on the long forms which have gone to a sample of the population. The question is asked on the American Community Survey, which is the new long form. The data that is provided for the census is very granular down the census block. The concern with the citizenship question being asked of everyone is that people will be able to narrow down into the census blocks that contain a large portion of persons who are not citizens. The question has been challenged, including by Washington state, and it is currently before the Supreme Court. If the question keeps some from reporting, communities will not have an accurate count.

Commissioner McEachran said if he receives something in the mail that appears to be from the federal government, he is as likely as not to simply throw it away. He said he pays more attention to things received from the city through the newspaper or other announcement venue. He suggested the city should get out ahead of the curve by putting something out explaining how filling out the census is something residents can do on behalf of the common good. Additionally, information should be shared with a personal touch at the city's community centers. The census will be consequential for the city for the next decade.

Ms. Rousseau said the purpose of the April 4 meeting is to build a coalition of people on the Eastside who can form trusted networks of communication to facilitate getting information out and in. It will also be about crafting messages in terms of publications, people and places. She said she has been working with the city's financial analysts and public information officers with the goal of determining which projects in Bellevue received federal dollars. The information will be used to provide hard evidence of the importance of having an accurate count.

Commissioner Ma asked if the city has funding earmarked to do outreach. Ms. Rousseau said outreach is something the city is currently exploring. To date no money has been set aside by the city to do outreach, though some staff time has been dedicated to it. King County has allocated \$250,000 for staff and support, and the Census Bureau also has funding for outreach and advertising. California has

chosen to put \$90 million into its outreach campaign, and Washington has set aside \$4.5 million. Individual jurisdictions are stepping up to bolster the larger efforts. King County is also exploring the idea of having a countywide outreach grant fund for local jurisdictions to tap into with money contributed by the county, Seattle and the Seattle Foundation.

Ms. Rousseau said elected officials will be invited to the April 4 meeting along with representatives of community organizations, cultural organizations, faith-based communities, social service organizations and health organizations. The focus will be on identifying the best ways of getting the message out about the 2020 census. Ms. O'Reilly said one of the breakout sessions will be for the people who run the homeless programs.

Ms. Stangland urged the Commissioners to attend and to invite others to attend, particularly those representing groups whose voices may not be heard. She stressed that the event will only be as successful as the people who participate, and the ongoing outreach will only be as successful as those who get involved.

Ms. Rousseau informed the Commissioners that Vision 2050 is the regional plan for the central Puget Sound region. It is in fact the regional growth strategy. The draft supplemental environmental impact statement was recently released and comments will be taken on it through April 29. The document focuses on three options for how the region should grow: stay the course the way growth has been occurring; focus growth around transit; and a reset that would allow for rethinking growth generally. She encouraged the Commissioners to look at the document. One question being asked is around the criteria that should be used to analyze the preferred alternatives. Options have included equity, the risks of displacement and housing affordability.

## 8. INFORMATION FOR THE COMMISSION

### A. Review of HUD CAPER Report

Grant Coordinator Dee Dee Catalano said the city receives an annual allocation of CDBG dollars and the Consolidated Annual Performance and Evaluation Report (CAPER) tells HUD how the funds were spent and how the city performed against its strategic plan goals listed in the Consolidated Plan, which broadly outlines how CDBG funds will be spent in the next five years, and the Annual Action Plan, which is specific to the current year. The current Consolidated Plan covers the years 2015-2019 and a new updated plan will be drafted later in the year.

Ms. Catalano reviewed with the Commissioners the matrix showing the goals and outcomes. She explained that the projected figures are intentionally broad given that no one can know for sure what will happen in the coming five years. The final CAPER for 2019, the last year of the current Consolidated Plan, will include the actual numbers that will show whether or not the individual goals were met.

The Community Development goal in the Consolidated Plan projected serving 400 individuals. The projects that fell into the category over the years included the Boys & Girls Club downtown clubhouse which to date has served 5122 individuals. A project of that sort did not come about for 2018 so the Annual Action Plan includes a zero number.

The Owner Housing goal involves the Major Home Repair and the Minor Home Repair programs. The overarching five-year goal was to serve 300 households. Through 2018, a total of 284 households had been served, or 95 percent of the goal.

The Public Services goal projected serving 2000. By the end of 2018, 1752 had been served, or 88 percent. The annual goal came up short because one of the projects was the Boys & Girls Club computer labs project which received its money in June; more accomplishments due to that project will be added to the total for 2019.

The 30 Bellevue project falls under the Rental Housing goal. It is scheduled to open April 30 and when people move in those accomplishments will be counted in the total.

The Economic Development goal was determined back in 2014, but there have been very few such projects. Federal Way has a program called Micro Enterprise that helps low- and moderate-income persons who want to start a business. The help can take the form of seminars, classes and helping with the development of business plans. There is nothing similar currently offered in Bellevue. Staff is exploring the possibility of introducing such a program in Bellevue, but HUD will not ding the city for not meeting the economic development goals.

Mr. Jain suggested all the big companies coming to Bellevue should be approached to offer some kind of business development training and workshops. Ms. Catalano said programs that can be funded with HUD dollars have specific criteria. The funds cannot flow to for-profit organizations, only to non-profit entities.

Ms. Catalano stated that the city was still waiting to hear what the 2019 CDBG allocation will be. HUD has until April 15 to make the announcement. The President's budget zeros out CDBG, but Congress is unlikely to do the same.

The Commissioners were reminded that the annual public hearing on housing, human services and community development needs will occur at the Commission's April 2 meeting.

## 9. OLD BUSINESS

Ms. O'Reilly said she put together a draft of the Commission's discussion regarding Deputy Mayor Robinson's request and sent it off to her. The document included the notion of intersectionality, the idea that nothing is simple and how all elements of human services relate to one another.

Ms. O'Reilly reported that she had received confirmation from the acting director of the economic development division that he will attend the April 2 meeting and give a short presentation.

Chair Mercer suggested he should be asked to give his perspective on the micro-enterprise issue. She said she would also like a quick update regarding development in the downtown in terms of economic impact on the city.

Commissioner Ma said he would like to know if there are any plans in place to prepare for service jobs and plans to fill them should Bellevue continue to become an unaffordable place to live.

Commissioner McEachran said he would like to hear about projects that have been permitted but are not yet constructed, and projects that are in for permitting.

Ms. Stangland said it would be helpful to know about any plans for child care and the needs of youth of the parents who will be working at the new businesses that come into the area.

Ms. Stangland said she was working to schedule tours of Renewal Food Bank and Friends of Youth.

## 10. NEW BUSINESS

Ms. O'Reilly reminded the Commissioners that the Department of Parks and Community Services Director Patrick Foran would be retiring at the end of April. She suggested asking him to attend the April 2 meeting to be wished well.

Ms. Stangland reported that along with Mr. Foran and Ms. O'Reilly she would be going to the Council on April 1 to remind them about the Needs Update and to ask the Councilmembers for feedback on community conversations and anything they would like to see included in the document. She said she also would attend the April 9 meeting of the Parks and Community Services Board to provide feedback on the findings of the last Needs Update and to seek from them feedback on community conversations.

A motion to appoint Commissioner McEachran to represent the Commission at the April 9 Parks and Community Services Board meeting was made by Commissioner Ma. The motion was seconded by Commissioner Kline and the motion carried unanimously.

A motion to allow Commissioner Kline to remotely participate in the April 2 Commission meeting was made by Commissioner McEachran. The motion was seconded by Commissioner Oxrieder and the motion carried unanimously.

Following up on the universal design flyer previously mentioned by Commissioner McEachran, Ms. Stangland said human services staff is working with Blayne Amson, the ADA coordinator, and will be hosting a training session on April 26 that will be open to the agencies funded by the city. The focus will be on ableism, allyship and disability justice. A total of 60 will be able to attend and each agency is being asked to provide two staffers, one in leadership and one doing frontline work.

Ms. Stangland reported that the joint commission meeting on April 16 will include a debrief on the funding cycle. The individual chairs will each give a five-minute presentation on their review processes and how decisions were made; what they found to work; and lessons learned and things to change. The session will be used to clarify how the different commissions go about their individual funding processes.

Chair Mercer asked the Commissioners if they wanted anything in particular highlighted in her report.

Commissioner Ma said he would like to see spelled out for the other commissions the process Bellevue uses of essentially going through each application three times, first with a yes/no focus, second to look more specifically at funding amounts, and third to make sure the allocations fit within the budget.

Commissioner Oxrieder said the Commission's team approach to reviewing applications should be highlighted.

Commissioner McEachran said the cross experience of those who have been on the Commission for some time is something that is a positive. Commissioner Oxrieder agreed and said the Commission's respectful arguments is also a positive. Chair Mercer pointed out the Commission's drive toward consensus as a hallmark of the Commission's funding process. Commissioner Oxrieder added that agency visits and guest speakers throughout the year are helpful components.

Ms. Stangland noted that the Commission spends more meeting time than any other group on working through the applications. She suggested highlighting that fact.

In terms of lessons learned or changes to be made, Commissioner Ma said he would like to have had the staff reviews after the first pass through the applications. Ms. O'Reilly allowed that streamlining the staff reviews and shortening them to eliminate repetitive items will help in getting them to the Commissioners sooner.

Commissioner McEachran commented that the Commission's awareness of the Council's priorities and the fact that the Commission enjoys the confidence and trust of the Council is a strong plus for the process.

Chair Mercer suggested calling out the fact that the Commission has prep sessions beforehand to think through what it wants to focus on in the application process.

Commissioner Oxrieder said the issue of how to treat requests from agencies that have multiple programs has not yet been resolved.

Chair Mercer said she would like to call out diversity and the feasibility of funding small organizations.

11. CONTINUED ORAL COMMUNICATIONS – None

12. ADJOURNMENT

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

Chair Mercer adjourned the meeting at 7:50 p.m.

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

April 2, 2019  
6:00 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Mercer, Commissioners Jain, Kline, McEachran, Piper

COMMISSIONERS ABSENT: Commissioners Ma, Oxrieder

STAFF PRESENT: Alex O'Reilly, Dee Dee Catalano, Christy Stangland, Patrick Foran, Department of Parks and Community Services; Jess Canedo, Anthony Gill, Department of Economic Development

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:01 p.m. by Chair Mercer who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Kline, who participated via telephone, and Commissioners Ma and Oxrieder, both of whom were excused.

3. APPROVAL OF MINUTES

A. March 5, 2019

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

4. ORAL AND WRITTEN COMMUNICATIONS – None

5. COMMUNICATIONS FROM CITY COUNCIL, COMMUNITY COUNCIL, BOARDS AND COMMISSIONS – None

## 6. STAFF AND COMMISSIONER REPORTS

Commissioner Piper said he has been in touch with Lutheran Community Services which has agreed to have a representative speak to the Commission on May 21 on the topic of child welfare. He said he was still working to secure someone from DCYF.

Commissioner Jain shared that she would be attending the Census 2020 meeting on April 4 at Redmond City Hall. She said that along with Commissioner McEachran she would also be attending the Parks and Community Services Board meeting on April 9. She added that she recently watched a documentary called *Seattle is Dying* in which a business woman indicated she had moved her business to Bellevue specifically because of the homelessness and addiction problems in Seattle. The woman noted that Bellevue has better systems and safety measures in place.

Commissioner McEachran said he attended the recent auction fundraiser for Imagine Housing, the 26th in their history. He said there was a good turnout and the event netted a little over \$280,000. They are anticipating the dedication of 30 Bellevue in April. He said he had also seen *Seattle is Dying* and was waiting for a sequel highlighting the fact that healing is taking place in the Puget Sound area and that Bellevue is playing a role in that.

Human Services Manager Alex O'Reilly invited Department of Parks and Community Services director Patrick Foran to address the Commission prior to his retirement at the end of April.

Commissioner McEachran said some years ago he spoke with Sherry Grindeland, who was at the time the Chair of the Parks and Community Services Board, who used glowing words in talking about Mr. Foran. What she highlighted was the level of support the Parks & Community Services Board received from Mr. Foran. He said after being appointed as a Commissioner he learned that Mr. Foran remarkably supports those he serves with and leads. He said Mr. Foran's strength lies in his humanity and the fact that he is not an autocrat or a bureaucrat.

Chair Mercer thanked Mr. Foran for his support of the Commission over the years. She said he has always provided sound direction across the board. She said Mr. Foran will be very difficult to replace.

Commissioner Kline said she and Mr. Foran got involved with the city at about the same time. She said every time she sees the continuum of services graphic she thinks of him and always will. She thanked him for his years of service to the city.

Mr. Foran said Bellevue is known as a city in a park, a platform created by his predecessor. He said because that focus was already in place at the time he came on board with the city, he would focus more on the human services and community services side of the department's work. From the earliest days, the city has supported

human services, but the evolution of the Council's thinking has gone from "it's nice to know we have it" to "it's an absolutely critical function of the city." The Council clearly looks to the Commission for guidance as to where the city's human services dollars should go. The continuum of services model actually came from former Human Services Manager Emily Leslie as a way of graphically showing how all of the pieces fit. The graphic has actively been used over the years to show how human services touches so many people in so many different ways. He said he hopes people will continue to focus on the continuum after his departure from the city.

Continuing, Mr. Foran said the prominence of human services and the focus it generates is equal to the Commission's talent and abilities. In every iteration, those who have served on the Commission have been top notch. The work of the Commission continues to increase but at the heart of it all is highlighting the value of human services for everyone who lives and works in Bellevue.

Ms. O'Reilly reported that Chair Mercer was reappointed to the Commission at the Council meeting on April 1. She also noted that Catherine Jordan was also appointed to serve on the Commission and will be coming on board in June. She stated that Commissioner Oxrieder chose not to be reappointed to the Commission; she will finish out her term but will need to be replaced.

Grant Coordinator Dee Dee Catalano reported that the 2018 CAPER report was submitted on time on March 29. She said she was still waiting to hear what the city's entitlement amount for 2019 will be. HUD has until April 15 to release that information.

Human Services Planner Christy Stangland reported that on April 1 she along with Ms. O'Reilly and Mr. Foran presented information to the Council regarding the Needs Update. Feedback from the Councilmembers was provided and it was noted their desire was to focus on the areas of refugees and immigrants, substance abuse, mental health, transportation and homelessness. With regard to the latter, their stated desire was to have more data around homelessness to better inform the city's planning processes.

## 7. PUBLIC HEARING

### A. Housing, Community Development and Human Services Needs

Chair Mercer stated that the public hearing provided residents and human services agency staff the opportunity to tell the Commission about housing and human services needs and issues observed in the community. She said the information received would be used to guide the Commission during the allocation of the city's anticipated 2020 federal Community Development Block Grant (CDBG) award, and to determine the strategies and objectives to be included in the 2020-2024 Consolidated Plan for Housing and Community Development.

Ms. Catalano said the public hearing was the first of two annual hearings required by the Department of Housing and Urban Development (HUD) as part of the city's management of the CDBG program. The required Consolidated Plan identifies the overall objectives and strategies that will guide the city's CDBG investments for the five-year period of 2020-2024. The Annual Action Plan for each consolidated plan year outlines the specific projects to be undertaken to carry out those strategies. There will be additional opportunities for public input on the new Consolidated Plan later in the year.

A motion to open the public hearing was made by Commissioner Piper. The motion was seconded by Commissioner Jain and the motion carried unanimously.

Ms. Linda Benson with Sophia Way thanked the Commission for its service, time and passion. She also thanked the city and the pool of Eastside cities for the increase in funding during the current biennium. The changing human impact of homelessness is becoming increasingly evident on a daily basis at Sophia Way. The depth of need is a growing phenomenon. Thirty-two percent of the women served at the emergency shelter by the end of 2018 demonstrated a profound mental illness; that number has since increased to 68 percent. Other disturbing trends paint an even clearer picture of the breakdown of the social and community support systems. Over the past two fiscal years the number of unduplicated women has doubled from 700 to more than 1400. Twenty-six percent are over the age of 55, and more than half are over the age of 61. Half are women of color, which is a disproportionate reflection of the population. Sixty-nine percent report a disability and many are unemployable due to their condition. Fifty-percent have zero income. The number of women Sophia Way can serve in all of its programs is rapidly closing in on maximum capacity. The vast majority of the clients are dealing not just with a job loss or rental increase barriers, but multiple complex barriers as a result of living unhoused for so many years. In addition to increasing mental health issues, many of the women being served are trying to cope by self medicating with drugs and alcohol. More women who start with fewer barriers are unable to pull out of homelessness and are becoming part of the next generation of chronic homeless women. Fewer women will be able to exit homelessness during the next biennium without supportive housing. For Sophia Way, there is an increased focus on immediate survival and crisis intervention. The staff are having fewer conversations with clients about housing pathways due to the level of trauma of those being served. Also being seen is a return to homelessness after women have been housed, and there has been an increase in shelter swapping in which women move from one shelter program to another. Sophia Way has learned to grow and adapt to the changing needs. Private contributions in support of programs have doubled, but the growth in need exceeds the growth in resources. Ground is being broken on a new shelter, with support from the city, that will house women 24/7 and given them access to safety and professional support. Funding is needed for on-site mental health therapy support. The level of expertise on staff is being increased, and the infrastructure is being created for an in-house training program based on trauma-informed care, motivational interviewing and harm reduction.

Mr. David Bowling with Congregations for the Homeless said it is clear that the more everyone works together, the better the outcomes will be. He said he loves living and working in a city where conversations about what people on the margins need are happening at all levels. Exciting things are happening. He thanked the time and investment the Commission puts into thinking about people who need support in the community. Congregations for the Homeless is seeing its highest levels ever at the emergency temporary shelter, which currently operates for six months out of the year. He noted that 2018 was a high-water mark that is clearly going to be exceeded in 2019. There are up to 112 people staying in the shelter every night, which exceeds the capacity of 100. In past years where unusually high numbers of persons stayed overnight, the next night would see fewer in the shelter; that is no longer the case, largely due to the fact that all of the shelters are full. There are as many as ten men per night just sitting at a table because there is no bed available. There is a clear need for more case management. The year-round shelter has pretty good case management support that has over the last nine years enjoyed a 60 to 70 percent success rate of men leaving homelessness for stable and independent housing, and case management support has been key to that. The emergency shelter does not have any case management support. The agency would love to see specialized case management support even as it tries to increase therapeutic counseling for the men who are coming through with different levels of trauma. The one mental health therapist working on site is doing excellent work but is overwhelmed with the needs. On-site addiction support staff would also be welcomed. Homelessness has increased dramatically over the last five years or so and the top contributors are the increasing cost of housing and incomes not rising at the same rate. The city is to be commended for its efforts to develop an affordable housing plan and hopefully in the coming years more of those strategies will be implemented.

Ms. Karina Wiggins, senior director of homeless youth services for Friends of Youth, thanked the Commission for its ongoing support of the agency and its work of serving young people experiencing homelessness on the Eastside. Friends of Youth is the only agency specifically focused on serving that demographic, and the only agency serving young adults who are heads of households with young families. The agency is seeing trends similar to those previously outlined, including ongoing mental health and substance use issues. She said the agency would love to be able to provide more mental health support, particularly within its housing programs. There is currently a mental health specialist and a substance use disorder counselor within the shelter and drop-in facility in Redmond, but there is an increased need for young people to have that same level of service when they enter housing. There is also an increased need in terms of capital funding for the transitional living programs, many of which have been in the communities for a long time, in order to house more young families. Many of the agency's case managers could use enhanced support given the increase in the number of youth presenting with mental health and substance use issues. The case managers are having to spend longer periods of time with each client.

A motion to close the public hearing was made by Commissioner Piper. The motion was seconded by Commissioner Jain and the motion carried unanimously.

## 8. INFORMATION FOR THE COMMISSION

### A. Economic Development Division

Ms. O'Reilly introduced Chief Economic Development Officer Jess Canedo, who said he runs the city's Culture and Economic Development division serving both businesses and arts and culture organizations, and Anthony Gill, an economic development analyst for the city.

Mr. Canedo said the job of his division is to help promote the intersection of business, resident and visitor needs in support of a strong quality of life. The taxes paid by the business community goes to provide services that support the businesses and the broader community. Having an economically strong business community means resources and amenities like restaurants, stores, health services and so forth are available to residents and employees. Businesses can be involved in public projects and in public events. In the 80s the business community was instrumental in helping to fund and purchase the site of Downtown Park, and recently the business community through Rotary was heavily involved in the development of the playground at that park, which complements the city's investment in completing the circle.

The city's economic development program has evolved significantly since 2014. The plan currently in place was approved by the Council in June 2014 and includes both indirect and direct strategies. Indirect strategies are foundational things the city provides such as roadway, parks and public safety infrastructure, while direct strategies include business services, providing grants to the arts and culture community, and the public/private partnership program. The 2014 program represented a hard reset for the city with more of an emphasis on business services and measurable outcomes for the community. In 2017 the broader community development department went through a reorganization and the economic development division absorbed the arts program in a clear recognition of how important the arts and culture community is to economic development.

The direct strategies are focused around three primary areas: business recruitment to attract new companies to Bellevue, like Amazon and Cruze; the retention and expansion of existing companies; and startups and small business and making sure the city is providing pathways to economic empowerment and the necessary resources and tools.

Mr. Gill said the business retention and expansion program has four primary elements. The first is the business survey conducted every other year that is aimed at gaining a sense of how the business community is feeling about their experience in Bellevue, what issues they are having, and what the city should be doing for them. The second involves a series of focus groups with businesses and business leaders

around the notion of developing connections between people at different companies who are serving similar roles. The third element involves one-on-one meetings with companies, and the fourth involves concierge-style services to assist businesses in addressing issues they might have with the city. The business recruitment program operates in partnership with the cities of Redmond and Kirkland through what is called the Innovation Triangle. It markets the area as a great place to do business, particularly for technology companies, and through the partnership there are a number of recruitment activities and meetings with companies interested in locating in the area. Staff also attends trade shows with the aim of attracting new businesses to the city. The startups and small business program operates through a robust partnership developed with Redmond, Kirkland, Issaquah and Renton. It includes a series of workshops at King County Library System branches across the Eastside that are free to all. The program also includes concierge-style services and sponsors a couple of events throughout the year.

Mr. Canedo said “Bellevue Welcomes the World” is the City Council’s vision statement and lies at the heart of how economic development works in Bellevue. Bellevue’s competitive advantage is rooted in diversity fueled by arts and creative learning, all of which is propelled by future-focused technologies. Bellevue is promoted as a creative and technology innovation hub and a center of excellence. The fact that 40 percent of Bellevue residents were born outside the United States, coupled with the fact that many residents speak a language other than English in the home, plays largely into how Bellevue is competitive from a workforce and talent perspective. Having a future-oriented focus plays well for both large and small companies that want to be at the forefront of developing new things for the market and solving society’s challenges. For all those reasons, Bellevue serves as a bridge between the United States and global markets.

Bellevue is a global center for technology development and its specializations are in enterprise software and gaming. The city is home to about 50 large corporate headquarters and more than a hundred international firms have chosen to open offices in Bellevue attracted by highly educated workers, by the city’s future-focus and commitment to innovating and building solutions, and by the beautiful natural environment.

A study of the creative side of things called the Creative Edge was wrapped up in 2018. The study determined that Bellevue is exceptionally well placed in the United States for knowledge workers, creative persons and artists. The city is the sixth largest hub for creative learning in the country on a per capita basis. Bellevue’s competitors in that vein are Sunnyvale, California, Cambridge, Massachusetts, and Alexandria and Arlington, Virginia, all of which are prominent names for creativity and innovation.

It is the city’s talent and exceptionally well-educated workforce that is driving the economy forward. More than 60 percent of Bellevue residents have a bachelor’s degree or higher, and 23 percent have a STEM degree. In the categories of business,

science and arts; computer and math; and engineering and science, Bellevue holds a solid lead in comparison to competitor cities in terms of the percentage of residents employed in those specific fields.

Mr. Canedo said the business survey is conducted in the off year from the budget and it is used to inform the city in regard to how businesses feel about service delivery. Unsurprisingly, the only thing between 2015 and 2017 that had a statistically significant decline in terms of satisfaction was the availability of affordable housing for employees. Otherwise businesses are generally pleased with the way the city is providing services. The city receives high marks relative to an overall sense of safety, cleanliness, the quality of the built environment, the quality of police services, access to education, the availability of qualified employees, and particularly to businesses in the downtown access to public transportation. The next business survey will be deployed in April and the results will be reported to the Council in the third quarter of the year.

Mr. Canedo said new focus groups were recently launched that are topic, neighborhood or industry oriented. The first new group was focused on the downtown, transportation and real estate. The attendees were a who's who of downtown employers, including Amazon, Apptio, eBay, Microsoft and others. The group was co-sponsored by the Bellevue Downtown Association. It was found that Bellevue's businesses generally feel the city has a strong value proposition and provides exceptionally good return in terms of the availability of talent and accessibility to business offices. When asked what they would like to see more of, affordable child care was mentioned along with more food options, particularly local and independent restaurants, and access to programmed and activated public spaces, particularly in the downtown and Bel-Red environments. The employers indicated they would like to see improvements to pedestrian and bicycle infrastructure across the city, and improved access to transit options, including intra-Eastside services and options connecting Bellevue with south Pierce County.

Mr. Gill said Startup425 is the Eastside partnership with the cities of Bellevue, Redmond, Kirkland, Issaquah and Renton. The five cities came together in light of the fact that many people were asking for workshops on starting a business covering topics like marketing and business planning. The first Startup425 Foundations workshops were piloted two years ago in Bellevue City Hall and served as an introduction to starting a business. Most of the workshops are offered free of charge in various King County Library System libraries. There have been specialized workshops focused on small business finance and selling products internationally. One-on-one mentoring is offered in partnership with the small business development center. A small business advisor is funded by the city in partnership with One Redmond and the individual offers specialized assistance for mid-stage businesses. There are also several online resources available that have proven to be very popular.

As part of the Startup425 foundations workshop, an outcome survey was conducted and the results were exciting. In 2018 a total of 47 workshops were held across the Eastside supporting almost 500 unique participants. The workshops contributed to at least 65 new business starts, and businesses with between 250 and 650 full-time jobs were supported. The people who are attending the workshops mirror the diversity of the Eastside. The majority identify as persons of color. Sixty percent identify as women. About 25 percent are early career age, another 25 percent are late career age, and 50 percent are mid-career professionals. About 75 percent of the respondents have at least a bachelor's degree, and 25 percent make \$50,000 per year or less. The attendees come from all different sizes and types of businesses. The largest share come from the technology industry but they also come from the technology hardware, professional services, retail, arts/education/recreation and management/consulting sectors.

Mr. Gill allowed that there are a number of unique challenges to be solved according to the research. One in five workshop attendees started their business two or more years before attending the program, which is really designed for folks who have not yet started a business. Only 14 percent of the attendees reported starting a business after attending the workshops, which is fairly low. Specialized workshops are needed to support specific industries. An advisory committee of individuals has been pulled together to inform the development process for Startup425. The city of Kirkland will be leading the effort to develop a new strategic plan for the partnership.

Mr. Canedo said going forward the culture and economic development team will focus on building connections across disciplines and across partners. For example, the arts program is working with regional funders and non-profits to create more capacity building programs and opportunities, and to provide more mentoring, so that the organizations can be more self sustaining. Bellwether, which used to be the city's biennial sculpture exhibition, is now an annual event. A public/private partnership program is being ramped up that on the front end will be focused on redevelopment opportunities associated with East Link; it has a strong emphasis on making sure pathways are being explored to delivering more affordable housing in transit-oriented development areas. Additionally, the team is doing more to sponsor community events that provide access to professional network development for people of all backgrounds.

The team is also continuing to collaborate with its regional partners on the understanding that economic development is not a zero sum game for Bellevue. The entire region should gain from the prosperity boom. As Bellevue continues to develop as a premium community, transportation and affordable housing will continue to be big issues for businesses and employees. Currently, about 80 percent of those who work in Bellevue do not live in Bellevue, which means that more than 120,000 people commute into the city on a daily basis and need affordable and reliable transportation options. In conjunction with partners across the region, there is focus on making sure small businesses and aspiring small business entrepreneurs have access to resources such as workforce education and training. The approach

the team is taking is focused on build, measure, learn so that as programs are created they will be tested and refined to meet the maximum goal for the community. A deep dive will be taken during 2019 into the arts and culture space to better deal with the impacts of rental price increases and redevelopment and to assist the organizations in continuing to call Bellevue home.

Commissioner McEachran said he was fully unaware of the work of the economic development team until he served on the Wilburton CAC and the affordable housing technical advisory group. He commented that some of the data carves down the neighborhoods in a way that makes it appear what is being sought are high-end residents. The struggle is always around how to do attainable housing in a mixed economy. The math is that 177,000 plus come into Bellevue on a daily basis, 34,000 Bellevue residents live and work in the city, and 46,000 residents leave for jobs in other jurisdictions. Housing costs are a prime factor for why workers commute into Bellevue. Eighty percent of the faculty and staff of Bellevue College cannot afford to live in the city. Issaquah has similar if not more profound issues given that according to census data only about 1600 residents both live and are employed in that city. Those are red flags. Intentionality brings innovation but it should also bring improvisation in addressing the housing issue.

Commissioner Piper said everyone looks at affordable housing as being a social or human services issues, but in fact it is an economic issue. He asked how analogous cities are working to confront the issue and if it a game change in terms of where companies seek to locate. Mr. Canedo said that the price of housing locally is definitely an issue companies consider when deciding where to locate their offices. In the last few years, jobs that are slightly lower on the value chain have been shipped to other places. For example, Boeing moved its shared services operations to Dallas. Housing affordability is critically important to the city and region when it comes to successfully recruiting companies to the area, and to companies seeking to hire employees.

Chair Mercer noted that Microsoft is a big player in Bellevue and Redmond. The company has made some bold commitments towards human services and has talked with lawmakers in Olympia. He asked what kinds of leadership connections are being made with companies like Microsoft in terms of talking over local strategies. She noted that the Commission would love to do more in terms of connecting with local businesses. Mr. Canedo said one thing his team would be doing during 2019 is updating the Economic Development Plan. As part of the update, one item to be tackled will be the concept of corporate engagement. A focus group will be formed later in the year to talk about what corporate companies are already doing in the community. Alignments will be sought so companies can be plugged in to the issues they are most concerned with.

Commissioner McEachran said creative imagining is all about being future focused. He said a housing group that is close to his heart attempted to develop some attainable mixed economics housing in Redmond and had three market-rate

developers pencil out the project only to conclude they could not afford it because the land is too expensive. He said in 1997 Talmadge Wright argued that homelessness is not merely an issue for social welfare, it is first and foremost a land use issue directly connected to issues of gentrification, displacement, and the cultural imaginings of a city should look like by those who have the power to shape its development. Market-rate developers love being in Bellevue, but the city should step up with incentives for them to include attainable units in their developments. Mr. Canedo said there have been discussions with the Planning Commission and the City Council, some of which took place as part of the adoption of the affordable housing strategy.

Commissioner Kline said she was recently in Palo Alto on business. The controller of the company visited recently moved to Phoenix and commutes to Palo Alto to work, telecommuting most of the time but spending one day each week in the office. The decision to do that was based on commute times and housing costs but primarily on the lack of child care in terms of affordability and accessibility. There are many opportunities for tech workers to telecommute and the city should take steps to make it attractive for telecommuters to stay in the area. Mr. Canedo said there are staff members who are dedicated to helping solve those challenges, including how to achieve the maximum affordable housing outcomes on the redevelopment sites related to the East Link project. The city wants to see child care set as an allowable use in all instances where it can be to make sure employees have access near their places of employment and residence.

Ms. O'Reilly commented that in years past companies provided on-site child care centers. Costco at one time had a partnership with Bellevue College and in fact may still have it. She asked if any of the companies seeking to locate in Bellevue, especially the larger ones, are considering having on-site child care. Mr. Canedo said REI is a prime example which has been very intentional in developing its campus in the Spring District about providing on-site child care. They are currently working with the city's development services team to properly site the child care to make it publically accessible and usable, not just for REI employees. In the downtown area there has not been a strong corporate push for on-site child care facilities; most companies are looking for brokers to lease out ground floor spaces to child care providers. Ms. O'Reilly said it would be great if companies could be encouraged to dedicate a certain portion of their child care slots for children that are coming from moderate- to low-income families, or offer substantial scholarships. That would increase the availability of child care and would also yield a blended socioeconomic model.

Ms. O'Reilly pointed out that in addition to a need for child care, there is an increased need for elder care. Many fall into the sandwich generation who are both taking care of their small children and their aging parents. She asked if any companies have been talking about that issue. Mr. Canedo said he has not to date entertained any requests specific to elder care, but said that does not mean the issue will not come up in the future.

Ms. Catalano commented that one of the eligible activities for CDBG funding is microenterprise assistance for low- and moderate-income residents who are interested in starting a business. She asked if Startup425 would have eligible clients. Mr. Gill said with the way the program is set up, information regarding income levels is not tracked. All of the demographic data collected comes from the post-workshop surveys. He added, however, that there definitely would be some who would fall into the qualifying category. Mr. Canedo said that and similar issues will be reviewed by the small business advisory committee.

Commissioner McEachran noted that Bellevue College does offer child care services for its faculty and staff on regular school days. Corporate child care centers, such as those in the Spring District, charge as much as \$2000 per month.

Commissioner Jain said she has heard of Microsoft employees whose parents live with them. She said it was her understanding that there are some benefits available to Microsoft employees to care for aging parents. It would be good for companies coming into the city to provide some kind of assistance, thus directly contributing to the economic development of the city. Mr. Canedo said his team will want to have those kinds of conversations as part the corporate engagement focus group later in the year.

Chair Mercer said there is a clear interest on the part of the Commissioners in the work being done by the economic development team. She said there is a clear intersection on issues that are near and dear to the Commission, including transportation, affordable housing and child care. She asked how the Commission can help in terms of bringing voices to the table as the work moves forward to update the city's economic development plan. Mr. Canedo said all of the city's boards and commissions are wanting some input into the process, adding that his team would seek a manageable approach.

Ms. O'Reilly asked how the economic development division works with employers to encourage living wage jobs. Mr. Canedo said he is currently waiting to see who will be the next CEO of the Workforce Development Council. That is the regional body that addresses workforce talent and development. Bellevue works with that organization and will continue to do so. Ms. O'Reilly asked that the Commission be kept in the loop.

## 9. OLD BUSINESS

Ms. O'Reilly asked for observations regarding the comments made during the public hearing.

Commissioner McEachran pointed out that human services agencies are having a hard time hiring an executive director and retaining/recruiting staff given what it costs to live in Bellevue. Additionally, though there are clear needs for mental health and drug dependency counselors, there is a lack of practitioners to provide the services

who can live on the wages offered. The Commission will likely hear during the next couple of funding cycles important questions around how to support the FTEs needed to provide supportive services. There will also likely be continued talk about how to provide attainable housing in light of what it costs to buy land. What is needed is improvisation.

Commissioner Piper said he found it surprising to hear from so many that things are not necessarily going in the right direction. He said the general perception is that things are getting better but that is not necessarily the case. The testimony from Congregations for the Homeless was compelling in regard to the success rates of case management. The Commission should be cognizant of that moving forward.

Chair Mercer said she noted the speakers were generally all exploring the idea of adding mental health services on site given the intersection of mental health and homelessness. The services need to be integrated into the case management provided rather than having to refer clients out.

Commissioner Jain asked if there is any data showing migration from Seattle by those using the shelters in Bellevue. Ms. O'Reilly allowed that there might be some, adding that the shelters do keep demographic data. Ms. Catalano said it has been mentioned by the women's shelter operator that some women have been released from hospitals and jails with nowhere to go. Such persons have needs that go beyond just homelessness. She said she did not know if the increase in the need for shelter space is tied to migration from Seattle.

Human Services Planner Christy Stangland said Sophia Way recently made a presentation to the Interfaith Social Concerns Council in which they shared data relative to where shelter residents come from. She said staff could reach out to them for that information.

Commissioner Kline asked if Sophia Way is aware that the shelter they are building in Kirkland will not be eligible for CDBG funds from Bellevue. Ms. Catalano said she has made them aware of that and the differences between capital and human services allocations.

Ms. O'Reilly reminded the Commissioners about the upcoming annual luncheon for the Alliance of Eastside Agencies. She said the human services budget would cover the attendance cost for any Commissioner wanting to go.

Ms. Stangland reminded the Commissioners that the joint meeting with area human services commissions is scheduled for April 16. She said she needed a head count for who would attend in order to make sure there will be enough food.

Ms. Stangland also informed the Commissioners that she was in the process of scheduling a tour with Friends of Youth. She said a location and date have not yet been determined.

10. NEW BUSINESS

A motion to allow Chair Mercer to participate electronically in the May 7 Commission meeting was made by Commissioner McEachran. The motion was seconded by Commissioner Piper and the motion carried unanimously.

11. CONTINUED ORAL COMMUNICATIONS – None

12. ADJOURNMENT

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

Chair Mercer adjourned the meeting at 7:51 p.m.

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

CITY OF BELLEVUE  
HUMAN SERVICES COMMISSION  
MINUTES

April 16, 2019  
6:00 p.m.

Bellevue City Hall  
City Council Conference Room 1E-113

COMMISSIONERS PRESENT: Chairperson Mercer, Commissioners Jain, Kline, McEachran, Oxrieder, Piper

COMMISSIONERS ABSENT: Commissioner Ma

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

GUESTS: Stan Gunno, Rita Badh, Jodie Nishioka, Ana Jimenez-Inman, Joyce Bottenberg, Sammamish

Derek Franklin, Monica Negrila, Senthis Chandran, Rebecca Smith, Susan Leonelli, Lorretta Jancoski, Matthew Meyer, Issaquah

Jonathan Stutz, Melissa Bartoletti, Diane Bell, Michelle Alten-Kaehler, Leslie Miller, Max Resiman, Dave Godfrey, Adam White, Kirkland

Anny Smith, Jacob Brown, Kristin Muscott, Vibhas Chandorkar, Alaric Bien, Sawn Roland, Redmond

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:10 p.m. by Chair Mercer who presided.

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Ma, who was excused.

2. WELCOME AND INTRODUCTIONS

Human Services Planner Christy Stangland thanked everyone for attending and introduced Deputy Mayor Robinson.

Deputy Mayor Robinson said she serves as a member of the Eastside Human Services Forum, as City Council liaison to the Bellevue Human Services Commission, and as Bellevue's representative for the Mental Health and Drug Dependency Oversight Committee. She said it is good to see all of the agencies rowing in the same direction and working toward similar goals. There are, however, a lot of funding dollars going to organizations that the Eastside is not taking advantage of, not because Eastside agencies are doing something wrong but rather because the MIDD staff are not thinking about the Eastside when they come up with people to do programs. However, every time new funds are presented, they say they do not have enough subjects for what they are trying to do, thus what they want to do cannot be validated. The fact is the Eastside has many people who could use the services and there needs to be a concerted effort to connect with the agencies to talk about what they are offering and what the Eastside is needing. Of particular note are the needs of the homeless population and the associated mental illness and substance abuse challenges they face. There are a number of programs being funded by the MIDD that address those issues whether someone is on Medicaid or not. A group of people should be brought together to look at what is available through MIDD funding.

### 3. DEBRIEF ON THE HUMAN SERVICES FUNDING PROCESS

Ms. Badh from Sammamish noted that five cities were represented, each with differences and similarities in terms of priorities, funding levels and experience. She noted that Bellevue's Human Services Commission is 32 years old while the Sammamish Human Services Commission just celebrated its first birthday. She said the intent of the meeting was to debrief on the funding process and to share information about how other commissions handle things.

Chair Mercer said Bellevue works on a two-year funding cycle. The off year is spent in developing the Needs Update and thinking about what might be funded in future cycles. A number of guests are brought in to discuss various issues and the Commissioners conduct agency visits to gain a fuller understanding of what is going on in the community. In the funding year, and prior to receipt of the applications, the Commission determines what its focus areas will be based on the Needs Update. Once the applications come in, they are divided into the goal areas. The lion's share of the applications fall into the first goal area which has to do with homelessness and homeless prevention. Each Commissioner is given a notebook containing all of the applications. While every Commissioner reads every application, the Commission is divided into groups to which specific applications are assigned for review. During the review process, the group that specifically reviewed a particular application will lead the discussion.

Continuing, Chair Mercer said there has been much debate over the years about using a scorecard in reviewing the applications. Given how many review iterations each application goes through, the Commission has concluded that using a scorecard does not work well. The first round of reviews involves a simple read-through of each application to call out some specific points and items that raise

questions. The first round also involves an initial conclusion as to whether or not the application should be considered for funding. In the second round a draft allocations exercise is undertaken. The applications are read a second time but with the staff report for each application and with answers to questions raised during the first round in hand. It is in the third round that the allocations are adjusted to fit without the available funding.

Mr. Franklin said the city of Issaquah has \$495,000 per year to allocate to human services, broken down to a base funding amount of \$383,000 and a supplementary amount of \$112,000. The Commission took a close look at and focused on the needs identified in the 2017 community needs assessment. The Commission seeks to improve its process every year. Most recently a grants mission statement was developed to guide its work, and the city's supplement to the RFP was updated. The Commission also established a funding minimum for any grant, revised and simplified the scorecard used by the Commission, changed its review and scoring assignments, and welcomed new Commissioners. The applications are scored based on five criteria. Scorecards are used and a first-round practice time has been implemented especially to help new Commissioners understand what it looks and feels like to go through the application process. The process starts with a staff review that confirms all requirements are met. In the first round scoring is done and initial funding recommendations are made for each goal area. The Commission members responsible for scoring applications within their goal area must submit their scores within five days of each meeting, and four Commissioners are assigned to each application in order to gain more detail. In the second round, refinements and considerations are made across the full range of programs, then in the third round the final recommendations are determined.

Mr. Franklin said the vision statement helps to guide the granting process and informs the scoring process. The voting process uses a thumbs up, down and sideways approach. The \$4000 grant baseline helps the Commission limit the number of grants the staff must deal with. Having a structured timeline and tracking mechanism has worked well. The equity training the Commission has undertaken has helped in applying equity principles. City staff are engaged in the process which has been shown to be very helpful. The Commission has concluded it needs more clarity with regard to the regional and local impacts of funding services. The Commission also believes it would be helpful to educate grantees on outcome measures, what they look like, how to do them and how to report them. Some of the questions on the application should be changed to make the applications more helpful getting helpful information from grantees. The Commission has often talked about how helpful it would be to have some coordination between the various commissions relative to which agencies and programs are being funded.

Mr. Stutz said Kirkland came into the year with 92 program applications from 48 different agencies seeking more than \$4 million. That represented an increase from prior years in the number of applications as well as in the amount of funding requested. He said the applications are divided into five categories for evaluation.

The applications are individually reviewed but information is leveraged from joint commission meetings and the Eastside Human Services Forum. The Commission is very diverse which is a great benefit in helping to see issues from different perspectives. The equity lens training has been very helpful as well. The City Council has been and continues to be very supportive and does not believe the Commission must always do things the way they have always been done.

Continuing, Mr. Stutz said the Commission presented the Council with three different funding options: a base level funding package totaling \$735,000; maintaining program funding totaling \$906,000; and the preferred option that totaled \$1.4 million. The Council chose to go with the preferred option, which represented an increase in funding by 35 percent. The funds come from ongoing human services funding, a one-time funding increase, and dollars from the city's public safety sales tax. The city also receives CDBG funds.

New for the 2019-2020 funding cycle, the Commission developed areas of priorities within the goal areas. Dollars were then set aside for some RFPs to address needs not being met or adequately addressed by existing programs. The priority areas were emergency services for unsheltered residents, such as shelter, day center services, street outreach and legal services, all aimed at preventing homelessness; behavioral health services, domestic violence, sexual assault services, specialized services for children, and ways to navigate the system; and supporting the foundation of the community. An RFQ was issued for \$100,000 per year for a legal aid attorney, which was identified as a need not proposed by an agency; and \$30,000 for culturally specifically renovation programs.

Ms. Smith said the Redmond Human Services Commission does many of the same things previously mentioned. Initially the group meets to decide what its priorities will be based on local and national issues raised throughout the year, such as housing, healthcare and immigration. The Commission considers how the issues fit into the services and programs provided, and what services are offered by local organizations that are in line with the identified needs.

Ms. Smith said the Commission uses the ShareOne app and finds that it is a very useful tool, though it does have some limitations and issues. The Commission received 93 applications which were all reviewed individually by each Commissioner, largely because the Commissioners were new to the process and because there was a desire for each Commissioner to speak from a place of being fully informed. The review process involved giving each application a red, yellow or green indicator. A spreadsheet was used to determine the overall financial impact when working through the applications. The applications given a green indicator were those the Commissioners believed would go through to being funded. For those with a red indicator, the applicant was asked to visit with the Commission and give reasons why the application should be funded.

One of the good things the Commission decided to do was to consider each application individually without giving consideration to whether or not it had previously been funded. The approach moved the group away from the tendency to simply fund programs that have been historically funded and toward taking a close look at each proposal. The Commission sought from the City Council an increase in funding and received a one-time increase which was used to fund some programs not previously funded, particularly programs that could help people remain in their homes, including education, child care and employment programs. The Commission went to the Council with a recommendation and a backup plan.

Mr. Gunno said the Sammamish Human Services Commission is the new kid on the block. The seven-member board appointed by the City Council met for the first time in February 2018. One of the first tasks undertaken was the development of a health and human services needs assessment for the city. The Council in March approved the assessment which was broken down into five priority areas, specifically mental wellness, basic needs, domestic violence, cultural inclusion and seniors. In April the Commission started reviewing and scoring the 72 applications received. The scorecard rated in application in terms of Sammamish needs, service system coordination, program accessibility, service units and outcomes, and agency budget. The Commission was broken into subgroups, each of which was assigned a subset of the applications to evaluate. The subgroups then presented their findings to the full Commission which in turn discussed all of the applications and on the whole accepted the recommendations of the subgroups. The Commission worked with a total budget of a little over \$249,000 and chose to seek an increase of just over \$76,000 which the Council approved.

Mr. Gunno said the Commission used a scorecard approach in working through the applications and likely will continue to do so. It yielded talking points for the group to discuss and allowed for setting aside any personal biases. The ShareOne app was not found to be user friendly and made it difficult for the Commission to use and to get feedback from some of the applicants.

Ms. Stangland opened the floor to questions from the panelists.

Ms. Jancoski with Issaquah asked how each city determines how much human services funding will be made available. She noted that Issaquah allocates \$10 per citizen.

Grant Coordinator Dee Dee Catalano said Bellevue's human services budget was set initially on property taxes and population. Each year the fund increases by a formula that takes into account population growth and 90 percent of the rate of inflation. For 2019, the budget was increased by 3.50 percent.

Ms. Miller said Kirkland does not have a formula in place, rather it has a set amount of \$735,000 as a base. Depending on the recommendation of the Commission, the

City Council tends to earmark a lot of one-time funding allocations. The challenge for the Commission is that the approach means developing multiple options.

Ms. Badh explained that the amount allocated is determined largely by the applications received. Sammamish does not have a formula in place.

Mr. Bien said Redmond has a per capita formula that increases annually based on population increases and the inflation factor. On top of that, the Commission sought and received from the Council additional one-time funding in the amount of \$100,000 for the current funding round, an amount that may or may not be there for the next funding cycle.

Ms. Jiménez-Inman asked if any of the cities had thought of dividing the budget money into local and regional pools and using a different application for each. Mr. Gunno said his Commission did not break out applications separately along those lines, but the issue did come into play when reviewing the applications.

Mr. White argued that nearly all of the issues are regional by their very nature, even those things that look local, like the Boys & Girls Club of Kirkland. If that agency was not funded by Kirkland, there would be ramifications for other cities within the region.

Commissioner McEachran suggested it would be helpful to have a breakdown of each city in terms of population, general fund revenues, human services budgets, percentage of general fund revenues, per capita spending and the methodologies used to determine the human services budgets.

Mr. Franklin said Issaquah grapples with the issue of relative importance. He agreed that there is significance to the services provided by each grantee given that most are interconnected in some way. He said the Commission tried to ferret out the things that have more of a regional focus and found it challenging. He said some communication or cooperation between the cities could help get at that issue.

Chair Mercer allowed that there are applications from agencies that Bellevue views as having a regional impact, while others are viewed more as being local. The Commission wants to see agencies seeking funding from multiple sources and not just from Bellevue. In reviewing the financials, the Commission considers whether the agencies are seeking additional funds, and if so how much.

Mr. Gunno asked what Commissions do with the small grants that if funded would cost more to administer than the requested amount.

Ms. Smith said the Redmond Commission had that discussion but concluded that in some instances it makes sense for various reasons to award small grants to small organizations, particularly where a program shows the potential for filling a gap and growing into something bigger.

Mr. Stutz said he did not recall the Kirkland Commission having that particular discussion. He said the group focused on what each application brought to the table and the impact it could have if funded, even if at a lower dollar amount.

Mr. Gunno said all applications were reviewed, including those seeking low funding amounts. Most of them were folded into the “extra ask” column.

Ms. Miller said one of the strategies Kirkland uses is to ask each applicant to seek funding for all of their programs that show value. However, in shepherding public dollars, it is valid to review how much time the staff have to monitor the programs and agencies that get funded. That is one of the challenges in not having a minimum allocation amount and in growing the overall number of grants.

Human Services Planner Christy Stangland noted that Bellevue has a minimum allocation of \$5000. Chair Mercer said one criteria the Commission looks at is the financial health of the organizations seeking funding for their programs. Often smaller organizations find it a burden to do all that is required of agencies that receive funding. One question the Commission has been wrestling with is how small organizations that are serving minority populations or that are addressing a gap can break in and grow their organizations by beginning with a small grant. Bellevue staff have been asked to look into what mechanisms might be in place to address that. The Commission tends to err on the side of what it takes to fulfill all of the reporting requirements the city has.

Mr. Chandorkar asked if the city gives the commissions some guidance as to which areas should be given priority.

Ms. Smith said Redmond has received applications from large organizations seeking small dollar amounts for particular programs. She said the Commission had not received a lot of guidance from the city in that regard. The Commission focuses on its priorities and how they have changed in each funding cycle as determined by the Commissioners and by the staff.

Ms. O'Reilly said the findings from the needs assessment that is compiled every two years are presented to the City Council. The Council considers the findings and provides the Commission with direction on areas of importance, but the Commission largely is directed to prioritize the focus areas highlighted by the community itself.

Commissioner McEachran said each city has a comprehensive plan, and every Commissioner should read the section related to human services, housing and economic development. The Bellevue Council identifies its two-year priorities and the Commission works to sync them with the findings of the Needs Update.

Mr. Roland commented that if small-dollar applications are not included in the discussion process, the outcome will be exclusionary and contradictory to the charter of the Commission. He urged every Commission to do all it can to make sure every

application is considered. He allowed that there is a legitimate administrative burden that comes with handling multiple grants. The question might be what level of administrative oversight is needed relative to small-dollar grants.

Mr. Meyer noted that in Issaquah agencies are encouraged to apply for what they need. Some agencies that submitted applications seeking less than the minimum dollar amount were asked if they would be willing to increase their ask to the minimum level. He added that his observation has been that application requests for existing programs are increasing at a rate greater than the increase in available funding, and that is in addition to new applications submitted every year. He asked what other cities have in terms of methods to evaluate programs and whether their asks are commensurate with the need.

Mr. Stutz said Kirkland categorizes the applications by the goal areas and that helps the Commission gain an understanding of what is on the table. Within that, the Commission looks for areas of overlap and multiplicities. The outcomes measurement serves to help the Commission keep track of how well the agencies are doing in providing their services, and helps the agencies become more data focused.

Ms. Bell said because Kirkland is results focused, and because the Commission serves as a steward of taxpayer money, the fact that new applications are submitted every year by new organizations with no track record makes for some difficulties. The Commission recognizes that it may have to consider taking a chance on new organizations.

#### 4. TABLE DISCUSSIONS

The attendees broke into small groups to discuss the issues of equity training, things that would have been helpful, and regionality versus locality.

#### 5. LARGE GROUP SHARING

Mr. White reported that the group at his table talked about regionalization and how the various groups can work through that while maintaining a focus on and being responsible to their cities and the tax dollars they are charged with shepherding. He allowed that there is no one right answer but suggested there are a lot of solutions that can be identified.

Ms. Nishioka said her table talked a lot about equity training and how it affects the work of the individual commissions. She said overall the group found the equity training sessions to be a useful tool and in many ways very powerful. There was a discussion about making sure new commissioners take the equity training sessions, and councilmembers as well. There was also a discussion around capacity building and making sure smaller organizations receive the support they need in seeking grants. It was also discussed that commissioners would benefit from having some financial training to make it easier for them in reading through the financials of

organizations seeking funding. The group talked some about the outcome goals and the fact that the commissioners might benefit from training on the application and what the grantees are being asked to do.

Mr. Gunno reported that his group looked at finding a way to streamline the application process to make it easier to use. The need to conduct more site visits was discussed as well, as was the need for more outreach. Ms. Badh added that regionality versus locality was discussed in terms of funding.

Mr. Chandran said his table discussed the fact that it would be helpful for the city and the county to assist in the grant-writing process. Also discussed was the idea of providing more training relative to the main issues affecting the region and the local communities as a way of getting commission members up to speed.

Ms. Jiménez-Inman said her group focused on the need for culturally sensitive training. She said commissioners come from different backgrounds and cultures and as such assume certain things when working with specific agencies that may be totally wrong.

Ms. Negrila said one thing that stood out for her during the discussion was a statement made by Mr. Stutz to the effect that it would be helpful to have more input from clients, those who actually benefit from the funding. Ultimately the commissions exist to serve and support those in need in the community, and their voices should be heard.

Ms. Negrila commented that it was heartwarming to see the compassion evoked by the various commission members for the work they do. She said the joint session had given her more hope in the system. She noted her appreciation for the work of the staff who support the commissions. She suggested it would make sense to bolster regional efforts by putting together a regional needs assessment covering the entire Eastside, and to develop best practices to be shared among and employed by the commissions.

Ms. Negrila announced that the next joint meeting of the commissions was slated for September 17.

4. ADJOURNMENT

The meeting was adjourned at 8:02 p.m.

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Secretary to the Human Services Commission

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date