

The Human Services Commission approved these minutes on November 17, 2015

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

October 6, 2015
6:30 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

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

COMMISSIONERS ABSENT: None

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

GUEST SPEAKERS: Helena Stephens, Parks & Community Services; Stephanie Cherrington, Eastside Pathways

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

The meeting was called to order at 6:30 p.m. by Chair McEachran who presided.

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Perelman who arrived at 6:36 p.m.

3. APPROVAL OF MINUTES

A. September 1, 2015

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

4. PETITIONS AND COMMUNICATIONS

Mr. Doug Hoople, 10637 SE 22nd Street, spoke as the area's representative for the King County Veteran's Levy Oversight Board. He noted that the levy will be up for renewal in 2016. There is a funding lag in that services are provided first and the funding is requested afterward. That is why every year in June the boards are required to produce an annual report and deliver it to the King County Executive. A

copy of the latest report was provided to the Commissioners. Attention was also called to the fact that King County has Operation Welcome One Home, a program focused on ending veteran homelessness by December 31, 2015.

5. STAFF AND COMMISSION REPORTS

Commissioner Bruels said he attended a youth prevention workshop at Youth Eastside Services on October 5. He said it was well attended by human services providers and mental health professionals from around the area. It was both enlightening and alarming to hear about the prevalence of youth suicide in the state. Two youths per week on average are committing suicide in the state, and suicide the second leading cause of death for youth behind only accidents. The focus of the workshop was on what to do when a significant event occurs at a school or other institution when suicide strikes.

Commissioner Mercer said she participated in the Bellevue Essentials class unit on boards and commissions. She recommended taking the Bellevue Essentials class.

Commissioner Oxrieder said she attended the Leadership Eastside Race and Leadership Coalition meeting at Crossroads recently. Crossroads Shopping Center owner Ron Sher gave a presentation on how developers can intentionally create centers that work financially while at the same time employing strategies to turn the centers into real community centers.

Human Services Manager Emily Leslie reported that she attended the Asian Counseling and Referral Service gala on October 3. The event was well attended and raised a lot of money.

Chair McEachran commented that Bellevue College has started a food pantry on the campus. A collection of leaders are making that happen.

Commissioner Perelman noted that she participated in the United Way Day of Caring with about ten others from Microsoft. She said she visited the Seattle Boys & Girls Club and helped with some community service projects.

Ms. Leslie said the process to hire a Grant/CDBG coordinator is continuing. The CDBG recommendation from the Commission will hopefully be presented to the Council for approval later in the month.

6. DISCUSSION

A. Eastside Pathways Update

Stephanie Cherrington, Executive Director of Eastside Pathways, said she provided the City Council with an update about a month ago that was focused on the work being done in Bellevue to achieve the Council's 2035 vision. Bellevue is known for

good schools, good businesses, good community organizations, good parents, good kids, and good city support. Many ask why a program like Eastside Pathways is even needed in Bellevue. The reason is there has been a persistent gap through which kids continue to fall. About five years ago community member and Eastside Pathways founder Bill Henningsgaard was at a presentation at Lake Hills Elementary to hear about the challenges parents and kids in that community were facing, and the list included poverty, homelessness, domestic violence, and the fact that almost 70 percent of the kids qualified for free and reduced lunch, all things more commonly associated with schools in inner city areas. A group of dedicated volunteers chose to get together to focus on changing that dynamic and that is what started Eastside Pathways.

The goal of Eastside Pathways is to mobilize the community to work together to close the gap, to move organizations, businesses, parents and individuals from working in isolation supporting some kids to supporting all kids from cradle to career. Mr. Henningsgaard passed away a couple of years ago but the will of the community to continue the work remains strong. As a result, the needle is moving for kids in the right direction and faster.

Ms. Cherrington said one of the first areas of focus was third grade reading because it is a key developmental point for kids. The needle had remained flat for nearly ten years at about 82 percent, the passing rate. When the Eastside Pathways partnership declared third grade reading to be the goal three years ago, the needle started to move higher. While it can be expected to raise and lower by individual year, the desired outcome is to see the needle moving up overall.

The model of galvanizing the community to work toward positive outcomes is called collective impact. It is not something that happens on its own. It takes a backbone entity to organize and rally the community forces to work together, and in Bellevue the backbone entity is Eastside Pathways. In conjunction with some 50 community partners, the organization is transforming how the community works to improve outcomes for all kids faster. The operating revenues of the partner organizations, not including the city or the school district, is about \$400 million. The city is one investor in the mix. All the partner entities are interested in leveraging resources.

According to the Stanford School of Social Innovation, collective impact initiatives are different from collaborations. The goal of organizing the community and leveraging resources in order to get results faster is a proven model in bringing organizations together to assess deep social change. Collective impact initiatives involve a centralized infrastructure, dedicated staff, and a structured process aligned around common goals, tracking progress, aligning individual activities toward the common goal, consistent communications to engage the community, and a skilled dedicated resource acting as a backbone entity. While Eastside Pathways is uniquely positioned to supporting the needs of the local community, it is also part of a national network called Strive Together. A rigorous assessment is required in order to maintain membership in Strive Together; there are pillars and benchmarks that must

be achieved and reported.

Knowledge Works is the organization behind Strive Together. The six specific recommendations to the communities working on cradle to career efforts are kindergarten readiness, early grade learning, middle grade math, high school graduation, post-secondary enrollment, and post-secondary degree completion. Consideration is being given to adding a seventh recommendation around career attainment. The organization understands that every community is unique so there is no requirement to follow their model to a “T”, allowing leeway for communities to define their own goals.

Ms. Cherrington said Bellevue’s partner organizations convene regularly to talk about and agree on common goals, align resources, track progress and regularly review data for continuous improvement. The collaborative working on school readiness is looking at aligning around a definition of school readiness in accord with the state’s WaKids program, and determining what that will look like for every organization participating in early childhood education. The summer and extended learning collaborative is specifically focused on access and quality; to that end the group aligned dozens of partners and the school district in creating a summer program that involved nearly 1100 kids. The transitions and career pathways collaborative are fairly new. Transitions focuses on the transition areas of elementary to middle school and middle school to high school. Career pathways is focused on what career attainment actually looks like.

The community engagement for cultural integration group is looking at creating a structure for the partners on how to engage their constituents of parents and youth. They are doing things like community cafés and they are focused on racial equity to enable success for all children. The mental and physical health and safety, and social, emotional learning group is technically not yet a collaborative; it is focused on mental and physical health providers. The business engagement group is made up of business persons and is focused on how businesses can engage in the work of the collaboratives.

Commissioner Perelman asked how Eastside Pathways is engaging with private schools in the community. Ms. Cherrington said it depends on the continuum. There are a lot of private early learning centers that essentially work in isolation. The organization is inviting them to the table to align around the common goals. With regard to K-12 kids, the organization is primarily working with public schools, primarily because there is where child level data is available. All, however, are invited to participate.

Answering a question asked by Commissioner Mercer, Ms. Cherrington explained that at each of the workgroup meetings there are representatives from the partner organizations. Some serve as lead partners while others serve as facilitators. Where a collaborative settles on some particular program or technical solution, the individual members may need to participate or go back to their organizations to seek the

contribution of resources. At a broader level, it is vitally important for the partners to participate in supporting the partnership.

Helena Stephens, Family, Youth and Teen Services Manager for the Department of Parks and Community Services, said partners serve at every level. Some are on the board of directors, some are on the leadership team, and some are involved with each of the collaboratives. Their job goes beyond just lending their voices and involves taking the information back to their organizations to talk about the work Eastside Pathways and their particular collaborative is doing.

Commissioner Oxrieder asked if the collaboration is such that the various partner organizations are willing to support each other with ideas and outreach. Ms. Cherrington said many of the partner organizations, such as the YWCA and the Boys & Girls Club, see many of the same families show up for their programs. Eastside Partnership has questioned how programs are being offered that are culturally relevant for kids. It is very challenging for organizations that do not have the capacity to conduct community outreach and engagement, so the Eastside Partnership is working through the formal community café model to specifically put partner organizations together with parents to discuss specific questions about what parents want to see in terms of programs that are relevant to their kids. The benefit for the organizations is that they are hearing directly from parents about programming needs. In the fall of 2014, a café orientation was conducted with the hope of having ten community cafés, but in actuality there were nearly 30 different cafés that were conducted. Most of them were at the schools with some partner organizations participating.

Commissioner Villar asked if the transitions workgroup will be taking a look at students who are new to their school because of a recent move. Ms. Cherrington said the adaptive leadership model looks at all aspects. That is why it is important to have multiple voices at the table. Recent moves could be one thing the group looks at.

Ms. Cherrington said the Eastside Partnership is organized with a decision-making body and an accountability body. The latter, the Partner Leadership Committee, is comprised of about 15 CEOs and executive directors of both large and small partner agencies from different sectors. The Committee is still in its infancy in learning how to make decisions together.

The Eastside Racial Equity Team is co-led by Ms. Stephens. The team is focused on determining the equitability of the work being done. There are also opportunities for the team to continue the work already started regarding racial equity. Some 28 people from the Partnership participated in a regional summit in Portland hosted by the Pacific Educational Group. Equity across the board is important to the work of the Partnership, and the starting point is racial equity. The Pacific Educational Group sets the framework and language around which to have conversations regarding racial equity. Following the Portland conference the group members met to answer questions regarding its willingness and desire to continue with racial equity work in

the community; everyone indicated a strong desire to continue with the work. The next step will be to decide what that should look like.

The Data Council Team includes cross representation from different partner organizations. Their focus is on how to measure what the Partnership has said it wants to do in each goal area. There are there paid backbone staff along with eight volunteer coordinators.

School attendance is important because if kids are not in school they are not learning. The data shows there is a strong relationship between kids who are tardy to school and poor third grade reading scores. A couple of years ago the Partnership started an awareness campaign and all but three of the schools participated. All of the participating schools saw a reduction in tardiness, and the schools that did not participate saw a slight increase. The city has been a strong supporter of the campaign.

Ms. Stephens said there are two ways the city is involved with Eastside Pathways: through support and through participation. In 2014 a Memorandum of Agreement was signed between the city and Eastside Pathways under which the city provides graphic and printing services, logistic support, in-kind services, and data services relative to sharing demographic information. The city provides on the order of \$30,000 annually in in-kind services. The city participates through engagement in several different levels. Department of Parks and Community Services Director Patrick Foran sits on the Board of Directors for Eastside Pathways along with Councilmember John Stokes. She said she serves on the leadership team along with Councilmember Stokes. Some 13 different city staffers are working on various Eastside Pathways collaboratives whose city work assignments are naturally aligned with the work of Eastside Pathways. By joining forces in a systemic and methodical manner, and by sharing information, the communities can be served faster, trends can be identified quickly, and services can be delivered in a more effective and efficient manner. City staff cross communicate with each other as to what is going on with the collaboratives as a way of making sure no one is working in isolation. Parks staff also touch base with staff from Planning and Community Development which has the neighborhoods division and also works with communities. Ways are being investigated as to how to touch base with other city departments that might partner with Eastside Pathways, and how to bring a series of training events for all city staff who have an interest in the collaboratives.

Ms. Cherrington pointed out that many of the partner organizations serve the broader Eastside. In the coming year the backbone will be working on how to align and leverage resources across the broader Eastside.

One of the important elements of aligning around common goals relates to mobilizing the funding resources within the community. The Partnership has a real interest in understanding how to better engage funders to be informed and at the table so that as organizations need to shift or move to better serve the community, the funding

community can be supportive. The Partnership is also interested in finding ways to utilize the city's needs assessment to inform its work and better align organizations to work together.

Commissioner Kline noted from the materials that in 2011 through 2013 there were no entities in Bellevue offering childcare programs at a quality level of excellence. Ms. Cherrington said the state implemented a quality ranking format in 2012. Child Care Resources was named as the organization to manage the rating system. There was no rating system in place prior to that. Ms. O'Reilly added that by March 2016 every childcare program will need to be involved in the Early Achievers program as a condition of licensing.

Commissioner Oxrieder asked if more could get done if there were fewer committees and fewer partners. Ms. Cherrington said the work of Eastside Pathways is not about creating new programs or non-profits. It is all about taking the existing resources in the community knitting them together to support the kids and families in the community. There are enough organizations doing great work, but they have been working in isolation for too long, so much has been duplicated and resources have not been aligned. There is a reluctance on the part of many organizations to move in a different direction because of their fear of losing funding. Funders need to be at the table and part of the solution so they can move with the organizations providing services as needs as they are identified. Ms. Stephens added that the ongoing cross communication is identifying at a deeper level what various organizations are actually doing. Having all the organizations at the table has created order from chaos.

Commissioner Villar asked if Eastside Pathways has charts that show where race, income, language and special education intersect, and how the numbers are influenced where there is more than one factor involved. Ms. Cherrington said all of that data is available. She stressed the need to keep in mind that there are two levels of work. The backbone is the convener/mobilize. The backbone does not provide direct services, but it is the entity that brings organizations out of isolation to look at the data.

Commissioner Perelman asked if the collected data has triggered the need to review and change some of the goal areas. Ms. Cherrington said she does not anticipate any significant veers from the established path. The mission is clear, specific milestones have been identified, and there is work that is being done. That is not to say that the goals will not be refined over time.

Asked by Commissioner Perelman to grade the work of Eastside Pathways to date, Ms. Cherrington said she would give the organization an "A" for mobilizing. There are now organizations communicating with each other and working together that have not done so in the past. Trust is being built up between organizations that previously did not exist. That is not to say that all goal areas have been achieved, but the trajectory is in the right direction.

Ms. Stephens shared with the Commission a real-life example of how effective Eastside Pathways has been from a partners point of view. She said she recently participated in a training offered by the Bellevue School District for executive directors and people in program positions. Those who attended were trained on the software used by all students in the district to get their classes, information and homework. Now those who work with students in after-school settings can use that software to pull up their homework and see what challenges they are facing. Cross communication of that sort has not happened before.

Commissioner Kline asked what it takes for an organization to become a member. Ms. Cherrington said there is no fee but there is an agreement that partner organizations are asked to sign. Under the agreement, organizations agree to participate in whatever capacity they want and to advocate for the work.

Chair McEachran urged reaching out to the different neighborhoods, different schools, and those in different levels of culture and economy. He asked how Eastside Pathways is impacting Bellevue College, particularly in a time of rapid change in diversity, and how the faith communities are being engaged in the process. He commented that there are many in the community who will never be invited to share their opinions at events; the faith communities can be the link between those people and the organization. He said he would like to see the community goal reprioritized. Ms. Cherrington agreed that the faith communities should be engaged. At the recent Eastside Pathways 101 workshop, Westminster was one of the organizations that signed on as a partner.

7. DISCUSSION

A. Human Services Needs Update Implications

Human Services Planner Alex O'Reilly sought from the Commissioners input related to the implications information included at the end of each chapter of the Needs Update. She reminded them that the chapters are still drafts, and indicated she would gladly accept suggestions via email.

Commissioner Mercer said gender and sexuality is one element of diversity that is not included in the document. The focus of diversity in the document is on race. Ms. O'Reilly said she would check with the city's demographer to see what kind of data is available.

Ms. O'Reilly said there is still time to include data or make revisions to the draft chapters.

8. OLD BUSINESS

Ms. Leslie reminded the Commissioners about the upcoming cultural competence training events on November 12 and December 17. She asked the Commissioners to let her know which training they would be attending.

Ms. O'Reilly called attention to a document included in the packet relative to proposed fare changes. She reminded the Commissioners that in the spring during a presentation from Sound Transit staff a question was asked about why Sound Transit did not implement a low-income fare to correspond to King County Metro's fares. Sound Transit is now considering offering low-income fares as well. A public hearing is scheduled though it will be held in Seattle.

9. NEW BUSINESS

Ms. Leslie called attention the fact that the Committee to End Homelessness has changed its name to All Home. Their governance has been restructured as well and the new coordinating board, which Councilmember Chelminiak serves on, will meet for the first time on October 7. She said she serves on the Funders Alignment Group.

Ms. O'Reilly said updates relative to ESL programs and funding changes will be provided. The Needs Update captures some of the information but several of the service providers have been sharing information about federal funding changes that will affect who they can offer ESL classes to. United Way has also made some very big decisions in its strategic plan that will impact who they fund.

Chair McEachran said he recently heard a national report that indicated the Puget Sound area is expected to see an increase in the number of refugees.

10. PETITIONS AND COMMUNICATIONS – None

11. ADJOURNMENT

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

Chair McEachran adjourned the meeting at 8:15 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date