

CITY OF BELLEVUE
HUMAN SERVICES COMMISSION
MINUTES

June 5, 2018
6:00 p.m.

Bellevue City Hall
City Council Conference Room 1E-113

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

COMMISSIONERS ABSENT: Commissioners Kline, Piper

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

GUEST SPEAKERS: None

RECORDING SECRETARY: Gerry Lindsay

1. CALL TO ORDER

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

2. ROLL CALL

Upon the call of the roll, all Commissioners were present with the exception of Commissioner Perelman, who arrived at 6:09 p.m., and Commissioners Kline and Piper, both of whom were excused.

3. APPROVAL OF MINUTES

A. May 1, 2018

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

B. May 8, 2018

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

C. May 15, 2018

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

4. PETITIONS AND COMMUNICATIONS

Mr. Nick Names with AtWork! noted that the organization had submitted an application for CDBG funding and was present to watch the Commission's process.

5. STAFF AND COMMISSION REPORTS

Commissioner McEachran commented that the report on the One Night Count, along with the associated documentation, taken together with the King County Auditor's office and the McKinsey Company report, the latter of which is not fully public yet, led him to the conclusion that coordinated entry is not very successful in addressing homelessness. There is plenty of data, but the auditor's report suggests the political will is simply not there. He said he had been tempted to think the Commission should gently affirm to the public sector of King County the work that has been done but point out that the Eastside is different from Seattle in its approach. Someone working at the ground level on the Eastside should come and address the Eastside commissions and summarize the learnings. There should be a shying away from metricocracy and toward seeking a collective political will representing the entire county. Supportive services are going to lose market share because they cannot afford to maintain all the people in need of support services, largely because of the cost of living and employers paying living wages. Additionally, the Council should be encouraged to move ahead with the strategies handed to it by the Affordable Housing Technical Advisory Group.

Chair Mercer said the joint meeting with area commissions was very useful. She said while she enjoyed the communications, the activities did not really work. There were issues with not having the applications in hand. The activities were focused on the individual applications instead of sharing among the groups. There was an apparent thirst to compare notes about whether or not score sheets are used, how applications are approached, how the issues are talked through and what best practices are employed. She added that it would be very useful to focus on how the Eastside looks at and deals with homelessness given the clear focus All Home has on the Seattle area.

Commissioner McEachran said he would find it helpful to have and to read the housing element of each city's comprehensive plan to look for commonalities. He said it was helpful to read the sections in the other needs updates on housing to see how differently they use metrics and their land use codes. The Bellevue Human Services Commission needs to realize that it is the mature commission on the

Eastside having been around for much longer and having much more life experience, and having solid and qualified staff.

Chair Mercer noted that the All Home representative brought up the issue of equity and the fact that in places the issue was not being adequately addressed. She commented that in discussing the applications the Commission talks about diversity and seeks to understand how the various agencies deal with the question, but suggested that equity needs to be added to the conversation.

Human Services Manager Alex O'Reilly introduced Toni Esparza, the new Assistant Director for Parks and Community Services. She said Ms. Esparza will be overseeing human services, probation, and children and family services.

Ms. Esparza said she took up her duties with the city only recently after working for the past 12 years with a non-profit in the area. She said she was grateful to be a part of a great team that includes the Commission.

6. DISCUSSION

A. Overview – Muslim Community Resource Center

Ms. Nickhath Sheriff, founder and CEO of the Muslim Community Resource Center (MCRC), the office of which is located in the Together Center in Redmond. She said the organization operates throughout the Eastside and the greater Seattle area.

Ms. Sheriff shared a short video with the Commission outlining the work of the organization.

Mr. Khizer Sheriff, executive director and co-founder of the MCRC, said the mission of the organization is to be a platform for bringing faith-based organizations together in partnership with civic services and other non-profit organizations to serve humanity. Until recently the organization was operating in a virtual model that involved meeting with people at each of the different mosques. It became evident that a physical space was needed in which to meet with clients.

Ms. Sheriff said the organization obtained office space at the Together Center two years ago, beginning with a shared space. As the demand for services increased, the organization moved into a bigger space at the Together Center. Since then client volumes have increased.

Commissioner Perelman said it was her understanding that the organization services quite a few clients from South King County and she asked if the clients travel to Redmond to receive services. Ms. Sheriff said some come to Redmond but staff also travel to meet with clients in South King County. Commissioner Perelman said it also was her understanding that some 70 percent of the organization's clients are not tied

to the Muslim faith and asked how the organization differs from other organizations that are offering similar services.

Mr. Sheriff said MCRC was the first Muslim organization listed on the King County 2-1-1 hotline. People calling the hotline get directed to MCRC for services such as food, medical and legal assistance. He allowed that 70 percent of those receiving services are non-Muslims. Funding for the organization comes through private donations currently, primarily from those attending the different mosques. The organization is unique in that it provides a full suite of services to those in need. Anyone walking into the office who is homeless and seeking a meal will be asked what other services they need and will get connected to those services.

Ms. Sheriff said MCRC serves as a last resort for many. Clients are asked if they sought assistance from other organizations and often they say they did and that they had been turned down or put on a waiting list. Mr. Sheriff said MCRC first seeks to connect clients to existing organizations, but where client needs go unfulfilled, MCRC steps in to fill the gap. Part of MCRC's mission is to connect people to different resources by various means.

Ms. Sheriff said people from tent cities and shelters sometimes call the organization seeking help, and what MCRC does is put them up in hotels for up to three days, which is something none of the other organizations are doing. Other needs are filled as well, such as propane tanks. The referrals made are both to services provided within the Muslim organization and by other service organizations to medical or legal clinics.

Commissioner Perelman asked how many staff MCRC employs. Mr. Sheriff said currently the organization has only one full-time staff. Until October 2017 the organization was fully staffed and run by volunteers. The application submitted to the city is intended to increase staffing.

Mr. Sheriff said MCRC is not limited by location. Clients come in from across the Puget Sound area and services are not limited by certain zip codes. The intake process is designed to be quick and easy so that services or at least an answer or referral can be provided within 24 to 48 hours. All mosques in the area refer clients to MCRC using a common intake process. The agency has volunteers from 35 different countries who speak multiple languages, making it possible to relate to the unique cultural and linguistic situations. A person in need who visits a mosque in Seattle seeking help will be served by that mosque if there are resources available. If the need is greater than what the local mosque can meet, a referral to MCRC will put the person in contact with a network of resources to meet their need in a more holistic manner. It is not respectful to direct those in need to five different places to receive the assistance they need.

Human Services Manager Alex O'Reilly asked how MCRC is tied to the Muslim Association of Puget Sound (MAPS). Ms. Sheriff said MCRC is the social and humanitarian arm of MAPS, which is a non-profit organization on its own.

Mr. Sheriff said MCRC offers a full suite of programs ranging from serving hot meals to offering non-perishable goods, refugee services, a free medical clinic, a free legal clinic, homelessness prevention services, shelter for senior women, services for seniors, and Muslim funeral services. MCRC does not have long-term housing to offer and so make referrals to other programs. Referrals are also made relative to mediation services, utility assistance and family counseling.

Mr. Sheriff said there are three programs for which MCRC is seeking funding from Eastside cities: information and referral, refugee and immigrant assistance, and shelter for single women. The information and referral service is operated from the Redmond Together Center office and is available to everyone. The program serves as a portal into MCRC services and referrals to other organizations. Currently the only full-time staff performs multiple functions, including case management and managing some of the food programs. As a volunteer, Ms. Sheriff puts in 50 to 60 hours per week. Additional funding is needed to increase office staff to keep up with the additional demand in providing culturally sensitive client services.

Commissioner Perelman clarified that the requested funding for information and referral was for staff and not for the delivery of services. Mr. Sheriff confirmed that additional staff are needed to help provide the available services.

Commissioner Ma asked if clients who seek help from MCRC do not know what services are available and have not sought services from other agencies. Mr. Sheriff said immigrants and refugees often do not know where to go to seek help. Many access MCRC first rather than other agencies. Many find MCRC through the 2-1-1 hotline, but there are also walk-ins who have been referred by other providers at the Together Center.

Commissioner Perelman asked if it would be accurate to say that most of the clients currently receiving MCRC services are from outside of Bellevue. Mr. Sheriff said there are a lot of people from Bellevue. Ms. Sheriff said the largest concentration of immigrants and refugees is in the South Seattle area. The resettlement agency provides them with a certain amount of funding and once it is gone they contact MCRC for assistance in obtaining furniture, rent assistance and food. MCRC also works to get the children of immigrants and refugees into schools, and helps the families to integrate into American society. Most importantly, MCRC provides clients with emotional support.

Mr. Sheriff said the women's shelter operated by MCRC is located in Bellevue and there are many homeless families living in Bellevue being helped by the agency. The economy of the Eastside leads many to come to the Eastside seeking work, and that is helping to fuel the increased demand for services.

Chair Mercer explained that there are other organizations offering many of the same services in Bellevue. She said the level of scrutiny given to MCRC by the Commission was aimed at determining what makes MCRC unique and how funding allocated to the agency would be used to fill a gap. Ms. Sheriff said the fact that the organization is culturally sensitive is an important factor given the clients served. MCRC staff sit with clients and talk to them as another human being with the aim of making the client comfortable and feel a part of society. The organization is also different from others in that it seeks to take immediate actions to assist clients. Mr. Sheriff added that MCRC has been asked by a number of other organizations, including Hopelink and Sophia Way, to provide cultural sensitivity training for their staff. MCRC is respectful of other organizations in the area and does not seek to duplicate services.

Mr. Sheriff said the shelter for single women is a program that has had to be scaled up in order to meet the demand. The population segment is not being served, especially in culturally sensitive ways. Earlier in the year MCRC rented a two-bedroom apartment in the Crossroads area close to Bellevue College for use as a shelter for two women. The facility provides the women the opportunity to practice their faith without fear. A four-bedroom house in Renton has also been rented and it has been offered to organizations such as Sophia Way to house single women.

Mr. Sheriff informed the Commissioners that the immigrant and refugee assistance program is unique to MCRC. The adopt a family program connects new immigrants and refugees with local host families. There are currently 16 families in the program and there is a waiting list. The focus is on helping clients to become self reliant. The teach to fish program matches the skills immigrants and refugees have with available training and employment opportunities.

Ms. Sheriff said instead of handing out money to panhandlers, MCRC hands out packages in which there a restaurant meal card, a hand warmer, a granola bar, hand sanitizer, a rain jacket and some printed information.

7. DISCUSSION

A. Review of 2018 Supplemental and 2019 CDBG Applications

Commissioner Perelman highlighted the fact that the applications total some \$5.7 million even though there is only about \$3 million-plus to spend. During the last funding cycle the Commission had a particular way of thinking about additional funds and she suggested the Commission should consider taking the same approach again. She proposed considering new programs that focus on diversity, particularly aging populations, people with disabilities and cultural diversity; and programs that serve illegal immigrants, including legal services and health benefits. Those filters for additional asks are sufficiently broad but also puts a lens on a particular dollar amount. Ms. O'Reilly said the approach could be accommodated in the approach

previously discussed to identify programs the Commission would like to see funded should there be additional funds available. Similar steps were taken during the last two funding cycles.

Chair Mercer said she could support applying that lens. She said the question is whether or not such programs should be funded at a minimum level in the hope that new dollars will be made available. Ms. O'Reilly stressed that there is no guarantee that there will be additional funds, and it would need to be kept in mind that any application placed in the extra money column may not in fact get funded at all. She also pointed out that several organizations have asked for quite a bit of extra money over their previous allocation, in part because the applicants were asked to indicate what they really need. Accordingly there are dollars in the gap between the collective ask and the money available that the Commission may not choose to fund at any rate.

Commissioner Perelman agreed but noted that given the funds that are available, funding a new program will likely mean not funding some other program.

Chair Mercer asked what would need to be done to get the pulse of the Council regarding any additional funding in order to be relatively confident in moving forward. Ms. O'Reilly suggested once the Commission has some numbers and some rationales in the far right box, the information can be shared with the Council. Additionally, Council liaison Councilmember Robinson receives all of the Commission's packets and information, including the spreadsheets that will develop in the coming meetings.

Grant Coordinator Dee Dee Catalano presented the Commissioners with a new schedule for working through the applications. She said the new schedule moved the public hearing that had been slated for July 17 to the September 5 meeting, allowing for one additional meeting during the review process.

The Commissioners were reminded that a special RFP was released in April for 2018 supplemental CDBG funds, as well as the regular 2019 CDBG RFP. The intent is to spend a bit more money in order to meet the timeliness test in November. Three applications for the supplemental funding were received. The Bellevue Boys & Girls Club request is for computers, printers and smart boards for their computer labs which are used for their programs that serve low- and moderate-income kids. HUD regulations allow CDBG funds to be used to purchase equipment that is used in the delivery of a public service. Up to 15 percent of the CDBG allocation can be used for public services.

Ms. Catalano noted that an additional \$30,000 was given to Jewish Family Service as part of the contingency plan approved by the Commission. The funds will be used in part to provide legal services to immigrants. Those funds, plus the requested \$47,000 from the Boys & Girls Club, brings the public services allocation up to the cap.

With regard to Imagine Housing, Ms. Catalano said the funds are for the men's shelter and housing at the Eastgate site. However, the Land Use Code amendment for siting shelters and homeless services has not yet been approved and a site for the shelter has not been officially selected. Imagine Housing was asked to submit an application just to have it in hand, but it is too soon to do anything with the application. Once the other pieces are in place, the application will be taken up and there will not be a need to go out with an RFP. HUD encourages having projects in the pipeline.

Chair Mercer asked if the Imagine Housing application is specific to the Eastgate site. Ms. Catalano said it was, but the application could be modified to indicate a different site.

Ms. Catalano said Life Wire had applied for funding for transitional housing for domestic violence survivors. The property they are considering is the East Shore Unitarian Church site and the organization hoped to hear sometime in June if they would be getting that site. However, the church has voted to postpone making any decision for six months. Accordingly, 2018 CDBG funds cannot be used for the project. However, the 2019 application from LifeWire involves the same project, though a different phase of it.

Commissioner Ma asked if CDBG funds could be used for the MCRC women's shelter project. Ms. Catalano said that program would fall under public services and it would run up against the cap for 2018. For 2019, the issue could be brought to the table again, dependent on finding a location and time for the agency to spend the money.

A motion to approve the Bellevue Boys & Girls Club Computer Labs for Youth application in the amount of \$47,000 was made by Commissioner McEachran. The motion was seconded by Commissioner Ma and the motion carried unanimously.

After sharing with the Commission the estimated CDBG entitlement and program income for 2019, Ms. Catalano reviewed the 2019 applications. She noted that Jewish Family Service has traditionally been funded with both general funds and CDBG funds.

Answering a question asked by Chair Mercer, Ms. Catalano said the \$56,129 for Jewish Family Service for 2018 was decided in the 2017-2018 general fund allocation. She said the Commission could choose to change the amount for 2019-2020.

Commissioner Ma noted that Jewish Family Service has been funded with CDBG funds consistently and he suggested encouraging other organizations to apply for those funds. Ms. Catalano clarified that while the agency applies for the general fund allocation, it is the Commission and the staff who decides which agency has the capacity to use CDBG funds given the additional administrative requirements. She

said the estimated public services cap for 2019 is \$150,000, which is more than the \$130,000 given to Jewish Family Service for 2018, leaving some funding available to allocate to another program.

Ms. Catalano said the intent is to spend the CDBG funds up to the allowed amount and by following all the rules. In the past, the spending has not been fully up to the planning and administration caps. Accordingly, the proposal is to increase the administration from \$38,000 to \$45,021. Ms. O'Reilly explained that the human services staff keep a separate spreadsheet to track time spent administering the CDBG and general fund allocations. Hours are tracked monthly and the spreadsheets serve as a solid track record of hours spent in each category and as supporting data for increasing the allocation for planning and administration.

Ms. Catalano said the CDBG capital dollars have historically been allocated to the Major Home Repair Program and the Minor Home Repair Program operated by Sound Generations. Sound Generations is still working to spend down its 2017 allocation, which must be done before using any 2018 dollars.

B. Preliminary Review of Human Services Applications: Goal 4 and 5

71. International Community Health Services: ICHS Dental

Commissioner Perelman sought and received from staff confirmation that ICHS is a non-profit organization.

Commissioner Perelman questioned why the agency was seeking so much more money to provide dental services. From the application, it appears the agency has a surplus of revenue and the number the clients has remained steady. She said she would like the agency is answer why the ask was so much higher.

Commissioner McEachran noted that the Commission during the last funding cycle was inclined not to fund the application, except for the dental emphasis.

Commissioner Perelman said she also would like to know if the agency could consider having some low-income clients not pay anything at all using dollars from Bellevue.

Commissioner Ma asked if there is a large target population that could not afford a sliding scale fee for the services they receive. Chair Mercer said the sliding scale used by the program does not apply to non-preventive services.

Commissioner Perelman pointed out that clients with an annual income of less than \$12,000 are on the hook for 25 percent of all charges. She noted that non-preventive work can easily total in the thousands of dollars. Ms. O'Reilly agreed it should be clarified as to whether or not the sliding scale applies to both preventive and non-preventive services.

Ms. Esparza commented that non-preventive care is something many low-income households cannot access. She said going to the agency with a proposal to consider having some low-income clients not pay anything at all using essentially scholarship dollars from Bellevue could lead to an expansion of services given that it likely would lead to an influx of clients. There has been no indication that the agency has the ability to significantly expand its services.

72. International Community Health Services: ICHS Medical

Commissioner McEachran said the review team recommended against funding the application due to the surplus.

Ms. O'Reilly asked if she should ask the agency about a sliding fee scale for medical. Commissioner McEachran said he would be comfortable in not asking that question.

Commissioner Perelman agreed but said she did have a question about what city funds would be used for giving the surplus. She said she also wanted to know if undocumented immigrants are served by the program.

Commissioner Perelman asked if making a big cut to the other medical application, Healthpoint, would leave the community without sufficient low-cost medical services. Commissioner Perelman pointed out that the program has been self-sufficient without help from Bellevue the whole time. If the program is not serving a unique population, funding from Bellevue should not be necessary. Ms. O'Reilly said it was her understanding the Commission favored not funding the Healthpoint dental application, but did favor funding their medical application.

Chair Mercer observed from the application that the agency takes in some \$23 million from patient fees. She questioned why they would need the requested \$200,000 from Bellevue. Ms. O'Reilly agreed and noted that page 11 of the application indicates the program is ramped up to full capacity and it is showing a surplus after several years of running deficits.

73. NAMI Eastside: Individual & Family Support and Education

Commissioner McEachran noted that Bellevue accounts for 13 percent of clients served but 23 percent of the total ask. He said the review team recommended funding the application with only a COLA.

74. NAMI Eastside: NAMI in the Schools

Commissioner Oxrieder said it appeared to her that the program was something the agency just got the idea to start. The likelihood that they will have access to so many classrooms is pretty slim.

Ms. O'Reilly pointed out that the schools program used to be part of the agency's main application. It was split out about six years ago. She said she personally observed one of the in-school presentations several years ago as part of a staff review of the application and found it to be highly effective. The program is based on a national model that aims to de-stigmatize mental illness among students.

Chair Mercer clarified that the program is not new, it has just been split out from a previous application. Commissioner Perelman noted the application seeks to fund an additional 1.25 FTE to manage the program. Commissioner Oxrieder pointed out that even if the program is established, they are seeking to go from 645 to 2800 clients in 2019, which is likely more than can actually be accomplished.

Commissioner Perelman said she favored funding both NAMI applications, though probably not at the requested level.

Chair Mercer said she would be interested in knowing how much of the previous allocation went into the schools program.

75. Northshore Senior Center: Northshore Adult Day Health and Wellness Program

Commissioner McEachran commented that the program, along with the Old Friends Club application is fee based. He said the ask is small, but the review team recommended against funding either application.

There was agreement not to consider funding the application.

76. Old Friends Club Daytime Memory Care and Respite

There was agreement not to consider funding the application.

77. Sound Generations: Volunteer Transportation Program

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

78. Therapeutic Health Services: Alcohol/Drug Treatment

Commissioner McEachran said the agency has had a long-term engagement in the community and has proven to be effective. He said the review team agreed the application should be funded.

Commissioner Perelman agreed that the program is excellent, but pointed out that the ask compared to the number of Bellevue clients served is disproportional.

79. Washington Autism Alliance & Advocacy: Family Health Insurance Navigation

Commissioner McEachran said there is a clear need for the service, and the ability to reach out with a variety of languages is culturally specific. He said the review team agreed the application should be funded.

Commissioner Perelman pointed out that the actual agency budget shown on page 1 of the application is negative by \$447,000. The projected agency budget is also in the negative. Later in the application, the budget is not shown as being negative.

Ms. O'Reilly said the agency is small enough that it does not conduct an audit. She said she would ask about the negative budget issue.

Commissioner Perelman said she was leaning against funding the application. While a good program, its impact in Bellevue compared to its entire impact across the region is minimal.

Commissioner McEachran pointed out that the program enjoys a heavy level of support from government foundations and fundraising. He said it could be the agency is seeking to expand its services on the Eastside.

Commissioner Perelman said she would welcome having an agency representative come and address the Commission about how its impact in Bellevue.

There was agreement not to consider funding the application.

80. Washington Poison Center: Washington Poison Center Emergency Services

Chair Mercer suggested that while the program is very important, it does not fit well into the Commission's focus. She suggested it might be a good candidate for CDBG program funds, contingent on having program income to spend.

Commissioner Perelman pointed out that the budget numbers indicate a surplus of \$131,000, which raises questions about why the city should fund them at the requested level of \$11,000.

81. AtWork!: AtWork! - Community Inclusion

Commissioner Ma said he was leaning toward not funding the application, particularly the increase, which is considerably larger than the previous allocation.

Commissioner Perelman said the program is not taking on new clients due to a lack of funding. The loss of funding from United Way is behind the increased ask. She agreed, however, that she would not support funding such a large increase.

Commissioner Oxrieder said she would like to know where the program is currently taking place. Commissioner Ma said the program is offered to individuals to meet their specific needs. The services are offered at events, at places of employment and at other places in the community. Commissioner Oxrieder said she was leaning away from funding the application but added she might consider it if she knew where in the community the services are actually being offered and when. Ms. O'Reilly said according to the application the community inclusion staff provide one-on-one assistance to clients and develop a personalized plan for each. The examples given include the North Bellevue Community Center. She agreed, however, to ask the agency for specific examples of where their services are rendered.

Commissioner Ma said the reach in terms of the number of residents served is limited, and the impact in terms of quality of life is difficult to measure. He allowed that the program is focused on a hard-to-serve community.

Commissioner Perelman said it appeared clear to her from the application that Bellevue is being asked to replace what has been lost from United Way. She said she would like to know if they are seeking funding from other sources as well, and what would happen if Bellevue chooses not to give them their requested amount.

82. AtWork!: AtWork! - Community Liaison

Commissioner Ma said the review team recommended funding the application. He said the program is good.

83. Bellevue College: Center for Career Connections

Commissioner Ma said the review team favored the program, but pointed out that the budget was not included in the packet. The program ranks high in cultural competency.

There was general agreement the program should be funded.

84. Bellevue College: Head Start

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

Commissioner Oxrieder said she would like to know why the Bellevue numbers were shown as going down.

85. Bellevue College: Preparing for Work

Commissioner McEachran recused himself from discussing the application given that his wife has oversight of the program.

Commissioner Ma said he was a maybe on funding the application.

Chair Mercer said she likes the program and believes it should be funded, but said she was not clear as to why the ask had increased rather substantially even though the numbers served are much the same.

Commissioner Perelman said she would like to know if the program has a wait list, and what is stopping the program from opening the classes to anyone wanting to take them.

Not speaking directly to the program, Commissioner McEachran commented that Bellevue College is Bellevue's largest neighborhood. The college is a commuter school with students coming from many different areas. There have been two community conversations held there recently. The changeover in leadership at the college is becoming more intentional in relation to the City Manager, the Chamber of Commerce, Overlake Hospital and other organizations. The more the city integrates with Bellevue College, the better the outcome.

Commissioner Perelman observed from the application that the program seeks to close the gap in terms of minority students who do not make it to their first day of classes. The program has been changed to work with the Bellevue School District to address some of those gaps.

86. Bellevue School District: Early and Extended Learning Program

Commissioner Perelman asked if the district is seeking funding from Bellevue to make up for what was lost from Head Start. Ms. O'Reilly said some of the increase could be the result of reopening Stevenson in the fall of 2018 with a larger capacity, and opening the new Wilburton school in 2019.

Chair Mercer said Woodridge is in the mix as well. She added that they are also negotiating union bargaining for the 151 FTEs.

Ms. O'Reilly noted that the application was incomplete relative to service units.

Commissioner Perelman called attention to page 11 and said she was confused by the last sentence in which it is stated that city funds are awarded to families not eligible for assistance from any other funding source. Ms. O'Reilly said there are families that just miss hitting the eligibility requirements for the state's child care assistance program, sometimes by just a few dollars, but cannot afford to pay for child care on their own. The funds are used in those instances.

Ms. O'Reilly pointed out that the budget on page 17 relative to 2019 requested there is nothing shown for DSHS dollars. She suggested the agency should be asked to clarify that. Chair Mercer said it appeared to her from the application that they are hoping to make up the difference in fees.

Commissioner Ma said it appears the program targets people in crisis but not necessarily low-income families, or even moderate-income families. He said he would like someone from the agency to comment on that. Commissioner Oxrieder said those who can afford the services are charged more, in effect subsidizing those who cannot afford it.

Ms. Stangland noted from the application that a specific focus is placed on families experiencing homelessness and families of children with special needs. Commissioner Ma said he still would like to know why the program is not extended to low- and moderate-income families. He said he would like to know how families get placed on the waiting list and if there is any prioritization involved for lower-income families.

87. Boys & Girls Clubs of Bellevue: Project Learn & Summer Camp

Commissioner Ma said the review team concluded the application should be funded. He said there was a question about the revenues and expenses given that the application shows a surplus and is seeking an increase in the amount of funding from Bellevue. The volume, however, is not shown as increasing.

88. Child Care Resources: Child Care Financial Assistance

Commissioner Ma commented positively on the program and said he was inclined to fund it. The program offers child care vouchers for low-income families. The ask is huge. He allowed that the demand is big and the supply is low, which contributes to the high cost of child care. It would be good if some of the money could be put into expanding the available services instead of just giving money straight to people who cannot afford child care. Ms. O'Reilly explained that the subsidies or vouchers are for early learning programs, most of which are provided by non-profit providers, though some of them may be provided by for-profit providers. The application breaks out the vouchers by region and for East King County the average is fairly high compared to South King County. The ask is higher for East King County because child care services are more expensive in East King County. Commissioner Ma reiterated his desire to see money put into developing more child care providers instead of just putting more money into subsidies.

Chair Mercer observed that the application lists no money coming from fundraising activities even though the program runs a deficit. Other applications from Child Care Resources do list fundraising activities. She said she would like to have the agency explain that.

Commissioner Ma also pointed out that the program expenses are shown to increase between 2018 and 2019 by a very large amount.

Ms. O'Reilly informed the Commissioners that almost 20 years ago the city provided a pot of money for the scholarships to King County, which was used to administrate a child care program. Some 15 years ago King County decided it no longer wanted to manage the program and the city at that time asked Child Care Resources to take on the task, which they agreed to do. That is why the application is separate from the agency's other applications. The question about why there are no fundraising activities for the program comes up regularly. The answer lies in the fact that it is essentially a Bellevue program that is managed by Child Care Resources. Most of the funds go directly to scholarships, with some being used for staff costs. She agreed the question about why their expenses are increasing should be addressed. She also noted that the budget numbers in the application do not add up and need to be clarified.

Commissioner Perelman said she might be inclined to offer funding to pay the higher child care rates in Bellevue, but not to pay more for staffing.

89. Child Care Resources: Homeless Child Care Program

Commissioner Ma said the program addresses child care for homeless children. It is limited to coverage for three months only. He said the review team favored funding the application, which does not include a significant increase in the ask. The program does enjoy funding from other sources.

Chair Mercer said she found it interesting that the number of vouchers to Bellevue clients went down from 34 to 25. She said she hoped there were fewer homeless children in Bellevue in need of the vouchers.

Commissioner Perelman asked if the program receives any funding from the Best Start for Kids levy. Ms. O'Reilly allowed that the budget shows no income from that source but agreed to ask the question.

90. Child Care Resources: Information and Referral /Technical Assistance

Commissioner Ma said he favored funding the application. He said he likes the referral resources and technical assistance for providers. He asked if placements are actually being made in conjunction with the referrals given that there are wait lists everywhere. Ms. Stangland said placements are being found given that their clients are usually more open to whatever is available. Referrals are made to those providers who actually have openings. Child Care Resources generally know which providers have an availability and which providers take vouchers.

91. Hopelink: Adult Education

Commissioner Oxrieder said the review team wondered why private donations were down so much, and why the client increase does not support the increase in the ask.

Chair Mercer commented that during the last funding cycle Hopelink asked for a lot more money. She asked how much of the increased ask is tied to a substantial change in need. Commissioner Perelman said it was her opinion that the agency was working from its formula. She also pointed out the correlation between the reduction in private donations and how much they are asking from the cities.

Chair Mercer stressed the need for the Commission to have an overall picture of the financials for large agencies that have submitted more than one or two applications. It is too hard to put the numbers together from reviewing the individual applications. Ms. Stangland said the agency budget numbers are available through the portal.

Commissioner Oxrieder said the review team favored funding the application but wanted some clarification with regard to the budget.

92. Hopelink: Employment

Commissioner Oxrieder said the review team agreed the application should be funded. She noted that the application indicated only a small increase in the projection of clients to be served in light of the size of the ask, and another big decline in private funding.

Commissioner Perelman asked if the program tracks if the increase in wages or jobs gained meets the living wage standard for the Eastside.

93. IKRON of Greater Seattle: Integrated Employment Services

Answering a question asked by Commissioner Oxrieder, Ms. Stangland said an application for the program was submitted during the last funding cycle but it was not funded. The program was fairly new at the time and is more established now.

Commissioner Oxrieder noted that the application indicates big expected increases in services in Bellevue, Issaquah and Kirkland, but decreases in other cities and said the review team was curious about why. She also noted that the statement on page 13 of the application says the number of residents served decreased between 2017 and 2018, and the reason given was that they counted individuals receiving both unemployment and behavioral health services. However, the numbers in the application actually indicate the numbers in fact increased. She said the review team thought that should be clarified.

Commissioner Perelman said it was her recollection that the \$27,000 awarded by Bellevue to the agency during the last funding cycle actually covered the employment services and the behavioral services together, so in fact the program was previously funded. Ms. Catalano said those funds were a replacement for Sound Mental Health and did not include the employment services.

Commissioner Oxrieder said the review team leaned toward funding the application, in part because of the outcome of individuals enrolled in employment services will obtain jobs, 80 percent of whom will successfully maintain their jobs beyond 90 days.

Commissioner Perelman pointed out that another provider is being funded to do the same work and questioned whether yet another similar program should be funded.

Commissioner Ma noted that the program has a different target audience. Commissioner Oxrieder said the focus includes those with substance use disorders.

Ms. Stangland stated that IKRON does a lot of work with Congregations for the Homeless and is expanding to including Sophia Way. Commissioner McEachran said he would welcome receiving from the agency more information about their work with those organizations and other collaborative efforts.

Commissioner Perelman referred to page 4 of the application and read that the target population in East King County includes primarily individuals with mental health and substance abuse disorders and/or disabilities, including physical health barriers. She said it was her understanding that the majority of those served have mental health issues. If that is the case, the city already funds another organization that addresses those same clients.

Commissioner Ma allowed that the agency should be asked to identify what is unique about its program compared to other employment services. He said he liked the emphasis given to those transitioning out of prison or jail, something other programs do not do.

94. Jewish Family Service: Refugee and Immigrant Services

Commissioner Oxrieder said the review team favored funding the application. The program has good employment targets and includes its own legal services. The staff are getting accredited in providing immigration counseling.

Ms. Esparza asked if the agency is actually providing legal services or if it is just hosting the King County Bar Association clinic. Ms. Catalano said it was her understanding that the program is providing legal services to immigrants and refugees in particular.

Chair Mercer pointed out that their salaries and wages are quite high, and Commissioner Perelman added that the agency budget was indicated as going down from \$10.1 million to \$8.5 million.

Ms. Catalano noted that the program is the same one receiving CDBG funding. The total ask will be split between the general fund and CDBG.

Chair Mercer said she could not see much justification for the proposed increase. If there are CDBG funds for program services left over, they could be earmarked for the program, but the increase should not come from the general fund dollars.

Answering a question asked by Commissioner Perelman, Ms. Catalano allowed that the program does serve undocumented individuals.

Ms. Esparza asked if all agencies are asked if they serve undocumented individuals. Ms. O'Reilly said verification is not sought in regard to whether or not the agencies ask their clients about their documentation status.

Ms. Stangland said she was surprised to see in the budget how high their direct aid to clients is at \$460,000. She said she would like to know exactly what that involves. Commissioner Ma suggested the figure might include in-kind services from lawyers. Ms. Catalano agreed to ask the agency to clarify the figure.

95. Kindering Center: Early Care and Education Consultation

Commissioner Oxrieder said the review team agreed that the organization is outstanding and that their outcomes are excellent. She said there was some concern with the large increase in the ask.

Commissioner Perelman said the increase in part is intended to pay for one additional consultant.

96. Kindering Center: Families In Transition

Commissioner Oxrieder said the review team questioned if the new program was something the agency came up with because a new funding cycle is under way. They indicate they want to have connections with other agencies but do not indicate if they actually do have the connections needed to pull off the program. She said the team questioned if the agency is really prepared to launch the new program.

Commissioner Perelman said the application talks about adding a social worker and the suggestion is that will solve the issues. The fact is all of the shelters have a social worker in some capacity already. She said she was not sold in the need for the new program. The agency is so well known in the community that people already either come or do not come seeking help.

The majority of Commissioners indicated they were leaning away from funding the application.

97. MAPS-Muslim Community Resource Center: Refugee and Immigrant Assistance

Commissioner Oxrieder said she appreciated representatives of the agency coming to share with the Commission and offer some clarifications. She said the application is far from clear. The big question is whether or not the program is different from the one offered by Jewish Family Service. She said she also questioned the approach of trying to be all things to all people.

Commissioner Ma said he was impressed with their earlier presentation. Many refugees are coming from Muslim countries and the mosques is likely the first place they go when seeking assistance. Jewish Family Service is a large organization but is not likely to be the first place refugees from Muslim countries would seek help. He said he would be willing to help expand the program.

Chair Mercer suggested the program needs to do a better job when it comes to residents served. The requested \$50,000 is out of balance with the fact that only one local resident is served. Ms. O'Reilly pointed out that the forms in the application were for the shelter, not for the assistance program and thus were incorrect. Ms. Stangland noted that the projected number of residents served for 2019 is 20 in Bellevue. For 2017 it was 12. Chair Mercer questioned why there would be 300 clients in Kent but none in Seattle.

Commissioner McEachran said there are three organizations presenting similar programs: Jewish Family Service, India Association of Western Washington and MAPS. That appropriate questions center on equity to access. Each of the organizations has been quick in reminding the Commission about the populations they serve that include folks outside of Bellevue. Funding the programs increases the focus beyond Bellevue's city limits and becomes an issue of collaboration. He suggested the Commission should pay attention to MAPS given their clear voice based on both culture and politics.

Commissioner Ma suggested that supporting the MAPS program would generate a larger community impact regionally and allow the agency the opportunity to demonstrate their compassion and participation in community affairs. He agreed that the application is largely a mess, but gained from talking with the representatives a clearer picture of the degree to which they affect the lives of people in meaningful ways. He said he was leaning toward supporting the program along with their referral services, but not necessarily their women's shelter program.

Commissioner Perelman said she would be willing to offer some seed money to the organization. She agreed funding the refugee and immigrant assistance program would be the right choice, but said the other two programs are still too generic, but would be interested allocating new funds to the programs if any become available.

Commissioner Oxrieder commented that the immigrant and refugee situation is a crisis to which MAPS is responding.

Commissioner McEachran said having some funding from Bellevue will help open the door for the agency to other funders.

Chair Mercer agreed one of the three programs should be funded, but not all three in the first go.

98. MCNA: Job training in Coding and Digital Marketing

Commissioner Oxrieder said the review team was unclear as to whether or not the program is really ready for funding. She said there was a question about whether or not the agency has really engaged all the volunteers from all the companies and gotten commitments from the companies to hire clients. The application is not clear with regard to how far along the agency is in the process.

Chair Mercer commented that the program is a good example of adaptive leadership and forward thinking.

Ms. Stangland said she reached out to Hopelink to ask about the nature of their partnership with the program but had not yet received a response.

Ms. O'Reilly noted that the agency is in the process of obtaining its non-profit status. MCRC operates under MAPS, but if MCNA is without non-profit status, Bellevue funds cannot be allocated to it. She said she would seek an update.

99. OneAmerica: English Innovations

Commissioner Oxrieder said the review team concluded the application should not be funded.

Commissioner McEachran pointed out that the application is identical to the one submitted two years ago. It does not quote the Needs Update nor does it indicate any collaborative impact.

Ms. O'Reilly said two years ago the indication was that the agency would be doing some of its programming at a restaurant. She said that was not mentioned in the current application so that partnership may no longer be in place.

The Commissioners agreed the application should not be funded.

100. YWCA Seattle | King | Snohomish: Eastside Employment Services

Ms. O'Reilly noted that the ask does not represent a significant increase over the previous allocation. The program offers employment services to people trying to come out of homelessness.

- 8. OLD BUSINESS – None
- 9. NEW BUSINESS – None
- 10. PETITIONS AND COMMUNICATIONS – None
- 11. 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 9:33 p.m.

Secretary to the Human Services Commission

Date

Chairperson of the Human Services Commission

Date