City of Redmond Human Services Commission Meeting Summary Monday, April 9, 2012 6:30-8:30 p.m.

<u>Members Present</u>: Valerie Bays, Steve Daschle, Jason Dick, John Enslein, Lynn Fleshman, Kerry Smith, Connie Stansberry

Staff Present: Colleen Kelly, Brooke Buckingham.

The meeting was called to order at 6:33 p.m.

<u>Public Comment</u>: Ida Lam and Alaric Bien, representing the Eastside Cultural Navigator Program, gave a brief presentation concerning the value of the programs offered by CISC, which assists Chinese, Spanish, Russian and Indian language speaking immigrants to access information and services in the community. They asked for continued support from the Human Services Commission. Responding to a question from the Commission concerning whether they saw anything unique to their organization with respect to Redmond in particular, they indicated that the downturn of the economy was resulting in similar needs by Redmond residents as are seen in other areas. They are seeing an increasing population of Indian and Russian seniors from the Redmond area who is seeking help with basic needs.

<u>March 27 Meeting Summary</u>: Lynn Fleshman moved to approve the summary of this meeting, and it was unanimously approved.

Updates by Commissioners:

Kerry Smith commented that she came to the Eggstravaganza celebration on the City campus this past weekend, and she was struck not only by the tremendous number of people participating in the event, but also by the number of non-English speaking individuals. She wonders how word is reaching these people, and in that vein she wonders how the Human Services Commission might be able to reach out in similar ways to these non-English speaking groups.

Colleen commented that all of the Budgeting by Priorities requests for offers specifically address ways to more effectively engage the community. She also noted that at present the city has very weak communication strategies as part of its disaster response planning.

Updates from Staff:

At the March 27 meeting of the Commission, 11 letters of interest had been submitted for potential "deeper impact" projects in Redmond. At that meeting the Commission discussed these

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proposals and instructed staff to provide follow-up responses to each letter. It was determined that further information should be requested from three programs:

- Hopelink On the Job Training Program
 - Commission suggests considering a greater commitment from employers, e.g., portion of the 3-month pay, stronger commitment to hire, etc.
 - On what did they base the projected 80 percent employment outcome? Text states "we believe this approach will result in low-income participants achieving a greater rate of full-time employment."
 - o Why have they not implemented this approach before now?
- PSCC Mobile Medical Clinic
 - o How is the current program funded?
 - o Is there more than one mobile clinic vehicle? If not, does it make sense to double the number of sites visited on a weekly basis?
 - Where in Redmond would you propose siting the clinic?
 - o How much funding are you requesting?
- YES Family Net Continuum
 - What would be the relationship/intersection with the work of the YES counselor at RHS?
 - Would there be any possibility of leveraging an additional .5 FTE to allow a full FTE at Redmond Middle School and a .5 FTE at RHS?
 - How are students identified for services?
 - What age groups are eligible for/served by the Summer Explorers Program?
 - Has YES made any effort to track attendance or academic outcomes for students supported by Family Net?

Colleen has received responses from all three organizations and each will have representation at the next meeting of the Commission on Tuesday, April 24. Each group will be allowed 15 minutes to present and another 15 minutes for questions by the Commissioners.

Colleen has received no specific *negative* feedback from those organizations not invited back for this presentation.

New Business

This portion of the meeting was set aside for a discussion of "What does Strategic Investment mean on a broader basis?" Colleen asked the group to think about what it means to be strategic in a broader sense than just the human services <u>fund</u> – rather the City's overall involvement in human services – talk about work the City is doing that is not just about funding. The Human

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Services Strategic Plan is already three years old and soon it will be time to take a fresh look at the plan.

Commissioner comments follow:

- **JE**: Long-term Community Investment growing services over time and increasing agency capacity to deliver services.
- **SD**: Human Infrastructure parallel to physical infrastructure. Unconnected activities combine to make a system. The greatest challenge is to describe how all these systems relate and what will fall apart if systems disappear.
- **CS**: Building a healthy, vibrant community.
- **KS**: Dollars not going to increase other resources through more active participation with the schools. Use the schools and school activities as a conduit to reach families. Sharing information about the city should be fun and engaging.
- **CS**: What can you do for your city be involved. Come to public meetings create a dialogue between cultures, etc.
- **VB**: The Commission acts like a search engine to get people involved in the services not just funding.
- **SD**: Human services issues are so overwhelming that most citizens are not willing to deal with them. Need to raise the dialogue, as there <u>are</u> people in the community willing and able to contribute.
- **JD**: Be more strategic with what other cities are doing.
- **SD**: Connecting with schools, parks and recreation, police need to understand their roles.
- **JE**: Purpose communication with the community. More visibility in a City document. The Web is not reaching the people hard copies are a better method of getting attention.
- Other: With regard to financial investments should there be long-term funding for more than one organization?
- Other: What tables should be included Planning Commission, Public Safety should have a human services component.
- Is <u>education</u> included in any of the planning?
- This is a good time to work more closely with the schools, as there is a new LWSD superintendent.
- Economic Development "One Redmond" group is playing a key role in community building. Should the Human Services Commission be more assertive with "One Redmond"?
- Advocate for more money and from where? Public Safety? Leverage school district power with another city?
- In terms of the Human Services Fund are there other things we should consider for <u>this year</u>? ? Microgrant fund?
- Have a more fleshed out conversation about the parking lot.

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- Give a different moniker than "Strategic" Investments.
- Systemic impact is the goal.

The question was raised "Do these agencies that are doing significant work, that we repeatedly fund – do these agencies need to apply every year? It was suggested that these agencies be asked for their input whether the bureaucratic process is getting in the way of greater success of their programs.

There was discussion concerning accountability of those agencies that are receiving funding from Human Services Commission. Brooke sees quarterly reports from every funded agency, and conducts monitoring visits with these agencies. She acts as the 'enforcer" and is willing to provide more ongoing information to the commission regarding her quarterly reviews with agencies. Is it possible that commissioners might accompany Brooke on some of these monitoring visits?

Brooke outlined the process that will be used for review of funding proposals. There was discussion concerning the issue of hard copies of all proposals to all commissioners vs. on-line. Three commissioners indicated their preference for hard copies of all proposals. There will be an opportunity for the commissioners to review the on-line tool prior to using it for ranking proposals. Commissioners agreed that they all want to review each application, and that sorting them by broad category worked well. There was discussion about consistent interpretation of score values and the potential to weigh criteria differently. This will be discussed further as part of the rating tool review. Finally, commissioners agreed not to invite all applicants to present, but to invite only those from whom they desire additional information to come in and meet with them.

At the next meeting of the Commission the three invited agencies (Hopelink On the Job Training Program; PSCC Mobile Medical Clinic; and YES Family Net Continuum) will take up the majority of the meeting time, with little left for a review of the rating tool. It was agreed that the rating tool review would occur during the first meeting in May.

Round Robin Check-in

Connie mentioned that "we never did our elevator speech."

Steve related an interesting article he heard on NPR that there are a number of schools (mainly on the east coast) now offering dinner feeding programs in addition to the breakfast and lunch programs.

The meeting was adjourned at 8:25 p.m.