



Human Services Commission Meeting

Date: March 28, 2023

Time: 6:30 p.m.

Place: Virtual Zoom Meeting -

Webinar ID: <https://kirklandwa->

[gov.zoom.us/j/95665567758?pwd=eEhGaEYraThBbnlhUTdzUWVCa3c5dz09](https://kirklandwa.gov.zoom.us/j/95665567758?pwd=eEhGaEYraThBbnlhUTdzUWVCa3c5dz09)

Passcode: 822788

The commission is directed by the City Council to advise the Parks and Community Services Department, City Manager, and City Council in leading the City's efforts to support a socially sustainable community through health and human services and programs that fulfill the basic needs of all people and enhance the quality of life in our city now and into the future.

AGENDA

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. LAND ACKNOWLEDGMENT**
- 4. APPROVAL OF MINUTES**
 - a. February 28, 2023
- 5. ITEMS FROM THE AUDIENCE**
- 6. BUSINESS ITEMS**
 - a. Education Session
 - b. 2022 Agency Performance Review
 - c. 1406 Funding Recommendations
- 7. COMMUNICATIONS**
 - a. Commissioner Reports
 - b. Staff Reports and Announcements
- 9. ADJOURNMENT**

Upcoming Commission Activities:

April 25, 2023 – Regular Meeting (in-person)

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CITY OF KIRKLAND
HUMAN SERVICES COMMISSION
Minutes Commission Regular Meeting
February 28, 2023

1. CALL TO ORDER

Chair Gildas Cheung called meeting to order at 6:32pm

2. ROLL CALL

Members Present: Commissioners Jonathan Stutz, Melantha Jenkins, Gabriella Lopez Vazquez, Marjorie Carlson, Michelle Alten-Kahler, Vice Chair Jory Hamilton and Chair Gildas Cheung

Commissioner Chloe Sow absent.

Staff Present: Jen Boone, Human Services Manager, Amanda Judd, Human Services Coordinator, Antoinette Smith, Human Services Coordinator

Meeting Recorder: Regi Schubiger, Youth Services Coordinator

3. LAND ACKNOWLEDGEMENT

Commissioner Melantha Jenkins read land acknowledgement. Chair Gildas Cheung will read the acknowledgment at the March meeting.

4. APPROVAL OF MINUTES

Chair Gildas Cheung requested a motion to approve the January 24, 2023 minutes. Motion made by Commissioner Jory Hamilton and seconded by Commissioner Melantha Jenkins. Motion carried (Yes: 5 No: 0). Commissioners Marjorie Carlson and Gabriella Lopez Vazquez abstained.

5. ITEMS FROM THE AUDIENCE

None

6. BUSINESS

a. 23-24 Set-Aside Staff Recommendations

Human Services Coordinator Anny Smith presented five potential options for the set aside funds. Discussion followed.

b. One-Time Funding Project Updates

Staff presented project updates on programs that received one-time COVID-19 relief funding in 2022.

7. COMMUNICATIONS

a. Commissioner Reports

Commissioner Gaby Lopez shared about ARPA funds that are still available WA family relief fund. \$250 per child from eligible families. Closes March 21st.

Commissioner Jory Hamilton shared out about PEFEC; last meeting this Thursday. Discussing final recommendations and if ballot should be filed.

b. Staff Reports

Human Services Manager Jen Boone announced that Homeless Outreach Coordinator position will be filled soon. Also City Clerk is currently interviewing to fill vacant seats on boards and commissions. One seat available on Human Services Commission.

a. ADJOURNMENT

Chair Gildas Cheung requested a motion to adjourn. Moved by Commissioner Jonathan Stutz and seconded by Commissioner Melantha Jenkins. The meeting was adjourned at 8:33 p.m.



CITY OF KIRKLAND
Department of Parks & Community Services
123 5th Avenue, Kirkland, WA 98033 425.587.3300
www.kirklandwa.gov

MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Director
Jen Boone, Human Services Manager
Antoinette Smith, Human Services Coordinator, Equity

Date: March 28, 2023

Subject: AGENCY PRESENTATION: ESSENTIALS FIRST

RECOMMENDATION:

That the Human Services Commission (HSC) receive a presentation from Essentials First to learn about services and programming provided to Eastside communities.

BACKGROUND DISCUSSION:

As part of the 2023 Human Services Commission work plan, community organizations are invited to share about the programs and services provided in the community. In developing the work plan, the HSC requested a focus be placed on agencies whose programs were not funded for the 2023-2024 budget cycle.

Essentials First (formerly Kits for Peace) mission is to prevent illness and improve mental health, increase workforce and educational productivity, and strengthen community well-being by providing affordable access to basic hygiene products not currently available to millions of American families.

The agency's vision is to create a community where:

- Everyone has access to life-giving hygiene products that will protect against serious illness
- Anyone who steps into their shower will find soap and shampoo
- Moms, dads and caregivers always have adequate laundry and dish soap
- All people can experience the benefits of a clean kitchen, clean body and clean clothes
- Dignity and respect are afforded to all

Essentials First requested funding to support three programs for the 23-24 grant cycle. It was the first time the agency applied for grant funding from the City.

Below is a summary of the three programs from the application:

Community Kits Program-The community Kits program is designed to address issues of hygiene inequity and lack of access to essential personal and household hygiene items such as soap, shampoo, detergent, feminine hygiene products, toothpaste, razors. Families making 30%

of less of AMI in various school districts, newly arriving refugees, and those that are inadequately housed will be served through this program. Requested \$20,538 per year in funding.

World Food Program-This program provides access to socially and culturally food to marginalized communities who are also facing food insecurity in addition to hygiene insecurity. Nonperishable food is provided either in packed boxes or access to this food is provided by giving food cards to ethnic food stores that can be used to procure socially and culturally appropriate food. Requested \$8,000 per year in funding.

Just Essentials Volume Distribution Program-People experiencing hygiene insecurity are the same ones who are facing food insecurity and most depend on food banks for their food needs. This program will provide local Food banks such as Hopelink, Renewal Food bank, Issaquah Food bank, Kent Food bank, etc. access to pallets of essential hygiene items provided through the "Just Essentials" program of Essentials First using the same ordering and distribution channel through which they get food. Requested \$19,125 per year in funding.

For additional information, please visit the agency's [website](#).



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MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Director
Jen Boone, Human Services Manager
Regula Schubiger, Youth Services Coordinator

Date: March 28, 2023

Subject: 2022 HUMAN SERVICES AGENCY PERFORMANCE REVIEW

RECOMMENDATION

That the Human Services Commission review the 2022 Agency Performance Tracker.

BACKGROUND DISCUSSION

With their quarterly invoices, funded agencies report the services provided and the residents served. On an annual basis programs report on how successful they were at achieving their identified outcomes. **Attachment A** includes a summary table that summarizes each program's progress, including service units delivered, residents served and outcomes. **Attachment B** shares client success stories.

Last year Commissioners asked for staff to create a tool that would help visually see if a program met their goals. Youth Services Coordinator Regi Schubiger added a stop light color-coding theme. Green if programs are on track, yellow if there is concern and red if they are more significantly behind.

Demographic information is also collected on an annual basis. This information is part of the online [Human Services Dashboard](#). The Dashboard contains year-end demographic data for 2019, 2020, 2021, and 2022.

Attachment A 2022 Human Services Agency Performance Tracker
Attachment B 2022 Human Services Agency Narrative Summary

Attachment A - 2022 Program Outcomes

Organization	Asian Counseling & Referral Service		Program		Children, Youth, and Family			Award	\$30,130	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Counseling	1 hr	76	135	171	245	245	157	14	30
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Progress toward or achieving one or more of treatment goals				47	38	36	85%	95%
	Academic Success	Clients advancing to next grade level or graduate				47	37	34	85%	92%
Organization	Asian Counseling & Referral Svc		Program		Whole Health Oriented Mental Health			Award	\$7,500	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Counseling	1 hr	320	479	799	1,553	1,553	62	61	15
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Improvement or maintaintaining level of mental health condition				2,916	911	722	80%	79%
Organization	Attain Housing		Program		Stable Home Program			Award	\$35,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Financial Aid	Household	12	24	33	33	33	30	110	69
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Clients surveyed at least 3 months from the time of assistance remain housed				122	31	24	95%	75%
Organization	Bellevue College		Program		Center for Career Connections			Award	\$5,062	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Training/Workshop/Class	Group Session	6	13	23	48	48	6	108	34
	Employment Svcs	Individual	61	122	152	197	197	57		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Individuals who completed a career development class have a job or have enrolled in further training							75%	
	Self-Sufficiency	Respondents report their needs were met & their career skills improved, which could include job search, resume writing, interviewing, use of social media, connections to employers, etc.							90%	
	Employment	Respondents report their needs were met & their career skills improved, which could include job search, resume writing, interviewing, use of social media, & connections to employers							90%	
Organization	Boys & Girls Clubs of King County		Program		Boys & Girls Club of Kirkland			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Drop In Visit	Visit	3,139	6,535	11,498	14,858	14,858	14,975	776	874
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Academic Success	Core members access the Power Hour program (homework support & high-yield learning) at least 80 times				453	292	80	15%	27%

Organization	Bridge Disability Ministries		Program		Meyer Medical Equipment Center			Award	\$5,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
		Medical Care	Item	140	227	330	368	368	61	263
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Improved home safety, increased access to community, & less time spent in hospital or nursing home				433	11	11	95%	100%
Organization	Catholic Comm Services		Program		New Bethlehem Place			Award	\$324,436	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Case Management	Household	4	96	204	288	288	49	288	372
	Drop In Visit	Day	2	82	138	139	139	6,128		
	Shelter	Bed Night	515	1,307	3,131	5,434	5,434	4,543		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Entries from homelessness							90%	
	Housing/Shelter	Exit Rate to Permanent Housing							40%	
Organization	Catholic Comm Services		Program		Volunteer Services			Award	\$6,250	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	In Home Care	1 hr	35	108	162	491	491	430	22	8
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Program participants receiving household chore assistance & transportation to medical appointments will feel better able to perform routine tasks as a result of receiving chore assistance & transportation through VS				355	43	41	75%	95%
	Health	Program participants will report they are less fatigued with volunteer assistance				355	41	40	75%	98%
Organization	Child Care Resources		Program		Info & Referral/Tech Assistance			Award	\$7,500	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Information & Referral	Contact	42	82	121	143	143	45	143	55
	Technical Assistance	1 hr	2	4	7	8	8	7		
	Training/Workshop/Class	1 hr	19	22	26	64	64	52		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Comm Resource Knowledge	Families using the telephone info & referral service who report having sufficient information to proceed with their child care search by the end of their phone call							97%	
	Service Provider Support/Capacity Building	Child care providers who report an increase in knowledge as a result of training or technical assistance that they received							85%	

Organization	Chinese Information & Service Center		Program		Family Resource Support Program			Award	\$7,500	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
		Information & Referral	Visit	● 19	● 29	● 51	● 93	93	91	45
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Overall improvement of quality of lives, & enhancement of social connections				779	66	63	90%	98%
	Comm Resource Knowledge	Participants indicate they have better understanding & knowledge of community resources after the workshops				779	62	62	90%	100%
Organization	Communities in Schools		Program		Communities in Schools			Award	\$60,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Case Management	Individual	● 17	● 39	● 67	● 104	104	42	102	42
	Youth Services	Individual	● 15	● 280	● 430	● 530	530	93		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Academic Success	Students receiving individual Site Coordinator services will maintain/improve their academic performance/attendance/behavior				184	184	170	85%	92%
	Case Management	Whole school population will improve attendance through student re-engagement efforts & family engagement				660	660	587	65%	89%
Organization	Congregations for the Homeless		Program		24/7 Enhanced Shelter Program			Award	\$301,990	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Drop In Visit	Visit	● 301	● 600	● 847	● 1,205	1,205	961	14	26
	Shelter	Bed Night	● 275	● 552	● 792	● 1,093	1,093	1,000		
	Case Management	1 hr	● 5	● 55	● 55	● 59	59	121		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Exit rate to permanent housing; Length of stay (days) 30 days 0 days; Return rate to homelessness				438	438	438	100%	100%
Organization	Consejo Counseling & Referral Service		Program		Domestic Violence Community			Award	\$15,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Advocacy	1 hr	● 127	● 246.5	● 362.5	● 388.5	388.5	60	34	10
	Counseling	1 hr	● 43.5	● 63	● 112	● 134	134	30		
	Support Group	1 hr	● 17.5	● 62.5	● 69	● 69.5	69.5	38		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Domestic Violence/Sexual Assault	Client progress w. personalized service plan that includes short-term crisis intervention, long-term self-sufficiency, & increased knowledge of community resources				38	38	38	90%	100%
	Domestic Violence/Sexual Assault	Client increased knowledge of dynamics of DV & resources in the community				38	38	38	90%	100%

Organization	Crisis Clinic		Program		Crisis Line			Award	\$7,500	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
		Crisis Line	Phone Call	● 769	● 1,529	● 2,124	● 2,716	2,716	1,900	2,716
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Comm Resource Knowledge	Callers report a reduction in stress				400	400	276	65%	69%
	Comm Resource Knowledge	Caller reports they engaged in problem-solving				400	400	312	73%	78%
Organization	Crisis Clinic		Program		King County 211			Award	\$12,500	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Information & Referral	Phone Call	● 287	● 572	● 927	● 927	927	481	519	481
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Comm Resource Knowledge	Caller receiving new information					1,830	1,823	90%	100%
	Comm Resource Knowledge	Caller intends to contact the agencies that were referred					1,826	1,823	90%	100%
Organization	Crisis Clinic		Program		Teen Link			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	612	80
	Youth Services	Contact	● 6	● 40	● 63	● 105	105	80		
	Youth Services	Contact	● 0	● 0	● 157	● 507	507	496		
	Information & Referral	Contact	● 0	● 60	● 695	● 755	755	360		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Call data reflect the the percentage of callers who report Distress Reduction, Engagement in Problem-solving, & Expression of Appreciation				3,285	600	528	80%	88%
	Health	Pre- and post-test surveys that explore students' Increased Awareness, Increased Knowledge of Suicide, Increased Importance of suicide to his/her life, Found the training helpful				5,569	1,592	1,437	75%	90%
Organization	Eastside Baby Corner		Program		Meeting Basic Needs for Children			Award	\$11,318	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Basic Needs Supplies	Bundle of Items	● 1,738	● 3,617	● 5,219	● 6,990	7	1,105	512	282
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Basic Needs	Providers agree or strongly agree receiving goods through EBC for their client families keeps clients in their programs longer				228	130	78	50%	60%
	Basic Needs	Families agree or strongly agree receiving goods through EBC helps them handle stressful situations better				228	130	117	90%	90%

Organization	Eastside Legal Assistance Program		Program		Housing Stability Program			Award	\$100,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Legal Services	1 hr	● 188	● 373	● 614	● 819	819	828	293	152
	Financial Aid	\$500	● 23	● 42	● 94	● 283	283	51		
	Legal Services	1.5 hrs	● 0	● 44	● 50	● 120	120	80		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Service Provider Support/Capacity Building	I have more information about my legal problem than I had before; I am better informed about my options; I am better to handle my legal problem; I understand the next steps I need to take; I am now able to reach a solution; I am likely to recommend ELAP to a friend				232	6		95%	0%
	Comm Resource Knowledge	90 minute presentation on topics regarding housing.				90	0	0	0%	0%
Organization	Eastside Legal Assistance Program		Program		Legal Assistance Program			Award	\$20,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Legal Services	1 hr	● 13	● 27	● 30	● 45	45	72	223	96
	Legal Services	2 hrs	● 1	● 10	● 13	● 39	39	12		
	Legal Services	1.5 hrs	● 21	● 90	● 105	● 174	174	12		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Service Provider Support/Capacity Building	I have more information about my legal problem than I had before; I am better informed about my options; I am better to handle my legal problem; I understand the next steps I need to take; I am now able to reach a solution; How likely are you to seek ELAP services again in the future?				427	39		95%	0%
	Community Resource Knowledge	90 minute presentations on various legal topics. Approximately 15 minutes per referral and/or materials				1,193	0	0	0%	0%
Organization	Families of Color		Program		Parent Groups			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Training/Workshops/Classes	Three Parent Groups	● 0	● 1	● 2	● 2	2	3	2	30
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Community Resource Knowledge	Participants increase confidence in their ability to parent children of color as measured by survey at the end of each workshop series				21	17	14	75%	82%
	Community Resource Knowledge	Participants increase access to parenting and family resources as measured by survey at the end of each workshop series				21	17	14	75%	82%

Organization	Friends of Youth		Program		Drop In Services			Award	\$141,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
		Drop In Visit	Visit	● 68	● 124	● 179	● 244	244	401	4
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Basic Need	Young people experiencing homelessness, or at risk of homelessness, meet basic needs through engaging with street outreach team & visiting drop-in center.				206	206	206	94%	100%
Organization	Friends of Youth		Program		TLP Housing			Award	\$20,917	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Transitional Housing	Bed Night	● 0	● 1	● 1	● 1	1	490	1	2
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Achieve at least one of All Home King County's minimum standards for YYA transitional housing; exits to permanent housing; average length of stay <=90 days; return to homelessness rate; entries from literal homelessness; utilization rate				1	1	1	100%	100%
Organization	Friends of Youth		Program		Youth & Young Adult Shelter			Award	\$125,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Shelter	Bed Night	● 0	● 84	● 176	● 275	275	44	11	18
	Shelter	Bed Night	● 128	● 229	● 346	● 500	500	350		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Achieve at least one of King County's minimum standards for YYA transitional housing - exists to permanent housing, reduction to average length of stay, utilization rate, return to homelessness, & entries from homelessness.				1	1	1	100%	100%
	Basic Needs	Achieve at least one of King County's minimum standards for YYA transitional housing - exists to permanent housing, reduction to average length of stay, utilization rate, return to homelessness, & entries from homelessness.				1	1	1	100%	100%
Organization	Harborview Medical Center		Program		Sexual Assault & Traumatic Stress			Award	\$9,580	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Counseling	Visit	● 18	● 55	● 71	● 88	88	56	16	14
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Sexual Assault Services	Clients show improvement via outcome surveys				105	105	97	90%	92%

Organization	Health Point		Program		Dental Care			Award	\$16,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Dental Care	Appointment	● 590	● 1,155	● 1,738	● 2,361	2,361	71	1,430	27
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Residents served by the Dental Care program that are funded with City Human Services funding are low-income				24,371	24,371	24,243	80%	90%
Organization	Health Point		Program		Medical Care			Award	\$16,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Medical Care	Appointment	● 1,220	● 2,304	● 3,229	● 4,058	4,058	51	2,588	20
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	City residents served by the Medical Care program that are funded with City Human Services funding are low-income				56,002	56,002	50,402	90%	99%
Organization	HERO House		Program		Supported Employment			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Employment Services	Visit	● 218	● 426	● 645	● 843	843	200	36	6
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Members complete a career assessment & develop job goal				17	17	17	90%	100%
	Employment	Members with completed career assessment & identified goal will become gainfully employed				16	16	9	50%	56%
Organization	Hopelink		Program		Adult Education			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Training/Workshop/Class	1 hr	● 149	● 348	● 559	● 799	799	222	19	6
	Training/Workshop/Class	1 hr	● 87	● 136	● 157	● 188	188	107		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	English for Work students level gain in basic skills based on Comprehensive Adult Student Assessment System (CASAS).				172	114	43	60%	38%
	Self-Sufficiency	GED students will pass at least one GED test and/or complete the GED or High School Diploma				45	45	16	30%	36%
Organization	Hopelink		Program		Emergency Food			Award	\$81,960	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Food	Meal	Unk	Unk	Unk			104,461	Unk	451
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Basic Needs	People who request basic food items obtain them				11,000	11,000	11,000	100%	100%

Organization	Hopelink		Program		Employment			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Employment Services	1 hr	● 40	● 78	● 101	● 143	143	33	17	5
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Exited clients will obtain employment or increases wages/ hours/benefits during their enrollment				104	57	40	50%	70%
	Self-Sufficiency	Exited client households increase monthly income by 30%+				102	57	33	40%	58%
Organization	Hopelink		Program		Family Development			Award	\$23,200	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Case Management	1 hr	● 60	● 110	● 137	● 169	169	127	45	32
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Exited households maintain or increase their housing stability				127	61	57	85%	93%
	Self-Sufficiency	Families who exit the FDP have an increase in their monthly household income of at least 30% from entry to exit				127	61	20	45%	33%
Organization	Hopelink		Program		Financial Assistance Resiliency			Award	\$35,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Financial Aid	Household	● 18	● 34	● 49	● 64	64	29	143	48
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Basic Needs	Participants who complete the 90-day follow up survey report maintaining stable housing				Unk	Unk	Unk	75%	Unk
Organization	Hopelink		Program		Housing			Award	\$21,012	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Shelter	Bed Night	● 2,744	● 5,385	● 8,097	● 11,663	11,663	5,800	40	7
	Case Management	1 hr	● 95	● 159	● 222	● 343	343	285		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Permanent and transitional housing families increase their household income by at least 30% from entry to exit				105	25	8	60%	32%
	Housing/Shelter	Exiting families increase housing stability				141	45	42	75%	93%
Organization	IKRON		Program		Behavioral Health Services			Award	\$60,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Medical Care	30 min	● 23	● 43	● 60	● 80	80	35	61	23
	Counseling	1 hr	● 361	● 661	● 999	● 1,320	1,320	382		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Individuals served show improvement in a 6-month period by increasing at least 1 point 60%				448	116	81	70%	70%
	Health	Clients show satisfaction with treatment & staffing at 6 months intervals, as measured by survey				448	45	44	95%	98%

Organization	IKRON		Program		Integrated Employment Services			Award	\$15,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Employment Services	Contact	● 23	● 84	● 116	● 150	150	96	18	14
	Employment Services	Contact	● 29	● 47	● 59	● 82	82	106		
	Training/Workshop/Class	Contact	● 1	● 2	● 2	● 3	3	3		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Employment	Individuals enrolled in employment services obtain jobs				88	46	23	60%	50%
	Employment	Individuals who obtain employment successfully maintain their jobs beyond 90 days				42	18	15	80%	83%
Organization	Imagine Housing		Program		Supportive Services			Award	\$170,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Basic Needs Supplies	Item	● 1,137	● 1,678	● 2,820	● 4,043	4,043	300	427	51
	Information & Referral	Contact	● 681	● 1,964	● 2,866	● 4,064	4,064	255		
	Training/Workshop/Class	1 hr	● 28	● 102	● 152	● 202	202	31		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Comm Resource Knowledge	Residents who received info & referral services, successfully gained access to financial assistance, physical & mental health services, chemical dependency support, education, & employment opportunities				5,360	4,703	4,322	90%	92%
	Basic Needs	Residents self-report an increase in their financial stability due to access to basic needs items				358	125	120	90%	96%
Organization	India Association of Western Washington		Program		Cultural Navigator			Award	\$25,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Case Management	15 min	● 150	● 295	● 470	● 605	605	166	35	12
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Comm Resource Knowledge	Respondents indicate improved knowledge of community resources				264	231	220	95%	95%
Organization	India Association of Western Washington		Program		Mental Health Support			Award	\$5,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Drop In Visit	Individual	● 23	● 16	● 31	● 50	50	18	112	4
	Drop In Visit	Individual	● 5	● 12	● 35	● 62	62	21		
	Counseling	30 min	● 3	● 7	● 22	● 42	42	4		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Youth are likely to return to wellness and support sessions.				176	169	167	80%	99%
	Health	Seniors are likely to return to another support group.				189	148	145	80%	98%

Organization	Jewish Family Service		Program		Refugee & Immigrant Services			Award	\$15,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal	
	Employment Services	Individual	● 1	● 3	● 6	● 6	6	3	30	24	
	Training/Workshop/Class	1 hr	● 282	● 598	● 826	● 972	972	510			
	Legal Services	Contact	● 26	● 36	● 36	● 50	50	23			
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Comm Resource Knowledge	Participants desmostrate knowledge gain					108	80	58	70%	73%
	Self-Sufficiency	Immigration applications successfully submitted					378	378	350	90%	93%
Organization	Kindering		Program		Child Care & Consultation			Award	\$20,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal	
	Technical Assistance	1 hr	● 71	● 132	● 169	● 203	203	120	21	16	
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Service Provider Support/Capacity Building	Children receive the care they need in their orginal child care setting					227	227	216	95%	95%
Organization	Kindering		Program		Families in Transition			Award	\$22,792		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal	
	Early Learning	1 hr	● 226	● 460	● 578	● 681	681	495	13	11	
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Service Provider Support/Capacity Building	Children enrolled in services for 6+ months make measurable improvement in one or more skill					106	26	25	60%	96%
Organization	King County Bar Assocation		Program		Pro Bono Services			Award	\$5,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal	
	Legal Services	Household	● 23	● 51	● 79	● 106	106	23	175.5	23	
	Legal Services	1 hr	● 13	● 46	● 255	● 436	436	23			
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Tenancies preserved; dollars saved; & additional time obtained for a tenant to move when an eviction is ordered.					1,285	1,285	1,179	80%	92%
	Basic Needs	Attorneys meet with and give clients self-help packets, referrals & "to-do" lists which walks them through next steps in working towards resolution of their legal issue & inclues a list of social services					22,022	2,022	1,812	95%	90%
Organization	King County Sexual Assault Resource Ctr		Program		Sexual Assault Adocacy Services			Award	\$20,560		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal	
	Advocacy	1 hr	● 130	● 239	● 372	● 503	503	178	104	41	
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Domestic Violence/Sexual Assault	Victims, family members & others concerned with individuals state they were helped by KCSARC staff					4,993	3,510	3,327	75%	95%

Organization	Lake Washington Schools Foundation		Program		Pantry Packs			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
		Food	Bundle of Items	● 4,321	● 8,629	● 10,112	● 15,071	15,071	1,202	412
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Food	Number of packs provided equals the number of packs requested				807	807	807	95%	100%
	Food	Schools who request packs have a coordinator who is available to take requests & assist with pack delivery				44	44	44	90%	100%
Organization	LifeWire		Program		Emergency Shelter			Award	\$43,608	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Shelter	Bed Night	● 192	● 366	● 458	● 596	596	1,400	7	7
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Exit rate to permanent housing				49	41	32	40%	78%
Organization	LifeWire		Program		Housing Stability Program			Award	\$15,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Financial Aid	Household	● 5	● 7	● 8	● 14	14	19	15	32
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing Stability	Families maintaining stable housing for six months after assistance				102	51	33	80%	65%
Organization	LifeWire		Program		Survivor Advoacy Services			Award	\$70,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Advocacy	1 hr	● 76	● 155	● 172	● 306	306	491	75	70
	Crisis Line	1 hr	● 24	● 52	● 91	● 152	152	100		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Comm Resource Knowledge	Survivors who have utilized community resources to which they were referred				438	412	293	80%	71%
	Domestic Violence/Sexual Assault	Survivors who develop/enhance skills/values that support self-determination by increasing ability to recognize personal strengths & make decisions & plans for the future				60	47	34	80%	72%
Organization	MAPS - MCRC		Program		Food & Gas Card Distribution			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Food	Individual	● 105	● 215	● 300	● 390	390	300	355	300
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
		Clients requesting food or gas assistance have their immediate needs met				1,400	1,362	1,362	95%	100%

Organization	MAPS - MCRC		Program		Housing for Single Women			Award	\$7,500	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Shelter	Bed Night	● 360	● 660	● 930	● 1,290	1,290	456	39	12
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
		Clients exiting into permanent housing				18	12	12	40%	100%
Organization	MAPS - MCRC		Program		Information, Referrals, & Resources			Award	\$15,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Information & Referral	Individual	● 40	● 78	● 138	● 193	193	90	183	90
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
		Clients requesting services are given needed information, referrals, or resources				1,400	1,223	1,223	95%	100%
Organization	NAMI Eastside		Program		Individual & Family Support &			Award	\$5,600	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Training/Workshop/Class	Individual	● 39	● 63	● 106	● 169	169	260	404	550
	Training/Workshop/Class	Individual	● 49	● 82	● 102	● 142	142	225		
	Information & Referral	Individual	● 6	● 62	● 90	● 100	100	65		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Comm Resource Knowledge	Ability to recognizing signs and symptoms based on strongly agree, agree & neutral				5,383	5,383	5,277	80%	98%
	Health	Ability to manage stress & negative bias & discrimination against people with mental health conditions based on strongly agree, agree & neutral				1,236	1,236	798	25%	65%
Organization	Northshore Senior Center		Program		Adult Day Health & Wellness			Award	\$10,250	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Therapeutic Day Care	Visit	● 111	● 230	● 374	● 505	505	150	13	10
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Participants improve/maintain or slow their decline in areas of physical functioning, cognitive behavioral & activities of daily living				104	104	86	75%	83%
Organization	Northwest Parkinsons		Program		Isolation Outreach			Award	\$1,800	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Support Group	1.5 hrs	● 14	● 36	● 60	● 78	78	120	No Data	
	Support Group	1.5 hrs	● 59	● 132	● 199	● 271	271	300		
	Support Group	1.5 hrs	● 21	● 40	● 61	● 82	82	120		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
		No Data								

Organization	PROVAIL		Program		School-to-Work Transition			Award	\$15,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Employment Services	1 hr	● 1009	● 2,060	● 3,094	● 4,134	4,134	1,521	53	30
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Employment Services	Clients who exit high school secured a job				53	21	18	85%	86%
Organization	Sound Generations		Program		Meals on Wheels			Award	\$11,976	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Food	Meal	● 2,573	● 6,183	● 9,242	● 12,493		1,907	72	5
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Food	Participants indicate that being on MOW makes it easier to have enough food in the house & to get enough to eat				1,467	423	409	90%	97%
	Food	Participants indicate that their health has improved or been maintained since receiving MOW				1,467	423	402	90%	95%
Organization	Sound Generations		Program		Volunteer Transportation			Award	\$8,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Transportation	One-Way Trip	● 110	● 254	● 360	● 440	440	236	30	20
	Transportation	Miles	● 755	● 1,879	● 2,558	● 3,074	3,074	2,631		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Transportation	Individuals have an easier time getting to their medical appointments				626	120	115	95%	96%
	Self-Sufficiency	Individuals have improved ability to remain independent				626	120	117	95%	98%
Organization	The Sophia Way		Program		Helen's Place Day Center &			Award	\$150,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Shelter	Bed Night	● 617	● 1,341	● 2,303	● 3,054	3,054	425	15	18
	Case Management	1 hr	● 44	● 96	● 165	● 219	219	87		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Clients finding permanent housing				480	480	432	85%	90%
Organization	The Sophia Way		Program		Sophia's Place Extended-Stay Shelter			Award	\$12,240	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Case Management	1 hr	● 102	● 216	● 274	● 323	323	10	36	1
	Shelter	Individual	● 8	● 10	● 11	● 14	14	1		
	Training/Workshop/Class	Individual	● 0	● 0	● 0	● 0	0	1		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Clients completing an initial intake assessment				85	85	85	100%	100%
	Housing/Shelter	Women completing an initial intake assessment				252	252	248	85%	98%

Organization	Therapeutic Health Services		Program		Alcohol/Drug Treatment			Award	\$14,872	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Counseling	1 hr	● 150	● 323	● 548	● 762	762	170	388	51
	Support Group	1 hr	● 213	● 351	● 597	● 707	707	201		
	Case Management	30 min	● 141	● 297	● 449	● 616	616	75		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Progress made in addressing issues influenced by alcohol/drug dependency; reduction in use from alcohol/drug use; chronic symptoms are alleviated/reduced /controlled/managed; basic medical care and/or treatment is received as needed; mental stability/functioning is maintained/improved				6,199	575	450	75%	78%
	Comm Resource Knowledge	Individuals have access to services that increase self-sufficiency				6,199	498	423	75%	85%
Organization	Youth Eastside Services		Program		Behavioral Health Care for Children &			Award	\$110,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Counseling	1 hr	● 878	● 1,715	● 2,477	● 3,323	3,323	761	192	62
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Participants in mental health, substance use, & co-occurring disorders programs make moderate or significant progress in at least two goal areas as measured at time of closing				832	193	158	75%	82%
Organization	Youth Eastside Services		Program		Community Based Outreach			Award	\$35,003	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Outreach	1 hr	● 13	● 48	● 71	● 75		358	10	30
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Children and youth improve social/emotional functioning by increasing their protective factors				42	36	32	85%	89%
Organization	Youth Eastside Services		Program		Early Childhood Behavioral Health			Award	\$40,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Counseling	1 hr	● 64	● 117	● 169	● 210	210	318	48	21
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	Parents indicate an improvement in ability to meet the social-emotional needs of their infant/young child, improving the warmth, security, communication, & effective collaboration of parent-child social interactions							75%	

Organization	Youth Eastside Services		Program		Latinx Programs			Award	\$35,894	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
		Youth Services	1 hr	● 353	● 847	● 868	● 1,447	1,447	358	85
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Academic Success	Youth report increased ability to make healthy & positive choices				180	58	55	90%	95%

Organization	YWCA of Seattle-King-Snohomish		Program		Eastside Employment Services			Award	\$13,658		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal	
		Employment Services	Individual	● 2	● 8	● 15	● 19	19	23	20	23
		Workshop/Training/Class	1 hr	● 320	● 1,280	● 2,400	● 4,240	4,240	2,310		
		Employment Services	1 hr	● 32	● 128	● 240	● 304	304	300		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Employment	Participants improving their job readiness skills.				78	78	74	90%	95%	
	Employment	Participants exiting the program obtaining unsubsidized employment				78	78	68	65%	87%	

Attachment B – 2022 Agency Narratives

Asian Counseling and Referral Service – Whole Health Oriented Mental Health Program

During 2022 agency eased into offering more in-person services and care alongside continuing to offer telehealth. ACRS continues to ensure that clients can access culturally competent whole health oriented mental health service to lead the most productive life as possible despite of many challenges.

2022 Highlights

- To promote whole health, has been providing primary care services, acupuncture services, and pharmacy service on site to an increased number of clients.
- Many clients continued to show reluctance to come in for in-person appointments due to enduring fear of COVID, anti-Asian racism, and logistical challenges such as transportation.
- Increased need for services in Vietnamese, Mandarin, Cantonese, Korean, and Khmer/Cambodian.
- Many clients, particularly older adults, faced barriers with technology such as access to smart phones, computers, internet access, and/or digital literacy to use emails or communication apps.
- Staff retention and recruitment continued to be challenging.
- Agency prioritized staff wellbeing.

Asian Counseling and Referral Service – Children, Youth, and Family Program

During 2022, the Children, Youth and Families (CYF) Program noted the following trends:

- Decrease in number of general referrals from previous years
- Decrease in school enrollment district-wide which may affect referral numbers
- Workforce shortage continues to be a big challenge.
- Therapists experiencing some challenges collaborating with parents of youth due to language barriers, work schedules and mental health stigma
- Increased collaboration with subcontracted interpreters
- Increased number of bicultural youth experiencing adjustment challenges with both the US and school system
- Increase in therapists utilizing more evidence-based practices as interventions for depression, anxiety and trauma symptoms
- Therapists utilizing telehealth methods to meet with clients virtually
- Increase in engagement with telehealth methods as well as in-person meetings (even after therapist begin providing services in-person, student chooses to continue meeting virtually or hybrid style)
- Increased number of Hmong and Vietnamese community members residing in Kirkland
- Increased connection with school staff via all methods: in-person, emails, phone, and teams
- Continued attendance issues for students
- Increased need to re-engage clients to mental health services and school participation

- Increased parent conflict due to lack of school participation
- Difficulty with sleep habits/patterns due to electronic gaming and social media
- Increased need for suicide intervention due to ongoing occurrence of suicide ideation
- Increased need of psychiatry services for depression and suicide ideations
- Increased number of youth experiencing conflict with parents
- Experience challenges at Juanita High School with holding a private room for students to attend tele-health sessions at school (Therapist is able to go into school in-person on Mondays but psychiatrists are only available on Thursdays to meet with students)

Attain Housing – Stable Home Program

From September this year we ran out of our pooled cities funding, and the Stable Home program spent the remainder of the year assisting just Bellevue households through 1590 funds. The number of applications received in December of 2022 was more than double what we received in December of 2021. Lack of childcare and short term or long term under-employment are the most common hardships this year.

Bellevue College – Center for Career Connections Program

Bellevue College saw a marked increase in student enrollment in the later half of 2022. This growth is attributed to both the destabilizing job market and the shift to more in person instruction. With a larger student body, there was an increase in demand for the services provided by the Center for Career Connections. More individual employment services and workshops were offered to meet this need. Additionally, almost 500 students attended a job fair in May featuring 82 company employees.

Boys and Girls Clubs of King County – Kirkland Boys & Girls Club

During the academic year, the Boys and Girls Club continued to offer their traditional programming which included daily meals, academic support, peer connection, adult mentorship and supervision, enrichment and leadership opportunities, and physical activity. In order to assist with the increase need for behavioral health services, the Club partnered with Youth Eastside Services to have a certified therapist on site once a week. During the summer months, full-day camps were offered with a daily average of 85 youth participants.

Bridge Disability Ministries – Meyer Medical Equipment Center

Bridge works toward improving the daily lives of the people by providing equipment that allows for them to expand their mobility, improve their safety, ease the work of caregivers, and assist with physical rehabilitation. 2022 saw an increase in the number of new volunteers which allowed for them to meet their service goals. A new addition to the Center was the repair service program which was heavily used.

Catholic Community Services of King County – New Bethlehem Place

Throughout 2022 New Bethlehem Programs (NBP) has continued to experience an uptick in requests for shelter through the day center, family shelter line, and phone requests. Some of this increase was attributed to weather conditions (i.e. heatwaves, freezing temperatures) that occurred. Q4 showed a drop off in volunteer giving which greatly impacted meal provisions. NBP is currently working on conducting targeted outreach to build more meal-giving partnerships including stocking pantry items to encourage families to cook, as many receive food subsidies and may prepare foods that are culturally appealing to their households.

Catholic Community Services of King County – Volunteer Services Program

Highlighted services provided in Kirkland in 2022:

- While getting mail picked up and sorted by a volunteer seems like a small feat, it has provided a lot of comfort and confidence for a client who has MS since they know nothing important is getting missed.
- A volunteer has been helping a client with shopping and some transportation. She let the VS coordinator know that her yard was getting a bit out of control as she lives next to a green space with a lot of blackberries. The coordinator followed up with client who said that the yard could use some care and she didn't have the ability to do it or pay for it. Two volunteers agreed to go by and do yard work. They went by on a pair of days and spent almost 15 hours mowing, weeding, cutting back the blackberries, and shaping bushes and a hedge.
- A local family has been involved in delivery Shoeboxes of Joy for more than 5 years. Their daughter is now in girl scouts and she mentioned about SOJs and delivering the gift boxes. The troop got involved with four families and six girl scouts delivering in Kirkland. More than 25 clients of VS received the gifts and a moment of the girls' time with chatting.

Child Care Resources – Information and Referral/Technical Assistance Information & Referral

Staff assisted families with accessing childcare subsidy assistance and affordable care, finding high quality learning opportunities, and case management. Themes heard during 2022 included:

- Families seeking financial assistance to pay for child care.
- Parents seeking summertime care for school-age children.
- Respite care for children with complex needs.
- Assistance with navigating DCYF subsidies.
- Preschool programs for children entering Kindergarten in the Fall.
- Families experiencing homelessness seeking child care assistance.
- Serving families needing support through interpreter services.

Technical Assistance

CCR works with providers to ensure that they are in compliance with Foundational Quality Standards for Early Learning Programs, have necessary licensure, assist with grant funding, and other business needs.

Additional assistance and guidance was requested from providers in navigating the return to more in person services and ever changing COVID-related protocols. As with other human services focused providers, the child care industry has also struggled with staff retention and recruitment.

Chinese Information and Service Center – Family Resource Support Program

In the past few years, it was challenging to collect demographic information during COVID pandemic when service was offered virtually and workshops were offered via Zoom, program participants were reluctant to provide demographic information without the in-person connection. With the resuming of in-person outreach, the situation has been improved. It is still challenging to collect demographic information for virtual workshop participants or participants who sought Information and Assistance over the phone. Since non-English speaking are more vulnerable to phone/Internet scam, CISC staff would not insist to collect demographic information, especially household information, when participants are not feeling comfortable to provide such information. In some cases, program participants would eventually provide demographic information after relationship has built through working with staff. Since 2020, CISC has been identifying and disseminating over 500 pieces of in-language information and resources various social media platforms. Community members would reach out to staff when they have questions about the information or need help to access resources. The social media group has grown 300% since pandemic and continues to grow.

Community in Schools – Lake Washington School District Program

At the start of 2022 there were still many restrictions put on in-person meetings, events, and activities. This created challenges in providing any kind of services or events outside of school hours with families. CIS staff focused on Tier 1 Whole School supports such as pantry packs, weekend food bags, hygiene supplies, and grocery gift cards. With the start of a new school year, CIS staff created site plans for the year and building caseloads. Kamiakin Middle's goal is to improve school climate through family engagement, reducing behavioral incidents, and increasing attendance. AG Bell Elementary is focused on decreasing annual absence rate by 2%. Keller Elementary will look to improve school climate through social and emotional learning and family engagement. A significant barrier to achieving these goals has been the lack of Portuguese speaking interpreters to meet the needs of this rapidly increasing population in our area.

Congregations for the Homeless – 24/7 Enhanced Shelter Program

Congregations for the Homeless continued to cope with the impact of the COVID-19 pandemic, making sure that clients were always masked and maintaining proper social distancing and maintaining maintained high standards of cleanliness and hygiene. CFH' programs continue to face the stark reality that affordable housing is an increasingly scarce resource in King County and many of their clients with jobs and stable housing histories are unable to find even the bleakest accommodation.

Consejo Counseling & Referral Service – Domestic Violence Community Advocate

This year saw an increase of Central America groups moving into the area. Collaborative efforts have been made within Consejo's Domestic Violence and Sexual Assault programs to provide weekly Wellness women's group. These groups have a focus to engage the community and activities that promote mental and physical health for DV and SA survivors. This is in addition to educational outreach to promote and increase safety within our community. DV survivors continued to be referred to legal Aid systems such as NWJP, ELAP, KC Bar Association to name a few with which Consejo has partnered to provide legal assistance.

Crisis Connections – 24-Hour Crisis Line

No Kirkland information included in report.

Crisis Connections – King County 2-1-1

Call volume gradually increased over 2022. Top needs coming from calls were for housing and shelter government and legal, healthcare, and utilities.

Ride United Transportation Access program in partnership with Lyft and United Way Worldwide was launched in January. This program serves clients in King County with needs related to employment, food, housing, legal, non-emergency medical, education and case management. It is designed as a gap-filler, last-minute and limited use free ride option for those who have limited or no transportation options.

King County 211 also continues to work with Aging and Disability Services to operate the Community Living Connections (CLC) line which supports older adults and adults with disabilities. Clients, families and professionals alike can call for free, confidential information about community resources and support that may help older adults and adults with disabilities continue to live independently.

The high turnover rate and workforce shortage trend continues nationally, Crisis Connections is not immune. The organization is actively working to increase salaries and provide a living wage to staff. CEO, Michelle McDaniel, is the co-chair of the Raising Wages for Changing Lives campaign that is working to make systemic change toward the equitable wages for human services workers.

Crisis Connections – Teen Link Program

In 2022, Teen Link began returning to much of their in-person outreach and education. Classroom presentations were able to be scheduled again as were community-based events.

For the peer helpline, common trends for 2022 included, rise in relationship and friendship insecurity, self-harm, depression, revenge porn, cyber-bullying, LGBTQ shaming, child pornography, homicidal ideations, physical and sexual abuse in the home, sexual assault amongst classmates, and predatorial calls.

Eastside Baby Corner – Meeting Basic Needs for Children

EBC launched its Community Distribution Program to best serve clients by removing barriers and meeting them where they are. This new approach involves partnering with food banks, community resource rooms (such as elementary schools) and community driven events to make items available on site.

In 2022, the need in the community for essential items rose continuously throughout the year, culminating in the largest volume of distribution in the history of the agency. Essential items that were distributed clothing, formula (including hard to find specialized and allergy), car seats, hygiene items, safe sleep, home equipment and more. Particularly challenging for the organization was the nationwide shortage of baby formula. During the height of the shortage, 60% more babies than last year were served by EBC.

Eastside Legal Assistance Program – Housing Stability Program

This Fall, ELAP partnered with the City of Kirkland, with translation assistance from Eastside for All, to provide five presentations regarding the new tenant protections outlined in Ordinance 4810, which were passed on September 17, 2022. These new protections have already provided residents with protections against increasing rent hikes in the area and housing insecurity, giving them more time to plan financially or find alternative housing. ELAP will continue to provide advocacy and assistance to tenants to ensure these new rights are implemented and protected.

With the availability of rental assistance almost depleted, there is an increasing need for financial and debt aid. The housing instability faced over the Pandemic is seemingly only the start of a growing housing and financial crisis. Without additional protections or assistance, there will likely be an ever-increasing number of tenants who find themselves in a cycle of debt, homelessness, and poverty due to the hardships they faced during the Pandemic, the long-lasting implications of those hardships, and the increasing cost of living and housing. ELAP strives to assist as many tenants as possible in this growing crisis.

Eastside Legal Assistance Program – General Legal Assistance Program

This past year has been a challenge for ELAP. It may seem like the pandemic has ended but it hasn't for many of our clients. The eviction moratorium ended in 2022. The volume of calls to ELAP's intake line doubled. We had to reduce ELAP's open phone hours and have more staff on the line. Some unique callers called more than a hundred times, indicating their desperation to receive assistance. It has been overwhelming to be on the receiving end.

The intake line has been a considerable bottleneck for our organization. Many funders designate their donations to attorneys. However, the organization is lacking in administrative help. If there is insufficient staff to answer the calls, there is no way to route/triage the calls to the appropriate people/program.

There was also a decline in our clinics, as retaining and finding new Pro Bono attorneys has been a challenge. Like many people during the pandemic, our Pro Bono Attorneys have reevaluated/reprioritized their lives. We have lost Pro Bono Attorneys because they are burnt-out, moved, family dynamics have changed (no daycare and need to watch children after work), etc.

Families of Color – Parent Groups

During 2022, Families of Color started several new groups on the Eastside including Black Moms Parent Group, Eastside Newborn Group, Eastside Waddler Group, and Single Moms of Color. Each of these groups is led by a paid BIPOC parent.

Friends of Youth – Drop-In Services for Homeless Youth and Young Adults

Challenges that were faced during 2022 included staff shortages, impacts of COVID-19 and changing protocols, increased demand for mental health services, lack of resources for people with co-occurring disorders (specifically housing), and significant fluctuations in attendance (both extremes). Even with these challenges, the program still saw many successes. This included securing a new building that will allow twice as many youth to be served, hiring of a full-time mental health therapist, increase in volunteer base, and many social events and activities.

Friends of Youth – Transitional Living for Homeless Young Adults and Families

During 2022, successes for the TLP program included receiving approval from federal contractor through the Department of Runaway and Homeless Youth to open New Ground Totem Lake, awarding of Digital Equity grant, and establishment of a community garden. Outside of the staffing shortage felt by many providers, the most significant challenge has been that the rising cost of rent in the area has far outpaced current Housing Authority voucher limits. This makes finding housing difficult for clients with emergency housing vouchers (EHVs), because there are limited to no options within the voucher limits.

Friends of Youth – Youth and Young Adult Shelter

Staffing has been the most significant challenge for 2022. This is due to both the industry wide shortage and COVID-19 infections. With multiple open positions and a lack of applicants, many shifts are being single-staffed. While the youth are still safe and engaged, the lack of staffing has prevented having the array of recreational activities normally offered. On the positive side of things, all shelter residents were able to complete the 2021-22 school year, the shelter had a major remodel, and the year closed out on a good note with the hiring of two new staff.

Harborview Medical Center – Center for Sexual Assault and Traumatic Stress

During 2022 some organizational changes were implemented that resulted in patients having more flexibility about when and how they meet with their counselors. Staff shifted back to working from home and had more flexible hours to accommodate clients' preferences. In order to meet the We increased demand for services, an additional counselor was hired to assist in providing brief clinical interventions in addition to traditional evidence based clinical interventions.

HealthPoint – Dental Care Program

HealthPoint continues to provide quality dental care to the residents of suburban King County through our network of dental clinics located in Auburn, Bothell, Federal Way, Kent, Des Moines, Redmond, and Tukwila. HealthPoint considers dental care part of any patient's overall health, and medical teams routinely refer patients needing dental care as part of each patient's overall health care plan. Many patients deferred care during the height of the pandemic, and they continue to work on ensuring that oral health is being addressed and dental treatment plans completed. There is a focus on call backs to patients who have not accessed dental care on a regular basis. Best practices include offering alternate hours on Saturdays to allow for appointments for those who cannot take time off from work during the week, referrals from medical care teams, and community events. Same-day access is available for those with dental emergencies, an important part of reducing the burden on hospital emergency rooms for dental-related concerns. The program measures its success through quality metrics related to treatment plan completion, referrals from medical teams, and the rate of fluoride varnish application for pediatric patients.

HealthPoint – Medical Care Program

HealthPoint continues to serve the populations of suburban King County through a network of medical clinics that incorporate acute care, chronic disease management, well child and senior care, insurance enrollment, care support, and behavioral health and lab/pharmacy. Each patient that accesses care through our medical program is given a healthcare home and has an assigned care team, designed to encompass all primary care needs. They also rely on a comprehensive specialty referral network and access to area hospitals. Telehealth visits (about 15% of total) are made available for patients who prefer this modality of care, one of the options that HealthPoint made possible for patients during the early days of the pandemic. Each of the medical clinics maintains quality improvement activities that track numerous measures related to access to preventive screenings and chronic disease management. This data is trended at the clinic and provider panel level, ensuring that additional support can be provided to patient populations that experience health disparities. For example, Individual clinic sites participated in health equity initiatives that focused on reaching diabetic patients within the Latino community. Groups of patients acted as support for each other while learning ways to improve their health through dietary changes, learning new, healthier ways to cook traditional foods.

HERO House – Supported Employment Program

HERO House saw a continual grow in members served during 2022. This is due to the agency being the only King County supported employment provider to be accepting new members/clients. Transportation posed the most significant barrier to the program in 2022 with catalytic converter thefts and aging fleet of vans. Many clients are not comfortable riding public transit due to COVID-19 concerns.

Hopelink – Adult Education Program

In 2022 the Adult Education program continued to offer its English for Work program and GED classes. Some highlights include a with International Women's Community Center to provide beginner-level English classes to refugees from Syria and Afghanistan and a focus on "returnships." Returnships are like internships that help adults who have a gap in employment and are interested in re-entering the workforce. They typically last up to a few months and provide extra training and mentorship. Recruiting and retaining students for their GED/HS+ continues to be a challenge. To address this, additional support was built into the program by offering in-person math classes at the Redmond center, even while Hopelink centers are closed to the public.

Hopelink – Emergency Food Program

Up until May 2022, Hopelink continued to distribute prepackaged boxes as it had since the start of the pandemic. On May 2nd the grocery store model was reinstated. With this came new software system as well as efforts to enroll/reenroll clients in the food program. In addition to the grocery store model, Hopelink offers its Mobile Market for individuals who face barriers accessing the centers.

Hopelink – Employment Services Program

Hopelink's employment program continued to offer services via phone, email, and videoconference in 2022. The program added in-person services by appointment for clients who preferred to meet that way. The number of unduplicated people served was 104 (9 people moved during services and were counted in more than one city), a drop from 139 the year before. This decrease may be in part due to the low unemployment rate in our region. We did not expect to see many changes in demographic data from 2021, however, there were some shifts. For example, participants in the 25-34 age range increased from 12% in 2021 to 18% in 2022 and participants in the 55-74 age range decreased from 27% in 2021 to 21% in 2022. Participation by people of color groups did not change much in percentages with a few notable exceptions. There was a 5% increase in participants identifying as multiracial. Categories with a 5% or more decrease in participants included Black/African American, White, and Hispanic/Latino. Participants reporting having a disability decreased to 26% in 2022 from 32% in 2021. There was a negligible increase in participants with limited English. The percentage of female participants in the program stayed about the same at 68%. The percentage of participants identifying as homeless increase from 4% to 8%. For household income, the percentages within each category remained relatively the same for 2022, with very-low income having the highest percentage of participants at 73%. There were a few participants with unknown income due to leaving the program before the data was collected.

Hopelink – Family Development Program

In 2022, families continued to feel the economic fall out of the pandemic. Although many folks have returned to work, they are still unable to meet all their needs with their household income. The need for ongoing support has maintained steady. Hopelink has continued to extend enrollment times for families who need it and focus on connecting with new families. Family Development continues to offer a hybrid approach to service delivery to support families, which helps to remain connected to the families while

keeping everyone safe. Many clients have indicated they want to continue to employ hybrid services because it allows families more flexibility.

Hopelink – Financial Assistance Resiliency Program

For most of 2022 Financial Assistance Services were being offered remotely while safe options for some in-person appointments were put into place the later half of the year. The primary drivers for those seeking assistance were rent increases, increased cost of gas and groceries, and eviction notices.

Hopelink – Housing Program

Many of Hopelink's families continued to feel the economic fallout of the pandemic. Although several folks have returned to work, they can still not meet all their needs with their household income. To provide support to these families, Hopelink continued to offer a hybrid approach to service delivery to remain connected while keeping everyone safe. In Q3, many community spaces reopened to provide more social events at Hopelink's housing sites and in-person services to families.

IKRON – Behavioral Health Services Program

IKRON provided both in-person and telehealth behavioral health services for residents during 2022. Offering both in-person and virtual options for residents has helped increase access to service as they can choose which option fits best for them. This is particularly relevant for those dependent of public transportation.

IKRON – Integrated Employment Services Program

Throughout 2022, IKRON continued to provide job placement and job retention services through a combination of in-person, telephonic, and telehealth meetings. There was an uptick in referrals and job placement services after efforts were made to focus on improved outreach and collaboration last quarter, there was an increase in referrals and job placement services.

Imagine Housing – Supportive Services Program

During 2022, Imagine Housing provided services on site included education around lease requirements, financial wellness, interpersonal skills, technology, and parenting support. Program partners, such as IKRON and Eastside Legal Assistance Program, provided some on site behavioral health, and legal support, as well as benefits navigation. Most requested referral and resource navigation was food, financial assistance rent, transportation, legal, furniture, and behavioral health. As Covid numbers decreased during the year, the number of community events was increased. This included Energy Assistance events, tutoring with the school district in Bellevue, rental assistance and lease education events in Kirkland, and coffee hour social events at various properties.

India American Community Services – Cultural Navigation Program

In order to meet the continuing significant increase in the number of domestic violence cases, IACS expanded the number of free legal clinics that were provided. Most sought after service areas in 2022 were employment, career training, and recruitment workshops. The youth support services continued to raise awareness of resources to access support groups and crisis counseling. This effort led to IACS adding more behavioral health providers in their network. With senior services, there continues to be a need for connection, inter-generational programming, and access to support groups as demand continues to rise.

Indian American Community Services – Mental Health Program

The IACS Mental health support services provide a network of behavioral health providers and para behavioral health staff to offer immediate and as needed one on one counseling along with support groups and other innovative approaches to offer space for connecting, therapeutic arts and a wellness program to couple with access of traditional mental health support systems. It is apparent that traditional mental health services do not get accessed by immigrant refugee communities because of lack of awareness, inability to understand the value of prevention systems, deep rooted stigmas and shame, and lack of trust in the systems. IACS always adds significant value to culturally nuanced innovative approaches of support.

Jewish Family Services – Refugee and Immigrant Services

With the arrival of humanitarian parolee applicants from Afghanistan and Ukraine, JFS was challenged by a sudden surge in numbers of clients. Though many are awaiting work authorization documentation to begin work, JFS has developed a series of weekly workshops for clients to develop professional communication skills to be ready when they are work authorized.

Kinderling Center – Childcare and Preschool Consultation Program

Only narratives submitted; no information on client's city/location was included.

Kinderling Center – Families in Transition Program

Kinderling added a new Transitional/Supportive Housing Services package in 2022. This packaging puts together existing programs including FIT, Child Care & Preschool Consultation, and Parenting Support (support groups, coaching, and parent-child early learning/kindergarten readiness programs in English and Spanish).

King County Bar Association – Pro Bono Services

KCBA Neighborhood Legal Clinics (NCL) address the full range of civil legal issues including family safety, housing, employment, consumer, immigration and others. Staff recruit and train volunteer attorneys and interns, screen and schedule clients for clinic appointments, schedule volunteers, and respond to

other requests from partner organizations. The volunteer attorneys provide legal advice, legal resources and paperwork assistance. The main challenge that NLC faced was keeping up with the demand for clinic appointments. With staff serving over 3,000 clients a year, increasing capacity and rethinking efficiencies has been a priority.

KCBA Housing Justice Project continues to provide tenant advice, negotiation and legal representation related to tenant rights and evictions. Demand and staffing continue to increase. The program has recently begun consolidating tenant hotline services with other tenant serving organizations in King County to increase efficiencies and better serve tenants. KCBA continues to issue emergency rental assistance to eligible tenants through King County ERAP funds which has significantly impacted the ability for tenants to remain housed.

[King County Sexual Assault Resource Center – Advocacy Services](#)

KCSARC spent much of 2022 dealing with the significant backlog in the legal system resulting from the shutdowns and delays created by the pandemic. Advocates needed to be flexible and adaptable as in-person trials and court proceedings resumed alongside the continuation of remote meetings with clients. KCSARC resource line advocates responded to a record number of calls from survivors, their families and community members seeking information about resources and services. Additionally, they experienced an increase in referrals from school staff and law enforcement as students disclose upon returning to the physical school buildings post-pandemic. Sexual abuse occurs in isolation, which the pandemic exacerbated.

[Lake Washington Schools Foundation – Pantry Packs Program](#)

Pantry Packs are available to all students in Lake Washington School District. Forty-four of the 55 schools in the District are receiving weekly packs. Working within social distancing and safety requirements continues to be foremost on our minds. Small, masked crews pack food, and utilize a sign-up system to prevent large gatherings of drivers arriving at the same time to pick up packs for distribution at their schools. The community continues to recognize the value in this program and show their support through contributions to food drives, purchases from our Amazon Wish List, and direct monetary donations.

[LifeWire – Emergency Shelter Program](#)

Only narratives submitted; no information on client's city/location was included

[LifeWire – Housing Stability Program](#)

Only narratives submitted; no information on client's city/location was included

LifeWire – Survivor Advocacy Program

Only narratives submitted; no information on client's city/location was included

MAPS-Muslim Community Resource Center – Food and Gas Card Program

In 2022, MCRC saw an increase in demand for gas cards as fuel prices increase. As the only organization providing this service, they saw a big spike in customers coming in just for gas cards. This was a bigger priority than food for many families as they don't have gas in their cars even to go to the food bank to get food.

MAPS-Muslim Community Resource Center – Housing for Single Women Program

No narrative submitted.

MAPS-Muslim Community Resource Center – Information, Referrals, and Resources

With influx of new Afghan refugees in 2022, there was a great need for information & referral services. In addition to these needs, they also required navigators spoke Dari and Pashto and could provide socially and culturally appropriate assistance. This is something that very few agencies other than MCRC provide.

NAMI Eastside – Individual and Family Support

During 2022 NAMI Eastside added additional capacity to staff to meet the ever increasing mental health needs of the community. The organization continued to provide important presentations, classes, and workshops to help destigmatize mental health, increase support for mental health recovery, and increase access to resources. This information and resource sharing took place in a variety of locations including school classrooms, virtual community forums, EvergreenHealth, and shelters.

Northshore Senior Center – Adult Day Health

By the end of 2022 Northshore Adult Day Health was back operating Monday through Friday, 10:00am-2:30pm. One challenge faced was recruiting and hiring staff which made it difficult to reopen to full capacity quicker. Family caregivers were quite responsive to continue to follow COVID guidelines that were implemented.

Northwest Parkinson's Foundation – Isolation Outreach Initiative

No narrative submitted

PROVAIL – School-to-Work Transition Program

PROVAIL's programs and services meet the needs of children, youth, and adults with a range of disabilities - as such our service population is 100% individuals with disabilities. There continues to be an increase in the number of individuals with an autism diagnosis and the number of children and youth (ages 5-26) coming in for services. This past year PROVAIL opened its first satellite location in Tukwila - this location joins PROVAIL's headquarter location in North Seattle, and two established satellite offices in Kirkland and Lynnwood.

Sound Generations – Meals on Wheels Program

2022 was a record-breaking year for the Meals on Wheels program serving more people and delivering more meals than any previous year. With the additional funding received, 100k meals were delivered to homebound elders and avoided the need to start a client waitlist. The program received 45 applications on average, per week, up from 38 a week last year. In total, from all funding sources, we delivered 517,450 meals and served 2909 people. More than half of the meals delivered in 2022 were delivered by Meals on Wheels volunteers. The program utilizes 300 active volunteers across the county to provide services and help keep costs down. These individuals gifted 20,575 hours of their time during 2022. Additionally, more than a thousand referrals were made to Sound Generations Pathway's Information and Assistance program to help connect Meals on Wheels participants to additional, needed services like transportation, home repairs, caregiving services, and much more.

Sound Generations – Volunteer Transportation Program

As more in-person services and appointments became available, Sound Generations conducted outreach to medical agencies, senior living complexes, faith communities and referral agencies about their services. All promotional materials were translated into fifteen different languages. Ride requests continue to grow and efforts were made to add new volunteer drivers every month to ensure low ride denial rates.

The Sophia Way – Helen's Place-Day Center and Emergency Shelter

With a retained COVID-capacity of 40 women, Helen's Place continued to have to turn away clients. Despite serving as an emergency shelter, the 24/7 nature of the shelter benefits the clients by encouraging a stable environment. Programing and activities helped to develop relationships and community building. Individualized support provided by case management continued to flourish as clients took advantage of these services. Starting in the third quarter, the Sophia Way's partnership with Rapid-Rehousing from CCS began. In the last six months of 2022, five women had been exited into Rapid-Rehousing and four clients exited from program into permanent housing.

The Sophia Way – Sophia's Place-Extended Stay Shelter and Resource Center

While at Sophia's Place, clients actively engaged with resources provided by case management and participated consistently with service providers. As daily activity offerings were able to grow, staff

remain focused on adapting to the interests and needs of the program participants. These activities included workshops addressing job readiness, life skills, mental health, financial readiness among other topics. The goal of providing these offerings is to create a space for participants to feel empowered by displaying their skills and to feel more at home. The Day Center saw an average of 17 clients per day attending and utilizing the resources the program provided.

Therapeutic Health Services – Alcohol and Drug Treatment Program

During 2022, THS saw a significant uptick in the number of patients testing positive for polysubstance use (methamphetamines and opioids) as well as increased fentanyl use. The agency addressed polysubstance use with groups tailored to these patients. In order to mitigate the impact of fentanyl efforts were focused on increasing patient education, increasing patient and provider access to naloxone, and researching developing medication assisted treatment strategies specifically for fentanyl using patients.

Youth Eastside Services – Behavioral Health Care for Children and Youth

YES continued to experience a significant demand for behavioral health services for youth and families on the greater eastside during 2022. The lasting impacts of the pandemic on youth include, heightened stress, exacerbating pre-existing issues such as depression, family conflict, substance use, and social anxiety. Returning to in-person learning environments last year generated a new wave of adjustments as youth re-acclimated to school and social settings, causing varying stress levels and increased suicidal ideation and substance use. Youth are in desperate need of coping skills to manage these challenges, putting a strain on the behavioral health care system locally and across the nation.

Services and assessments were offered to youth and their families both in person and via Telehealth. YES utilized evidence-based practices such as Cognitive Behavioral Therapy to treat depression, anxiety, behavior problems, and trauma and Dialectical Behavioral Therapy to treat some higher-risk clients that present with life-threatening behaviors.

Youth Eastside Services – Community-Based Outreach Services

Equity and Engagement Specialist, supports youth and their families in building community, accessing needed services, and moving towards greater autonomy. This program takes a holistic approach to connecting the youth and families to social/emotional support while creating a safe space where youth feel the belonging and welcoming environment that is culturally inclusive for black students. Additionally, YES Staff provided individual support, including advocacy and case management through school counselors, and vice-principals referred black students to YES Staff for support services necessary. YES Staff also outreached to JHS athlete coaches and offered support to Black athletes youth from individual or group settings and planning to promote support services to young black youth. Due to several contributing factors, including staff leave and logistical issues meeting with students, the program was unable to reach its metrics and goal for the year.

Youth Eastside Services – Early Childhood Behavioral Health

Early Childhood Behavioral Health (ECBH) services are offered at Youth Eastside Services (YES) using an anchor of two (now three) evidence-based modalities: The Promoting First Relationship (PFR) and Parent-Child Interaction Therapy (PCIT) serving youth ages birth – 7 years and at least one parent or caregiver. Throughout 2022, YES counselors continued to remain flexible amid the ongoing Covid-19 pandemic by providing PCIT, PFR AND as needed using a cognitive behavioral therapy (CBT) approach given the changing needs with families. Therapeutic engagements continued in-person and over a HIPAA-secure telehealth platform and in both English and Spanish. ECBH staff partnered with clients and families to progress towards treatment goals, including managing their children’s behaviors at home, school, and in public places; dealing with challenging family situations such as parent separation, changing family dynamics, or the birth of a sibling; navigating ongoing Covid-19 factors and fallout from Covid-19 such as social isolation, changing school schedules, and changing family schedules (i.e., parents that were exclusively working from home have started returning to the office); reducing arguments and power struggles between parent and child; and being able to understand better cues that their young children were demonstrating.

Youth Eastside Services – Latinx Programs

YES staff worked with Latine students at JHS both through the Latinos Unidos student group and bilingual/bicultural case management and information and referral onsite. The Latinos Unidos club planned and participated in a variety of events during the school year including field trips, cultural celebrations, and workshops. Case management focused on addressing school motivation, post-secondary options, process, wellbeing, undocumented student needs, and McKenny-Vento families.

YWCA Seattle/King/Snohomish – Eastside Employment Services

2022 was a year of transition for the YWCA’s Eastside Employment Services Program as they rebounded from the pandemic-induced lockdowns, layoffs, staff shortages, limited in-person gatherings, and the devastating health and financial impacts of the COVID-19 pandemic. Despite this, the program was able to enroll Bellevue and Kirkland residents in the program for training, support services, college partnership, and employment opportunities. Additionally, residents that were unhoused were enrolled in the Homeless Employment Program.



CITY OF KIRKLAND
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MEMORANDUM

To: Human Services Commission
From: Lynn Zwaagstra, Director
Jen Boone, Human Services Manager
Date: March 28, 2023
Subject: HOUSE BILL 1406 STAFF RECOMMENDATIONS

RECOMMENDATION:

The Human Services Commission review the staff recommendation for allocating additional House Bill 1406 funding.

BACKGROUND DISCUSSION:

State House Bill 1406 dollars were allocated by the City Manager to fund human services programs administering rent assistance in 2021 and 2022 to support residents experiencing housing instability during the pandemic. 1406 dollars will continue to support rent assistance for 2023-24. The estimated funding available is expected to be \$253,726 per year.

The Commission recommended three agencies receive 1406 funding as part of the 23-24 grant cycle.

AGENCY AND PROGRAM NAME	2023-2024 REQUEST	RECOMMENDED	AWARDED
4 Tomorrow – Rent Assistance	\$300,000	\$169,776	\$169,776
Attain Housing – Stable Home Program	\$61,950	\$61,950	\$61,950
Muslim Community and Resource Center (MCRC) – Rent Assistance	\$22,000	\$22,000	\$22,000

Following completion of the 2021-22 budget cycle, 1406 carryover dollars are available to apply in 2023-2024. The carryover amount is \$204,606.

Staff recommend applying \$102,303 per year to 4 Tomorrow’s 23-24 award. The updated award total would be \$272,079 per year to support the agency’s rent relief efforts. 4 Tomorrow is the only organization that applied for rent assistance in the 23-24 grant cycle and received partial funding. Both Attain and MCRC receiving full funding.