



Human Services Commission Meeting

Date: March 23, 2021

Time: 6:30 p.m.

Place: Virtual Zoom Meeting -

Webinar ID: [https://kirklandwa-](https://kirklandwa.gov.zoom.us/j/99015843335?pwd=SVk0ZGJsdGVMMW5MeG1QRGdibzZqdz09)

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Passcode: 430356

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

	<u>Estimated Time</u>
1. CALL TO ORDER	
2. ROLL CALL	
3. APPROVAL OF MINUTES	5 minutes
a. February 23, 2021	
4. ITEMS FROM THE AUDIENCE	5 minutes
5. New Business	
a. 2020 Review: Agency Services and Outcomes	60 minutes
6. COMMUNICATIONS	20 minutes
a. Commissioner Reports	
b. Staff Reports and Announcements	
7. ADJOURNMENT	Estimated meeting completion: 8:00 p.m.

Upcoming Commission Activities:

April 27, 2021 – Human Services Commission Meeting

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CITY OF KIRKLAND HUMAN SERVICES COMMISSION Minutes of Meeting February 23, 2021

1. CALL TO ORDER

Meeting was called to order at: 6:33pm

2. ROLL CALL

Chair Jonathan Stutz, Michelle Alten-Kaehler, Marjorie Carlson, Max Reisman, David Godfrey, Jory Hamilton

Commissioner Gildas Cheung joined at 7:09pm, Vice Chair Dianne Bell joined at 7:10pm

Staff Present – James Lopez, Assistant City Manager; Betsy Maxwell, Program Coordinator; Leslie Miller, Human Services Supervisor; Lynn Zwaagstra, Parks & Community Services Director

Meeting Recorder: Regi Schubiger, Youth Services Coordinator

3. APPROVAL OF MINUTES

a. January 26, 2021

Motion to Approve the January 26, 2021 minutes as presented.

Moved by Commissioner Jory Hamilton, seconded by Commissioner Michelle Alten-Kaehler
Motion carried (Yes: 6, No: 0).

4. ITEMS FROM THE AUDIENCE

No comments.

5. PRESENTATIONS

a. Resolution R-5434 Q & A

Assistant City Manager James Lopez attended the meeting to answer Commissioner questions regarding Resolution R-5434. Commissioners were encouraged to visit the City's webpage dedicated to the effort. The next significant City Council update is scheduled for at the May 18th Study Session.

b. Latino Community Outreach Debrief

Leslie Miller gave an overview of the recently issued report on the Latinx community survey and outreach done in Kirkland.

6. COMMUNICATIONS

a. Commissioner Reports

Commissioner Michelle Alten-Kaehler thanked the City for all the mask-wearing signage that has gone up in the last month. Commissioner Jory Hamilton is working with a local group whose focus it is to increase human connection in hopes of decreasing depression and suicide in Kirkland. Commissioner Marjorie Carlson MJ invited members to attend the next Indivisible Kirkland meeting on Saturday on Saturday February 26th. Chair Jonathan Stutz was recently selected to join Youth Eastside Services Board of Trustees.

a. Staff Reports and Announcements

Director Lynn Zwaagstra shared that the City Council will utilize both the recommendations that the Human Services Commission made in the fall and emergent needs to determine how to utilize the additional human services funds that City Council set aside but did not allocate. Leslie Miller discussed the hotel voucher program that the City is offering in partnership with the Baymont Inn. This service was put to good use during the recent snow event by both shelter residents and shelter staff during the winter storm.

7. ADJOURNMENT

Chair Jonathan Stutz asked for a motion to adjourn. Commissioner Jory Hamilton motioned; Commissioner Max Reisman seconded. Motion carried (Yes: 8, No: 0). The meeting was adjourned at 8:26 p.m.



CITY OF KIRKLAND
Department of Parks & Community Services
123 5th Avenue, Kirkland, WA 98033 425.587.3300
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MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Director
Leslie R. Miller, Human Services Supervisor
Regi Schubiger, Youth Services Coordinator

Date: March 19, 2021

Subject: 2020 REVIEW: AGENCY SERVICES AND OUTCOMES

RECOMMENDATION

That the Human Services Commission review the summary tables of services and outcomes from the human services programs that the City funded in 2020.

BACKGROUND DISCUSSION

Agencies that receive City of Kirkland funding include updates on the number of services provided and residents served with their quarterly invoices. In addition, they submit annual outcome and demographic reports.

Please note that the program summaries are grouped together based upon Outcome Goal Area. Outcomes and the related goals are not only an opportunity to understand the effectiveness of a program, but also to understand the types of impact that agencies see as their end goal. Outcomes help agencies tell the story of how they are supporting our community. There are limitations to the value of outcomes as well. Some agencies are challenged with developing meaningful outcomes. In addition, the cities do not ask for disaggregated outcome results, so we do not know if they are serving some community groups better than others.

Attachment A – Agency Service Unit and Outcome Summary

GOAL AREA - HEALTH					
OVERVIEW					
Organization	Alpha Supported Living	Program	Supported Living Services	Award	\$2,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Case Management	1 hr	1,050	1,324	
	Medical Care	1 hr	1,050	2,504	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	29	29	23	90%	79%
Indicators Used to Measure Outcomes	Schedule agency flu clinic for all participants. After mailing consent forms, follow up with unreturned consents w/ phone calls to insure those that do not receive the flu vaccine are actively declining & not just failing to return the consent. Increase # of clients receiving the flu vaccine to all clients that are eligible for vaccine (excluding those who cannot due to health issues and/or those who do not give consent due to other reasons.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	29	29	24	85%	83%
Indicators Used to Measure Outcomes	Positive Behavior Support Plans developed by Clinical team to address challenging behaviors and mental health issues. All Direct Support Staff carry out the plan strategies and interventions. Program Supervisors oversee plan implementation. We will know a change has occurred when documented challenging behaviors are reduced by 10-15 percent overall. Also, when clients reach certain goals such as going out in the community with no documented behaviors that is recorded in our client data tracking,				
Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	14	14	13	95%	93%
Indicators Used to Measure Outcomes	Clinical manager and RN coordinate weigh days and data collection. Monitor significant changes, follow-up and address when they are noted. Collect baseline weight data and recheck on a monthly basis.				
OVERVIEW					
Organization	Asian Counseling & Referral Svcs	Program	Family Support	Award	\$24,825
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Counseling	1 hr	146	158	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	61	57	56	85%	98%
Indicators Used to Measure Outcomes	Improved health is measured by client making progress toward or achieving one or more treatment goals; 85% of clients will be making progress toward or achieving one or more of their treatment goals.				

OVERVIEW						
Organization	Asian Counseling & Referral Svc	Program	Health		Award	\$7,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Counseling	1 hr	1,108	1,887		
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Health	2,390	266	220		83%	
Indicators Used to Measure Outcomes	70% of clients will show improvement and/or maintain positive results in key areas of mental health status 1) daily functioning and 2) level of psychological distress.					
OVERVIEW						
Organization	Bridge Disability Ministries	Program	Guardianship		Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Case Management	15 minutes	296	538.72	2	
OUTCOMES						
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Health	55	55	55	100%	100%	
Indicators Used to Measure Outcomes	Bridge staff met with and observed clients in person and virtually starting in March on a monthly basis and compared observations of their physical and mental health with reports from caregivers and health professionals. We worked with agencies to make sure our clients health needs were met and that proper precautions were taken during the pandemic. Bridge CPG's maintain a level of care system through on site caregivers to determine any significant change in health that would require professional medical consultation. CPG's are available to personally accompany clients to nontypical medical appointments.					
OVERVIEW						
Organization	Bridge Disability Ministries	Program	Medical Equipment		Award	\$5,100
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Medical Care	Item	134	484	202	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Health	202	66	66	95%	100%	
Indicators Used to Measure Outcomes	We used the following indicators: improved home safety, increased access to community, and less time spent in hospital or nursing home. One important indicator also is the extent that our equipment help the caregiver provide better care, be more effective, and therefore more self-sufficient.					

OVERVIEW					
Organization	Catholic Community Services	Program	Volunteer Chore Services	Award	\$6,120
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Chore/In-Home Care	1 hour	503	998	27
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	471	36	21	75%	58%
Indicators Used to Measure Outcomes	The measurement indicator is that at least 75% of care recipients will report they are less fatigued with volunteer assistance. Due to the COVID-19 health pandemic, in-home household chore assistance were halted to lower the risk of spreading COVID-19 in guidance of King County Public Health, which impacted feedback from clients needing in-home assistance.				
OVERVIEW					
Organization	Center for Human Services	Program	Behavioral Health	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Youth Services	1 hr	567	708	47
	Counseling	1 hr	533	447	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	2320	1476	1111	40%	75%
Indicators Used to Measure Outcomes	40% of clients maintaining or improving mental stability/functioning; 40% of clients who reduced or eliminated use of alcohol or other drugs				
OVERVIEW					
Organization	HealthPoint	Program	Primary Medical Care	Award	\$16,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Medical Care	Appointment	63	4,563	1,706
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	8,222	8,222	4794	75%	58%
Indicators Used to Measure Outcomes	75% of adult patients with diabetes will have controlled blood sugar at their last visit during the measurement year, measured by the patient's HbA1c level. Controlled blood sugar level is defined as HbA1c at or less than 9.				

OVERVIEW						
Organization	HealthPoint		Program	Dental		Award \$16,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Dental Care	Appointment	77	1,753	729	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Health	9,312	9,312	5191	75%	56%	
Indicators Used to Measure Outcomes	75% of dental patients will complete their treatment plans as recommended within the measurement year (calendar year).					
OVERVIEW						
Organization	ICHS		Program	Dental		Award \$4,080
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Dental Care	Visit	23	410	158	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Health	26,149	26,149	4,763	25%	18%	
Indicators Used to Measure Outcomes	25% of all ICHS medical patients will also have a dental appointment during the 2020 calendar year.					
OVERVIEW						
Organization	ICHS		Program	Medical		Award \$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Medical Care	Visit	31	11,108	316	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Health	4,971	4,971	3,014	70%	61%	
Indicators Used to Measure Outcomes	Percentage of adults, ages 18-85, diagnosed with hypertension whose blood pressure was under control at the time of the last clinic visit. "Under control" is defined as a blood pressure lower than 140/90.					

OVERVIEW					
Organization	IKRON	Program	Behavioral Health Svcs	Award	\$33,930
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Counseling	1 hr	423	1,832	70
	Medical Care	30 minutes	42	68	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	490	64	36	75%	56%
Indicators Used to Measure Outcomes	75% of participants will show an improvement of 1-2 points from baseline on the Global Assessment of Functioning Scale (GAS). As IKRON has moved away from using the GAS as a mental health assessment tool, IKRON used the indicator of 75% of participants will show an improvement of 1-2 points progress toward goal completion on Individualized Service Plan (ISP) on scale of 1-10 every 180 days. This method helps to capture progress of participants enrolled in Substance Use Disorder services as well as Mental Health services, where the GAS only captures progress for Mental Health participants.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	490	50	48	95%	96%
Indicators Used to Measure Outcomes	95% of participants will show satisfaction with services and staff at six month intervals, as measured by the General Satisfaction Survey.				
OVERVIEW					
Organization	Sounds Generations	Program	Meals on Wheels	Award	\$10,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Food	Meal	1,907	7,753	49
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	1,260	383	371	90%	97%
Indicators Used to Measure Outcomes	To improve or maintain the health of seniors participating in the MOW program. At least 90% of respondents will indicate that their health has improved or been maintained since receiving MOW.				

OVERVIEW					
Organization	Therapeutic Health Services	Program	Therapeutic Health Services	Award	\$13,520
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Counseling	1 hr	154	754	155
	Case Management	30 min	68	561	
	Support Group	1 hr	183	801	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	6,321	589	548	75%	93%
Indicators Used to Measure Outcomes	We measure success by tracking the following indicators within individualized treatment plans: 1. Progress is made in addressing issues impacting/impacted by alcohol/drug dependency, 2. Reduction in use/abstinence from alcohol/drug use. 3. Chronic symptoms are alleviated/reduced/controlled/managed, 4. Basic medical care and/or treatment is received as needed, 5. Mental stability/functioning is maintained/improved.				
OVERVIEW					
Organization	WA Autsim Alliance & Advocacy	Program	Family Health Insurance Navigation	Award	\$6,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Info & Referral	Appointment	167	18	17
	Advocacy	Appointment	64	7	
	Info & Referral	Appointment	39	5	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	77	11	11	25%	100%
Indicators Used to Measure Outcomes	# of appointments between families and family navigators/ legal advocacy team • # of families served • # of families increasing knowledge of available services and systems navigation through WAAA's online training				

OVERVIEW					
Organization	WA Poison Center	Program	WA Poison Center	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Crisis Line	Phone Call	85	739	748
	Outreach	Day	1	1	
	Worskshop/Class	Group Session	1	1	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	3,831	2,425	2,233	85%	92%
Indicators Used to Measure Outcomes	85% of clients who call the poison center from home will receive prompt emergency consultation and avoid hospitalization.				
OVERVIEW					
Organization	Youth Eastside Services	Program	Early Childhood Behavioral Health	Award	\$38,583
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Counseling	1 hr	129	97	26
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	40	40	40	75%	100%
Indicators Used to Measure Outcomes	Parents engage in Promoting First Relationships (PFR), an evidence-based treatment modality for youth ages birth - 5 years, with the goal of improving their ability to meet the social-emotional needs of their infant/young child. Ideally, after completing treatment, 75% or more of participants will increase their survey score from pre-survey to post-survey to indicate treatment was a success.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	41	41	41	75%	100%
Indicators Used to Measure Outcomes	Parents engage in Parent-Child Interaction Therapy (PCIT), an evidence-based treatment modality for youth ages 2-5 years, with the goal of improving the warmth, security, communication, and effective collaboration of parent-child social interactions. Ideally, after completing treatment, 75% or more of participants will improve their scores on the measurement tools implemented to indicate parent mastery of therapeutic skills learned and practiced during sessions.				

OVERVIEW					
Organization	Youth Eastside Services	Program	Behavioral Healthcare for Children & Youth	Award	\$38,805
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Counseling	1 hr	129	2,984	249
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Health	1165	418	331	75%	79%
Indicators Used to Measure Outcomes	75% of participants in our mental health, substance use, and co-occurring disorders programs will make moderate or significant progress in at least two goal areas as measured at time of closing.				

ACADEMIC SUCCESS						
OVERVIEW						
Organization	Asian Counseling & Referral Svcs		Program	Family Support		Award \$24,825
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Counseling	1 hr	146	158	16	
OUTCOMES						
Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Success	94	88	86	85%	98%	
Indicators Used to Measure Outcomes	Academic success is measured by the student's advancement to the next grade or graduation; 85% of clients and participants will advance to the next grade or graduate.					
OVERVIEW						
Organization	Boys & Girls Club		Program	Boys & Girls Club Kirkland		Award \$10,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Youth Services	Visit	3,000	9,691	607	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Academic Success	374	246	45	15%	18%	
Indicators Used to Measure Outcomes	At least 15% of core members access the Power Hour program (homework support & high-yield learning) at least 80 times during the year.					
OVERVIEW						
Organization	Center for Human Services		Program	Family Support		Award \$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Early Learning	1 hr	253	701	33	
	Workshop/Class	1 hr	120	249		
OUTCOMES						
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Academic Success	54	54	54	85%	100%	
Indicators Used to Measure Outcomes	Due to the impact of COVID 19 on our typical OST Programming, we have defined success and meeting of our academic success outcome differently. For this time period, with a change in focus to supporting youth with online remote learning and surviving the pandemic, we measured success by participation in services and support opportunities offered at Ballinger Homes.					

OVERVIEW					
Organization	Lake Washington Schools	Program	LINKS	Award	\$8,670
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Mentoring	Individual	16	86	86
	Mentoring	Appointment	482	354	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Academic Success	193	30	30	85%	100%
Indicators Used to Measure Outcomes	85% of students enrolled in the LINKS program will report feeling connected with their school.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Academic Success	193	31	29	85%	94%
Indicators Used to Measure Outcomes	85% of Students enrolled in LINKS will report feeling valued at school.				
OVERVIEW					
Organization	Youth Eastside Services	Program	Success Mentoring	Award	\$5,100
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Mentoring	1 hr	24	151	4
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Academic Success	22	21	19	90%	90%
Indicators Used to Measure Outcomes	<p>SUCCESS program provides supportive community-based mentoring to help at-risk maximize their social competencies, specifically to reach their potential in social functioning; stay in school, increase their academic motivation and achievement, and decrease and resist risky behaviors. SUCCESS demonstrated 91% of youth increased their academic success as measured by youth, parents, and/or teachers across collection methods of pre/post surveys contained indicators as follows:</p> <ol style="list-style-type: none"> 1. Youth complete their grade level successfully. 2. Youth improvement in their academic achievement in school performance. 3. Youth increased motivation at school. 				

SUPPORTIVE RELATIONSHIPS

OVERVIEW

Organization	Athletes for Kids	Program	Mentoring Program	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Workshop/Class	1 hr	215	234	
	Mentoring	1 hr	750	763	

OUTCOMES

Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Supportive Relationships	71	42	42	75%	100%

Indicators Used to Measure Outcomes Twice yearly mentors in the program are asked to take a survey which provides an opportunity to reflect on the mentorship and how specifically the mentor has been effected in the areas targeted for the outcome. 42 Mentors took the year end survey and 100% reported the following: 1) all felt they made a positive difference in their buddy's life and 2) all said that as a result of their service with Athletes for Kids they will be more like to serve others in the future.

OVERVIEW

Organization	Center for Human Services	Program	Family Support	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Early Learning	1 hr	253	701	
	Workshop/Class	1 hr	120	249	

OUTCOMES

Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Supportive Relationships	151	50	47	90%	94%

Indicators Used to Measure Outcomes Out of all of our programs, this is the one that made the smoothest transition to virtual and was we were able to maintain a similar enough structure to the program with our adaptations to maintain our evaluation methods. We continue to measure success for this program as adults experience an increase in positive parent/child interactions and increased social connections.

OVERVIEW						
Organization	Chinese Information & Svc Ctr	Program	Senior Day Program		Award	\$2,654
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Drop In Visit	Individual	10	2	2	
	Drop In Visit	Visit	230	40		
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Supportive Relationships	35	16	14		88%	
Indicators Used to Measure Outcomes	We had surveyed 16 senior participants and 88% of the participants reported that they believed they were connected to the community through participating in our activities through Zoom.					
OVERVIEW						
Organization	NAMI Eastside	Program	Family Support & Education		Award	\$3,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Support Group	Individual	73	310	531	
	Info & Referral	Individual	9	21		
	Workshop/Class	Individual	8	200		
OUTCOMES						
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Supportive Relationships	959	959	959	80%	100%	
Indicators Used to Measure Outcomes	We offer eight peer-led Family Support Groups and Spirituality Support Groups for family members with loved ones suffering from mental illness. In addition, we offer extensive educational programming targeted at families impacted by mental illness, including our 4-hour Family-and-Friends seminar (X6/year), our 10-week Family-to-Family class (X3/year), and our Mental Health First Aid(X6/yr). We have peer-delivered educational programming like our "In Our Own Voice" presentation. Finally, we have five weekly peer-led support groups for people with lived experience of mental illness; participation in these groups often has secondary benefit of improving familial relationships.					

OVERVIEW						
Organization	NAMI Eastside		Program	NAMI in Schools	Award	\$3,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Workshop/Class	Individual	500	63		
OUTCOMES						
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Supportive Relationships	959	959	959	80%	100%	
Indicators Used to Measure	No Narrative Submitted					
OVERVIEW						
Organization	Old Friends Club		Program	Daytime Memory Care & Respite	Award	\$6,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Adult Day Care	Day	400	28	26	
	Info & Referral	Individual	50	63		
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Supportive Relationships	35					
Indicators Used to Measure	The measurement of success will be 70% of caregivers using the respite program will report reduced stress and improved self-care after at least 3 months of use.					
Outcomes	Caregivers who receive regular respite show more resilience and patience, and are better able to maintain healthy relationships and offer quality care. They are also more likely to continue offering care longer, delaying or avoiding placement outside the home.					

OVERVIEW					
Organization	WA Autsim Alliance & Advocacy	Program	Family Health Insurance Navigation	Award	\$6,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Info & Referral	Appointment	167	18	17
	Advocacy	Appointment	64	7	
	Info & Referral	Appointment	39	5	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Supportive Relationships	220	64	64	100%	100%
Indicators Used to Measure Outcomes	1. # of appointments between families and family navigators 2. # of families served 3. % of families increasing knowledge of available services and systems navigation, as measured by post survey				

BASIC NEEDS					
OVERVIEW					
Organization	Assistance League of the Eastside	Program	Operation School Bell		Award \$9,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Clothing Bank		89	816	816
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	2,982	2,982	2,982	100%	100%
Indicators Used to Measure Outcomes	Our goal for this program for 2020 was to provide clothing to 3000 students in three school districts - Lake Washington, Bellevue and Northshore. The total served was 2982. Due to Covid, we had to restructure our program as we were not able to use Fred Meyer Stores for students to shop. Instead we purchased Fred Meyer Gift Cards and set up with school district assistance pick up times for parents to get the cards.				
OVERVIEW					
Organization	Bridge Disability Ministries	Program	Medical Equipment		Award \$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Case Management	15 minutes	296	538.72	2
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	47	47	47	100%	100%
Indicators Used to Measure Outcomes	Client attitudes, behaviors, and stress levels are monitored monthly through in-person & virtual case management visits. Both of our Kirkland Clients are verbal, so we are able to discuss their comfort, needs, and overall wellness with them directly as well as with the caregiver and other professionals. In other cities we do have some clients who are nonverbal and limited in speech. They require interpretation of nonverbal questions to determine client comfort, needs and overall wellness. Client skill levels and increase/decrease in independence are reviewed in monthly Bridge Staff meetings between the Case Manager, CPG, and CPG Supervisor who determine trends in levels of functioning.				

OVERVIEW					
Organization	Catholic Community Services	Program	Emergency Assistance	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Financial Aid	Household	8	9	18
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	1001	1001	975	93%	97%
Indicators Used to Measure Outcomes	Outcome: Individuals/families will have secure housing The Emergency Assistance program will help individuals and families retain housing through direct financial assistance to cover back rent, move in assistance and delinquent utility bills. Of the individuals and families who are eligible for assistance 93% will avoid eviction and/or utility disruptions.				
OVERVIEW					
Organization	Catholic Community Services	Program	New Bethlehem Day Center	Award	\$50,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Case Management	Household	2	1	
	Drop-In Visit	Individual	916	1708	164
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	402	402	402	85%	100%
Indicators Used to Measure Outcomes	NBDC tracked the outcome of "receiving at least one referral" through intake and case management. In 2020, NBDC made it a practice to ensure that every family that visited NBDC left with the NBP family resources sheet and met with at least one staff to discuss needs and navigation of these resources. This practice was part of intake, as well as ongoing services and connection.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	402	402	375	75%	93%
Indicators Used to Measure Outcomes	The indicator we measured for percentage of clients actively engaged in case management to resolve their situation, was case notes as well as shelter and housing referrals that resulted from client visits. In 2020 both clients and staff utilized day center time as brief and outcome oriented so that families could reach a more stable and safe situation (many clients who entered at the day center were eventually referred direct into our NBP's 24/7 shelter). This accounts for the increase in outcome success.				

OVERVIEW					
Organization	Congregations for the Homeless	Program	Day Center	Award	\$8,157
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Drop In Visit	Visit	192	2,333	31
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	699	699	699	100%	100%
Indicators Used to Measure	Measurement: 100 percent of day center clients have access to 2 meals a day, snack packs, shower and laundry services, and resource referral and connection.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	699	699	350	50%	50%
Indicators Used to Measure Outcomes	CFH had one full time case manager in the Day Center				
OVERVIEW					
Organization	Easterseals	Program	Adult Services	Award	\$9,129
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Adult Day Care	1 hr	1,376	1,306	11
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	86	85	0	94%	0%
Indicators Used to Measure Outcomes	When our center is open, individualized care plans are developed by the multi-disciplinary team (Director, RN, OT, SW) that may include the following goals: medical, physical, cognitive, social, and ADL abilities. Progress notes are documented on a weekly or monthly basis. Care plans are then reviewed to determine if abilities have improved, declined, or maintained. Our center closed in March, 2020 due to COVID-19. Our nursing and activity staff have been performing virtual activities. However, because the participants are not seen in-person on a regular basis, we have been unable to comprehensively and accurately measure progress toward goals since the closure.				

OVERVIEW					
Organization	Eastside Baby Corner	Program	Meeting Basic Needs for Kids	Award	\$13,388
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Basic Needs Supplies	Bundle of Items	1,764	5,720	399
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	151,701	151,701	147,194	97%	97%
Indicators Used to Measure Outcomes	The main indicator is meeting the health, safety and care goods needs of families being assisted by agency partners. Indicators for results achieved are a minimum of 10% increase in output annually with a 90-95% fulfillment rate. Output of goods, and fulfillment of almost all orders, is an indicator that children are getting the goods they need, parents/caregivers have what is needed to care for their children, and partners are supported in their work. Measures include distribution and fulfillment reports; partner feedback on types of goods, amount provided, changes in service, and effectiveness of delivery.				
OVERVIEW					
Organization	Friends of Youth	Program	Outreach & Drop-In Services	Award	\$25,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Outreach	Contact	17	0	13
	Drop In	Visit	348	496	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	204	199	190	95%	95%
Indicators Used to Measure Outcomes	Young people experiencing homelessness, or at risk of homelessness, meet basic needs through engaging with our street outreach team and visiting our drop-in center. Basic needs include safety, food, clothing, hygiene items and showers, first aid, bus tickets, and access to emergency shelter. Our measurement indicator is the percentage of young people served by outreach and drop-in services who address their basic needs.				

OVERVIEW					
Organization	Hopelink	Program	Financial Assistance	Award	\$30,600
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Financial Aid	Household	30	194	460
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	1601	0	0	75%	0%
Indicators Used to Measure Outcomes	75% of participants who complete the 90-day follow up survey will report maintaining stable housing. In March 2020, Hopelink adjusted our services to address the changing environment of need, we focused our efforts on increasing our volume of support to the community. As a result, our staff capacity to conduct 90-day follow up surveys was curtailed so that we could triple our volume of financial, primarily rental, assistance households. Because of the eviction moratorium, we know that clients enrolled in FRP were secure in their housing after April 2020, however, we were not able to measure with the same metrics. We intend to return to conducting 90-day follow up surveys in 2021.				
OVERVIEW					
Organization	Hopelink	Program	Food	Award	\$46,410
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Food	Meal	54,932	85,569	1,728
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	10,386	10,386	10,386	100%	100%
Indicators Used to Measure Outcomes	100% of people who request basic food items obtain them. Number of individuals that received at least one Food Bank Visit (estimated to be 15 meals) or Emergency Bag (estimated to be 6 meals). 10,386 unduplicated people were served by the Food Program. Total reported on the demographic was 10,430 as some people were counted in more than one city if they moved during the report period. This is an incomplete count for the year. Due to the COVID pandemic, to keep both customers and staff safe, data collection was not possible after March 9, 2020.				

OVERVIEW					
Organization	King County Bar Association	Program	Pro Bono Services	Award	\$4,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Legal Services	Household	190	138	309
	Legal Services	1 hr	181	92	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	3,747	3,747	3,747	95%	100%
Indicators Used to Measure Outcomes	NLC attorneys meet with and give clients self-help packets, referrals and "to-do" lists which walks them through next steps in working towards resolution of their legal issue and includes a list of social services. 100% of NLC Clients receive a "to-do" list.				
OVERVIEW					
Organization	Salvation Army Eastside	Program	Social Services	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Financial Aid	Voucher	7	14	34
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	90	156	90		58%
Indicators Used to Measure Outcomes	every month we see outcomes through our own support of our clients. That is our outcome. The more money we received we were able to help those in need through the COVID pandemic. We received more money from CARES act and was able to help another 90 families with \$90k from it.				
OVERVIEW					
Organization	Youth Eastside Services	Program	Family Net	Award	\$26,440
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Case Management	1 hr	243	183	439
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Basic Needs	37	18	15	80%	83%
Indicators Used to Measure Outcomes	83% of children, youth and families will have connected to community resources. The program outcome was measured by combined pre/post self-assessment survey, consisting of a 5-point Likert Scale rating responded as followed: 1_ Strongly Disagree, 2=Disagree, 3=Undecided, 4=Agree, and 5=Strongly Agree. 1). Since I have received YES services, I have been connected to one or more of the following resources: health care, counseling, housing assistance, basic needs. 2). Since I've received YES services I've been able to cope with and handle my identified problem(s). 3). I know I can go to YES Family Support Specialist if I need help.				

COMMUNITY KNOWLEDGE					
OVERVIEW					
Organization	Catholic Community Services	Program	Emergency Assistance	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Financial Aid	Household	8	9	18
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	1001	1001	1001	100%	100%
Indicators Used to Measure Outcomes	Outcome: Individuals and/or families will have access to and/or improve their knowledge of community resources. The Emergency Assistance program provides individuals and families with community information and referrals for other agencies in King county during the assessment process for rental and utility assistance. Of the individuals and families who meet with a case manager, 100% will be given referrals to other agencies/programs in King county.				
OVERVIEW					
Organization	Childcare Resources	Program	Resources & Referral	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Information & Referral	Contact	30	111	111
	Technical Assistance	1 hr	8	9.25	
	Training/Workshops	1 hr	31	46	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	4305	4054	4044	97%	100%
Indicators Used to Measure Outcomes	97% of families using the telephone information and referral service who report having sufficient information to proceed with their child care search by the end of their phone call.				
OVERVIEW					
Organization	Community Homes Inc	Program	Housing Readiness Workshops	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Training/Workshops	1 hr	16	28	8
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	290	290	275	100%	95%
Indicators Used to Measure Outcomes	100% of workshop attendees will understand what services they need to access housing for their family member with a disability.				

OVERVIEW					
Organization	Eastside Legal Asst. Prgm	Program	Legal Assistance Program	Award	\$15,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Advice Clinics	30 minutes	21	58	155
	Client Plus	120 minutes	2	16	
	Presentations	90 minutes	20	81	
OUTCOMES					
Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	1,756	0	0	0%	0%
Indicators Used to Measure Outcomes	This description for this area of our work: 90-minute presentations on various legal topics. Approximately 15 minutes per referral and/or materials Referrals: on contact with intake - line for screening: provided addional resources if not qualified for ELAP.				
OVERVIEW					
Organization	Friends of Youth	Program	Outreach & Drop-In Services	Award	\$25,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Outreach	Contact	17	0	13
	Drop In	Visit	348	496	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	204	204	24	20%	12%
Indicators Used to Measure Outcomes	Young people experiencing homelessness, or at risk of homelessness, receive community resource information through contacts with our street outreach team or visits to our drop-in center. Our street outreach team works towards "meaningful engagements," a term that signifies that a trusting relationship has been created that supports a young person to share their story with a member of our staff. We use these moments to identify and recommend appropriate services to support each young person's success. Our measurement indicator is the percentage of young people contacted through outreach and drop-in who have meaningful engagment with our team.				

OVERVIEW					
Organization	India Association of W. WA	Program	Cultural Navigation	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Drop-In Visit	Individual	100	102	151
	Employment Svcs	Individual	21	40	
	Youth Svcs	Individual	29	79	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	188	188	186	95%	99%
Indicators Used to Measure Outcomes	95% of respondents to a customer satisfaction survey will indicate improved knowledge of community resources.				
OVERVIEW					
Organization	Jewish Family Service	Program	Refugee & Immigrant Svcs	Award	\$15,300
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	Individual		27	42
	Legal Services	Contact	38	88	
	Workshop/Class	1 hr	765	1,567	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	115	88	77	70%	88%
Indicators Used to Measure Outcomes	Measurement: 70% of workshop/class participants will demonstrate knowledge gain.				
OVERVIEW					
Organization	LifeWire	Program	Advocacy Services	Award	\$98,200
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Advocacy	1 hr	642	267	219
	Crisis Line	1 hr	203	177	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	723	60	58	80%	97%
Indicators Used to Measure Outcomes	80% of survivors measured will have utilized community resources to which they were referred.				

OVERVIEW					
Organization	NAMI Eastside	Program	Family Support & Education	Award	\$3,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Support Group	Individual	73	310	531
	Info & Referral	Individual	9	21	
	Workshop/Class	Individual	8	200	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	540	540	459	25%	85%
Indicators Used to Measure Outcomes	Anecdotal instances of clients coming back to us with positive stories of recovery as a result of their interactions with our organization, as well as email evidence of their satisfaction with our level and quality of service are used to measure NAMI-Eastside's progress toward this goal. The feedback we have received from this information and referral service has been very positive, and we equate this information with positive impact and those we serve connecting with the services sought. Due to the private nature of mental health needs and treatment it is difficult to formalize a measure of NAMI's impact, that would not be invasive, or stigmatizing to those seeking our services.				
OVERVIEW					
Organization	NAMI Eastside	Program	NAMI in Schools	Award	\$3,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Workshop/Class	Individual	500	63	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	6,351	6,288	6,351	80%	101%
Indicators Used to Measure Outcomes	The majority of students participating reported an increase in their knowledge of mental health, and their ability to identify signs and symptoms with their peers. They were more likely to reach out for help, and talk to a trusted adult if they or a friend exhibited signs and symptoms of a mental health challenge.				

OVERVIEW					
Organization	Therapeutic Health Services	Program	Therapeutic Health Services	Award	\$13,520
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Counseling	1 hr	154	754	155
	Case Management	30 min	68	561	
	Support Group	1 hr	183	801	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	6,321	589	535	75%	91%
Indicators Used to Measure Outcomes	Individuals will have access to services that increase self-sufficiency. We will measure this outcome as a percentage of individuals achieving success in the areas identified below.				
OVERVIEW					
Organization	WA Poison Center	Program	WA Poison Center	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Crisis Line	Phone Call	85	739	748
	Outreach	Day	1	1	
	Worskshop/Class	Group Session	1	1	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Knowledge	152	54	54	70%	100%
Indicators Used to Measure Outcomes	70% of those who attend WAPC education presentations will report their confidence level for calling WAPC as "very confident" in post presentation surveys.				

HOUSING					
OVERVIEW					
Organization	Attain Housing	Program	Attain Housing	Award	\$30,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Financial Aid	Household	24	23	77
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	162	60	55	95%	92%
Indicators Used to Measure Outcomes	95% of those assisted remain stably housed after 6 months from the time of assistance.				
OVERVIEW					
Organization	Catholic Community Services	Program	Eastside Emergency Shelter for Families	Award	\$50,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Shelter	Bed Nights		371	
	Shelter	Bed Nights		4171	89
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	257	257	257	100%	100%
Indicators Used to Measure Outcomes	Unduplicated client served was 257 in 2020				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	300	300	300	100%	100%
Indicators Used to Measure Outcomes	Actual percentage of clients entering from homelessness was 100%				
Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	300	300	300	100%	100%
Indicators Used to Measure Outcomes	We served 300 individual household				

OVERVIEW						
Organization	Congregations for the Homeless	Program	Eastside Winter Shelter	Award	\$8,156	
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Shelter	Bed Night	143	2435	27	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Housing	554	554	0	100%	0%	
Indicators Used to Measure Outcomes	Performance Target Goal Actual Exit rate to permanent housing 50% 0% Length of stay (days) 30 days 0 days Return rate to homelessness 10% 100%					
OVERVIEW						
Organization	Congregations for the Homeless	Program	Year Round Rotating Shelter	Award	\$8,151	
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Shelter	Bed Night	113	855	5	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Housing	73	59	22	50%	37%	
Indicators Used to Measure Outcomes	Performance Target Goal Actual Exit rate to permanent housing 50% 37% Length of stay (days) 30 days 187 days Return rate to homelessness 10% 63%					
OVERVIEW						
Organization	Community Homes Inc	Program	Housing Readiness Workshops	Award	\$5,000	
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Training/Workshops/CI	1 hr	16	28	8	
OUTCOMES						
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Housing/Shelter	15	15	15	100%	100%	
Indicators Used to Measure Outcomes	100% of Level Three workshop attendees will engage in accessing or creating community-based housing for an adult with I/DD. In 2020, Community Homes pivoted due the pandemic. Level Three workshops became parent networking webinars. These webinars were offered 7 times in 2020 with 15-20 participants. These families are working to secure housing in 1-2 years and continue to connectd monthly.					

OVERVIEW																							
Organization	Friends of Youth		Program	Youth Shelter	Award	\$25,000																	
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served																		
	Shelter	Night @ Youth Haven	62	78	24																		
	Shelter	Night @ Landing	136	717																			
OUTCOMES																							
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate																		
Housing	1	1	1	100%	100%																		
Indicators Used to Measure Outcomes	<p>The Landing Young Adult (18-25y/o shelter) will achieve at least one of All Home King County's minimum standards for YYA transitional housing, which include:</p> <table border="0"> <tr> <td>Performance Target</td> <td>--Goal--</td> <td>--Actual--</td> </tr> <tr> <td>Exits to permanent housing</td> <td>35%</td> <td>25%</td> </tr> <tr> <td>Length of stay <=30 days</td> <td>100%</td> <td>63%</td> </tr> <tr> <td>Return to homelessness rate</td> <td>20%</td> <td>10%</td> </tr> <tr> <td>Entries from literal homelessness</td> <td>90%</td> <td>52%</td> </tr> <tr> <td>Utilization rate</td> <td>90%</td> <td>71% reflects adjusted capacity due to COVID-19 restrictions.</td> </tr> </table> <p>The outcome target of 100% reflects the goal of meeting at least one minimum standard.</p>					Performance Target	--Goal--	--Actual--	Exits to permanent housing	35%	25%	Length of stay <=30 days	100%	63%	Return to homelessness rate	20%	10%	Entries from literal homelessness	90%	52%	Utilization rate	90%	71% reflects adjusted capacity due to COVID-19 restrictions.
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Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate																		
Housing	1	1	1	100%	100%																		
Indicators Used to Measure Outcomes	<p>Youth Haven (7-17 y/o shelter) will achieve at least one of All Home King County's minimum standards for YYA transitional housing, which include:</p> <table border="0"> <tr> <td>Performance Target</td> <td>--Goal--</td> <td>--Actual--</td> </tr> <tr> <td>Exits to permanent housing</td> <td>35%</td> <td>34%</td> </tr> <tr> <td>Length of stay <=30 days</td> <td>100%</td> <td>85%</td> </tr> <tr> <td>Return to homelessness rate</td> <td>20%</td> <td>12%</td> </tr> <tr> <td>Entries from literal homelessness</td> <td>90%</td> <td>98%</td> </tr> <tr> <td>Utilization rate</td> <td>90%</td> <td>44%</td> </tr> </table> <p>The outcome target of 100% reflects the goal of meeting at least one minimum standard.</p>					Performance Target	--Goal--	--Actual--	Exits to permanent housing	35%	34%	Length of stay <=30 days	100%	85%	Return to homelessness rate	20%	12%	Entries from literal homelessness	90%	98%	Utilization rate	90%	44%
Performance Target	--Goal--	--Actual--																					
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Entries from literal homelessness	90%	98%																					
Utilization rate	90%	44%																					

OVERVIEW					
Organization	Friends of Youth	Program	TLP Housing	Award	\$28,458
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Transitional Housing	Bed Night	853	881	4
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	1	1	1	100%	100%
Indicators Used to Measure Outcomes	The programs will achieve at least one of All Home King County's minimum standards for YYA transitional housing, which include: Performance Target --Goal-- --Actual-- Exits to permanent housing 80% 62% Length of stay <=270days 100% 26% Return to homelessness rate 20% 0% Entries from literal homelessness 90% 40% Utilization rate 85% 81.2%				
OVERVIEW					
Organization	Hopelink	Program	Housing	Award	\$20,400
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Shelter	Bed Night	1,552	9,712	
	Case Management	1 hr	174	538	32
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	141	65	56	70%	86%
Indicators Used to Measure Outcomes	Housing stability is not included as an outcome in the contract (All Home provides other data directly to the cities) Hopelink tracks exits to more stable housing. The goal in the application was that at least 70% of exiting families increase housing stability. This means families in shelter move to either permanent or transitional housing, families in transitional housing move to permanent housing and families in permanent housing move to other permanent housing. In 2020, 65 families exited Hopelink Housing programs, 56 (86%) families maintained or increased their housing stability at exit.				

OVERVIEW					
Organization	Imagine Housing	Program	Supportive Services	Award	\$30,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Info & Referral	Appointment	425	5,913	97
	Workshop/Class	Meal	70	109	
	Basic Needs Supplies	Contact	500	5,342	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing					
Indicators Used to Measure Outcomes	Nothing Submitted				
OVERVIEW					
Organization	MCRC	Program	Housing	Award	\$5,255
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Transitional Housing		100	100	70
	Counseling			10	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Indicators Used to Measure Outcomes	Nothing Submitted				
OVERVIEW					
Organization	King County Bar Association	Program	Pro Bono Services	Award	\$4,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Legal Services	Household	190	138	309
	Legal Services	1 hr	181	92	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	1,684	1,684	1473	70%	87%
Indicators Used to Measure Outcomes	HJP success will be measured in three ways: tenancies preserved; dollars saved; and additional time obtained for a tenant to move when an eviction is ordered. Legal advice helps prevent future evictions.				

OVERVIEW						
Organization	LifeWire		Program	Housing Stability		Award \$6,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Financial Aid	Household	4	52	96	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Housing/Shelter	71	7	4	40%	57%	
Indicators Used to Measure Outcomes	Exit rate to permanent housing goal of 40% for emergency shelter, actual rate of participants who exited 50% exited to permanent housing					
OVERVIEW						
Organization	LifeWire		Program	Emergency Shelter		Award \$23,908
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Shelter	Bed Night	133	466	15	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Housing/Shelter	71	7	4	40%	57%	
Indicators Used to Measure Outcomes	Exit rate to permanent housing goal of 40% for emergency shelter, actual rate of participants who exited 50% exited to permanent housing					
OVERVIEW						
Organization	The Sophia Way		Program	Eastside Women's Shelter		Award \$50,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Shelter	Bed Night	1,444	242	5	
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Housing/Shelter	170	154	151	90%	98%	
Indicators Used to Measure Outcomes	All clients complete an intake assessment upon their first visit to the EWS, collecting demographic information, including homelessness status.					

OVERVIEW						
Organization	The Sophia Way		Program	Sophia's Place	Award	\$12,240
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Shelter	Bed Night	94	343	12	
	Info & Referral	Individual	31	98		
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Housing/Shelter	53	44	21	40%	48%	
Indicators Used to Measure Outcomes	Percent of clients who get into housing - We measure this through our case management with clients.					
OVERVIEW						
Organization	The Sophia Way		Program	Outreach	Award	\$20,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Outreach	Contact	108	16	12	
	Info & Referral	Individual	1,073	94		
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Housing/Shelter	49	49	14	5%	29%	
Indicators Used to Measure Outcomes	Percent of clients who get into housing - We measure this through our case management with clients.					

OVERVIEW					
Organization	YWCA	Program	Resident Services	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Case Management	1 hr	70	102	0
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	75	75	75	100%	100%
Indicators Used to Measure Outcomes	Minimum standards: Exit rate to permanent housing : 90% Return rate to homelessness: 5%				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Housing/Shelter	75	75	75	86%	100%
Indicators Used to Measure Outcomes	At least 86% of families will remain in Permanent Supportive Housing.				

SERVICE PROVIDER SUPPORT					
OVERVIEW					
Organization	Childcare Resources	Program	Resources & Referral	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Information & Referral	Contact	30	111	111
	Technical Assistance	1 hr	8	9.25	
	Training/Worskshops	1 hr	31	46	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Svc Provider Support	1980	434	407	85%	94%
Indicators Used to Measure Outcomes	85% of child care providers who report an increase in knowledge as a result of training or technical assistance that they received.				
OVERVIEW					
Organization	Congregations for the Homeless	Program	Outreach	Award	\$20,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Outreach	Contact	375	193	19
	Case Management	15 min	919	137	
	Info & Referral	Contact	43	41	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Svc Provider Support	170	170	170	100%	100%
Indicators Used to Measure Outcomes	Measurement: Tracking every meeting that occurs between client and outreach manager. Each client is connected to wanted and needed resources and supporting in achieving goals.				

OVERVIEW					
Organization	Eastside Legal Asst. Prgm	Program	Legal Assistance Program	Award	\$15,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Advice Clinics	30 minutes	21	58	155
	Client Plus	120 minutes	2	16	
	Presentations	90 minutes	20	81	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Svc Provider Support	577	0	0	0%	0%
Indicators Used to Measure Outcomes	The clinic appointments are between 30-60 minutes for individual consultation with a volunteer attorney. Pre-Covid, the Clients would filled out evaluation forms after meeting with the volunteer attorneys.				
OVERVIEW					
Organization	IKRON	Program	Behavioral Health Svcs	Award	\$33,930
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Counseling	1 hr	423	1,832	70
	Medical Care	30 minutes	42	68	
OUTCOMES					
Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Svc Provider Support	490	259	490	100%	189%
Indicators Used to Measure Outcomes	IKRON will continue its outreach efforts for behavioral health services to at least one new entity each quarter.				

OVERVIEW					
Organization	Kindering Center	Program	Early Care & Education	Award	\$20,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Technical Assistance	1 hr	183	230	20
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Svc Provider Support	137	137	128	95%	93%
Indicators Used to Measure Outcomes	ECEC ensures families have access to optimal care in the local child care setting they select. A minimum 95% of children contracted to be served will receive the care they need in their original child care setting. ECEC uses child retention as the indicator to measure progress toward the set outcome.				
OVERVIEW					
Organization	WA Autsim Alliance & Advocacy	Program	Family Health Insurance Navigation	Award	\$6,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Info & Referral	Appointment	167	18	17
	Advocacy	Appointment	64	7	
	Info & Referral	Appointment	39	5	
OUTCOMES					
Indicators Used to Measure Outcomes	1. # of appointments between families and family navigators 2. # of families served 3. % of families increasing knowledge of available services and systems navigation, as measured by post survey				
Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Svc Provider Support	58	19	19	100%	100%
Indicators Used to Measure Outcomes	# of appointments between families and Insurance navigators/parent partners • # of families served • Type Insurance navigation services provided • % of families increasing knowledge of available services and systems navigation, as measured by Family Empowerment Scale				

DOMESTIC VIOLENCE/SEXUAL ASSAULT

OVERVIEW

Organization	Consejo Counseling & Referral Svcs	Program	Counseling & Referral Svcs	Award	\$15,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Advocacy	1 hr	90	128	12
	Counseling	1 hr	60	66	
	Support Group	1 hr	60	10	

OUTCOMES

Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
DV/Sexual Assault	2	2	2		100%
Indicators Used to Measure Outcomes	Upon intake, survivors work with an advocate to determine client goals & develop a service plan that includes short term crisis intervention, long-term self-sufficiency & increased knowledge of community resources. Advocates measure client progress through involvement in every aspect of service plan that includes court & family law hearings, immigration services & obtaining protection orders. On a quarterly basis, client files are reviewed by supervisory staff to ensure advocate involvement in successful client outcomes.				

OVERVIEW

Organization	Eastside Legal Asst. Prgm	Program	Legal Assistance Program	Award	\$15,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Advice Clinics	30 minutes	21	58	155
	Client Plus	120 minutes	2	16	
	Presentations	90 minutes	20	81	

OUTCOMES

Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
DV/Sexual Assault	302	0	0	0%	0%
Indicators Used to Measure Outcomes	List for services for Service Unit 2: Client Plus - Pro Bono attorneys took on cases and therefore ELAP was unable to measure outcomes. Full Representation - Law firms took on cases on a Pro Bono basis therefore ELAP was unable to measure outcomes. Domestic Violence Legal Project - Pre-Covid, the Clients would filled out evaluation forms after meeting ELAP attorneys.				

OVERVIEW							
Organization	Harborview Abuse & Trauma Ctr		Program	Abuse & Trauma Center		Award	\$9,300
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served		
	Counseling	Appointment	56	48	15		
OUTCOMES							
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate		
DV/Sexual Assault	84	72	70	90%	97%		
Indicators Used to Measure Outcomes	HATC conducts patient satisfaction surveys for counseling patients. The surveys are not mandatory and they are confidential. Patients and/or caregivers are asked to complete the surveys and put them in a confidential survey box. Surveys are totaled in the aggregate and provided to staff. HATC managers attend to trends or specific concerns that are reported.						
OVERVIEW							
Organization	KC Sexual Assault Res Ctr		Program	Advocacy Services		Award	\$19,760
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served		
	Advocacy	1 hr	178	590	122		
OUTCOMES							
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate		
DV/Sexual Assault					96%		
Indicators Used to Measure Outcomes	75% of the victims, family members and other concerned individuals will state that they were helped by KCSARC staff.						
OVERVIEW							
Organization	LifeWire		Program	Advocacy Services		Award	\$98,200
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served		
	Advocacy	1 hr	642	267	219		
	Crisis Line	1 hr	203	177			
OUTCOMES							
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate		
DV/Sexual Assault	3,009	164	163	80%	99%		
Indicators Used to Measure Outcomes	80% of survivors measured will develop/enhance skills/values that support self-determination by increasing their ability to recognize person strengths and make decisions and plans for the future.						

EMPLOYMENT					
OVERVIEW					
Organization	At Work	Program	Community Liaison	Award	\$6,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	1 hr	13	230	10
	Employment Svcs	1 hr	63	206	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	118	188	118	20%	100%
Indicators Used to Measure Outcomes	In the start of this fiscal year, AtWork! served a total of 100 people in CL in Bellevue, Issaquah, and Kirkland. By the end of the fiscal year, AtWork! served 118 people in CL in all three cities. Our annual goal was to grow to 110 total people served. AtWork! increased the people served by a total of 18 new individuals.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	118	118	81	10%	69%
Indicators Used to Measure Outcomes	In the midst of a global pandemic year, 81 of the 116 (69%) of participants served in Bellevue, Kirkland, and Issaquah were employed in 2020. Utilizing our database, SETWorks, we document all of the job development efforts that were invested into that individual, and identifies when a person served is placed into a community job. A job placement outcome is when someone obtains a job in the community that is integrated and inclusive, at minimum wage or higher.				
Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	118	81	79	80%	98%
Indicators Used to Measure Outcomes	Each community job placement is recorded in SETWorks. Of the 118 people served in Bellevue, Kirkland, and Issaquah in CL, 81 had long term job success (post 90 days). Only two jobs for the 118 people served, lasted less than 90 days. Both jobs were secured in November 2020 and they have not yet hit their 90 celebration day, but we will be tracking accordingly and identify when they achieve their 90 day milestone.				

OVERVIEW					
Organization	HERO House	Program	Supported Employment	Award	\$11,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	Visit	143	630	13
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	166	166	154	90%	93%
Indicators Used to Measure Outcomes	Members create a Goal Plan within 90 days of enrollment or on semiannual basis. The goal plan will include Work Ordered Day as a pre-vocational skill building modality. Members review their progress in meeting their goals on a monthly basis, and progress is recorded in the monthly and daily progress notes and in program database. Consistent with the Clubhouse International Standards, all of our work is community-led and, therefore, the indicators are self-identified by the members and are not pre-prescribed or standardized.				
OVERVIEW					
Organization	IKRON	Program	Employment Svcs	Award	\$19,575
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	Contact	135	82	13
	Employment Svcs	Contact	144	116	
	Workshop/Class	Contact	4	4	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	147	39	23	60%	59%
Indicators Used to Measure Outcomes	60% of individuals in employment services will obtain jobs.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	147	25	21	80%	84%
Indicators Used to Measure Outcomes	80% of individuals who obtain employment will maintain their jobs beyond 90 days.				

OVERVIEW					
Organization	Jewish Family Service	Program	Refugee & Immigrant Svcs	Award	\$15,300
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	Individual		27	42
	Legal Services	Contact	38	88	
	Workshop/Class	1 hr	765	1,567	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	230	161	104	65%	65%
Indicators Used to Measure Outcomes	Measurement: 65% of new employment clients will be placed in a job.				
OVERVIEW					
Organization	PROVAIL	Program	School-to-Work Transition Pgm	Award	\$10,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
			1,352	2,756	50
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	48	7	6	85%	86%
Indicators Used to Measure Outcomes	85% of clients who exit high school with a job secured.				

OVERVIEW					
Organization	YWCA	Program	Employment Services	Award	\$13,260
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	Individual	23	30	748
	Worskshop/Class	1 hr	2,310	2,000	
	Case Management	1 hr	300	216	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	67	67	67	90%	100%
Indicators Used to Measure Outcomes	90% of Bellevue and Kirkland residents served will improve their job readiness skills.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Employment	67	48	24	65%	50%
Indicators Used to Measure Outcomes	65% of the residents exiting the program will obtain unsubsidized employment by program exit.				

SELF-SUFFICIENCY					
OVERVIEW					
Organization	Catholic Community Services	Program	Volunteer Chore Services	Award	\$6,120
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Chore/In-Home Care	1 hour	503	998	27
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	471	36	19	75%	53%
Indicators Used to Measure Outcomes	A minimum of 75% of program participants receiving household chore assistance and transportation to medical appointments will feel better able to perform routine tasks as a result of receiving chore assistance and transportation through VS. Due to the COVID-19 health pandemic, in-home household chore assistance were halted to lower the risk of spreading COVID-19 in guidance of King County Public Health, which impacted feedback from clients needing in-home assistance.				
OVERVIEW					
Organization	Center for Human Services	Program	Behavioral Health	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Youth Services	1 hr	567	708	47
	Counseling	1 hr	533	447	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self Sufficiency	1236	1236	1236	90%	100%
Indicators Used to Measure Outcomes	90% of individuals achieving self-sufficiency				
OVERVIEW					
Organization	HERO House	Program	Supported Employment	Award	\$11,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	Visit	143	630	13
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	53	53	30	50%	57%
Indicators Used to Measure Outcomes	We measured members being enrolled into our Supported Employment program based on their goal plans. If a member created a goal to become employed, we enrolled them into the program and began tracking progress towards this goal in our daily progress notes. We set forth a goal of 50% of members enrolling into the Supported Employment program to achieve their outcome of job				

OVERVIEW					
Organization	Hopelink	Program	Family Development	Award	\$6,375
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Case Management	1 hr	39	367	46
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	105	47	46	85%	98%
Indicators Used to Measure Outcomes	85% of exited households will maintain or increase their housing stability. 47 households exited FDP during 2020. 46 (98%) of them were able to maintain or increase their housing stability from entry to exit. The families we serve have struggled with the additional complexities brought on by the pandemic, from grief accompanying the loss of family members, navigating the dual roles of parent and teacher, and fear of layoffs. Case Managers understood that families would not be able to begin to deal with any of these challenges' w/o a home, therefore the focus was to connect with families daily and address any and all housing needs as quickly as possible to ensure families were housed.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	105	47	18	45%	38%
Indicators Used to Measure Outcomes	45% of families who exit the FDP will have an increase in their monthly household income of at least 30% from entry to exit. During 2020, 47 households exited FDP 18 households (38%) increased their income by at least 30% entry to exit. The average household monthly income at entry was \$1,585 and at exit \$1,911 an increase of 21%. The families we serve were disproportionately affected by the economic impacts of the pandemic. The ongoing financial uncertainty continues to be a source of stress and unease for our families. Many have experienced job loss, been furloughed, or suffered reduced hours, which has expectedly rattled some of the prior stability they had been building.				

OVERVIEW					
Organization	Hopelink	Program	Employment	Award	\$10,200
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	1 hr	33	310	28
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	195	135	41	49%	30%
Indicators Used to Measure Outcomes	Measurement: 49% of exited clients will obtain employment or increases wages/hours/benefits during their enrollment. In 2020, 135 participants exited the Employment program. 41 participants (30%) improved their employment status at exit compared to entry. The shortfall in meeting the target was a direct consequence of the pandemic. COVID-19 has had profound effects on the Washington labor market. In 2020, the unemployment rate in King County peaked at 14.9% in April. The rate was 16.3% for the State. The hardest hit industries are often the ones where our clients work – in the fields of hospitality, services, daycares, labor,				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	195	129	41	40%	32%
Indicators Used to Measure Outcomes	Measurement: 40% of exited client households will increase monthly income by at least 30%. In 2020, 129 participant households exited the Employment Program. 41 households (32%) increased their household monthly income by at least 30%. Of those that exited, the average monthly income at entry was \$1,492, at exit it was \$2,071 or an increase of 39%. The target shortfall is a direct consequence of the pandemic. COVID-19 has had profound effects on the Washington labor market. In 2020, the unemployment rate in King County peaked at 14.9% in April. The rate was 16.3% for the State. Our clients often work in the hardest hit industries – hospitality, services, daycare, labor, etc.				
OVERVIEW					
Organization	Hopelink	Program	Housing	Award	\$20,400
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Shelter	Bed Night	1,552	9,712	32
	Case Management	1 hr	174	538	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	141	43	16	60%	37%
Indicators Used to Measure Outcomes	60% of permanent and transitional housing families will increase their household income by at least 30% from entry to exit. In 2020, 43 families exited transitional and permanent housing, 16 increased their household income by at least 30%. The average monthly income at entry was \$706, at exit it was \$960 or an average increase of 36%. The families we serve were disproportionately affected by the economic impacts of the pandemic. The ongoing financial uncertainty continues to be a source of stress and unease for our families. Many have experienced job loss, been furloughed, or suffered reduced hours, which has expectedly rattled some of the prior stability they had been building.				

OVERVIEW					
Organization	Hopelink	Program	Adult Education	Award	\$14,229
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Workshop/Class	1 hr	406	784	31
	Workshop/Class	1 hr	79	148	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	150	8	4	60%	50%
Indicators Used to Measure Outcomes	Measurement: 60% of English for Work students who post-test will make a level gain in basic skills according to the Comprehensive Adult Student Assessment System (CASAS). As expected, we did not meet the outcome target. This year we post-tested only eight students before Hopelink centers closed to the public due to the pandemic. Since March, we have not been able to conduct standardized CASAS testing. 101 students successfully completed English for Work but did not have the opportunity to				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	57	57	7	30%	12%
Indicators Used to Measure Outcomes	Measurement: 30% of GED students will pass at least one GED test and/or complete the GED or High School Diploma. The pandemic closed GED testing centers for most of 2020, so we did not meet the outcome target. Students can take the GED test from home via remote proctoring; however, few have utilized this service. Students must have a private workspace, reliable internet, and a computer that meets certain requirements (tablets or Chromebooks not allowed). Several students do not have access to these essentials. Those who do have the essentials face challenges. Students are not allowed to use scratch paper or a handheld calculator, which makes passing the math test extremely difficult.				
OVERVIEW					
Organization	Jewish Family Service	Program	Refugee & Immigrant Svcs	Award	\$15,300
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Employment Svcs	Individual		27	42
	Legal Services	Contact	38	88	
Workshop/Class	1 hr	765	1,567		
OUTCOMES					
Goal Area 3	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	321	321	321	90%	100%
Indicators Used to Measure Outcomes	Measurement: 90% of immigration applications will be successfully submitted.				

OVERVIEW					
Organization	Sound Generations	Program	Volunteer Transportation	Award	\$6,120
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Transportation	One-Way Trip	860	357	41
	Transportation	Miles	10,000	3,062	
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	641	324	313	95%	97%
Indicators Used to Measure Outcomes	95% of individuals will have improved ability to remain independent.				
OVERVIEW					
Organization	The Sophia Way	Program	Sophia's Place Day Center	Award	\$50,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Drop-In Visit	Individual	698	469	7
	Info & Referral	Individual	92	18	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	260	260	195	60%	75%
Indicators Used to Measure Outcomes	This outcome will be measured by the number of unduplicated intakes, assessments and referrals of clients that utilize the Sophia Way Day Center. There is a host of outreach workers that assist clients on a weekly basis.				
OVERVIEW					
Organization	Wonderland Child & Family	Program	The Next Level	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Early Learning	15 minutes	600	417	12
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency					
Indicators Used to Measure Outcomes	Therapists rate the child's progress based on parent input, standardized testing, assessment, and observation. Our most recent programmatic results are as follows: 1) 99% of parents/caregivers increased their understanding of their child's development and ability to promote skill development; and 2) 87% of children achieved the highest possible degree of functioning.				

OVERVIEW					
Organization	Youth Eastside Services	Program	Outreach	Award	\$26,440
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Outreach	1 hr	274	682	13
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Self-Sufficiency	83	65	59	85%	91%
Indicators Used to Measure Outcomes	91% of children and youth will improve social/emotional functioning by increase their protective factors. The program outcome was measured by combined pre/post self-assessment surveys completed by youth rated their knowledge using a 5-point Likert Scale rating responded as followed: 1= strong disagree; 2=disagree; 3=undecided; 4=agree; 5=strongly agree.				

DEVELOPMENTAL MILESTONES/EARLY LEARNING					
OVERVIEW					
Organization	Center for Human Services	Program	Family Support	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Early Learning	1 hr	253	701	
	Workshop/Class	1 hr	120	249	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Dev Milestones	126	82	82	90%	100%
Indicators Used to Measure Outcomes	Due to the impact of COVID on our typically early learning program structures, we were not able to use our typical method of program evaluation. During these challenging times, our focus shifted to the importance of reducing the social isolation of the parent so they can continue to engage in information sharing platforms and conversations about child development, school readiness and overall strengthening of protective factors. Therefore, the indicator of success for our program during this year shifted to adult participants increased social connections. Therefore the outcome results only represent the adult participant in the				
OVERVIEW					
Organization	Kindering Center	Program	Families in Transition	Award	\$4,591
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Early Learning	Assessment	3	15	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Dev Milestones	77	71	71	95%	100%
Indicators Used to Measure Outcomes	A total of 13 infants and young children experiencing homelessness will receive developmental screenings, evaluations, and as-needed early intervention services.				

FOOD					
OVERVIEW					
Organization	Lake Washington Schools	Program	Pantry Packs	Award	\$5,100
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Food	Bundle of Items	1,040	16,093	2,091
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Food	50	50	50	100%	100%
Indicators Used to Measure Outcomes	100% of LWSD schools served who have requested Pantry Packs receive them.				
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Food	972	972	972	90%	100%
Indicators Used to Measure Outcomes	90% of students who requested a Pantry Pack that receive one each week, aggregated quarterly				
OVERVIEW					
Organization	Sounds Generations	Program	Meals on Wheels	Award	\$10,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Food	Meal	1,907	7,753	49
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Food	1,260	381	372	90%	98%
Indicators Used to Measure Outcomes	To increase the ability of seniors participating in the MOW program to obtain nutritious food. At least 90% of respondents will indicate that being on MOW makes it easier to have enough food in the house and to get enough to eat.				

OVERVIEW					
Organization	Salvation Army Eastside	Program	Social Services	Award	\$5,000
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Financial Aid	Voucher	7	14	34
OUTCOMES					
Goal Area 2	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Food					
Indicators Used to Measure Outcomes	throughout the pandemic, we were able to help those in our community meal program. Before covid, we served about 40 meals plus seconds. Now we are serving about 200 plus meals a night Monday through Friday. We served every holiday in 2020. we helped out as much 290 meals and everyday.				

TRANSPORTATION

OVERVIEW

Organization	Sound Generations	Program	Volunteer Transportation	Award	\$6,120
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Transportation	One-Way Trip	860	357	
	Transportation	Miles	10,000	3,062	

OUTCOMES

Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Transportation	641	324	312	95%	96%

Indicators Used to Measure Outcomes	95% of individuals will have an easier time getting to their medical appointments.
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UNASSIGNED

OVERVIEW

Organization	Crisis Connections	Program	Crisis Line	Award	\$7,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Crisis Line	Phone Call	550	2972	2,972
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Indicators Used to Measure Outcomes	No Report Submitted				

OVERVIEW

Organization	Crisis Connections	Program		211	Award	\$12,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served	
	Information & Referral	Phone Call	381	1246	813	
	Information & Referral	Contact-Web Sessions	1071	1669		
OUTCOMES						
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate	
Indicators Used to Measure Outcomes	No Report Submitted					

OVERVIEW

Organization	Crisis Connections	Program	Teen Link	Award	\$7,500
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Contact	Phone Call	296	24	24
	Information & Referral	Booklet	296	100	
	Contact	Prevention Presentation	296	0	
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Indicators Used to Measure Outcomes	No Report Submitted				

OVERVIEW

Organization	Northshore Senior Center	Program	Adult Day Health Center	Award	\$10,200
Services Provided	Service Unit	Measurement	Goal	Total	Residents Served
	Adult Day Care	Visit	1,450	925	22
OUTCOMES					
Goal Area 1	# Enrolled	# Measured	# Outcome Achieved	Target Success Rate	Actual Success Rate
Indicators Used to Measure Outcomes	Nothing Submitted				