



Human Services Commission Meeting

Date: March 22, 2022

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: 862999

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. LAND ACKNOWLEDGMENT	
4. APPROVAL OF MINUTES	5 minutes
a. February 22, 2022	
5. ITEMS FROM THE AUDIENCE	5 minutes
6. PUBLIC HEARING	20 minutes
a. Proposed COVID-19 Community Development Block Grant Funding Recommendations	
7. SPECIAL PRESENTATION	
a. Overview of the King County Regional Homelessness Authority	45 minutes
8. NEW BUSINESS	
a. 2021 Human Services Agency Performance Review	30 minutes
9. COMMUNICATIONS	15 minutes
a. Commissioner Reports	
b. Staff Reports and Announcements	
10. ADJOURNMENT	Estimated meeting completion: 8:30 p.m.

Alternate Formats: Persons with disabilities may request materials in alternative formats. Persons with hearing impairments may access the Washington State Telecommunications Relay Service at 711.

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Upcoming Commission Activities:

April 7, 2022 – Joint Human Services Commission Equity Training, Part 1
April 26, 2022 – Regular Meeting

CITY OF KIRKLAND HUMAN SERVICES COMMISSION Minutes Commission Meeting February 22, 2022

1. CALL TO ORDER

Meeting was called to order at 6:37 p.m.

2. ROLL CALL

Members Present: Vice Chair Jonathan Stutz, Commissioners Gabriela Lopez Vazquez, Michelle Alten-Kaehler, Antonio Avila, Marjorie Carlson, Jory Hamilton
Commissioner Laney Brackett, excused
Chair Gildas Cheung joined at 6:45pm

Staff Present: Lynn Zwaagstra, Director, Antoinette Smith, Human Services Coordinator, Leslie Miller, Human Services Supervisor, Jen Boone, Human Services Coordinator

Meeting Recorder: Regi Schubiger, Youth Services Coordinator

3. LAND ACKNOWLEDGEMENT

Commissioner Jory Hamilton read land acknowledgement
Commissioner Marjorie Carlson will read it at the March Commission meeting

4. APPROVE MINUTES

Co-Chair Jonathan Stutz requested a motion to approve the January 25, 2022 minutes as presented. Moved by Commissioner Jory Hamilton, seconded by Antonio Avila.
Motioned carried (Yes: 6 No: 0)

5. ITEMS FROM THE AUDIENCE

None

6. SPECIAL PRESENTATION

The Commission provided feedback to Parks & Community Services Department staff, consultants from BerryDunn and Bureau Veritas after hearing a presentation on the draft Americans with Disabilities At (ADA) Transition Plan.

7. OLD BUSINESS

a. CDBG Recommendations

Commissioners provided feedback to staff regarding the proposed allocations for the third tranch of COVID-19 Community Development Block Grant funding.

b. 2023-2024 Human Services Grant Application Review Process
Commissioners discussed details regarding their application review process including organization presentations, scheduling of special Commission meetings and equity lens training.

8. Communications

a. Commissioner Reports

Vice Chair Stutz is working with Delbert Richardson to establish non-profit status for his organization The Unspoken Truths. Other Commissioners are welcomed to support Mr. Richardson's work.

Commissioner Carlson will craft a draft letter of Commission support for La Quinta Inn to become Supportive Housing for community members experiencing chronic homelessness.

b. Staff Report

Tonight's meeting is Leslie Miller's last as the Human Services Supervisor. Lynn Zwaagstra will invite Commissioners to the March 14th farewell event.

9. ADJOURNMENT

Chair Gildas Cheung asked for a motion to adjourn. Commissioner Jory Hamilton motioned Antonio Avila seconded. The meeting was adjourned at 8:49 p.m.



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

Human Services Commission Meeting:
3/22/2022
Agenda: Public Hearing
Item#:6a

MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Director
Jen Boone, Interim Human Services Supervisor

Date: March 22, 2022

Subject: PUBLIC HEARING: PROPOSED COVID-19 COMMUNITY DEVELOPMENT BLOCK GRANT PROJECT DISTRIBUTION

RECOMMENDATION

That the Human Services Commission hold a public hearing on the proposed allocation of the third tranche of COVID-19 CDBG funds for 2022 and finalize its recommendations to the City Council.

BACKGROUND DISCUSSION

The primary objective of the federal Community Development Block Grant (CDBG) program is to support the development of viable urban communities by providing decent housing, a suitable living environment via community facilities and public infrastructure, and expanded economic opportunities, principally for persons of low and moderate income. Funds are distributed to communities nationwide on a formula basis. The three areas where CDBG funds can be used are:

- **Capital projects** serving low- and moderate-income residents;
- **Public service programs** serving low- and moderate-income residents; and
- **Planning and administration** in support of these activities.

With the pandemic, Kirkland has access to three tranches of funding for public services programs authorized by the March 2020 CARES Act.

Distribution of Kirkland's portion of CDBG funds are determined by the City Council after receiving a recommendation from the Human Services Commission. The Commission agreed to three buckets of funding at its February Commission meeting. They are as follows:

- \$246,925 for hourly wage premiums and/or retention bonuses for staff of behavioral health agencies that are currently funded by Kirkland 2021-2022 human services grants. Agencies to be supported will be chosen through an RFP that will be released in April.

- \$100,000 for a Kirkland foodbank that is able to buy fresh produce, dairy and meat for distribution to Kirkland residents.
- \$80,000 for an agency to provide case management for housing stability and mental health support to Spanish and Portuguese speaking community members.

Following a public hearing, the Human Services Commission will finalize their recommendations. The recommendations will then go to City Council at its April 5th meeting.



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MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Director
Jen Boone, Interim Human Services Supervisor

Date: March 17, 2022

Subject: OVERVIEW OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY

RECOMMENDATION:

That the Human Services Commission receive an overview of the King County Regional Homelessness Authority and receive a summary of current efforts in East King County.

BACKGROUND DISCUSSION:

[King County Regional Homelessness Authority \(KCRHA\)](#) was created in 2019 in response to the recommendation received through a community-driven listening session hosted by the City of Seattle and King County. The recommendation from stakeholders suggested the need to consolidate homeless response programs and services into one regional system to better serve those unhoused in King County.

King County and the City of Seattle established the KCRHA through an interlocal agreement at the end of 2019. The agency is responsible for planning and coordination of funding, contract and performance management, [Continuum of Care](#) functions, creation of an Ombuds Office, and performance metrics. The Authority will also be responsible for coordinating a variety of public funded services, including prevention, outreach, diversion, shelter, rapid re-housing, transitional housing, and permanent supportive housing services.

The Authority's mission is "to significantly decrease the incidence of homelessness throughout King County, using equity and social justice principles". The agency is guided by the theory of change: "if we create a homelessness response system that centers customer voice (the voices of those who have lived experience of homelessness), then we will be able to focus on responding to needs and eliminating inequities, in order to end homelessness for all."

At Tuesday's meeting the Commissioners will receive a presentation and ask questions from KCRHA staff, Alexis Mercedes Rinck, Sub-Regional Planning Manager and Mallory Van Abbema, East King County Sub-Regional Planning Specialist on current work, including development of the sub-regional Eastside plan.



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Human Services Commission Meeting:
3/22/2022
Agenda: New Business
Item#:8a

MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Director
Jen Boone, Interim Human Services Supervisor

Date: March 17, 2022

Subject: 2021 HUMAN SERVICES AGENCY PERFORMANCE REVIEW

RECOMMENDATION

That the Human Services Commission review the 2021 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 outcome goals. Attached you will find a summary table listing services units, residents served and outcomes and narrative excerpts that share client success stories. Last year Commission members asked that there be an easy way to visually see if a program had 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. Human Services Coordinator Antoinette Smith and Youth Services Coordinator Regi Schubiger are in the final stage of completing the 2021 website update. Staff will inform Commission members when it is available for review.

Service units and residents served tables are part of the grant application. As Commissioners review applications for 2023-2024 funding you will be able to see both the numbers for 2021 as well as what agencies are proposing for the upcoming year.

Attachment A 2021 Human Services Agency Performance Tracker
Attachment B 2021 Human Services Agency Narratives

ATTACHMENT A 2021 HUMAN SERVICES AGENCY PERFORMANCE TRACKER

Organization	Asian Counseling & Referral Service		Program		Children, Youth, and Family			Award	\$26,013	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Counseling	1 hr	● 54	● 89	● 117	● 157	157	157	9	26
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	85% of clients will be making progress toward or achieving one or more of their treatment goals.				54	39	34	85%	87%
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	● 505	● 1,022	● 1,498	● 1,894	1,894	62	77	15
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	80% of clients will improve/or maintain the level of mental health condition				2,481	260	156	80%	60%
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	● 10	● 15	● 26	● 41	41	30	128	69
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	95% of clients surveyed at least 3 months from the time of assistance will remain housed.				142	32	31	95%	97%
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	● 10	● 16	● 22	● 27	27	4	100	34
	Employment Svcs	Individual	● 72	● 151	● 182	● 211	211	57		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	At least 75% of individuals who completed a career development class will have a job or have enrolled in further training.				606	557	548	75%	98%
	Self-Sufficiency	90% of respondents report their needs were met and their career skills improved, which could include job search, resume writing, interviewing, use of social media, connections to employers, etc.				606	162	157	90%	97%
	Employment	90% of respondents report their needs were met and their career skills improved, which could include job search, resume writing, interviewing, use of social media, connections to employers, etc.				2,056	75	71	90%	95%
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	● 1,739	● 3,795	● 7,672	● 11,099	11,099	14,975	944	874
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Academic Success	At least 15% of core members access the Power Hour program (homework support & high-yield learning) at least 80 times during the year.				307	178	34	15%	19%
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	● 19	● 93	● 224	● 345	345	61	135	31
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	We used the following indicators: improved home safety, increased access to community, and less time spent in hospital or nursing home.				137	31	31	95%	100%
Organization	Catholic Community Services		Program		New Bethlehem Place			Award	\$100,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Case Management	Household	● 2	● 4	● 24	● 46	46	49	187	52
	Drop In Visit	Day	● 6	● 6	● 17	● 46	46	6,128		
	Shelter	Bed Night	● 360	● 573	● 5,540	● 11,306	11,306	4,543		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	"Entries from homelessness." Participants complete intake at entry, which includes if currently experiencing homelessness and where currently staying. Note: participants for this outcome are only participants in shelter (New Bethlehem Place and Hotel) and not participants from New Bethlehem Day Center, as NBDC does not meet the shelter or housing criteria. All clients who entered shelter programs entered these programs from homelessness.				265	184	184	90%	100%
		"Exit Rate to Permanent Housing." Of the 99 exits from NBP shelter programs, 36 exits were exits to								

	Housing/Shelter	Permanet Housing, resulting in a 36% success rate. If transitional housing is included in these exits, then there would be 47 exits to housing, resulting in a 47 % housed success rate.	184	99	36	40%	36%			
Organization	Catholic Community 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	93	186	304	535	535	430	33	8
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	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				668	55	47	75%	85%
	Health	At least 75% of program participants will report they are less fatigued with volunteer assistance.				668	58	52	75%	90%
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	15	54	98	124	124	45	124	55
	Technical Assistance	1 hr	2	9	9	10	10	7		
	Training/Workshop/Class	1 hr	15	71	77	83	83	52		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Community Resource Knowledge	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.				4,594	4,513	4,509	97%	100%
	Service Provider Support/Capacity Building	85% of child care providers who report an increase in knowledge as a result of training or technical assistance that they received.				1,785	493	465	85%	94%
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	5	32	47	50	50	91	23	44
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	Overall improvement of quality of lives, and enhancement of social connections.				566	67	67	90%	100%
	Community Resource Knowledge	Participants indicate that they have better understanding & knowledge of community resources after the workshops.				63	63	63	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	0	0	5	19	19	42	19	42
	Youth Services	Individual	0	0	10	72	72	93		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Academic Success	85% of students receiving individual Site Coordinator services will maintain/improve their academic performance/attendance/behavior.				43	43	38	85%	88%
	Case Management	65% of the targeted whole school population will improve attendance through student re-engagement efforts & family engagement.				132	132	80	65%	61%
Organization	Congregations for the Homeless	Program	24/7 Enhanced Shelter Program				Award	\$98,931		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Drop In Visit	Visit	970	1,601	1,882	1,882	1,882	961	39	26
	Shelter	Bed Night	906	1,182	1,610	1,952	1,952	1,000		
	Case Management	1 hr	18	29	40	55	55	121		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Housing/Shelter	Exit rate to permanent housing 50% 0%; Length of stay (days) 30 days 0 days; Return rate to homelessness 10% 100%				530	530	0	0%	0%
Organization	Consejo Counseling & Referral Service	Program	Domestic Violence Community Advocate				Award	\$15,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Advocacy	1 hr	38.5	82	114	171	171	60	13	10
	Counseling	1 hr	34.5	59.5	86	118	118	30		
	Support Group	1 hr	6	32	47	67	67	30		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Domestic Violence/Sexual Assault	Client progress with personalized service plan that includes short-term crisis intervention, long-term self-				13	13	13		100%

Outcomes	Domestic Violence/Sexual Assault	sufficiency, and increased knowledge of community resources.								100%
	Domestic Violence/Sexual Assault	Client increased knowledge of dynamics of DV and resources in the community.								100%
	Domestic Violence/Sexual Assault	Client achievement of personal goals and satisfaction.								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	1,569	2,400	3,255	3,255	1900	3,255	8,330
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	No Data	No Data			No Data	No Data	No Data	N/A	N/A	
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	564	916	1,278	1,278	481	834	481
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Community Resource Knowledge	Caller receiving new information					1,675	1,675	90%	99%
	Community Resource Knowledge	Caller intends to contact the agencies that were referred.					1,675	1,675	90%	99%
Organization	Crisis Clinic		Program		Teen Link			Award	\$10,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Youth Services	Contact	11	30	42	45	45	80	45	80
	Youth Services	Contact	0	0	0	0	0	496		
	Information & Referral	Contact	0	0	0	540	540	360		
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Health	Call data for 2021 reflect the the percentage of callers who report the following outcomes: 1) Distress Reduction 91% 2) Engagement in Problem-solving 89%, and 3) Expression of Appreciation 96% - for a combined baseline of 92%.			2,519	200	196	80%	96%	
	Health	For the youth suicide prevention trainings we continue to use the pre- and post-test surveys that explore students' 1) Increased Awareness - 79%, 2) Increased Knowledge of Suicide - 82%, 3) Increased Importance of suicide to his/her life 77%, and 4) Found the training helpful 76% - giving us an overall baseline score of 79%.			2,411	373	371	75%	99%	
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	1283	2,621	3,986	5,405	5,405	1105	464	282
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Basic Needs	50% of providers agree or strongly agree receiving goods through EBC for their client families keeps clients in their programs longer.			199	106	55	50%	55%	
	Basic Needs	90% of (end recipient) families agree or strongly agree receiving goods through EBC helps them handle stressful situations better.			199	106	95	90%	90%	
Organization	Eastside Legal Assistance Program		Program		Housing Stability Program			Award	\$125,554	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Legal Services	1 hr	35	101	130	289	289	828	119	152
	Financial Aid	\$250	0	0	24	43	43	51		
	Legal Services	1.5 hrs	5	9	16	43	43	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. 100%; I am better informed about my options. 100%; I am better to handle my legal problem. 100%; I understand the next steps I need to take. 80%; I am now able to reach a solution. 100%; How likely are you to recommend ELAP to a friend? 88%			57	5	X	95%	0%	
	Community Resource Knowledge	90 minute presentation on topics regarding housing.			139	0	0	0%	0%	
Organization	Eastside Legal Assistance Program		Program		Legal Assistance Program			Award	\$20,000	
	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal

Services Provided	Legal Services	1 hr	7	21	36	49	49	72	149	96
	Legal Services	2 hrs	6	13	18	32	32	12		
	Legal Services	1.5 hrs	25	41	65	68	68	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. 84%; I am better informed about my options. 89%; I am better to handle my legal problem. 81%; I understand the next steps I need to take. 86%; I am now able to reach a solution. 74%; How likely are you to seek ELAP services again in the future? 88%				641	42	X	95%	0%
	Community Resource Knowledge	90 minute presentations on various legal topics. Approximately 15 minutes per referral and/or materials. Referral: on contact with intake line for screening; provided additional resources if not qualified for ELAP. Lectures are free and open to the public regardless of income.				1,022	0	0	0%	0%
Organization	Friends of Youth		Program			Drop In Services		Award	\$35,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Drop In Visit	Visit	78	207	245	286	286	401	8	50
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 our street outreach team and visiting our drop-in center.				166	166	146	94%	88%
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	0	0	0	0	490	0	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 (40%), Average length of stay <=90 days, Return to homelessness rate (10%), Entries from literal homelessness (90%), Utilization rate (85%)				1	1	1	100%	100%
Organization	Friends of Youth		Program			Youth & Young Adult Shelter		Award	\$35,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Shelter	Bed Night	0	0	0	0	0	35	13	8
	Shelter	Bed Night	223	384	469	570	570	117		
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			Center for Sexual Assault & Traumatic Stress		Award	\$9,580	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Counseling	Visit	12	30	38	47	47	56	18	14
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Sexual Assault Services	98% of therapy clients show improvement via outcome surveys				84	72	70	90%	97%
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	544	1,190	1,761	2,381	2,381	71	280	27
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	80% of city residents served by the Dental Care program that are funded with City Human Services funding are low-income				15,677	10,206	9,707	80%	95%
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	1,210	2,539	3,710	5,027	5,027	51	1,668	20
	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate

Outcomes	Health	City residents served by the Medical Care program that are funded with City Human Services funding are low-income			32,554	18,345	16,217	90%	88%	
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	149	405	554	751	751	200	34	6
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	90% of members will complete a career assessment and develop job goal.				15	15	15	90%	100%
	Employment	50% of members with a completed career assessment and identified goal will become gainfully employed.				35	30	21	50%	70%
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	187	299	401	520	520	222	17	6
	Training/Workshop/Class	1 hr	33	58	132	208	208	107		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	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).				147	22	12	60%	55%
	Self-Sufficiency	30% of GED students will pass at least one GED test and/or complete the GED or High School Diploma.				49	49	11	30%	22%
Organization	Hopelink		Program		Emergency Food			Award	\$54,473	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Food	Meal	!	!	!	!	!	158,275	!	683
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Basic Needs	100% of people who request basic food items obtain them. Number of individuals that received at least one Food Bank Visit (estimated to be 21 meals) or Emergency Bag.				Unknown	Unknown	Unknown	100%	0%
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	52	96	134	157	157	33	16	5
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	50% of exited clients will obtain employment or increases wages/hours/benefits during their enrollment.				139	107	42	50%	39%
	Self-Sufficiency	40% of exited client households will increase monthly income by at least 30%.				139	107	41	40%	38%
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	74	145	203	258	258	148	68	37
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	85% of exited households will maintain or increase their housing stability.				127	51	51	85%	100%
	Self-Sufficiency	45% of families who exit the FDP will have an increase in their monthly household income of at least 30% from entry to exit.				127	51	17	45%	33%
Organization	Hopelink		Program		Financial Assistance Resiliency Program			Award	\$35,000	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Financial Aid	Household	22	60	74	90	90	29	192	50
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Basic Needs	75% of participants who complete the 90-day follow up survey will report maintaining stable housing.				2,042	0	0	75%	0%
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	2,610	5,338	7,161	9,737	9,737	5,800	33	7
	Case Management	1 hr	127	283	284	338	338	285		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	60% of permanent and transitional housing families will increase their household income by at least 30% from entry to exit.				139	39	16	60%	41%
	Housing/Shelter	At least 75% of exiting families increase housing stability				139	61	58	75%	95%

	Housing Stability	At least 75% of exiting families increase housing stability.			100	91	90	75%	93%		
Organization	IKRON		Program		Behavioral Health Services			Award	\$35,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal	
	Medical Care	30 min	30	51	77	109	109	35	78	23	
	Counseling	1 hr	535	901	1,260	1,655	1,655	382			
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	70% of individuals served show improvement in a 6-month period by increasing at least 1 point 60% from baseline on each treatment plan goal.					490	107	68	70%	64%
	Health	95% of clients will show a satisfaction with treatment & staffing at 6 months intervals, as measured by General Satisfaction Survey.					490	32	31	95%	97%
Organization	IKRON		Program		Integrated Employment Services			Award	\$15,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	20	14	
	Employment Services	Contact	25	42	73	84	84	96			
	Employment Services	Contact	36	74	106	137	137	106			
	Training/Workshop/Class	Contact	1	2	3	3	3	3			
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Employment	60% of individuals enrolled in employment services will obtain jobs.					156	64	30	60%	47%
	Employment	80% of individuals who obtain employment will successfully maintain their jobs beyond 90 days.					156	28	24	80%	86%
Organization	Imagine Housing		Program		Supportive Services			Award	\$30,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	303	51	
	Basic Needs Supplies	Item	741	2,440	4,986	15,562	15,562	300			
	Information & Referral	Contact	1,143	1,708	2,452	3,692	3,692	255			
	Training/Workshop/Class	1 hr	5	5	25	34	34	31			
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Community Resource Knowledge	90% of residents who received information and referral services, successfully gained access to financial assistance, physical and mental health services, chemical dependency support, education, and employment opportunities.					8,569	8,569	8,051	90%	94%
	Basic Needs	90% of residents self-report an increase in their financial stability due to access to basic needs items.					245	155	140	90%	90%
Organization	India Association of Western Washington		Program		Cultural Navigator			Award	\$5,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	24	12	
	Case Management	15 min	135	220	280	355	355	166			
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Community Resource Knowledge	95% of respondents to a customer satisfaction survey will indicate improved knowledge of community resources.					333	307	291	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	75	29	
	Drop In Visit	Individual	6	14	21	29	29	18			
	Drop In Visit	Individual	8	19	28	40	40	22			
	Counseling	30 min	2	4	7	11	11	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.					113	109	103	80%	90%
	Health	Seniors are likely to return to another support group.					119	111	93	80%	84%
Organization	Jewish Family Service		Program		Refugee & Immigrant Services			Award	\$15,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	22	24	
	Employment Services	Individual	1	13	13	14	14	3			
	Training/Workshop/Class	1 hr	393	785	1,047	1,348	1,348	510			
	Legal Services	Contact	6	28	34	40	40	23			
Outcomes	Goal Area	Indicators Used to Measure Outcomes					Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Community Resource Knowledge	70% of workshop/class participants will demonstrate knowledge gain					101	96	69	70%	72%

Outcomes	Community Resource Knowledge	70% of workshop/class participants will demonstrate knowledge gain.	101	90	85	70%	72%			
	Self-Sufficiency	90% of immigration applications will be successfully submitted.	225	210	209	90%	100%			
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	70	126	171	269	269	120	22	16
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Service Provider Support/Capacity Building	95% of children contracted to be served will receive the care they need in their original child care setting			216	216	208	95%	96%	
Organization	Kindering	Program	Families in Transition			Award				
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Early Learning	1 hr	180	414	918	1,507	1,507	495	19	11
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Service Provider Support/Capacity Building	Children enrolled in FIT services for 6+ months will make measurable improvement in one or more skill areas: developing healthy relationships, learning to regulate emotions, and/or showing initiative.			77	24	16	60%	67%	
Organization	King County Bar Association	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	26	67	103	142	142	23	309	23
	Legal Services	1 hr	34	93	128	182	182	23		
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Housing/Shelter	Success will be measured in three ways: tenancies preserved; dollars saved; & additional time obtained for a tenant to move when an eviction is ordered. Legal advice helps prevent future evictions.			2,003	2,003	1,797	80%	90%	
	Basic Needs	NLC 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 & includes a list of social services. 100% of NLC Clients receive a "to-do" list.			3,085	3,085	3,085	95%	100%	
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	178	341	471	587	587	178	112	41
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Domestic Violence/Sexual Assault	75% of the victims, family members and others concerned with individuals will state they were helped by KCSARC staff			5,059	3,645	3,446	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	3,656	6,147	7,617	10,778	10,778	1,202	422	38
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Food	Responsiveness - The number of packs provided will equal the number of packs requested.			836	836	836	95%	100%	
	Food	Accessibility - 90% of schools who request Pantry Packs will have a coordinator who is available to take requests and assist with pack delivery.			45	45	45	90%	100%	
Organization	LifeWire	Program	Emergency Shelter			Award	\$23,608			
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Shelter	Bed Night	122	242	442	625	625	1,400	5	7
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Housing/Shelter	Exit rate to permanent housing of 40%			76	42	20	40%	48%	
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	17	22	27	29	29	19	35	32
Outcomes	Goal Area	Indicators Used to Measure Outcomes			Enrolled	Measured	Achieved	Target Rate	Actual Rate	
	Housing Stability	80% of families maintaining stable housing for six months after assistance.			156	57	45	80%	79%	
Organization	LifeWire	Program	Survivor Advoacy Services			Award	\$98,541			

Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
Services Provided	Advocacy	1 hr	126	268	390	476	476	491	81	70
	Crisis Line	1 hr	25	56	107	109	109	100		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Community Resource Knowledge	80% of survivors measured will have utilized community resources to which they were referred.				668	116	116	80%	100%
	Domestic Violence/Sexual Assault	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.				116	87	78	80%	90%
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	80	155	185	220	220	300	245	300
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	No Data	No Data				No Data	No Data	No Data	N/A	N/A
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	150	286	586	856	856	456	50	456
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	No Data	No Data				No Data	No Data	No Data	N/A	N/A
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	55	109	169	204	204	90	204	90
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	No Data	No Data				No Data	No Data	No Data	N/A	N/A
Organization	NAMI Eastside		Program		Individual & Family Support & Education, Community Edu			Award	\$5,600	
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
	Training/Workshop/Class	Individual	65	124	177	230	230	260	472	550
	Training/Workshop/Class	Individual	39	61	84	126	126	225		
	Information & Referral	Individual	7	43	80	116	116	65		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Community Resource Knowledge	Outcome data is based off of strongly agree, agree, and neutral responses to recognizing signs and symptoms.				24	24	23	80%	96%
	Health	Outcome data is based off of strongly agree, agree, and neutral responses to managing stress and negative bias and discrimination against people with mental health conditions.				24	24	24	80%	100%
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	141	291	419	533	533	150	18	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 and activities of daily living.				108	108	108	N/A	100%
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	707	1,639	No Data	No Data	No Data	7,645	49	30
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	No Data	No Data				No Data	No Data	No Data	N/A	N/A
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	1,710	3,958	6,116	8,092	8,092	1,907	63	5

Outcomes	Goal Area	Indicators Used to Measure Outcomes	Enrolled		Measured		Achieved	Target Rate	Actual Rate	
	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.	1,233	354	331	90%	94%			
Food	At least 90% of respondents will indicate that their health has improved or been maintained since receiving MOW.	1,233	354	338	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	● 58	● 203	● 293	● 455	455	236	40	20	
Transportation	Miles	● 494	● 1,510	● 2,244	● 2,956	2,956	2,631			
Outcomes	Goal Area	Indicators Used to Measure Outcomes	Enrolled		Measured		Achieved	Target Rate	Actual Rate	
Transportation	95% of individuals will have an easier time getting to their medical appointments.	778	221	221	95%	95%				
Self-Sufficiency	95% of individuals will have improved ability to remain independent.	778	221	199	95%	90%				
Organization	The Sophia Way	Program	Helen's Place Day Center & Emergency Shelter				Award	\$150,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
Shelter	Bed Night	● 380	● 761	● 1,357	● 1,794	1,794	425	14	18	
Case Management	1 hr	● 27	● 54	● 97	● 128	128	87			
Outcomes	Goal Area	Indicators Used to Measure Outcomes	Enrolled		Measured		Achieved	Target Rate	Actual Rate	
Housing/Shelter	7% of clients will find permanent housing	113	80	12	7%	15%				
Organization	The Sophia Way	Program	Sophia's Place Extended-Stay Shelter & Resource Center				Award	\$12,240		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
Case Management	1 hr	● 75	● 95	● 127	● 187	187	10	29	1	
Shelter	Individual	● 5	● 5	● 8	● 12	12	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	100% will complete an initial intake assessment	85	85	85	100%	100%				
Housing/Shelter	50% of women will complete an initial intake assessment	148	148	148	50%	100%				
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	● 199	● 402	● 628	● 945	945	170	260	51	
Support Group	1 hr	● 440	● 1,024	● 1,684	● 1,922	1,922	201			
Case Management	30 min	● 132	● 243	● 351	● 527	527	75			
Outcomes	Goal Area	Indicators Used to Measure Outcomes	Enrolled		Measured		Achieved	Target Rate	Actual Rate	
Health	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.	5,876	531	409	75%	77%				
Community Resource Knowledge	Individuals will have access to services that increase self-sufficiency.	5,876	531	423	75%	80%				
Organization	Youth Eastside Services	Program	Behavioral Health Care for Children & Youth				Award	\$60,000		
Services Provided	Service Unit	Measurement	Q1	Q2	Q3	Q4	Total	Goal	Res Count	Res Goal
Counseling	1 hr	● 1,109	● 2,105	● 2,668	● 3,400	3,400	418	239	34	
Outcomes	Goal Area	Indicators Used to Measure Outcomes	Enrolled		Measured		Achieved	Target Rate	Actual Rate	
Health	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.	1,026	436	356	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	● 159	● 202	● 246	● 315	315	358	29	30	

Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Self-Sufficiency	96% of children and youth will improve social/emotional functioning by increase their protective factors.				67	50	48	85%	96%
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	39	72	95	173	173	318	44	21
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Health	75% of parents will increase their survey score from pre-survey to post-survey to indicate an improvement in ability to meet the social-emotional needs of their infant/young child, improving the warmth, security, communication, and effective collaboration of parent-child social interactions.				124	124	124	75%	100%
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
	Outreach	1 hr	14	132	196	235	235	Unknown	62	30
	Youth Services	1 hr	0	11	68	526	526	358		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Academic Success	97% of youth reported an increased ability to make healthy and positive choices.				209	29	28	90%	97%
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	6	7	12	20	20	23	20	23
	Workshop/Training/Class	1 hr	960	1,120	1,920	3,200	3,200	2,310		
	Employment Services	1 hr	84	98	168	280	280	300		
Outcomes	Goal Area	Indicators Used to Measure Outcomes				Enrolled	Measured	Achieved	Target Rate	Actual Rate
	Employment	90%of Bellevue and Kirkland residents will improve their job readiness skills.				89	89	86	90%	97%
	Employment	65% of residents exiting the program will obtain unsubsidized employment by program exit.				89	64	39	65%	61%

ATTACHMENT B
2021 HUMAN SERVICES AGENCY NARRATIVES

ASIAN COUNSELING AND REFERRAL SERVICE (ACRS)

Whole Health Oriented Mental Health Program

Some of the highlights and challenges we have faced this last quarter:

As we finish the first quarter of 2021, we are still seeing devastating impacts of COVID 19. Many clients are still experiencing an increased level of depression, anxiety, and stress due to the impact of the pandemic. On top of the pandemic, there have been an increase in anti-Asian bias and hate which has led to more fear and pain in our community. We are witnessing that an increased number of clients are struggling and decompensating due to the prolonged period of the pandemic and stress from racism as they have been dealing with existing mental health issues, social isolation, and challenges of coping increased level of stress. We have been working tirelessly to provide the critical mental health services our clients and community need at a time like this.

We are taking COVID vaccine for all our clients as our top priority. We have been assisting our clients to get COVID vaccine as they got eligible utilizing available resources. Most of our clients have barriers in navigating and scheduling their vaccine due to language and digital barriers. In addition to fully utilizing external resources, we also arranged through our onsite pharmacy to vaccinate our most vulnerable clients who cannot access outside vaccine resources. We have given first dose to 200 clients and now are currently giving those clients their second dose.

We have continued to actively reach out and engage our clients in services mostly through the phone and very limited video conferencing when we can. There is still a limit in what we can do for our clients through telehealth as many of our clients still do not have the ability to have services done through telehealth. Many do not have internet, do not know how to use email or a smart phone and the digital divide in our clients, is clearly creating barriers for access for video conferencing telehealth for our clients. We have been providing the most essential services in person at the agency on a limited capacity.

We have been struggling with staffing capacity over last year including the last quarter. Many staff are on leave due to parenting and health reasons related to COVID and it is extremely difficult to recruit permanent and temporary staffing with specific language capacity to continue to provide services. Our staff have been working extremely hard to ensure all our clients are receiving services. Many staff members are still working remotely at home and coming into the office for essential services.

2nd Quarter

We continue to help our clients get vaccinated and making it one of our top priorities. We have been assisting our clients to get COVID vaccine as they got eligible utilizing available resources. Most of our clients have barriers in navigating and scheduling their vaccine due to language and

digital barriers. We are extremely happy that about 95% of our 1,800 clients have been fully vaccinated.

Children, Youth, and Family Program

Client L is a 20-year-old second generation, Filipina adult female. Her parents immigrated from the Philippines as adults before client was born. She was referred to services at age 17, by Seattle Children's Hospital social worker due to suicidal ideation.

L started receiving school-based services at Interlake High School, with a therapist in the children's program at ACRS who also shares similar culture and language with client. L participated regularly in treatment, engaging in therapy sessions twice a week as well as medication management with a child psychiatrist monthly. Treatment focus included safety assessment and planning for suicidal ideation and self-harm behaviors. Client also developed coping skills to manage symptoms of anxiety, obsessive compulsive traits, and depression. She participated in Dialectical Behavior Therapy (DBT) in which she completed diary cards and developed distress tolerance and interpersonal effectiveness skills to target unhealthy behaviors and manage distress. L's mother was also included in treatment to support client with goals. Mom shared updates with L's progress and functioning at home and participated in learning and reviewing skills to support L when she had suicidal ideation and urges to self-harm.

As L continued to engage in treatment, she began making great progress including a reduction in distressing symptoms and no longer having suicidal ideation and self-harm behaviors. Mom's participation in therapy was also especially helpful as she was able to provide L with added support at home. L's focus shifted to working on relationships including conflicts with peers. She was able to process and later identify having difficulty with relating to others due to limited exposure socializing with friends during childhood. Additionally, L later participated in the Teen Peer Advocate Program (TPAP). This group focuses on leadership skills and supporting teens with developing health relationships. Much of therapy was also spent exploring her cultural identity, family expectations, setting boundaries and developmental milestones including developing independence as she approached adulthood.

Recently, L has moved out from her family home and feels both liberated and guilty at the same time. She still has a strong sense of obligation to care for her mom but has also been more proactive and motivated to establish her own sense of identity, long-term goals, and understanding of healthy relationships with others. She is in the process of enrolling in college classes and growing more in her independence as an adult including getting a job, moving into her own home, establishing medical and dental care, and reconnecting with friends while still staying closely connected with her mom. L has requested to meet monthly to support her with her transition. She feels she has made great progress with treatment, reporting improvements in her overall mood, and functioning and is towards the end phase of therapy treatment.

BOYS AND GIRLS CLUB OF KING COUNTY

Kirkland Boys & Girls Club Program

Quarter 1 Narrative: Kirkland Boys & Girls Club continued to offer full-day programming throughout the first Quarter of 2021, meeting critical community need for remote learning

support, childcare, daily meals, social-emotional support, physical exercise, peer connection, and adult mentorship. We continued to follow all health and safety guidelines issued by Washington State and saw an average of 43 youth daily during this time. This number is lower than expected, still largely due to the pandemic. Restrictions have prevented us from offering our typical athletic programs and parents who can stay home with their kids during the day are still choosing to do so.

Remote learning support remained our primary focus during typical school day hours. We worked closely with local schools and families to accommodate the shift to hybrid learning models and the decision for some youth to continue entirely online. Staff members were an extra set of hands for parents, caregivers, and teachers as they adjusted to new schedules and multiple daily transitions. With staff support in remembering passwords, trouble-shooting technical difficulties, following schedules, understanding directions, managing time, and comprehending material, youth were set up to succeed with the changing circumstances. Once the school day was complete, our programming priority shifted to extracurricular activities that got kids off the computers for some much-needed movement, socialization, and fun.

With the pandemic continuing to disrupt familiar routines, Kirkland Boys & Girls Club has also been paying careful attention to potential mental health impacts. We are providing a more intentional focus on the social-emotional well-being of our kids and making sure appropriate supports are available. Formal SEL instruction is incorporated across all programs, and we are also increasing the opportunities youth must hear from and support one another. Sharing circles and youth-led discussions offer a safe space in which kids can express themselves honestly and develop a network of understanding peers. In addition, staff still take part in trauma-informed care training, so they are confident in their ability to recognize and handle crisis situations safely. We are also exploring a possible partnership with Youth Eastside Services to bring professional services on site and developing a trauma informed care athletics program that would reach youth for whom talk is not the best entry point.

We have worked closely with the Governor's office; the State Dept of Children, Youth & Families; King County; and local school districts—and are following all Public Health safety, sanitation, and social distancing recommendations to support everyone coming through The Club's doors to remain healthy. To ensure accessibility to those who need us most, we are waiving daily fees for families of first-responders, healthcare workers, and anyone working in an essential occupation—and fast-tracking scholarships for families on low-income.

Quarter 2 Narrative: Kirkland Boys & Girls Club continued to meet community youth need for remote learning support, childcare, daily meals, social-emotional support, physical exercise, peer connection, and adult mentorship throughout the second Quarter of 2021. Full-day operating hours –from 7:00 am to 6:30 pm—were still needed to cover kids' "off" hours and days when in-person classes resumed at school. We continued to follow all health and safety guidelines issued by Washington State, including wearing masks indoors since most of our kids are too young to receive the coronavirus vaccine. The pandemic still affected overall attendance numbers, but we saw a gradual increase to roughly 50 youth coming daily through the end of the school year. Our routine was the same as in Q1 with remote learning support our primary focus during typical

school day hours and enrichment opportunities and extra-curricular activities filling after-school hours.

Our numbers jumped to an average of 117 youth daily when summer camps started on June 21. With pandemic restrictions easing, we can offer typical programming again, including athletics, for elementary school-age children and teens—with weekly field trips once again possible. Our Summer Brain Gain curriculum is also back to ensure that youth can maintain academic skills during the extended break from school. With 20 minutes of reading, 20 minutes of writing, 20 minutes of math and 20 minutes of social-emotional learning each day, youth engage in learning far above the 2-3 hours per week needed to prevent summer learning loss. We are also using Summer Brain Gain to provide a more intentional focus on the social-emotional well-being of our kids. Frequent--or even daily—peace circles are giving youth and staff the opportunity to really listen to each other about whatever is on their minds. Youth come together to discuss and share whatever is on their minds and, in doing so, build empathy, understanding and resilience. This balance of reflection and academic activity will help ensure that youth are in a position of strength when they return to school full time in the fall.

BRIDGE DISABILITY MINISTRIES

Meyer Medical Equipment Center Program

Like the community we serve, our Meyer Medical Equipment staff has needed resilience throughout the pandemic and the first quarter of 2021 has been no exception. We have overcome setbacks with the objective of strengthening our mission moving forward.

We're excited to report continued progress this quarter in the face of challenges related to the Covid pandemic as well as the two burglaries resulting in the loss of our computers, our tools, and our delivery van. We capitalized on the opportunity to refine our operation before building it back up.

In addition to remodeling our two equipment centers, we launched an online store on the Bridge Ministries website on April 1st, 2021. With a revamped infrastructure, our community will now have increased access to durable medical equipment at Bridge Disability Ministries. With resilience, every challenge has given us an opportunity to grow. We're looking forward to continuing our mission and serving the community in 2021.

Client Story

As an example, we will call Donna could barely get around inside her apartment with a walker and going beyond her mailbox less than 80 feet away is pretty much impossible. Using her walker, she could make it to the mailbox by shuffling along, but it took considerable energy and care, with her pain always ready to attack her for any misstep. In the past she was able to go to the grocery store located 3 blocks from her home at a moderate uphill grade. But now her pain had taken away that possibility. So, Donna came to Bridge asking our help with a power scooter to regain some of her quality of life.

Going a block became a challenge too great for her physically. She didn't have the stamina to manage the slight uphill grade to get to the top of the hill and even if she could, it would be

impossible for her to get halfway across the intersection before the light changed. Yet with all this, both our staff members who worked with her speak about her as an incredibly “sweet lady”.

The solution to some of Donna’s mobility problems was a small electric scooter and we were fortunate to have one available to meet her needs – small enough to fit in her apartment but with enough power to get her up the hill to the store she shops at. We delivered it to her home and adjusted it to fit her body, then let her give it a try. It was a blessing to walk up the hill alongside her, cross the street at the light with time to spare, and watch as she drove into the store, which she had been unable to visit for months! Checking back with her later, we found her grateful to have part of her quality of life back. She had a few questions on her scooter, which we answered, and she knows if she has other questions about using it, we are happy to work with her.

CATHOLIC COMMUNITY SERVICES OF KING COUNTY

New Bethlehem Place Program

New Bethlehem Programs served 109 individuals and 33 households in its combined programs of New Bethlehem Place, New Bethlehem Extended Shelter in Hotel, and New Bethlehem Day Center in the first quarter of 2021. 7 of these households were placed into permanent housing. NB Programs experienced several covid-19 positives amongst residents and staff from Jan 1- March 31 which had an impact on some staffing and program structure. NBP closed New Bethlehem Day Center for a few quarantine stints, to prevent further spread, and this is reflected in some of the lower visit numbers. However, NBP's case management team continued to provide resources and outreach for families unsheltered and placed 3-day center households directly into permanent housing. NBP was fortunate that none of these positive covid -19 cases led to further outbreak, allowing shelter spots to reopen in March for the incoming of new families. In March, NBP also hired an Education Coordinator who recently joined the team and will be working with the youth on their educational and programming needs. NBP staff are looking forward to the pivot forward with vaccine clinics in April and May, and the addition of new staff.

Volunteer Services Program

Multiprong efforts to recruit both clients and volunteers in the 2nd quarter of the year.

Examples of services provided:

KIRKLAND Ms. TH was recently connected to a phone buddy volunteer who is a high school student. Ms. TH was grateful to have someone to socialize with.

CHILD CARE RESOURCES

Information and Referral/Technical Assistance Program

IR: In the first quarter of 2021, the Child Care Aware of Washington Family Center assisted families across King County as they prepared for hybrid return to in-person instruction with their school agers. The Call Center heard from several families newly approved for subsidy, wanting to enroll their children in care, and seeking assistance navigating the whole process. As the CARES programs ended in 2020, the Call Center has had a consistent and steady flow of callers in King County, inquiring about the possibility of funding availability in 2021. Families

regularly check in, to see if a new program has come up or if one might be a future possibility. Some themes we heard from families at the start of 2021:

- Families calling to check on potential additional funding for King County in 2021.
- Families calling to inquire about childcare and financial assistance, who are unemployed and wanting to access childcare to search for jobs, go to interviews, and be able to take job offers.
- A rise in caseworkers calling on behalf of their clients, wanting to connect families to more resources.
- Families newly approved for Working Connections, wanting to learn more about the childcare system and how their subsidy works.
- Families of school agers with changing childcare needs, primarily looking for assistance with childcare that may provide transportation.

TA: We have been very busy this first quarter trying to make sure all providers needs are met. We have been working so hard to meet our first quarter deliverables. I am happy to say that we have met them! One of our successes this quarter was a suburban city provider needing support with filling out one of the Covid grants. The applications were closing, and we supported her with filling out the grant and getting it submitted before the deadline. I am happy to say she was awarded the grant. Another success we have had and are having is getting potential providers through the licensing process. Even though we are still going through this pandemic there are lots of people trying to become licensed providers. We have been meeting with them via zoom, emails, and phone calls. Some of the challenges we are having is getting in contact with some of the providers. Some providers do not answer their telephone during business hours. We are trying to accommodate all providers needs so we are meeting providers after hours. We have been scheduling zoom meetings whenever they are available. We will continue to support ALL providers and schedule appointments as needed.

TR: The Professional Development Team has had success in registering more participants from suburban cities due to increasing enrollment in trainings funded by the suburban cities grant (allowing more opportunities for providers from suburban cities to attend), offering free trainings and marketing them to providers from suburban cities, and granting scholarships to some providers from suburban cities for paid trainings. We have had great success in registering more people for these trainings when we send them a direct email regarding one specific training. In the direct emails for free sessions or when granting scholarships, we allow participants to reply to the email with their name and address versus requiring them to go through our typical registration page and process. We believe that eliminating the registration step may draw more people to the sessions as the registration process can be off-putting and confusing to some. We also have added new trainings which may be appealing to providers. We offer trainings at various times throughout the day, including evening start times, and weekends. We reached participants in rural areas who don't typically attend our in-person trainings, had providers join

our trainings for the first time, and had some providers take a training with us for the first time in years! The response to online trainings has been overwhelmingly positive.

Challenges for this quarter included not being able to use the interpretation feature while in breakout rooms as well as two occasions where we had an interpreter scheduled for the call but did not have the feature enabled for that Zoom call. Another challenge was figuring out how to pin multiple videos for trainers when utilizing ASL interpreters so that a participant could pin two screens rather than one. We learned how to do this quickly. An additional challenge is that some providers have been frustrated by having interpretation during a training. We reminded participants that we would like our training opportunities to be available to all providers and providing equitable access to them. We also asked for participants patience as trainers new to using the interpretation feature use it for the first time.

We will continue to offer online trainings. We will continue to offer some free trainings to suburban sub-cities as well as offer some scholarships for paid trainings. We'll also continue to direct market to providers. If we have low turnout for a training, we will plan to ask coaches to market trainings to providers as well.

CHINESE INFORMATION AND SERVICES CENTER

Family Resource Support Program

This was the first quarter that CISC launched the Family Resource Support Program (FRSP) to serve the Chinese and Russian immigrants and their families in the cities of Eastside. While our Russian Family Resource Specialist continued to provide support to the Russian immigrants who were former clients of the Cultural Navigator Program, we were not able to hire the Program Manager and Program Specialist for the Chinese speaking families in this quarter. However, we have had a backup plan in place which was to allocate some internal staff time from the Internal Family Center Program to support this program starting April, while we continued the hiring of these two positions.

In this quarter, all services provided are phone based, along with text messaging and emails. We will continue with this same format of service delivery in the next quarter until the social distancing guild line is lifted. FRSP invests in a new web base database management system to track client demographic data and service contacts, efficiently and accurately.

COMMUNITY IN SCHOOLS

No report

CONGREGATIONS FOR THE HOMELESS

24/7 Enhanced Shelter Program

We continued to cope with the impact of the COVID-19 pandemic, making sure that clients were always masked and maintaining proper social distancing. We also maintained our high standards of cleanliness and hygiene throughout.

CONSEJO COUNSELING AND REFERRAL SERVICES

Domestic Violence Community Advocate Program

Efforts have been made to introduce the community to the tech world of zoom. Support groups and appointments are being conducted more frequently and with an overall success. In addition, outreach services continue being conducted via radio, Facebook etc., to inform them of our ever presence and support as well as to providing with different resources that have been made available to them. Also, during this reporting period, the DV Advocate was able to provide over 400 hours of direct services new and existing clients. The Advocate co-facilitated a financial planning class for the Latino community for domestic violence survivors. This class provided education and information to women who had fled abusive relationships and were providing for themselves and their families for the first time. Participation in this class helps survivors to establish financial independence, a crucial skill for some survivors to develop. Of these clients, several were referred to Consejo's mental health program to receive counseling.

CRISIS CONNECTIONS

24-Hour Crisis Line Program

1) Caller is concerned that her son is showing signs of manic behavior and wants to get ahead of anything more severe happening. She feels like she has about 24-48 hours before he completely breaks down. He had a similar episode last year and was involuntarily hospitalized. He wasn't violent until they gave him anti-psychotics and then everything went downhill, and he had to be restrained. He's been off his meds since spring and now he's talking excessively (he talked for 5 hours straight last night) and having grandiose ideas. He's a college quarterback and caller tried calling the school to get him back on track, but they told her she needed to start over and go back to Harborview. She's trying to avoid that and wants to know if there's any other path. PW provided active listening and open-ended questions. PW advised that caller's best bet is to take her son to Harborview like school suggested to give him the best chance to be seen right away.

2) Caller presented initially with difficulty speaking and breathing due to heavy crying. Their situation was a bit unclear at first but with time they were able to regulate their breathing and explained they are feeling no support from their partner or father and due to a conflict with their partner they must move out and are facing imminent homelessness. They have done a lot of groundwork for housing resources and finding no options. They are waiting to get on disability for a debilitating condition. Caller expressed a lot of overwhelm and hopelessness but denied SI. Active listening, validation, safety assessment. She will take her medication and snuggle her dog Pumpkin for now.

King County 2-1-1 Program

Successes and Challenges- Quarter 1 2021

"King County 2-1-1 trained 108 specialists to answer calls for the COVID-19 Vaccine Help Line. These temporary specialists only answer COVID-19 calls to assist with the huge volume in calls coming through and to free up King County 2-1-1 specialists to answer more 2-1-1 calls. We also hired 3 new full-time King County 2-1-1 specialists to remain fully staffed.

2021 also marks the first year that we have offered clients the option of uploading tax-related documentation to the United Way for tax preparation assistance. This option is for clients who are unable to use the website or otherwise unable to complete this process themselves."

The total call volume is up from last quarter and is also higher than Q1 of 2020 but below its peak of Q2 2020.

Teen Link Program

"In Quarter 1, Teen Link had 394 contacts through the Teen Link phone line. These included calls, chats, and texts. Contacts were mostly chats (53%) followed by calls (27%) and texts (20%). The majority of those who identified their gender were female (54%) and from 14 to 17 years old (59%). A notable change is that 15% of calls came from people aged 11 to 13. Additionally, 6% of callers identified as being transgender or non-binary, and 10% identified as LGBTQI. Calls discussed suicide 12% of the time and 4% of callers reported they'd lost someone close to them to suicide. Callers were from mostly from King (38%), Snohomish (6%), and Pierce (5%) Counties, while 14% were from elsewhere in WA state and 20% were from outside the state. This may reflect young people spending more time on their computers and the convenience of using chat for out of state resources. The most common issues were stress (9%), conflict with family members (7%) and friends (5%), anxiety (4%), and loneliness (4%).

Our Crisis Caller Outcome Rating Scale shows that 92% of callers expressed reduced distress, 94% felt their problem was solved and 98% expressed appreciation for being able to reach a phone worker to share their concerns.

Beginning 1/1/21 we reopened the peer phone line 7 days a week after running it only 4 days per week (with just staff available on off days) since September. We trained another group of Phone Workers in March to help fill coverage for those nights. We have struggled to find volunteers for the phone line who understand the commitment this role requires and are not already overloaded. For example, while we initially had 12 eligible volunteers sign up for the March training, all but 4 had dropped out before the first day and only 3 completed the full training. We have many eligible volunteers who are interested but students are reporting that they are overwhelmed and have too much on their plate to commit to a 50-hour training. Some reported stress over going back to school on campus and others are concerned about standardized tests and grades. To address this, we are working on recruiting more volunteers who 1) attend public schools who may be less consumed by college prep and multiple extracurriculars and, 2) live near the Renton office so there will be less of a transportation burden. We are also currently looking into funds to supply bus tickets to volunteers without access to a car.

Our Outreach Program (all still virtual) has strengthened significantly as our Peer Advisory Committee members continue to build their leadership skills. They are now running planning meetings to review meeting structure and agenda, using games like Kahoot, anonymous surveys, and breakout rooms to engage all volunteers more fully. The teens are now running this meeting almost entirely on their own. We distributed 2,076 copies of our paper Where to Turn for Teens booklets in King County and many more digital links to the online version and additional flyers.

"Teen Link is currently running a new marketing campaign to reach more teens in isolation. We have ads running on Hulu, Spotify, YouTube, and Snapchat. We also have a more engaging element of it where we have designed pizza box covers designed to encourage conversation between teens and their parents. You can see pictures here and find a list of locations across the state here.

We are building a quarterly email newsletter that will launch in Q3 which is designed to reach parents with information about our SUD support line, upcoming trainings, and resources they can share with their teens. Lastly, our marketing team is working on creating content for a new Tok-tok account for Teen Link that will be launching in the next few months with the help of our teen volunteers. The teens have given input to all these new developments and are also taking steps to survey other young people in their networks.

We continued giving virtual Suicide Prevention Training for Students though Q1 and were able to maintain our momentum gained in Q4 with scheduling trainings. We trained 1,811 King County students and from the feedback determined that 76% reported an increase in awareness about suicide, 50% reported an increase in importance of suicide, and 98% said they found it "helpful" or "very helpful."

Our Youth Substance Use Prevention phone line has continued to grow as we develop trainings for all community members. They presented to the Seattle Police Department Youth Resource Officers, and continue to collaborate with the Rural Network Collaborative, the Marijuana Prevention and Education Professionals monthly meeting, the King County Reengagement Network meeting, and others. Lastly, they have moved into creating community trainings for teens and parents around substance use prevention and education, focusing on marijuana use and difficult conversations. This will be presented live virtually as well as offered in a self-guided format online. The first is for parents and is available now, and the next is geared towards teens and will follow shortly.

*Note on total Resident's calculation

The change in the calculation of total residents served reflect a request from the cities to include only what is in the contract. We recognize some cities do not want WTTFT distribution included in residents served. The numbers are listed for information but not included in the total residents served.

**Note on Call Numbers

We continue to distribute the number of unknown calls over the contracted cities to align with calculations integrated into our previous EHR. This is done to reflect a consistent pattern of calls despite our transition in software use."

EASTSIDE BABY CORNER

Meeting Basic Needs for Children Program

EBC served 3172 children and expectant mothers in 1st Quarter with 48,350 products orders of children's essentials including diapers, wipes, formula, baby food, toys, clothes, coats, shoes, books, nursing supplies and more. Weekly orders resumed to more normal levels than 4th

Quarter 2020 but EBC continues to see increase in demand for essentials, particularly requested through our Rapid Response and Opportunity Gateway partners. In the South region of King County, EBC served 1111 children which represented 31% of all children served. 28% of orders were for reoccurring children leading us to conclude we are sustaining more families currently. Our challenge continues to be to manage inventory, organize donations and bulk donations, and prepare orders with a small crew and programs staff.

As of March 31, 206 partner sites ordered from EBC, with 71 agencies in the EBC ordering system. In 1st Quarter 2021, EBC signed MOUs with Food Lifeline and Sustainable Renton Food Bank through our Rapid Response program. (Explained below) The Lake Washington School District added Bell Elementary Family Engagement program site. EBC providers will be trained on upgrades beginning in June as EBC migrates to the newer Lightning Salesforce ordering system platform. Of the 1,071,132 individual items distributed, (items are bundled for orders) School supply orders were up significantly. Car seat distribution was down 27% due to unknown reasons. In 1st Quarter 2021 EBC distributed 393,798 diapers which is a 44% increase year to year. We expect to see this trend continue to and are addressing need with events such as our annual Diaper Derby in May and focused online drives. In December, EBC received a huge donation of powdered formula from our national network partner, Baby2Baby. We shared a large portion of the donation with Food Lifeline for distribution of the formula to the foodbanks across our region.

RAPID RESPONSE & OPPORTUNITY GATEWAY

The Rapid Response program, created to address COVID-19, continues to serve community led coalitions and groups that are not traditional partners by providing bulk and order distribution of essentials such as diapers, wipes, and formula. Rapid Response Partners include Jubilee Reach in Bellevue, Kent Community Foundation, Renton Innovation Zone Partnership, and Somali Parents Education Board, The Opportunity Gateway program, delivers regular orders directly to south King County EBC providers through a low barrier, mobile distribution site, in partnership with Kent Youth & Family Services. This service allows for easier, quicker distribution, encouraging more frequent ordering of more goods for more kids.

The numbers reported for orders of items distributed in Q1 include Standard Orders (through a provider, customized for a child); program orders (e.g., packages of diapers to have on hand to meet an emergency need); foodbank or bulk orders (cases of baby food, formula, and diapers for foodbank distribution); and Rapid Response orders (large quantities of consumables or highly needed goods). Within those numbers, the distribution breakdown is as follows:

Rapid Response Orders: 14,166

Standard Orders: 24, 844

Program Orders: 6,918

Food Bank Orders: 2,422

City of Kirkland narrative: " Thank you so much to EBC for the beautiful crib for my grandchild". I am so appreciative of the support our family has received; it means so much."
Kirkland EBC client

EASTSIDE LEGAL ASSISTANCE PROGRAM

Legal Assistance Program

As we slowly ease into opening public spaces, we keep in mind the level of comfort our attorneys and clients feel about participating in in-person legal clinics. We have decided to keep our telephonic legal clinics going for the foreseeable future. As things "normalize," we will look at doing some in-person clinics. We have found that many attorneys prefer the flexibility of telephonic and zoom clinics and most of our clients agree, especially if they have children or rely on public transportation.

We see an attrition rate within the ranks of our attorney volunteers that we have not seen before. Some are retiring or moving out of state to be closer to family. Others feel the stress of an increased caseload at work, making it harder for them to volunteer. Some have experienced issues regarding the loss of key support staff, especially for smaller law firms. This past quarter we have had to dig deeper into our volunteer list to meet the needs. We were also fortunate to have started up the Low Bono program, which has helped clients from our clinics receive more extensive legal help. This month we will welcome a new Legal Service Director who will manage the Low Bono and Pro Bono Program. We also anticipate that this person will help build our roster for family and immigration law attorneys to continue to meet the growing need.

Over these past 16 months, we have noticed the increased number of people with mental health issues needing legal assistance. This raises an issue that is discussed at all levels in the legal community. The challenge is we are not mental health specialists, neither are our volunteer attorneys. There has been discussion about collaborating with mental health professionals to work as advocates for the clients and walk with them through their initial intake and meetings with attorneys. Something like this would require quite a bit of funding and infrastructure to ensure that clients can get the help they need. At this point, the best we can do is through our Know Your Rights workshops and webinars so that providers are aware of the legal services available for their clients. Life under this pandemic has stressed out even the most level-headed person and exposed the huge fissure between the need and the available services. While ELAP would like to do more in this effort, the reality is our time, energy, and resources must go to maintaining and improving current services while recruiting more volunteer attorneys.

We are happy to announce that a collaboration with Microsoft and ELAP's Technology and Innovation Director led to creating an evaluation tool we will start using this month with clients to get feedback on our clinics. We are bringing on a volunteer to help us go back to the beginning of the year and capture as many evaluations as possible. We have always used these evaluations to help us improve our services. We hope to learn how we have done during this strange and stressful time in meeting the legal needs of the low-income communities of the eastside. We look forward to reporting on this in our 3rd Qtr. Report.

ELAP is also looking at building up a new program that we believe will help many people. This will be a Legal Literacy project that will inform, educate, and inspire low-income individuals and families to better advocate for themselves on legal issues. Having a better understanding of how the system works, the resources out there to help one navigate the courts, and the power one must make changes to a system with so many flaws will benefit everyone. ELAP has brought change to our courts and our clients' legal procedures, which reduces their stress and fears. This project idea is in the infant stages, but there is support from many in the legal community and community partners and clients. We will reach out to partners in the cities where we provide their residents with legal services.

Housing Stability Program

The Kirkland Housing Program is continuing the progress and relationship that was established last year. The staff attorney has seen a continual need for housing from the residents in Kirkland. With the moratorium expected to expire in the middle of the 2021, the need for legal assistance will continue to rise. The staff attorney has attended CLE seminars regarding remote court hearings and other aspects of client representation that were changed radically in the light of the pandemic. He has also presented on multiple community webinars regarding tenant rights. The Kirkland Housing staff attorney, with other ELAP Housing Staffing Attorneys, hosted CLE to train volunteer attorney new to tenant defense.

This year is proving to be as challenging as 2020. The calls to ELAP reflect the heightened level of crisis people are experiencing. We see more serious domestic violence and housing cases come through the intake. In anticipation of this and increased calls, we continue to recruit more attorney volunteers for our legal clinics. Most people want and need an attorney to represent them. We refer clients to partner legal agencies who have those services once we have helped them in our legal clinics. Unfortunately, other legal agencies also feel the squeeze and find that they are more often at capacity and the client may return to ELAP for additional services. Another challenge is that more clients wait until the last minute to ask for help, with a court date right around the corner. We have an exceptional team of volunteer attorneys who have stepped up time and time again to offer brief or extensive services to our clients. For some, it is the only lifeline available.

Unfortunately, ELAP experienced a great deal of turn over in the position of Kirkland Housing Stability Attorney. Three different people held the position in 2021.

FAMILIES OF COLOR

Parent Groups Program

Due to contract signing delays and capacity issues within FOCS (Parent Group specialist left in February; others were personally impacted by COVID-related closures), we postponed launching the groups until the second quarter.

FRIENDS OF YOUTH

Drop-In Services for Homeless Youth and Young Adults Program

Successes: Youth Haven: Our youth made it through a very challenging school year of remote schooling and are very excited about summer vacation. We have been able to slowly lift our

COVID precautions and have been able to have more outings into the community and youth have been able to visit more with their friends and family. Many of our youth have been able to get the COVID-19 vaccine and we continue to offer that to any youth who come through our shelter.

Landing: As the State has begun to reopen, the Landing has been able to connect more guests to case management and community resources. One of the main goals of shelter is to make homelessness as brief and least harmful as possible. With more resources open, the Landing has been able to better achieve these goals. Many guests over this last quarter have been able to find housing options.

Challenges: Youth Haven: The number of youths we have been able to serve during this time continues to be lower than usual with staffing shortages and lower numbers of youth transitioning out of the shelter. We have struggled to fill our open positions and continue to work with our Human Resources department to evaluate our recruitment and retention of staff members and how we can improve that across our agency. We continue to see long term effects of the pandemic on the mental health of our youth and continue to work with our youth and refer to outside mental health providers to address these challenges.

Landing: One of the toughest challenges that the Landing faces is understaffing. Due to high turnover and retention difficulties, the Landing has not been able to maintain consistent staffing and many of our staff are feeling burnt out.

Another challenge we have is the ability to provide access to clothing, specifically underwear, socks, and under garments. Clothing is a basic necessity! Covid-19 deeply impacted our ability to obtain donations from the community.

Success Story: Youth Haven: “Destiny”, age 17, came to Youth Haven after feeling unsafe in her home due to conflict with her family. During Destiny’s stay, she was able to start working full-time and save money for when she ages out of care. Destiny continued to remain on top of her schoolwork, despite the disruptions happening in her personal life. Destiny worked with the case manager and the Youth Engagement Team to explore housing options for when she turned 18 and applied for various apartments in the area as well as explored options like moving out of state to reconnect with her biological family. Towards the end of her stay, Destiny was accepted to college and planned to move out of state to live with her biological mother. She was working with the case manager and Youth Engagement Team to set up services and referrals for where she would be moving.

Landing: A guest from Bellevue had experienced homelessness on and off for the past five years. Now as a 24-year-old on the verge of aging out, he was able to get connected to housing case management that was able to present him with options that met his needs. He is now successfully housed in Kirkland.

TLP Housing for Homeless Young Adults and Families Program

Successes: Multiple residents have moved from New Ground Bothell to New Ground Avondale Park this quarter due to safety concerns.

Challenges: Clients are continuing to have challenges with childcare and employment opportunities that feel safe during this pandemic.

Success Story: VC and her daughter, DS came to New Ground Bothell after experiencing homelessness in Kent. VC was a self-referral, and she came to New Ground Bothell from a shelter. The services provided by staff at NGB for VC have been helping her gain access to grocery stores that carry foods from her culture, connecting her to Drs that respect her ethnicity, touching base with other service providers to support her needs, helping her reach her goals of obtaining her GED, learning to drive, and eventually entering the workforce as an EMT or 911 call center operator. VC has recently joined NGB resident manager on a run, which showed an increase in her positive mental health, bonding with staff, and entering her current community in a big way. She is looking forward to making these runs into a routine to improve her physical and mental health.

Youth and Young Adult Shelter Program

Successes: Youth Haven: Many of our staff members have been able to get the COVID-19 vaccine and we have had a few youth also express interest. While we have had youth in the shelter longer, we have been better able to help youth transition to long-term housing and make referrals to get them established with providers who will be able to continue to work with these youth after they leave our shelter. As we have started to lift some of our COVID precautions, many of our youth have been able to have successful visits with families and other positive permanent connections.

Landing: This quarter the Landing was at capacity a majority of nights and we collaborated with other young adult shelters to make sure that guests we could not serve were still able to find shelter. Shelter staff have been striving to build rapport with guests and get them connected to applicable resources. The Landing's Transitional Living Program offers a guaranteed 30-day bed to 6 guests and has been motivating guests to set attainable goals towards housing.

Challenges: Youth Haven: COVID-19 continues to impact the youth and staff at our shelter. We have seen a spike in mental health needs amongst our youth, as well as increased feelings of isolation, disengagement, and emotional fatigue the longer the pandemic continues. We continue to have lower number of youth transitioning out of our shelter at this time as we continue to limit our capacity so we can ensure that all youth and staff are able to follow recommended COVID-19 protocols. We have had some turnover in our staff team during this time period, and we are working hard to hire and fill those positions.

Landing: The Landing's 24-hour model was heavily impacted by Covid-19 this quarter. Many staff were not able to come in for their shifts due to experiencing symptoms and then would have to take time to schedule and wait for the negative test results in order to return. This stretched staff thin and made maintaining operations difficult at times.

Success Story: Youth Haven: "Chloe", age 15, came to Youth Haven after experiencing significant mental health challenges and family conflict in the home. Chloe was released from the hospital with no mental health support or medication management. During Chloe's stay, they were able to be set up with a mental health provider and psychiatrist to prescribe and manage

their medications. Prior to coming to Youth Haven, Chloe struggled to engage with their online schooling, but during their stay, they were able to enroll in a new high school and regularly attend their classes. Chloe started working with an attorney through Legal Counsel for Youth and Children regarding their legal options and they had a few successful visits with a positive permanent connection. At the time of exit, Chloe was working with their attorney to determine if they would be able to go live with their permanent connection and had started working with their counselor on past trauma they had experienced.

Landing: “Able” (19-years-old) – was kicked out of his mother’s Bellevue home before he turned 18 for rejecting Christianity and substance use. Able spent the next year trying to find himself. When Able came to the Landing, he got connected to the substance use counselor, obtained a job, and finally got connected a housing case manager. At first, Able was hesitant about moving into housing that is a shared space, but after reviewing how expensive signing a lease could be, he embraced the idea of being in place where he could gain the skills needed to live on his own and save money. Able moved into a TLP program in Seattle and is excited about what the future holds for him.

HARBORVIEW MEDICAL CENTER

Center for Sexual Assault and Traumatic Stress Program

Community outreach has historically been an important part of HATC services in the cities covered in our pooled cities grant. We rely on our community partners helping with referring clients to us for therapy services. Since COVID, the opportunities to outreach, network, and partner have mostly ceased. This on-going type of work has primarily been on a 1:1 or small group level via telehealth. With vaccinations allowing for a limited return to in-person interactions, we are developing a plan on how to best reach out to and meet the community needs. We are currently hiring a full-time staff member for our Bellevue office. Unfortunately, the current vacancy has had a negative impact of the number of clients served. Once the new social worker is hired and trained, they will serve a full caseload of clients living in the pooled cities and be able to greatly help in the outreach efforts as those opportunities become more available.

HEALTHPOINT

Dental Care

"Q1 2021 has seen challenges and hope due to the current pandemic which continues to challenge the way in which we interact and connect with our patients. Leveraging technology has helped to remove many of those barriers with many visits being conducted via telehealth. Across the organization, 39% of visits have been virtual. This has allowed us to take care of our more vulnerable patients in a manner which mitigates their risk of exposure to COVID-19. Staggering our in-clinic appointments has allowed us to continue to see our patients and provide high-quality medical care throughout this pandemic while reducing the footprint of patients in the clinic.

Overall, our visit levels in Q1 2021 have not yet returned to levels we saw in Q1 2019. For the share1app cities, we range from 40-100% of Q1 2019 visit levels. In Q1 2021, we were at 40% of Q1 2019 visit levels for Burien and Des Moines residents; in the 50-70% range for Bellevue,

Federal Way, Kenmore, Kirkland, Redmond, SeaTac, and Tukwila; and 70-100% for Covington, Issaquah, and Kent. The good news, however, is that when we compare Q1 2021 to the lowest visit levels of the pandemic--Q2 2020--we are at 67-121% of those levels. Q1 2021 visit levels for Federal Way, for example, were 85% of the nadir of Q2 2020; for Issaquah, we were at 121% of Q2 2020. We believe this is indicative of an ongoing recovery of visit levels, even as the pandemic continues, and we enter a potential fourth surge.

Though all of our dental clinics--Auburn, Bothell, Federal Way, Kent, Des Moines, Redmond, and Tukwila--have undergone HVAC renovations to circulate cleaner air in continuously in alignment with CDC recommendations to keep our patients and staff safer, we still stagger our in-person appointments. This is not only to maintain safe physical distancing and to space visits apart. It is also to continuously conserve PPE supplies to ensure that we plan for continued dental operations into the foreseeable future. Ample supplies of PPE is crucial since oral health care includes many aerosol-generating procedures. We must continuously walk a fine line between providing services our patients desperately need, while trying to create an environment that minimizes the risk of COVID-19 transmission for our patients and staff.

Medical Care Program

"Q1 2021 has seen challenges and hope due to the current pandemic which continues to challenge the way in which we interact and connect with our patients. Leveraging technology has helped to remove many of those barriers with many visits being conducted via telehealth. Across the organization, 39% of visits have been virtual. This has allowed us to take care of our more vulnerable patients in a manner which mitigates their risk of exposure to COVID-19. Staggering our in-clinic appointments has allowed us to continue to see our patients and provide high-quality medical care throughout this pandemic while reducing the footprint of patients in the clinic.

Overall, our visit levels in Q1 2021 have not yet returned to levels we saw in Q1 2019. For most of the share1app cities, we range from 40-100% of Q1 2019 visit levels. In Q1 2021, we were at 42% of Q1 2019 visit levels for Burien residents; in the 60-70% range for Des Moines, SeaTac, and Tukwila, and 70-100% for Bellevue, Covington, Federal Way, Issaquah, Kenmore, Kent, Kirkland, and Redmond. The good news, however, is that when we compare Q1 2021 to the lowest visit levels of the pandemic--Q2 2020--we are at 89-148% of those levels. Q1 2021 visit levels for Burien, for example, were 89% of the nadir of Q2 2020; for Issaquah, we were at 148% of Q2 2020. This is indicative of an ongoing recovery of visit levels, even as the pandemic continues and we enter a potential fourth surge.

Having been approved by the State Department of Health to store and administer the Moderna, Pfizer, and J&J COVID-19 vaccines, many of our clinics have been able to vaccinate some of our most vulnerable patients even as we continue to move forward with vaccinations according to the State's tiered approach. During Q1, we administered 7,673 COVID-19 vaccine doses to 5,157 patients. About 57% of these patients were over age 60, and 76% of the patients who received dose #2 were over 60.

We continue to test for COVID-19 at our clinics. In Q1, we ran 1,622 tests, with 14% testing positive. These figures do not include the tests done at the mass testing site in Renton, where we have seen upwards of 800 people tested in a day.

We continue this partnership with Public Health - Seattle & King County to operate that mass testing site at a former state emissions facility in Renton. That site will also become a mass vaccination site as the tiers proceed. Also in Renton, the HealthPoint at Sunset Neighborhood Center, which opened in the latter half of 2020, continues to grow after having served 690 patients in Q1 (a 23% increase over Q4 2020). This is in addition to our partnership with philanthropist Doug Baldwin and the City of Renton to open the Family First Community Center on 116th Ave SE in Renton, which will include a healthcare component through HealthPoint.

In Q1 2021, our Redmond clinic relocated presented from our Together Center site during its new construction. Fully moved into the new location and functional within a week, we are proud to continue serving our patients in our new location.

HERO HOUSE

Supported Employment Program

HERO House NW's Bellevue Clubhouse has continued to provide Supported Employment services both in person at the Clubhouse (with a 50% capacity due to COVID-19) and through our Virtual Clubhouse. Since then, we have been able to continue to provide Supported Employment services to members and help them maintain their job if they were deemed essential employees. For those members that lost their jobs due to COVID-19, or their jobs were put on hold, we provided support in applying for unemployment benefits as well as benefit planning for SSI/SSDI. Since King County entered into Phase 3 during Q1 of 2021, we have been able to increase our in-person meetings for those enrolled into Supported Employment. We have hired a third employment specialist to increase the amount of members we can serve, which will lead to a 25% increase in services. Transportation has been a barrier due to limited bus routes and limiting the capacity of how many members we are able to provide transportation services to and from the Clubhouse.

HOPELINK

Adult Education Program

INDIVIDUALS SERVED: The total number of clients served by the Adult Education program in the first quarter was 71. We have met or exceeded the goal for annual number of residents served for Bothell, Kirkland, Redmond, and Sammamish. We are on track to meet the annual goal for Bellevue, Issaquah, and Shoreline.

SERVICE HOURS EFW: The total number of English for Work service units (hours) in the first quarter was 2,340. We have exceeded the annual goal for Bothell, and we are on track to meet the goal for Bellevue, Kirkland, Redmond, Sammamish, and Shoreline. We do not yet have service units for Issaquah. In April, we plan to launch outreach efforts with an emphasis on connecting with residents of Issaquah.

SERVICE HOURS GED: The total number of GED service units in the first quarter was 396. We have exceeded the annual goal for Bothell, and we are on track to meet the annual goal for

Bellevue, Issaquah, Kirkland, Redmond, and Sammamish. We do not yet have service units for Shoreline. In April, we plan to launch outreach efforts with an emphasis on connecting with residents of Shoreline.

SUCCESS: Mock interview events are integral to the success of our English for Work program. In a one-week timeframe, we conducted 68 mock interviews for our English for Work students in partnership with local employers. Each student had the opportunity to have two interviews and receive beneficial feedback. Our students bring so many valuable skills and experiences to the workplace. The employers' time and thoughtful feedback prepares students to communicate those skills and experiences more clearly as they go through the job search process. The employer interviewers provide current and industry-specific information that keeps our program relevant and helpful. Here are just a few of the many positive comments students have about the mock interview events: "Mock Interviews were the most helpful [part of the course]. Felt like a real job interview." "The mock interviews gave me confidence and motivated me to look for a job." "Mock interviews are one of the best thing in English for Work class. All the interviewers are very friendly and encouraging." Not only do students benefit from this experience, but employers benefit as well. One employer commented that participating in mock interviews allows him to keep his "interview skills honed and to better understand the challenges people who are learning the English language have in finding jobs relevant to their skills." We love bringing English language learners and employers together, so they can learn from one another!

CHALLENGE: Since the start of the pandemic, our enrollment has been down. Having smaller classes while being on Zoom has been helpful because it allows us to support students more effectively. However, we would like to increase our enrollment some. In the month of April, we will offer two virtual information sessions. We will invite anyone in the community to come learn about Adult Education programs. We look forward to seeing if the information sessions result in higher enrollment for our spring and summer classes.

2nd quarter

SUCCESS: When WP joined our GED/High School+ program, the instructor determined that he was just a few credits shy of earning a high school diploma. The instructor crafted a plan in partnership with Lake Washington Institute of Technology with the goal of supporting WP in reaching his goal as quickly as possible. WP completed Washington State History and U.S. history coursework with us, doing top-notch work and spending less than two months in our program. He was so pleased to have earned his diploma by June! WP has already scoped out apprenticeship opportunities and hopes to start training as an electrician this fall.

CHALLENGE: In the month of April, offered two virtual information sessions, inviting anyone in the community to come learn about Adult Education programs. Contrary to our expectations, the sessions did not result in higher enrollment for our spring and summer classes. We have not quite figured out a solution to recruiting more students during a pandemic, but we will keep trying new methods.

Emergency Food Program

On 03/09/20, due to limit COVID-19 exposure for clients, volunteers, and staff, we transitioned from our standard grocery model to distributing prepacked food boxes, which currently contains 25 meals per box. We also shifted to tracking number of households and individuals served on paper for efficiency. As a result, we were not able to track the unduplicated numbers of households and individuals served in each city. During 2021 Q1, 27,365 prepacked boxes containing 684,125 meals were distributed. This is reported as “Unknown” in Service Unit 1.

Program Story: A client recently share that when COVID hit and his family was forced to stay home, he noticed that his elderly neighbors where not leaving their house and where not receiving food deliveries. He reached out to them to see how he could help and offered to pick up food for them. Over the last 9 months, he has been coming every other week to pick-up food for his neighbors. He said that prior to the pandemic, he didn't even know their names! Initially, he had planned on buying them groceries, but knew that wouldn't be sustainable once his wife lost her job. Through support from Hopelink, both his neighbors and his own family have been able to survive great uncertainty. He also added that he felt safe with the pickup process. He expressed gratitude for the work Hopelink does and the inspiration he has felt when he comes to the food bank and sees so many community members working hard to feed their neighbors. When he hears from others who are struggling, he is so happy to be able to tell them about Hopelink and how to get connected to support.

Employment Services Program

INDIVIDUALS SERVED: In Q1 2021, the program exceeded annual goals for Kirkland, Sammamish, and Shoreline. It is on pace to achieve goals in other cities.

SERVICE UNITS: The program provided 66% of the annual service unit goal.

SUCCESS STORY: Renu had been working at a local jewelry store since August 2019 when she came to us for employment services. She is a Medical Doctor from Southeast Asia and struggled finding a medical residency in the United States. The employment specialist connected Renu to Upwardly Global, an agency that helps immigrants and refugees who want to use their professional skills in the U.S. workforce. The case manager at Upwardly Global advised Renu to have a strong resume to apply for internships and possibly a medical residency. She and the employment specialist created a standout resume that landed her an interview with a medical research firm. She accepted a medical assistant job with the firm with pay starting at \$4,000 a month plus medical and dental benefits for her and her family. In this role, she will be able to meet with patients and assist them with individualized drug treatment plans. An added bonus: the firm will pay for her medical license in the United States. Thanks to collaboration between Hopelink and Upwardly Global, Renu is on her way to resuming the work she loves!

CHALLENGE: The program manager left Hopelink in February creating a vacancy to fill. Recruiting is in progress with the support of HR and the director is providing team oversight until the position is filled.

2nd quarter

SUCCESS STORY: Jonathan came to Hopelink needing to find employment. He sold his taxi business a few years ago when ride share companies got most of the taxi business in town. He used up his savings and has been living on credit cards while trying to find employment. Jonathan's employment specialist learned that in addition to running his own business, he had worked in banking in his home country. His background included many years of operations and managerial experience, opening new branches, training, and writing procedures. He wanted to return to banking but lacked current experience and knowledge of U.S. banking regulations and laws. Jonathan's employment specialist told him about the local BankWork\$ job training program and how it would help him to update his skills and knowledge. And, that they have a very good network with the local bank recruiters and hiring managers and provide job search support including interview preparation and mock interviews for banking jobs. After talking with the enrollment coordinator, Jonathan was accepted into the program and is excited to start BankWork\$ with the July cohort!

CHALLENGE: We continue to monitor caseloads closely for determining when the right time is to recruit for vacant positions. We are right at capacity for current staffing, though the team is stretched due to testing and training for the new client database that will be implemented in the summer. We are looking forward to the benefits of the new system once we get up the learning curve!

Family Development Program

In Q1 of 2021, Hopelink Family Development program served 235 unduplicated individuals and provided 517 hours of case management.

Program success story:

Nina had worked extraordinarily hard in life to exceed expectations in school in order to graduate into a flourishing career in the medical field. Nina was happily surrounded by many close friends and family members in a thriving supportive community. After marriage, Nina found herself living in the United States, an unfamiliar country around the globe far away from the place she had always called home. She had little to no support systems, very limited knowledge of the United States, and no autonomy in Nina's marriage. For many years she felt that she had no choice but to sacrifice in order to provide a stable life and a bright future for her young daughter. Nina separated from her husband and left with their daughter. Where she found navigating the unfamiliar social support systems extraordinarily challenging. With no one to turn to and no income, Nina found herself experiencing homelessness.

A community member recommended that she call Hopelink. Despite reservations for fear of judgment, Nina took a leap of faith and made the call. Nina was quickly matched with a case manager in the Family Development Program. The case manager and Nina partnered together to access legal assistance through the Northwest Immigrants Rights Project and the Eastside Legal Assistance program to work towards obtaining a protected visa and to solidify Nina's divorce. Nina was able to work with her case manager to access financial assistance to get her daughter into childcare as well as to help with moving costs into her very own apartment where she and her daughter could finally call home. She and her daughter were able to connect with Hopelink food bank and Hopelink's energy assistance program. Nina was able to get certified in the United

States to be qualified to continue her career in the medical field she had spent years training for previously which provided Nina and her daughter with a living wage.

With Nina and her daughter's basic survival needs met, she now has the freedom to explore her own autonomy and passions in life. Nina's daughter is doing exceptionally well in school and in her extracurricular activities. Nina has expressed her gratitude to Hopelink for providing a feeling of community when she had none and for welcoming Nina with open nonjudgmental arms.

Financial Assistance Resiliency Program

Hopelink serves the majority of people who reside in the same cities at our five centers located in Bellevue, Kirkland, Redmond, Shoreline, and Carnation. In Quarter 1 of 2021, Hopelink provided 226 unduplicated households and 603 individuals with financial assistance towards eviction prevention, rent, move-in costs, and other utility assistance. Responding to an increase in community need since the beginning of the COVID-19 Pandemic, Hopelink is continuing our remote appointment operations for financial assistance. Clients have responded positively to the remote appointments, and we continue to enhance our ability to respond to the financial need of the community during this time.

Client Story: This family of four immigrated to the United States in early 2020. Soon after settling in, the father's employment as an Uber driver was interrupted by COVID-19. His wife had not yet been approved to work or attend school. Though he was able to receive unemployment benefits, they eventually ended, and the family started relying on a very limited temporary income of Pandemic Unemployment Assistance (PUA). Rent began building up, so the family reached out to Hopelink for rental assistance. The family received \$3000 in rental assistance as well as referrals to our English for Work Program, Family Development, Food Bank, and Energy Assistance. These services as well as identifying other resources within the Shoreline community will help the family address future needs and catch up on rent.

Housing Program

In Q1 2021, our communities continue to be directly impacted by the widespread changes caused by the COVID-19 pandemic. To support our families, we shifted our focus toward crisis response, centering our goals toward keeping our staff and families safe. We developed new practices that would enable us to continue to work, albeit virtually, with our families to provide access to all the essential resources needed to ensure their compliance with the mandate. Many of our families were especially hit hard by the pandemic, many lost loved ones, jobs, and childcare access. Our programs continued to employ the remote model service delivery, as we supported our families through the impacts of the pandemic.

Hopelink Housing served 439 individuals, provided 25,440 bed nights, and 1483 case management hours. Through the pandemic, Hopelink continued to partner with other local community programs to establish a direct referral process, which connects families in North & East King County to our available housing units while taking referrals from CEA for Avondale Park and Heritage Park.

Success Story:

Gina and her daughters arrived in the United States in 2017. It had taken them 7 years for final approval for she and her daughters to join her husband who was already living in Seattle. Unfortunately, shortly after she arrived, the marriage failed and mom with six daughters found themselves homeless. They stayed for a time at a night shelter until they came to the Hopelink Avondale Park Shelter.

Gina was highly motivated to become employable and enrolled in medical office courses at a local college. Her school-aged children enrolled at local schools and began to thrive. She was thrilled when offered transitional housing and the family quickly accepted the offer. During their one year in Transitional, Gina continued completed her education and became certified as a doula.

Recently, Gina was contacted by a local landlord who had received a housing application that she had submitted while living in shelter. It did not take long for her to complete the paperwork and receive approval to move into permanent housing! Now they are settled in their “forever” home. Gina will stay enrolled in Hopelink services including the Family Development program and is searching for employment with the assistance of the Hopelink Employment program. She recently reminded her housing case manager, “We came to Hopelink because we needed help!”

IKRON

Behavioral Health Services

In Q1 of 2021, IKRON has met and exceeded all quarterly goals. IKRON continues to provide both telehealth and in-person mental health and substance use counseling services to low-income participants in our communities. IKRON has had success in reaching more participants for medication management services by increasing one of IKRON’s ARNP’s work hours to open more appointment slots. This has been helpful for participants to have more access to medication management services because IKRON has seen an increase in need for psychiatric medications during COVID-19.

Integrated Employment Services

During Quarter 1 2021, IKRON focused on increasing job development and job sustainment services to residents of Issaquah, Redmond, Bellevue, and Kirkland to meet quarterly goals at 100% or more. IKRON was able to successfully do this with an increase in referrals, clients returning to services, implementing an internal bonus structure, and tracking service numbers monthly. IKRON had an overall increase in referrals from Department of Vocational Rehabilitation as well as internal behavioral health clients. In addition to increase referrals, long-term support clients through DDA returned to work in the new year increasing job retention service hours significantly. Specifically, IKRON had two Bellevue resident clients who returned to work and needed an increase in job retention services to help maintain employment. Both clients were in jeopardy of losing their jobs, however with increase support and advocacy from the job coach during Quarter 1, the clients received the support they needed to improve areas of concern and are currently still employed. This resulted in a significant increase in job retention hours in Bellevue. IKRON struggled to meet city goals in 2020 due to decrease in services that

was caused by COVID-19 and clients opting to put services on hold, however referrals started to increase again at the end of 2020. IKRON responded in the first quarter of 2021 by meeting goals to show the work vocational specialists are doing to meet with clients in person, remotely or in the community at job sites. IKRON is committed to serving individuals for employment services to meet their needs and goals as clients start to consider returning to work.

IMAGINE HOUSING

Supportive Services Program

Imagine Housing has already surpassed or are meeting goals in all areas with the exception of Training/workshops/classes. We continue to struggle with engaging residents via Zoom meetings or gettogethers. We are starting some support groups through our contracted services with IKRON, but not everyone has access to a computer to participate. Due to some changes in staff and due to COVID concerns we have had limited occurrences of these services. We predict this increasing in the next month or two with decreased restrictions and looking for creative ways to engage residents.

INDIA ASSOCIATION OF WESTERN WASHINGTON (INDIAN AMERICAN COMMUNITY SERVICES)

Cultural Navigator Program

Covid continues to have deep isolating and economic impact on our seniors and families. We have seen an overwhelming need for food, COVID supply kits among our seniors, increasing mental health issues among our youth, 6 of who had to access one on one mental health counseling for emergency crises. Connecting our families to their loved ones in India while also making sure we are inching towards more than 80% vaccinated is critical for our community. We have set up a database of emergency phone numbers for various cities and rural centers in India so that our community can choose to check in on family and friends in India.

Mental Health Support Program

IAWW Youth Leadership Program offers once monthly support group for youth and a separate monthly support group for parents "Coffee and Chat" moderated by our community mental health professionals who work on addressing social emotional resiliency for our families and youth. Our senior "Chai & Chat" support group also addresses mental wellness for our ageing adults in a culturally nuanced approach taking our seniors out once or twice monthly (requiring vaccination proof and social distancing and masking) to city parks for connecting with each other while continuing to offering them unique ways to address wellness via meditative art, breathing techniques and coping strategies drawn from group conversations. As we continue to provide innovative approaches towards mental wellness, we continue to encourage our members access our one-on-one mental health counseling.

JEWISH FAMILY SERVICES

Refugee and Immigrant Services Program

JFS continues to offer online ESOL classes, although there are of course many downsides of online class (having to prepare different types of activities, inability to concurrently check student work, etc.), there is also the upside that some of these students wouldn't be able to make it to the class on a regular basis. Some of them live far away. Others have young children. Still

more have health problems that impede their ability to be in a regular classroom, and students who are employed, which has been a challenge for them to figure out how to juggle their schedules as they start going back to their essential jobs. We hope in the future to use some kind of hybrid learning that enables their continued participation when we do go back to in person classes. In the meantime, we allow students to record the classes on days when they have to work or go to a doctor's appointment. The students are most definitely looking forward to the opportunity to have in person classes. They enjoy seeing their friends and classmates online, but we know that it is difficult to interact with one another in this way. As our students and volunteers are generally older, most of them have already been vaccinated and are excited to get back into the classroom

KINDERING CENTER

Childcare and Preschool Consultation Program

Our CCPC consultant shared a success story: I recently received a call from a childcare I had previously supported in-person. The director requested consultation help for a preschool classroom struggling with naptime challenges. The director described a little boy who instigates the chase game by yelling "Catch me!" as soon as the children have settled onto their mats. I began to laugh, realizing that I knew exactly who this child was.

I observed "Liam" a year ago when he had just turned 3. At that time, his parents and teacher described him as "bright, silly, excitable, and very active." However, Liam's quick, excited movements throughout the day and constant need for physical contact with adults and peers were posing serious challenges for the teaching staff. At that time, Liam also had serious sleep issues and was waking every two hours throughout the night; he also was not sleeping at child care. I had strongly recommended taking Liam to a sleep specialist to receive professional guidance in improving Liam's sleep habits and investigating any underlying issue impacting his sleep. I also recommended a sensory processing assessment followed by on-going occupational therapy as needed to help Liam learn to regulate his energy state and meet his sensory needs. As it turned out, the pandemic created enormous family stress, and his parents had postponed accessing services as they tried to manage life a day at a time.

The director was committed to continuing to support Liam and his family despite the challenges. In a Zoom meeting that included the teacher, we reviewed my previous suggestions for classroom strategies and brainstormed additional ideas for naptime, including:

- Recognize that Liam is not yet able to calm his body well enough to sit or lie quietly on his mat for the whole 90-minute naptime. Start by playfully challenging him to stay on his mat for a very brief time, using a timer, then praise him when he succeeds. Try to lengthen the time gradually.
- Ensure that his mat is in an area of the classroom that is as private as possible, such as behind a toy shelf.
- With parent permission, allow Liam to wear headphones to listen to stories or soft music as he lies on his mat.

KING COUNTY BAR ASSOCIATION

Pro Bono Services Program

During the eviction moratorium HJP has continued to assist tenants throughout King County. Because our clinics have moved online the clinic model has adjusted to continue serving clients. We have implemented an outreach plan to make sure every tenant who has a filed eviction case is aware of our services. Staff track every eviction filing on a daily basis and send an outreach letter to each household informing them of our service. This has helped us engage with more tenants facing eviction in order to intervene. We also post aggregate information about evictions on our website from this tracking system: <https://www.kcba.org/For-the-Public/Free-Legal-Assistance/Housing-Justice-Project/HJP-Heat-Map>

We have also developed a mediation program with the Superior Court Judges Association and landlord groups to help tenants access rental assistance and develop payment plans. We are working with King County to directly administer rental assistance funds as part of this program. In 2020 we distributed \$2 million in rental assistance funds to tenants across the county. In Q2 we anticipate providing another \$1.5 million in rent assistance funds.

Bellevue - Tenant was living in a unit that was rented by her ex-partner who left the apartment. The landlord was asking her to leave because she was not authorized on the lease. The tenant was struggling to find another apartment and we got her additional time and helped her access other housing resources.

Bothell - Tenant had substantial disability and needed help asking landlord for repairs such as the oven not working properly. An attorney drafted a letter for him and forwarded it to the landlord to arrange for repairs to be performed.

Issaquah - Tenant was being evicted because the owner wanted to sell. The tenant had some other claims against the landlord and we entered mediation. We helped the tenant obtain move out assistance to move out in a few months.

Kenmore - Tenant's roommate left and he was at risk of falling behind on rent. He needed information about the moratorium and how he could get help with finding a more affordable place. We helped him understand the process and connected him with other resources.

Kirkland - Tenant was behind in rent substantially due to back rent owing. The tenant wanted help crafting a payment plan with the landlord, which staff helped with.

Sammamish – Tenant contacted HJP with questions about her rights as a tenant. She spoke with an attorney who informed her of rights during and after the moratorium.

KING COUNTY SEXUAL ASSAULT RESOURCE CENTER

Sexual Assault Advocacy Services Program

CLIENTS SERVED: KCSARC has achieved at least 25% of the annual client goals for all of the cities with goals.

ADVOCACY SERVICE HOURS: KCSARC has achieved at least 25% of the annual advocacy goals for all of cities with goals.

Narrative:

Staff are beginning to get vaccinated, and we will be surfacing from the cocoons of our homes very soon! We are in the planning stages of having our Legal Advocates attend trials with clients. The courts have been at a standstill for the last year, but trials are beginning, and we want victims who are having to testify at the trial of their offenders to have a supportive advocate by their side. We are slowly increasing our community response, while being cautious about bringing staff and clients back into the office until we have a better sense of community immunity. Safety for our staff and clients are still on our minds as this pandemic continues to be a battle.

Working with parents of kids who have been sexually assaulted during this pandemic has been vital. They have needed extra support as they try to manage the online school challenges in addition to the trauma of sexual assault. One of the things that has changed is our work with parents in the general community. We have recorded podcasts that will help parents who have kids who have been sexually assaulted as well as parents in general. The title and the goal of the podcasts is “Building Resilience”. Our hope is to share the same parenting tips as we do with our clients to the general population of parents. In addition, we have been participating in many school assemblies geared to parents to give them some added skills as they continue to be parents and homeschool teachers!

LAKE WASHINGTON SCHOOL FOUNDATION

Pantry Packs Program

We are pleased to be distributing Pantry Packs to students in 44 Lake Washington School District schools. Working within social distancing and safety requirements continues to be foremost on our minds. Small, masked crews pack food, and we 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. Our 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. Although we will always seek funding from multiple sources to strengthen and diversify our financial base, knowing that we can rely upon these two-year grants from the cities are a key component of our ability to confidently plan for the future. Together, we can ensure that no child in our cities must go home to an empty pantry. Thank you for your continued support!

LIFEWIRE

Emergency Shelter Program

Mona and her children moved into MSH directly from fleeing her abuser a year ago. Mona experienced several challenges to accessing housing due to her documentation status and the combination of barriers that exist in the immigration system and the related barriers in the housing system at large. The flexibility of our pooled cities contract allowed LifeWire to provide Mona and her family the stable support they needed as she worked on gaining a U-Visa that would allow her to be able to access housing resources available in the community. This lengthy process required intensive legal advocacy support. Finally, with her U-Visa in hand, Mona was able to engage with the coordinated-entry-for-all system through LifeWire’s partnership and

qualified for a rental assistance program that is now providing the on-going support her family will need. Mona and her children have moved out of MSH into stable housing thanks to the understanding and flexibility needed for population groups experiencing the highest barriers and marginalization.

Housing Stability Program

Laura* was living in her boat full time when her abuser broke in and damaged a window. Due to the cost of repairs and the increased costs of heating, she was unable to pay her utility bill, causing her electricity to be shut off. With the support of Pooled Cities funding, she was able to pay off her electric bill to reinstate her power, as well as move her boat to a different marina where her abuser would not be able to find her. The flexibility of Pooled Cities funding allowed LifeWire to support Laura's unique living situation, giving her the opportunity to stay in safe and stable housing.

Survivor Advocacy Program

Belinda fled from out of state to Washington with her 6 kids in the fall of 2018. She had been stably housed with a job in the health care industry prior to arriving in Washington but was forced to flee due to safety concerns with her ex-partner. The family ended up living in their car and reached out to LifeWire. Shortly after calling our 24-hour crisis line, Belinda was connected with a Survivor Advocate. Upon intake Belinda was provided with initial safety planning, received basic needs, and was referred to a 21-month transitional housing program through Hopelink. While in Hopelink's program, Belinda received co-advocacy from her housing case manager and her advocate at LifeWire, together they helped Belinda enroll in TANF. Belinda was then connected with the CSO advocate at LifeWire, responsible for completing quarterly Family Violence Option (FVO) plans with Belinda.

Belinda was able to obtain part-time work as a home health aid, but unfortunately her car broke down and she was unable to complete her training and was fired. Belinda and her family received various tangible resources through LifeWire services including, clothes and toys for her children from Eastside Baby Corner, gift cards, and access to our holiday shop where she received donated gifts for her kids for Christmas. LifeWire supported with car repairs enabling Belinda to secure part-time employment as a research assistant. To assist Belinda and her children with coping with their situation, Belinda was referred to the Children's Domestic Violence Response Team (CDVRT). CDVRT provides wrap around mental health and DV advocacy for families who have experienced domestic violence. Shortly after Belinda's enrollment in CDVRT she was accepted into one of LifeWire's housing/rental assistance programs so she could remain in stable housing.

MAPS-MUSLIM COMMUNITY RESOURCE CENTER

Food and Gas Card Distribution Program

We are seeing a number of referrals for our services from the King County 211 Hotline as well as other faith and non-profit organizations.

Housing for Single Women Program

No narrative submitted.

Information, Referrals, and Resources Program

In Q1, 85 individuals from Bellevue were referred from the 211 hotline, Salvation Army, Hopelink, Bellevue Mosques.

NAMI EASTSIDE

Individual and Family Support Program

NAMI Eastside Service Unit 1 – Support Groups

With 40% of people experiencing mental health issues, NAMI is pleased to provide support to many people as we enter 2021. We've had total of 659 Support Group 'service units' this Quarter. We feel that we are on track to meet the annual goals for each City. As we are operating all of our Support Groups remotely, we are getting access into communities that had previously had their needs unmet due to logistics. Because of these results, we will continue to offer hybrid programming (both online and in-person) when it is safe to meet in-person again.

We know that people affected by mental health conditions continue to face unique challenges during this time. By continuing to offer our support groups online we are able to provide the much-needed, consistent and reliable support for those who count on our resources, especially those who are isolated at home. As people look to resume in-person contact, we expect that there will be a great need surrounding the anxiety of doing so.

Inequities exist and there are people who are NOT able to participate online due to a number of reasons: the lack of internet connection or technology or having to share equipment with family members. The lack of a private space to be able to speak freely is also a deterrent.

As part of our effort to expand programming to all communities on the Eastside, we've continued to partner with cultural organizations to ensure that their needs are being met.

We continue to sustain and grow our program by recruiting and engaging volunteer facilitators to meet our growing needs. We are looking for additional funding opportunities to be continue to purchase more equipment for our volunteer facilitators.

NAMI Eastside Service Unit 2 – Educational Programs

Educational Programs have also been going strong. We were able to educate 654 people in the first Quarter. We have been answering the needs of youth by providing Youth Mental Health First Aid and working with community task forces to understand the needs of this population. We continue to offer Mental Health First Aid (MHFA) Seminar, an 8-session Peer-2-Peer (P2P) Class, an 8-session Wellness Recovery Action Plan (WRAP) Class, and Family & Friends Seminars, with 8-session Family-to-Family (F2F) Classes. We also offer NAMI Basics on Demand and NAMI Homefront. A reminder that thanks in part to this funding ALL of our Programming is provided for FREE.

Our NAMI Eastside Forums also are community-driven in that topics are requested from the community. We are listening to the need. NAMI Eastside hosted a monthly forum with special presentations surrounding our youth's needs such as the opioid crisis. We also continue our Advocacy efforts with our own NAMI Smarts for Advocacy effort.

We continue to be challenged with demographic reporting while online. Several of our education events were hosted on partner organization's platforms which prevented us from collecting demographic information including location. In addition, we have found that people are a bit more reluctant to provide demographic information online.

NAMI Eastside Service Unit 3 – Resources & Referrals

This first quarter, we recorded that we have been able to respond to 197 calls, walk-ins, and email inquiries. We have found that we are getting more phone calls, emails, and inquiries on our website as we are no open to walk-ins at this time. This process is not automated, so there may be more unreported numbers. We currently have staff in the office to answer phone calls during our business hours. We are looking for additional funding which would staff a warm line for people to get immediate professional assistance with their needs, we continue to improve our record keeping. Our training of volunteers for individuals answering the phones includes steps to accurately collect city data.

NAMI Eastside provides a human voicing empathy, support, and resources to those who call our Redmond office from 10am to 4pm Mondays through Thursdays each week. Calls, walk-ins, and email inquiries may not be our most services, they provide unmeasurable support for those who reach out.

NORTHSHORE SENIOR CENTER

Adult Day Health Program

Virtual classes via ZOOM are offered daily by staff including our Occupational Therapist and RN. They include such active classes as Martial Arts, Seated Body Conditioning, Balance & Strength, Yoga, Cooking, Arts & Crafts, Discussion Groups, Sign Language, Life Skills and several others. These classes have been able to provide some additional physical and emotional support to participants in class. In addition, telephonic wellness checks are made by staff and social services to check in on participants, families, and caregivers to identify any unmet needs and to notify of services still being offered via Northshore senior center: community dining meals and delivery, if necessary, grocery deliver from pop up pantry.

Adult day health is designed to improve or slow decline of the health and functioning of both the participant and the care giving family. The team works with specific, objective outcomes for each

participant, (person centered care) choosing from a list of 46 physical, functional, cognitive/behavioral, and care giving/ living situation problems. Some of the measurable outcomes that we will track this year include increasing the participant's ability to self- manage such activities of daily living as feeding, dressing, and toileting; increasing mobility, range of motion and small motor skills; and enhancing concentration and short- term memory; learning social skills and increasing socialization; and improving depression through individual and group counseling, exercise, and the introduction or renewal of pleasurable activities and interest. Staff monitors progress weekly and reassesses the results of the treatment plan quarterly, reporting results to caregivers and physicians each quarter or more often if necessary. Within our existing adult day program, we have designed and implemented specialized programs to help maximize

some one's needs and abilities with others of like. Northshore continues to provide additional services and resources to our caregivers.

Our Health & Wellness Center also provides service to residents offering a state of the art fitness center, computer learning lab designed to enable people with physical and cognitive challenges as well as an opportunity to utilize our massage, reflexology. We are currently offering in person medical foot care and hair services.

Programs currently being offered virtually, and we are unable to fully assess percent of improvement.

Inquiries about our Adult Day Health program continue and are followed up. Many caregivers/case managers are requesting information about services and are patiently waiting for when we are given approval to reopen. We anticipate that we will be opening more in person services in May.

NORTHWEST PARKINSON'S FOUNDATION

Isolation Outreach Initiative Program

No report submitted

PROVAIL

School-to-Work Transition Program

PROVAIL's Employment team continues to collaborate with PROVAIL staff and other providers to ensure the safety of our employment consultants and clients in the face of COVID-19.

Thankfully, employment staff have remained in contact with nearly all our supported employment clients over the past year using online visits. As more staff and clients are vaccinated and certain businesses and industries begin to reopen, many of our students are preparing to return to in-person jobs. An important benefit of PROVAIL's customized approach during these unprecedented times is our ability to learn the different ways each business is changing and provide solutions by adjusting and creating unique positions to help address those needs. We are confident that expertise of our staff and the inherent flexibility of our services will be a valuable tool for the individuals with disabilities we support and the businesses we work with. Thank you again to the City of Kirkland for providing important supports to people with disabilities in our community during this especially difficult time.

SOUND GENERATIONS

Meals on Wheels Program

It was in the first quarter of last year that we were processing the news of the pandemic and how it was going to impact our Meals on Wheels program, amongst everything else. We have been extremely fortunate to have wonderful partners in our volunteers, senior/community center staff, funders, donors, and program staff, all working together to ensure the continuation of this essential service and help keep vulnerable members of our community safe and fed.

We have continued to navigate the issues surrounding the coronavirus (COVID-19), prioritizing volunteer, staff, and client safety. We reached out to all of our Meals on Wheels participants to

see if they needed assistance accessing the vaccine. That information was shared with Aging and Disability Services, in partnership with King County Public Health and local fire departments. In an effort to further support our participants and combat social isolation we sent information on Sound Generations Phone a Friend program and AARP's Friendly Voices program. We included tips for supporting seniors in social isolation and a reminder on making referrals in our quarterly volunteer newsletter. We also distributed our quarterly Mealtime Memo to participants with information on staying healthy and active at home and tips to reduce COVID-19 risk.

We had a dietetic intern with us for 7 weeks, working on a couple of projects. She conducted a survey with several of our participants who identified as Asian in an effort to gather information to further develop culturally relevant meals. Below is feedback from one of the participants she surveyed.

“Lastly, we both want to thank everyone involved in this program, it has been an enormous help for us. Not only financially but knowing he gets much healthier meals than the processed meals at the grocery store is truly amazing. He looks forward to each short visit when he receives his deliveries, and he really loves the food. Thank you for all your effort and support, we appreciate it very much.”

We completed an update of our MOW outreach flyer in 16 languages. If you would like copies, please reach out to mealsonwheels@soundgenerations.org.

Thank you for your continued support!

Volunteer Transportation Program

The first quarter of 2021 saw dramatic changes in technology, personnel, and management of the Volunteer Transportation program even as we continued to respond the impacts of the COVID-19 pandemic. In January, RideScheduler, a volunteer transportation software, with excellent reviews, has been used by the VTS call center staff. Formerly, the scheduling of both riders and volunteer drivers was done manually, taking hours of staff time. With RideScheduler, drivers now use an app installed on their smart phone to select rides. Call center staff are freed to focus attention on working with riders and their needs. Data input is simplified. Reporting performance and demographic data is much easier, as is calculating mileage reimbursement. Some staff members have resigned. Three call center staff from Sound Generation's other transportation program, Hyde Shuttle, now work in the Volunteer Transportation program. A new Volunteer Coordinator has begun working. Outreach to medical agencies and senior living complexes remains robust in a challenging environment. During 2020, VTS experienced a large decline in the number of riders and volunteer drivers due to COVID-19. However, ridership is returning to levels similar to before the pandemic hit. Senior centers are still largely closed. Seniors are still isolated in their homes but we are rebuilding. For VTS it has been a slow process with only a third of the drivers providing service. Volunteer Transportation has remained in operation to meet the needs of that group. We have continued to take and fulfill ride requests keeping the ride denial at a lower rate by offering Uber and Lyft rides to our clients. As we look ahead to the 2nd quarter, we anticipate rebuilding our volunteer driver corps. We are enrolling our existing drivers

to recruit friends, family members, and work associates to become volunteer drivers. We know that more than 50 percent of new drivers are recruited by existing drivers.

As a team, we continue to work remotely from our homes. We anticipate moving to a hybrid office in the next few months. This has created some new challenges, but we are adapting to them.

THE SOPHIA WAY

Helen's Place-Day Center and Emergency Shelter Program

Helen's Place: At this time, the Eastside women's shelter remains at a 40-bed capacity. Pro-active testing still occurs on a regular basis. The 24/7 nature of the shelter continues to encourage a stable environment, to the clients' benefit, despite serving as an emergency shelter. As vaccines have now been available to those serving and those experiencing homelessness, we have been working closely with the providers from the Public Health Department. We hosted a Q&A session for the clients to openly ask their questions and have their concerns addressed directly by medical professionals, endeavoring to do our part in educating those who are at high risk of exposure to the variants of the virus.

Programming and activities have gained momentum this quarter. Clients are enjoying weekly Bingo, a fun and interactive way for our mental health provider to connect with clients. With spring quickly approaching, several clients have started a walking group called "Waking Walkers". This group of clients and staff have been enjoying early morning walks and getting the most out of our beautiful spring weather. Community building and individualized support continue to flourish despite the challenges of the last year.

Sophia's Place-Extended Stay Shelter and Resource Center Program

Sophia's Place Shelter: As the horizon hints at the end of the pandemic in wake of vaccine distribution, the clients in our six-month program have begun to consider what the post COVID-19 future might hold. Clients are actively engaging in resources provided by both case management and utilizing the providers we have been able to re-introduce into the shelter's community. Daily activities continue, adapting to the interests and needs of the current participants in the program. The festivities led by staff in association with the holidays within this quarter were thoroughly enjoyed and appreciated, including Valentine's decor and goodie bags. In an effort to determine patterns to better serve the community at large, The Sophia Way is now tracking turn-aways in regards to how many calls of persons seeking shelter overnight we cannot oblige with our own services at that time. These calls received by staff are currently referred to Helen's Place, our monthly Sophia's Place Intake line, and/or to other shelters and agencies that fit the need, as well as provided with information about our Day Center, if applicable. With the hope the vaccine brings, along with it comes hesitancy to trust the healthcare system that has failed so many of our clients as well as questions from staff and clients alike. Once again, we will work together to determine how to best navigate these new uncertainties and provide the necessary support in moving forwards.

Sophia Way Day Center: Our Day Center continues to operate seven days a week. We saw an average of 24 clients per day attending and utilizing the resources the program provides this

quarter. While still limited in our capacity, we are encouraged to see both new and familiar faces frequenting our day center hours. Engagement with service providers proved consistent over the span of the quarter. As the state continues to open up and progress through the "Road Map to Recovery" phases, we have begun shifting our focus to integrating guest lectures and workshop facilitators back into the existing programming available to clients. Another consideration for future programming includes a new emphasis for our case managers, who will now play a role in facilitating resource programming alongside shelter staff. By highlighting the strengths of our cross-functional teams and allowing space for them to display their skills, we hope to increase the personalization of topics applicable to our clients while simultaneously empowering staff and clients alike.

Due to the inclement weather in February, we were able to extend our operating hours by an additional three hours a day from our regular 8 am to 3 pm service schedule. From February 8th through the 16th, we were also able to provide 5 additional emergency severe weather beds for those needing a warm place to stay and an evening meal. We appreciate the additional funding from the Cities and County to serve those most vulnerable to severe weather conditions.

THERAPEUTIC HEALTH SERVICES

Alcohol and Drug Treatment Program

"Kelly's story, sadly, is one we've heard too often before. She grew up in a home where her parents often did drugs, started using meth as a teenager and ran into trouble with the law at a young age. As an alternative to jail time, she entered into the King County Drug Court program, where eligible defendants (generally low-level and non-violent offenders) can choose to receive substance use treatment instead of going to trial. Upon successful graduation from the two-year program, charges may be reduced or dismissed. As the main provider of King County Adult Drug Court Services, Therapeutic Health Services (THS) works directly with the courts providing intensive drug, alcohol and mental health treatment, case management, life skills training, employment and educational services, pro-social activities, and community reintegration for court-involved individuals. Drug Court creates a non-adversarial courtroom atmosphere where the judge and a team of people including prosecutors, defense attorneys, probation officers, case managers and THS treatment staff work together toward the common goal of breaking the cycle of drug abuse and criminal behavior. Kelly graduated the program and spent several years clean and sober.

Old Issues Creep Back In

Recovery is a lifelong process, and sometimes relapses happen. Kelly started using alcohol heavily several years after graduating the Drug Court program. As she puts it, "I was like a half gallon a day alcoholic. I think I spent like two years in a blackout." Soon, Kelly turned to heroin, "I started just smoking it a little bit at first and started drinking less and less and less and I thought that was a good thing. I thought the alcohol was killing me and it just felt better to be doing heroin...it was just a little bit and then it became more and more and then it got more and more expensive." Kelly's habit became so expensive, that she started committing crimes to cover her costs; "We were stealing cars and breaking into houses and [committing] burglaries and all

kinds of stuff to get the drugs.” Kelly was arrested and was facing jail time. With a young daughter at home, she wanted to re-enter treatment and finally try to put addiction behind her.

Eager to Change

The second time around, Kelly was a King County Drug Court rock star. The program is rigorous. Random drug tests are performed at least twice per week. Participants meet with their counselors for individual or group counseling sessions a minimum of one to two times per week. They attend sober support meetings weekly, complete community service and appear before a judge at least monthly. Kelly spent each day getting up early and participating in groups and individual counseling sessions for most of her day. Kelly remembers this time in her life as being intense, but critical to establishing the sobriety she has now. Kelly feels that “Everything Drug Court does, they do it for a reason. You know, you need to step back away from everything else you’re doing. You’ve got to make your whole world and your whole life about recovery. I think Drug Court drives until you’re able to do it yourself.”

Earning Every Day

Four years on now and happily clean and sober, Kelly is a hard-working restaurant manager and life is going well for her. Kelly really connects with her job and she’s been growing in her role, taking on new responsibilities and being rewarded for her hard work. Kelly values the skills she’s acquired at THS. As she puts it, “I’ve learned about productivity and how to set and meet labor goals. I think I’ve learned a lot from this place about managing, you know, and I think I can take that with me anywhere...I’m grateful for that.” Recently, Kelly and her daughter took a trip to Disneyland, a trip she has been promising for many years. They both enjoyed the rides, the food, and all the fireworks each night. Kelly had to spend a year saving up for the trip and she knows it was worth it."

YOUTH EASTSIDE SERVICES

Behavioral Health Care for Children and Youth Program

As we wrap up the 1st quarter of 2021, the need for behavioral health services for youth and families continues to be significant. Now that we are one year in to the COVID-19 pandemic, we are encountering youth struggling with issues including anxiety, depression, grief and loss, substance use, and family conflict. Families are dealing with increased rates of unemployment, as well as housing and food insecurity. Online learning and social isolation have further exacerbated mental health concerns for some individuals, and suicidal ideation is on the rise among youth.

While the agency buildings were closed due to the COVID-19 pandemic from mid-March until June 2020, we continued to serve our clients via Telehealth. In June 2020 we successfully re-opened our building sites and began to offer a combination of in-person and Telehealth services. We have re-opened in a slow and methodical way, with attention to safety precautions recommended by the CDC, and are staggering our staff members time on site at the building. Our group programs have continued via Telehealth, and we are offering intake assessments both in-person and virtually. In the 4th quarter of 2021 we added designated drop-in hours to our Open Access department, allowing youth and families to walk in for an intake assessment

without an appointment. We have found that the drop-in hours have increased accessibility, especially for youth with higher needs who can drop in rather than waiting for a scheduled intake appointment. Continued need has driven counselor caseloads upwards, and so capacity is definitely a challenge this spring. We are planning to increase our availability of in-person counseling services in the 2nd quarter by adding staff hours at all three of our sites.

Financial challenges have presented themselves since the onset of the pandemic, and we have encountered a reduction in client-driven revenue during the COVID crisis. We hope to obtain additional resources to allow us to maintain staffing in order to meet the need for youth behavioral health. We have worked to recruit and retain clinicians that represent the diverse community that we serve and have made inroads specifically in serving the Hispanic and Chinese communities. We had some staff attrition and have not filled our open clinical positions due to budget constraints. Since the school buildings have just begun reopening for this school year, we have worked closely with our partners in the Bellevue and Lake Washington School Districts to increase school referrals for students who need counseling services and make a plan to resume on-site counseling services at school sites in the 2nd quarter.

We are utilizing evidence-based practices to provide the most effective treatment to the youth and families we serve. Dialectical Behavioral Therapy is a modality we utilize to treat some of our higher risk clients that present with life-threatening behaviors. The DBT program is in high demand due to its efficacy, and we have been able to continue to offer DBT Skills Groups via Zoom during the pandemic. In December had 10 additional clinicians participate in foundational DBT training to further strengthen our program. The psychiatric services that we provide are also in high demand due to the acuity and complexity of our clients' needs and those services are continuing via Telehealth. The Seven Challenges program is the evidence-based modality we implement with our substance use and co-occurring clients and creates the structure for our series of Road to Recovery groups. These groups, as well as our LGBTQ support group are all occurring via Zoom. We have implemented a care team model to offer case management and interdisciplinary collaboration to improve service delivery to high needs clients and families, and to address the social determinants of health that impact clients.

The unexpected challenges we faced in 2020 required that we pivoted quickly and exercised flexibility to respond to ongoing mental health and substance use treatment needs of youth in our community. Our ongoing challenge as we move into 2021, and continue to navigate through a global pandemic, will be to continue to have the financial support to maintain the vital mental health services that we know the children, youth and families in our community desperately need.

Community-Based Outreach Services Program

Response to Youth: During the COVID-19, for the first quarter in 2021, YES Staff continued in-person at the Boys and Girls Club of Bellevue, The CLUB's facility. YES Staff continued facilitating virtual LifeSkills group via HIPAA Zoom every week with the youth.

Simultaneously, continued and organized virtual grief support for the two death incidents involving from Sammamish High School students. YES Staff offered virtual and individual in-person sessions to youth at The Boys and Girls Club and youth in the Life Skills group. YES

Staff started facilitating a Girls Group; while provided case management services, provided resources, and connected youth at the Boys and Girls Club to mental health services at YES and active in advocacy by ensuring youth are connected to counseling services.

Youth Trends: YES staff noticed that the youth trends are feelings of loneliness and isolation since they cannot see their friends at school. Youth are also getting tired of online schooling and are looking forward to going back in person. There are some youth are excited to go back to school in-person whereas others have some anxiety and are not ready to go back to school in-person.

Early Childhood Behavioral Health Program

Early Childhood Behavioral Health (ECBH) services are offered at Youth Eastside Services (YES) using two evidence-based modalities: Promoting First Relationship (PFR) and Parent-Child Interaction Therapy (PCIT). During Q2 2021, YES counselors provided therapeutic engagements through both modalities in English and Spanish. Services were offered in-person and over a HIPAA compliant telehealth platform, which allowed families to participate in treatment depending on their comfort level and reduced barriers to treatment such as childcare and transportation. Staff offered a wide variety of scheduling availability, including morning, afternoon, and evening weekday appointments as well as Saturday appointments.

ECBH staff partnered with clients and families to progress towards treatment goals, including managing their children's behaviors at home and during virtual school; transitioning out of school and into summer scheduling; overcoming reported increased rates of separation anxiety, sibling rivalry, and social anxiety due to ongoing Covid-19 environmental factors; navigating mask-wearing and parent stress associated with the economy slowly re-opening yet lack of vaccine availability for this age group; reducing arguments and power struggles between parent and child; and being able to better understand cues that their young children were demonstrating.

Staff continued to monitor parent satisfaction and engagement using pre/post surveys, which showed improvements in parent-child relationship satisfaction, increased ability for parents to sensitively respond to client verbal and nonverbal cues, and parent confidence in managing client behaviors at home. ECBH staff participated in virtual presentations to further increase awareness of available services to community members. Similarly, internal program outreach was performed, which led to an increase in referrals from current client's siblings and provided opportunities for client and family wraparound care. ECBH staff also worked together to provide continuity of care for all enrolled families to cover a staff member's maternity leave so that no family went without services.

During Q4, ECBH enrolled 13 new families into the program, while providing ongoing services to families enrolled during previous quarters. Eight of the new families enrolled lived in Kirkland, one lived in Bellevue, and four lived in Redmond. Additionally, there is already an intake scheduled for a Redmond-based family the first week of January 2022, with two additional intakes pending for that same week. The ECBH team is fully staffed for the first time ever, with one staff member providing ECBH services full-time and three staff members

providing a mix of ECBH and other agency services. This allows for increased capacity to provide ECBH services.

The department continued outreach efforts with local community partners and organizations and increased collateral communications with referral sources, pediatrician's offices, and school counselors seeking services to support families over summer break.

Additionally, and excitingly, ECBH services at YES were featured in a Seattle Times piece to highlight available services for this age group. In addition, there were 92 hours of services across the cities, but we cannot accredit the number to a particular client. The staff was used to address deficits of other program needs.

LatinX Programs

Latino HEAT Program: In the 2nd quarter in April, May, and June, YES staff offers ongoing Weekly Group Sessions. Latino H.E.A.T., LATINX Coalition (known as "LSU" Latino Student Union), and MAMAS Unidas. –each group builds connections, opportunities to engage in the community and address stressors and needs through involvement and comprehensive case management. In group, YRS staff address barriers and needs offered in-person sessions on Saturdays and hybrid options during the week.

YES Staff also provided Mental Health Cultural Navigation—for parents and youth seeking mental health and substance use counseling, case management services with DACA Application and renewal, and College Readiness, Spanish, bilingual, bicultural individualized support for 1st generation college students and families. In the area of Youth Development in April, the Latino H.E.A.T. program collaborated with the King County Library System (KCLS) "Children's Day/Book Day." KCLS Latinx librarians (HoLA) group and Teen Services to participate in cultural programming for the KCLS community.

Latinos Unidos @ Juanita High School: During the 2nd quarter for April, May, and June, the Director of student services in Lake Washington School district YES staff, Latinos Unidos @ Juanita High School (JHS), has the opportunity and connected with Kirkland community partners and JHS staff. YES Staff presented the Latinos Unidos programming and services in detail to JHS administrators (Principal and 2 Vice principals). The following week, the JHS principal introduced YES staff to the JHS school Counselors Team. YES, the team learned and understood how each school counselor expressed their goals, needs, and concerns about JHS Latino students and families. The YES Staff developed a referral system for JHS school counselors and Staff to refer Latino students and family's needs over the summer and next school year. The YES Staff are collaborating with KCPN to developed a series of parent education to ensure they have access to essentials, resources, information, and connection to a community organization to support cultural navigation and student success. YES Staff is looking forward to addressing post-COVID-19 needs and concerns, including housing, mental health youth development, and school readiness.

Black students Engagement Program @ Juanita High School: During the 2nd quarter in April, May, and June, YES had hired new Staff for this 20 hours position, Equity, and Engagement

serving Black students and their families at Juanita High School. YES, Staff met the JHS administrators (Principal and 2 Principal Associates) and presented the programming to them. They were excited and expressed their full support of YES programs and services to JHS (Black and Latino) students and families. We then had a full meeting with the school counselors' team. Each school counselor can share the needs of services at JHS with excitement for the 2021-2022 school year. YES Staff also outreached and met the African American Student Advocacy Program (ASAP) Advisory and a PTA parent. Created and provided referral form and process to JHS staff and school counselors for individual extra support services in the summer; while developing rapport and form team-based with YES staff such as Equity Specialist and Behavioral Health Support Specialist based at JHS. In the summer, YES Staff will partner with ASAP advisory and members to establish rapport, capture youth voices of needs, and work towards healing and get to know the youth. YES Staff will participate in the Suicidal Prevention Conference end of July.

Please note that the launch of the Latinos Unidos program at Juanita High School has been in process, but with some challenges related in school referrals to reach our number of individuals served. The goal in the contract in terms of residents served is tracked for those that we work with on an ongoing basis and full demographic information for. To launch the program YES staff have engaged in outreach work to 602 "contacts" meaning those that we engage in shorter ways and do not collect full demographic information as part of promoting the program within the school, community, and PTSA/parent groups. We do not include the latter in the residents served reporting.

YWCA SEATTLE/KING/SNOHOMISH

Eastside Employment Services Program

Helga Success Story

My first impression of Helga was that she possessed charisma and had a genuine desire to help others. Due to a legal setback, she had experienced in 2014 that caused her to lose her nursing assistant position with Swedish Hospital, her career in the nursing field had been curtailed. She desired an opportunity to move back into the medical field, and immediately began looking for opportunities. She also acknowledged that she needed to find lucrative short-term employment that would provide her with a stable foundation for moving back into her desired field.

I began assisting Helga with job applications online, and together we submitted applications for custodial and bus driving positions with the Lake Washington School District and a retail clerk position with Whole Foods. On her own, Helga submitted applications for a paid internship position with Bloodwork's Northwest, and a volunteer position with the American Red Cross. While doing this, Helga contacted the Department of Health to renew her Nursing Assistant License and was approved for renewal after answering questions related to her misdemeanor theft charge from 2014. Unless other issues arise, Helga will have her renewed Nursing Assistant License in January 2022.

Helga has already attended an interview for the custodial position with Lake Washington School District and feels confident she will be offered employment in early January. She has also been

approved for volunteer hours with the American Red Cross and plans to begin those hours soon. Her ideal situation is to secure the paid internship with Bloodwork's Northwest that will train her for a career in phlebotomy, and volunteer with the American Red Cross on her off days. If this does not occur, she will also be satisfied with the custodian position and volunteering with the American Red Cross. Helga is on the cusp of great things and is eager to see what the future will bring.