



City of Seattle
Human Services Department

MONTHLY REPORT

Prepared for: Councilmember Sally Clark, Chair, Housing Affordability, Human Services and Economic Resiliency Committee
Prepared by: Catherine Lester, Interim Director
Department: Human Services Department (HSD)
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KEY UPDATES FOR JANUARY

Youth & Family Empowerment Division (YFE)

- **Career Bridge:** HSD staff are working closely with leadership at the Urban League as the department transitions project management to the organization. Staff in HSD's Youth and Family Empowerment division are finalizing the 2014 contract with the Urban League, and our Director of Data Integrity is working with the City Auditor's Office to ensure that the appropriate data points are considered and incorporated in the contract itself. The Urban League is finalizing the Project Manager job description and will be hiring this critical position s in early March.
- YFE staff have begun preliminary **engagement with the community for the South Seattle Investment Strategy**. This is YFE's effort to do capacity building training in five areas of Southeast Seattle to increase that community's ability to compete for City funding from HSD.
- The **Memorandum of Understanding for the Seattle Youth Violence Prevention Initiative (SYVPI)** has been routed to the Office for Education for approval and signature. This is the annual MOA for HSD-coordinated mentoring, case management, and aggression replacement therapy programs.
- The Families & Education Levy Oversight Committee reported earlier this month that **HSD met or exceeded every goal for the children in the Step Ahead preschool programs**. Congratulations to our Early Learning Team!

Community Support & Assistance Division (CSA)

- HSD staff met with the King County and Building Changes team on Jan. 14th and have jointly concluded that we need to **delay the Family Homelessness Diversion Pilot**. The project is a new partnership between the City and Building Changes to provide housing for families who can be diverted from the shelter system with one-time cash assistance. This is funded by the City's General Fund and a large grant from Building Changes (\$800,000 for 14 months). There is significant work needed on the Family Housing Connection database for referrals to take place and for the diverted families to be tracked correctly. The revised launch date is Feb. 15, 2014.

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- **Shelter Services Request for Investment (RFI) planning** update: CSA planners met on Jan. 15th for continued RFI planning related to currently funded shelter services. We will begin the community engagement phase of the RFI planning process next month. This community engagement will be centered around re-familiarizing service providers with the “Communities Supporting Safe and Stable Housing Investment Plan.” See <http://www.seattle.gov/humanservices/initiatives.htm#safeandstablehousing>.
- CSA staff met with our regional partners (King County, United Way, the Committee to End Homelessness, and Building Changes) on Jan. 15th on the **best ways to expand regional services for homeless families and homeless youth** through the \$580,000 Seattle City Council budget add #83-1-A-1. HSD currently funds a number of programs applying best practices that move families from homelessness to housing where expansion of capacity and availability is a value add to the family homelessness system. Staff are reviewing potential expansion to agencies that provide services models such as rapid re-housing, Housing First, diversion, and crisis response (like the YWCA Late Night Motel Voucher Program). Some of this funding add will be used to fill a youth shelter funding gap, keeping 20 beds available for homeless youth in downtown Seattle. A proposal is due to City Council by the end of the month.
- Staff are planning a competitive bid process to **identify a service provider to expand shelter capacity for homeless families** in Seattle. Using \$200,000 in funding from City Council, the expectation is that an agency could have a low-barrier basic shelter in operation by April 1, 2014. Agencies will be required to show the ability to serve 30 families a month and the funding should keep the shelter open nightly through Dec. 31, 2014. Continued funding for 2015-18 could be obtained through the Shelter Services Request for Investment planned for July 2014.
- The Low-Income Housing Institute’s (LIHI) **Urban Rest Stop** located in downtown Seattle will not receive federal McKinney funding for 2014. General Funds have been set aside to mitigate potential federal cuts. The funds are intended solely for the Urban Rest Stop and there are sufficient funds to cover all of the loss in federal dollars (roughly \$400,000). HSD is developing a new contract with LIHI so that Urban Rest Stop services are not interrupted.
- The **Center City Initiative (CCI) Multi-Disciplinary Team (MDT)** meets weekly to discuss outreach efforts downtown and coordinate information among multiple City departments. The intention of the MDT is to identify service needs, provide outreach and develop relationships with individuals. This relationship development often takes many interactions over time and may not result in immediate changes in behavior. Most recently the team has been focused on a few specific individuals who are in violation of either City park rules or have illegal parking issues. HSD’s Sola Plumacher participated in night outreach on Jan. 28th and saw first-hand the work of the outreach team and the results of our MDT team work. The relationships developed with SPD resulted in an immediate response to a 911 call for a 15-year-old runaway who had been on the street for two weeks and was at increasing risk for victimization. SPD was able to bring this youth to a safe place for the night allowing services professionals to engage with him.
- The Committee to End Homelessness in King County (CEHKC) re-engaged the **Countywide Single Adult Shelter Task Force** for a meeting on Jan. 27th to discuss emerging strategies from the United Way Crisis Response efforts and the data on long-term shelter stayers lead by HSD and

the Seattle Office of Housing. The Single Adult Shelter Task Force report from January 2013 recommends that shelter capacity be created for this population, especially in areas outside of Seattle. The crisis response discussions and the 14% rise in the One Night Count number affirm that this shelter capacity is needed here in Seattle too. The task force has recommitted to meet regularly and to work with the CEHKC Inter-Agency Council to increase shelter capacity this year.

- CDBG staff have been **working with Interim and El Centro over the past year to develop a licensed child care center as part of the Hirabayashi Place project**. HSD could allocate approximately \$1.9M in Downtown Child Care Bonus Program Funds that we hope to provide to this project, and will be entering into formal funding negotiations shortly. A groundbreaking ceremony for Hirabayashi Place took place on Jan. 25th.
- The **Domestic Violence Response Center (DVRC)** strategic planning process has begun in consultation with the Glen Price Group. The contract for the Glen Price Group proposes a completion of the strategic planning process in the 3rd quarter of 2014 and includes four in person visits from Glen Price staff to complete major segments of the planning with work done in between by a combination of the DVRC Workgroup and Planning Committees. The DVRC workgroup is developing a concept paper to propose a structural framework for the DVRC from which to begin the planning. This framework will be presented to community stakeholders at a strategic planning kick-off event, which is tentatively scheduled for February 25th. Prior to the public presentation of this framework, the goal is to have a joint meeting of the DVRC workgroup, City and County leaders, and key stakeholders to present the concept paper and then incorporate feedback prior to the larger stakeholder's meeting.
- The **Domestic Violence Prevention Council (DVPC) Steering Committee** (chaired by representatives from HSD, the City Attorney's Office, SPD, and the City Council) convened earlier this month to discuss our agenda for 2014. After much consideration, we have decided to cancel the January 2014 DVPC meeting (originally scheduled for January 23, 2014) to allow for additional planning. The next DVPC membership meeting is scheduled for April 24th from 2-4 p.m. at Seattle City Hall, Room 370 (3rd Floor). In the meantime, the Domestic Violence Response Center (DVRC) workgroup will continue to meet to fulfill its agenda for 2014. They will be working with the Glen Price Group to develop a strategic plan for the DVRC. If you need additional information regarding the DVRC and/or the DVRC Workgroup, please contact Dusty Olson at 206-684-4007 or dusty.olson@seattle.gov.

Aging & Disability Services Division (ADS)

- **DUALS Implementation Delay:** Earlier this month, DSHS had a discussion with Centers for Medicare and Medicaid Services (CMS) and has formally pushed implementation to October for "opt in" and January 2015 for auto/passive enrollment. As such, both health plans and readiness review teams will have additional time to work on the review. Reviews are now due to CMS on Feb. 10th. The delay is due to the state not having Medicaid rates complete. DUALS is the financial and service delivery alignment with Medicare and Medicaid for dually eligible residents.
- The **DUALS Interagency Agreement** among DSHS, state Health Care Authority, King County and the City is final. The IA outlines the responsibilities of each entity related to the Duals Demonstration Strategy 2.

- **Senior Center Request for Investment planning** update
 - Planning is under way. We plan to release the RFI in July/August 2014 (this is six months earlier than directed by City Council).
 - We are currently conducting the community engagement phase of the planning process. Two meetings are scheduled for January – one with the Parks Department’s Lifelong Recreation program staff to discuss ongoing partnership development between the senior centers and Parks community centers; and one with currently contracted senior centers. Additional activities will be coordinated with the senior centers and with the other HSD funding processes going out in 2014.
 - We have begun best practices research to inform decisions on the program model and components of the outcomes framework process (development of strategies and measures).

- ADS is working with City Clerk Monica Simmons, FAS, and Councilmember Tom Rasmussen’s office to potentially “loop” City Council chambers and the Bertha Knight Landes Hall. **Hearing Loops** are a new and inexpensive technology that accommodates individuals who are hard of hearing and use hearing aids.

- **Karen Winston, ADS Planner, was recently appointed to the community advisory committee of the newly formed Hartford Academic Center of Excellence in Geriatric Social Work** at the University Of Washington School of Social Work.

Human Resources

- HSD’s HR Unit rolled out its comprehensive **Leadership and Communication training**. The first two sessions were highly successful and the feedback was very positive. The leadership development training includes personality types (Myers-Briggs), communication styles, team dynamics, conflict resolution and developing high-functioning management teams. This was an eight-hour training that is the first module for the full 32-hour course load. Training continues this month and will include hiring quality talent, labor and employee relations, performance management and tactical and transactional supervisory elements.

- The hiring process for HSD’s IT Director is at the in-person interview stage. We phone screened 24 applicants and will move six candidates forward for interviews next week. We anticipate making an offer by the end of January and having the new hire on board in March.

CRITICAL ISSUES

- On Wednesday, Jan. 29th, Mayor Murray announced the **goal of doubling the number of households enrolled in the City’s Utility Discount Program** in four years. He charged the three departments that coordinate the program – SPU, City Light and HSD – to come up with a plan in one month to raise the number of enrollees from 14,000 (in 2013) to 28,000 by the year 2018.

- **Financial empowerment center (FEC) training** has been completed for new counselors. A requirement for counselors who will work in the centers is that they complete a college-level course to prepare them to work effectively on saving, debt, credit, and banking solutions with

clients. The coursework was completed successfully in December, and all participants will receive a certificate of completion.

- **Homeless Management Information System (HMIS) protocols for day and hygiene centers** will be adjusted to better fit data needs of both funders and providers. Staff will be meeting with providers and Safe Harbors next week to work out how to match data needs better than in 2013. Currently only certain sites collecting data, and the goal is for all centers to collect and enter the same data in HMIS.
- HSD staff were among the 900 volunteers who participated in the **One Night Count** in the early morning hours of Friday, Jan. 24th. A total of 3,117 homeless people were counted countywide, an increase of 381 from last year (2,736). The Count is organized by the Seattle/King County Coalition on Homelessness through a contract with the Committee to End Homelessness and is a federal funding requirement. Teams of volunteers count people who are without shelter and staying outside, in vehicles or in makeshift shelters. The count includes parts of 11 suburban cities, unincorporated King County and Metro Night Owl buses. HSD's team included staff and several nonprofit providers. We counted the Pioneer Square area including parts of the International District, the waterfront and the downtown government sector. Our team identified 133 individuals sleeping outside. Many were under blankets and a few were in tents or cardboard structures. Some members of the team witnessed a homeless woman being beaten by two apparently intoxicated males. The team was able to call 911 and ensure the woman had access to medical treatment. Two areas we encountered had large groups of people sleeping together in close proximity.
- Public Health and HSD are continuing conversations with the **Community Health Clinics (CHCs)** around the changes in the City contract mandated by City Council (as the result of a SLI in 2013 to require "health outcomes" as a part of the contract). Council approved the recommendation contained in the SLI, which were the result of an extensive process that included clinic directors and their staff. The issue at hand is the continued discomfort of the clinics in reporting on, and being paid for performance relating to adult dental program completion rates. The conversation is ongoing, however HSD is endeavoring to complete 2014 contracts and time is becoming a concern. Several clinic directors have indicated that they intend to reach out to Council on this. HSD's Heidi Albritton manages the public health contracts and would be happy to provide Councilmember Clark with any additional information or context on this.

EVENTS

- The Washington Post and AARP are sponsoring a **forum on caregiving in Seattle** on Feb. 19. Our Aging & Disability Services (ADS) division is working with the Post to publicize the event.
- Also on Feb. 19th, 1-4 p.m. at Goodwill Seattle, is our annual **Youth Employment, Education and Career Fair**, featuring employers, college representatives and other community resources for young people between the age of 15 and 22.