



City of Seattle

Edward B. Murray, Mayor

Human Services Department

Catherine L. Lester, Interim Director

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)

Date: June 5, 2014

KEY UPDATES: MAY 2014

CRITICAL ISSUES

- **Klose-In Motel:** As expected, the premises were completely vacated according to DPD. There were no clients for the evening of Friday, April 25th in the Red Cross shelter, and it closed as planned on Saturday the 26th. Clients seem to have moved on once rent and deposits were reimbursed. The client in the hospital was given contact information in case he requires assistance from the Red Cross. HSD was able to connect the family to services and they are now working on longer term housing options.
- **Transitional housing:** Transitional housing programs that serve families have a large variance in program eligibility and criteria. More needs to be done to lessen this variance and give families greater access to these programs. HSD staff is working with Seattle Housing Authority and the Seattle Office of Housing to reduce barriers and streamline intake criteria. Currently, criteria such as minimum income, deposits, number of evictions, paperwork and documentation and criminal activity provide barriers to families who need the support of transitional housing before moving to permanent housing. Some rent assistance-based programs such as the Rapid Rehousing Pilot have no required criteria; only verification that a family is homeless and/or living in shelter. The pilot is seeing many clients better suited for a transitional housing program; yet because barriers are so high they end up in the Rapid Rehousing pilot which has much less support over a shorter duration. The families who are housing-ready are the only families able to get past the transitional housing criteria. The criteria funders have set have families flipped and targeted for the wrong housing-based programs. Staff will continue working with SHA and regional partners to ensure that City criteria meet SHA standards but also provide the fewest barriers possible for families.
- **Domestic Violence Response Center (DVRC):** The Domestic Violence Response Center Workgroup met on May 6th to begin the process of moving from a theoretical model to a concrete framework for service delivery and co-location. Because the goals, objectives, and perspectives of the criminal justice system and community agencies have very little overlap, developing a combined vision will be a challenging process. However, it is necessary to define the scope, essential services, and potential partners for the project in order to allow the more logistical planning of elements such as

location, budget and operations to proceed. Likewise, the decision to develop a regional service or a City-only approach will be key to how the workgroup moves forward.

KEY UPDATES

Department-wide

- **Staffing:** YFE Division Director Grace McClelland resigned from her position effective May 5th. Sandria Woods-Pollard, retired Manager of Early Learning, has agreed to return as Interim Director until a replacement can be hired.

Youth & Family Empowerment (YFE)

- **Early Learning:**
 - The Step Ahead RFI process is completed. HSD received two applications for a total request of \$331,716. The final award was a total of \$283,356 to serve 44 additional children. Once the appeals process ends the department will make a formal announcement of the agencies.
- **Youth/Young Adults (YYA):**
 - YFE staff have assumed a leadership role on CEH's Youth and Young Adult sub-committee, and are working to ensure alignment between HSD goals and priorities and the regional strategy to address youth homelessness.
 - **Seattle Youth Employment Program:** SYEP has received a \$50,000 Bank of America (BOA) grant for the third year in a row. The grant will allow SYEP to serve an additional 22 youth in our summer internship program.
 - **Workforce Development Council:** WDC has extended SYEP's current contract by pro-rating allocations for one quarter of services to include summer internships. WDC staff have indicated the federal allocations to King County were decreased this year, resulting in a 12% reduction to the WIA Youth allocation. Due to the reduction the WDC is "going through a transformational process that may alter our system service delivery" and SYEP has not been awarded a full 2014-2015 program year contract.
- **Race and Social Justice:**
 - *Xin Chao Seattle Magazine (XC)* is the first English-only magazine written and produced by Vietnamese-Americans in Seattle, and its leadership team includes two staff members from the Seattle Human Services Department: Tam Dinh (Section Editor), and Nhi Tran (Project Manager, Section Editor). XC's vision is to connect the Vietnamese culture to ourselves and to the world, by providing a platform to enrich the community and inspire dialogue. The first issue is funded by NeighborWorks America, Seattle Department of Neighborhoods, and Seattle Vietnamese Community Leadership Institute.

Community Support & Assistance Division (CSA)

- **Utility Assistance:**
 - UAP3 is the newly developed application and data system for the Utility Assistance Programs administered by HSD. This new system has been under development by the Information Technology team in HSD, and will be completed by the end of May. Upon completion, staff will

receive appropriate training on the new system. The goal is to have the UAP3 system implemented and operational by June 9th.

- **Homeless Investments:**

- **Committee to End Homelessness in King County (CEHKC):** The CEH Inter-Agency Council (IAC) and Funders Group meetings were held May 5th at Renton City Hall. Primary topics focused on the Family Homelessness Initiative and the Single Adult Task Force (SATF) crisis response recommendations. These discussions detailed the transitional housing conversion highlighting housing models for families, and targets for the amount of each model in our system. The IAC reviewed the recommendations to get homeless single adults off the streets and into stable housing by adopting a rapid rehousing approach, and investing in housing for the long term shelter stayers. These two investments will help Seattle build its shelter capacity while getting those who cannot access shelter into housing. Funders are being asked to support the work of the SATF by investing in these initiatives.

A sub-group has formed to discuss the taskforce's crisis response recommendation as it relates to interim survival mechanisms, such as encampments and safe parking programs. The group is tasked with developing a regional effort to address the need for interim survival mechanisms throughout the county and developing a crisis response plan to address the 3,000 individuals currently unsheltered. The group will be reviewing and updating the 2010 Citizen Review Panel Recommendations on Encampments and Seattle's Unsheltered Homeless Population.

The group's Crisis Response recommendations will be reviewed at the next IAC meeting. The recommendations include housing the long-term shelter stayers, rapid rehousing for homeless single adults, and increasing shelter capacity regionally. An additional sub-group will focus on the Interim Survival Mechanism recommendations which identify a strategy to build regional support for encampments and car camping programs.

- Jason Johnson, Josh Hall and Eileen Denham attended a conference call held by the United States Interagency Council on Homelessness (USICH) to better understand the issues of encampments and to identify effective strategies for connecting people staying in encampments to permanent housing. City of Seattle, along with King County, CEH, and Seattle/King County Coalition on Homelessness were able to provide comment and feedback on our regional efforts with encampments and hear from other communities such as San Jose, Boston, and San Francisco. Feedback from this meeting will help inform USICH's guidance to address encampments and better connect people to housing.
- **Road to Housing Expansion:** HSD has executed the 2014 Road to Housing contract with Compass Housing Alliance to support people living in their vehicles in Seattle. The expanded contract includes funds to expand case management and outreach services, provide direct client assistance to program participants to help secure employment and housing, and funds for capital expenditures to help new host sites come on board. The expanded program is expected to serve a minimum of 50 households through case management services, and help at least 45 homeless households to transition to a more stable living environment.
- **LEAD Expansion:** HSD has signed the LEAD Expansion contract with the Public Defenders Association. The LEAD coverage area is being expanded to include Belltown, the Downtown Core, the Waterfront, Pioneer Square, and the Chinatown/International District. Individuals must be referred through the Seattle Police Department, and must be facing a potential arrest

for a low-level narcotics or prostitution offense. At least 90 individuals are expected to be referred to LEAD and receive services.

- **Center City Initiative (CCI) and Multi-Disciplinary Team (MDT):** HSD staff Sola Plumacher, Virginia Gleason and Gary Johnson from DPD met with representatives from Downtown Emergency Services Center and REACH on May 6th to discuss access to funding provided to the CCI MDT. The two service providers have shared concerns over access to the funding and want to ensure there is a process in place by which DESC and REACH clients can be served by the dollars allocated to CCI. The resolution to this discussion is that the Downtown Seattle Association (fiscal agent for those funds) will sub-contract with DESC and REACH to provide services to clients in the CCI coverage area.

CSA staff has been accompanying MID outreach as part of the work with the MDT. The most recent outing included a ride-along with the Seattle Police Department (SPD), Department of Corrections (DOC), and MID. The ride-along included several parts of the CCI coverage area and visits to problematic areas with the MDT. The outreach & NCIC ride-alongs provide an excellent example of an effective partnership and information-sharing between MID outreach, SPD, and DOC, which helps better serve clients in our community.

- **Family Homelessness Provider Meeting:** CSA staff held a meeting with staff from our city-funded agencies providing family homelessness services. The purpose of the meeting was to update our providers on new programs and funding as well as check in with providers to see what they are experiencing from a family-based perspective. Family services providers were asked to share what the challenges and successes were in providing services to young families (young adults between ages 16-24 with children). Challenges in working with young adult parents include new parents with zero to little job skills and parenting skills, often lacking GED's. They are attempting to pay for housing in programs with short term rent assistance and makeover through the homeless system with little experience with systems, paying bills, writing checks, and finding childcare. Specific needs and supports for family providers when working with young adult parents include: a focus on youth outcomes of school and less on housing, longer subsidies to allow for schooling and short training programs, more trauma-informed care training for staff at agencies, more life skills opportunities for young parents, especially relatable life skills provided by young adults themselves for buy in, and soft skills for employment and easily accessible childcare. Family providers were also asked what they need from the City of Seattle as a funder to best end family homelessness and they responded with: flexible funding, administrative costs covered in contracts, less data collecting and reporting or if it is required or added then support it with dollar adds to contract, continued open dialogue with CSA.
- **King County Coordinated Entry System Re-assessment proposal:** Family Homelessness Initiative (FHI) will be releasing an RFP the first week of June for the purpose of hiring an outside consultant to assess the current countywide coordinated entry system. The goal is to have a consultant hired and in place by the end of June with an assessment lasting 3-4 months. The assessment will look at the referral mechanism as it pertains to the larger system and compare best practices to other regions as well as looking at our homeless families system as a whole continuum. FHI and countywide partners have made large programmatic changes to coordinated entry with the change to serving literally homeless/not meant for human habitation-only clients as well as adding the diversion and rapid rehousing programs, which may resolve challenges in coordinated entry moving forward. Many small tweaks and changes

have occurred as well and the community and FHI now desire to take a proactive approach to look at sustaining coordinated entry in a way that best works with our community and move away from being dependent entirely on reactive adjustments and quick fixes in the moment.

- **Landlord Outreach:** The Rapid Rehousing Pilot workgroup is planning a landlord outreach event for the fall of 2014. In addition to staff from the CSA Division, the event will include agencies that work with landlords to place homeless families in housing, staff from Building Changes, the Family Homelessness Initiative, King County and the United Way, and local landlords. The purpose of the event is to acknowledge the important role local landlords play in helping homeless families move into housing, provide information about the work being done locally to end family homelessness and encourage additional landlords to become involved.
- **Mary's Place Opens Emergency Shelter for Families:** Mary's Place has officially opened up the Family Emergency Shelter funded with the \$200,000 council add #83-2-A-1 to increase basic emergency shelter capacity for families. The new shelter, named Bianca's Place, is located in the South Lake Union neighborhood and opened its doors this week. The shelter is set up to take referrals from Family Housing Connection with a capacity of up to 30 families at a time and a projected outcome of 180 families served.
- **SHARE/WHEEL Women's Winter Shelter:** There is a funding gap for the SHARE/WHEEL Women's Winter Shelter, and HSD is committed to utilizing \$22,000 in available shelter fluctuation dollars to amend the current SHARE/WHEEL shelter contract to address the funding gap and preserve existing shelter capacity for the period of April 19 through May 31, 2014. The SHARE/WHEEL site has sought outside grant funds for the period June 1 to September 30, 2014. The ongoing HSD contract for winter shelter will then begin October 1, keeping the shelter open year-round in 2014.
- **Meal Program Transition and Coordination Task Force:** The Meal Program Transition and Coordination Task Force resumed its monthly meeting after a two-month hiatus to continue work on a strategy paper intersecting Task Force objectives and related work of the Committee to End Homelessness, the King County Regional Policy Committee, and the Downtown Services Association. The Task Force is co-convened by our community partner, OPERATION: Sack Lunch Executive Director Beverly Graham and HSD Director Catherine Lester. HSD will continue to reach out to the Mayor's Office, King County Executive Dow Constantine and Councilmember Sawant to discuss short-term, intermediary and long-term Task Force Goals.
- **Community Development Block Grant (CDBG)/Community Facilities:**
 - **Child Care Bonus Planning in South Lake Union:** Staff working on the Child Care Bonus program worked with FAS to request a hold on two City-owned parcels in SLU / Lower QA proposed as surplus in order to conduct due diligence with non-profit child care providers interested in exploring the properties as potential sites for a child care center. The provider would reserve a portion of their slots to be affordable to low- and moderate-income families. The child care bonus program would potentially assist the provider in acquiring one of the properties if the investigation results in positive feedback.

HSD is reviewing with DPD certain regulations regarding the Child Care Zoning Incentive sections of the Municipal Code. These sections provide for developers to pay into the Child Care Bonus fund in return for increased floor area space above zoning limits. Because of certain restrictions, the department has not been able to fully utilize the funds currently available.

Issues include the minimum length of time a facility must be used for affordable child care (currently 20 years) and the location of eligible child care projects (currently limited, with exceptions, to South Lake Union and Downtown).

- **Fort Lawton Housing:** HSD staff worked with City Council Central Legislative Staff to review homeless housing plans at the Ft. Lawton property in the Magnolia Neighborhood. HSD supports the development of homeless housing for families, seniors, and veterans at the Ft Lawton site. The development is aligned with the priorities of the Committee to End Homelessness and the commitment by HUD and the VA to end homelessness for Veterans. The site is accessible to transportation and close to services. HSD will continue to participate in the planning and development of this project.
- **Compass Housing Alliance shelter and day center:** Community Facilities will soon submit legislation authorizing the City to purchase an easement at the new Compass Housing Alliance shelter and day center location at 901 Rainier Avenue South. The easement is the City's contribution to the assistance (\$400,000) needed to relocate the shelter for homeless persons coming out of encampments. The \$400,000 was part of the 2014 Adopted Budget, and the project is also part of the 2014 Consolidated Plan for Housing and Community Development (governing the use of federal CDBG funds) currently before the City Council.
- **Domestic Violence/Sexual Assault (DVSA)/Commercial Sexual Exploitation Prevention:**
 - Three months ago, HSD staff restructured an existing program aimed at increasing awareness in the Latino community of the hotline that connects callers to domestic violence services in their language. The change combines Spanish language DV hotline operations and community outreach under one single HSD contract with Consejo Counseling & Referral Service. Rossy Gomez-Pullig is the new DV Hotline and Outreach Advocate at Consejo who HSD is working with on project start-up which is already showing immediate success. Preliminary data is showing that calls to the hotline doubled from February to March. Since 2009 Seattle HSD has operated the Peace in the Home Helpline, a toll-free, single-access hotline that connects limited-English proficient callers to domestic violence services in 14 languages: Spanish, Vietnamese, Somali, Amharic, Tigrinya, Russian, Ukrainian, Romanian, Khmer, Lao, Thai, Tagalog, Chinese and Japanese. An after-hours cell phone service is offered in six of those languages, making DV services available 24/7 for some. This project is funded by a grant from the DOJ, Office on Violence Against Women through 2016.
- **"25 Cities initiative":** Division Director Jason Johnson is a member of the local "25 Cities Initiative" Leadership Team and participated in a local design discussion this week with other funding partners and homeless services providers. The U.S. Dept. of Veterans Affairs has launched the initiative to help communities across the country with high concentrations of homeless Veterans to intensify and integrate their local efforts to end Veteran homelessness by 2015. This is a joint effort by VA, the U.S. Dept. of Housing and Urban Development, the U.S. Interagency Council on Homelessness and local community partners to identify by name all of the remaining homeless Veterans in their respective communities and work together to find permanent housing solutions for these chronically homeless individuals. The Home Depot Foundation is a sponsor of the initiative. Locally, the City is working with the Committee to End Homelessness, King County, United Way, the Seattle and King County Housing Authorities, our local VA and HUD representatives, and several service providers to improve the speed and success of the Client Care Coordination housing placement process by adding new affordable housing units to our regional portfolio to house more veterans, with a goal of developing a system that can be expanded to work for all single adults. This is a lofty

goal given the 100-day timeline for results. Design and planning will continue at the local level for another month ahead of a community launch event scheduled for mid-June.

Aging & Disability Services Division (ADS)

- **Duals Implementation:** Andrea Yip met with King County DCHS/Public Health and a consortium of providers serving the Asian, Pacific Islander population. Leaders attended from International Community Health Services, Kin On, Legacy House, and Nikkei Concerns. KC staff shared information about duals planning and the consortium gave an overview of their agency, population, and interest in the duals project.

HSD/ADS staff briefed SEIU and homecare agency representatives on duals implementation. SEIU is interested in the AAA contracting role with Regence and United. SEIU offered support in our discussion with both the state and health plans.

On May 22, ADS staff (Maureen Linehan, Andrea Yip) along with King County DCHS/Public Health met with Regence/Amerihealth Caritas to further discuss duals implementation. The health plan confirmed they are still negotiating rates with the state and their site review was pushed back to late summer. The group discussed national opt-out rates and how the AAA and RSN can help prepare clients for the service changes.

- **Regionalism:**
 - On April 28, Advisory Council members Berta Seltzer, Tom Minty and staff members Maria Langlais and Gigi Meinig met with Bellevue Urban Planners. The purpose of the meeting was three fold: 1) provide information on the role of the Area Agency on Aging and the ADS Advisory Council; 2) provide information on ADS priorities as related to impacts of the coming “age wave,” including the need to plan for supportive services, transportation, low income senior housing, and accessible communities; and 3) discuss strategies to incorporate these priorities in Bellevue’s Comprehensive Plan, scheduled for development in 2015. The planners identified opportunities for Advisory Council members to advocate for these priorities, including meeting with Bellevue City Council members, attending Planning Commission meetings, and working with the Bellevue Network on Aging. They also suggested that the May Planning Commission meeting would be an excellent opportunity to provide public comment on Universal Design; Tom Minty, a member of both the ADS Advisory Council and the NW Universal Design Council, plans to attend.
 - Maria Langlais attended the Food Stakeholders meeting, an ongoing effort by PHSKC to engage representatives from local food businesses and organizations regarding food safety issues and the [King County Food Protection Program](#). PHSKC gave a brief presentation on recommendations for program improvements which included the following intersections with HSD food efforts: 1) Equity and Social Justice – promoting food safety for all, and 2) Risk Classifications – categories of food operations which define the frequency and type of inspections and related requirements. PHSKC would like representation from the human services sector on both efforts.
- **Senior Services:**
 - Interim ADS Director, Maureen Linehan, attended an informal gathering of LGBT community members at Aegis Living – Madison (an assisted living facility) to discuss supportive housing needs of LGBT elders. The group consensus was in support of LGBT friendly as opposed to LGBT

exclusive senior housing. LGBT friendly supportive housing would include acknowledging and accommodating the significant role that friends, rather than biological families, sometimes play in the life of LGBT elders.

- **Mayor's Council for African-American Elders:** Proposed candidates for the Mayor's Council for African American Elders (MCAAE) were sent to the Boards and Commissions Office. Mayor Murray will be reviewing the proposed candidate background information to make final nomination recommendations.

ADS staff Rowena Rye and Maureen Linehan attended the Mayor's Council on African American Elders meeting on May 20th. The Council is interested in conducting an assessment of the needs of African American elders and subsequently developing an advocacy framework based on the identified needs.

UPCOMING EVENTS

- The Meals Partnership Coalition is sponsoring a Hunger Summit, on June 5, 2014 to celebrate National Hunger Awareness Day. The half-day event at St. Mark's Cathedral will include a panel of experts on food justice, community kitchens, hydroponic farming. Meal Program Transition and Coordination Task Force members will also be presenting. Advance thank you to you and Deputy Mayor Kim for your support and for Deputy Mayor Kim's presence in presenting this year's Mayor's End Hunger Awards. The Awards are being re-instated after a three-year break. HSD staff are part of the details planning committee for the Hunger Summit.
- Mayor Murray is scheduled to speak at the Mayor's Office for Senior Citizens upcoming June 19th Coffee Hour (10:00-11:00 a.m.) being held at a special community location at The Central Senior Center, 500 30th Ave S, Seattle, WA 98144.
- **Seattle Youth Employment Program (SYEP):** Sixty-four (64) 2014 SYEP seniors graduating from high school will be honored in a Year End Celebration on Saturday, June 21, 2014 at the Martin Luther King F.A.M.E Community Center, 3201 E. Republican Street, Seattle WA 98112, from 2pm – 4pm. Family and friends will be invited to this youth-led celebration. The SYEP youth committee designed flyers, selected the venue, created the menu and developed the theme, "We Are the World", Celebrate Diversity, Celebrate our Culture and Celebrate our Community". Entertainment and food will be provided.
- The first meeting of the Domestic Violence Response Center (DVRC) Leadership Committee is scheduled for Thursday, June 26, 2014 from 9:00-11:00 a.m. in Seattle Municipal Tower, room 4070. The DVRC Leadership Committee is responsible for the oversight and approval of the strategic planning process for the DVRC, formerly referred to as the Family Justice Center. During this meeting committee members will receive orientation to the project and the strategic planning process from the Glen Price Group, the consultants retained to facilitate the strategic planning process, as well as members of the DVRC workgroup. The agenda will also include discussion of critical decision points that are necessary for the Leadership Committee to act upon in order to support project development.