



COMMUNITY SERVICES ADVISORY BOARD AGENDA

Wednesday, October 16, 2019 5:30 p.m.
City of Lakewood
Mt. Rainier Conference Room (3rd floor)
6000 Main Street SW

CSAB MEMBERS

CHAIR
Sarah Yamamoto
VICE-CHAIR
Brandon Wirth

Edith Owen-Wallace
Michael Lacadie
Laurie Maus
DeeAnn Harris
Elisapeta Scanlan
John Mayfield

STAFF

Brian Humphreys
Jeff Gumm
Martha Larkin

COUNCIL LIAISON

Marie Barth

YOUTH COUNCIL REPRESENTATIVES

Meagan Duncan
Annette Ray

CALL TO ORDER

APPROVAL OF MINUTES

- September 18, 2019

PUBLIC COMMENT

OTHER BUSINESS

- Discuss the September 23rd joint session with the City Council
- 2020 Funding Deliberations

ADJOURNMENT

UPCOMING MEETING DATES - *Please mark your calendars*

- Regular CSAB meeting
Wednesday, November 20, 5:30 pm

American Lake Conference Room is accessible to persons with disabilities. Persons requesting special accommodations or language interpreters should contact 589-2489, as soon as possible in advance of the meeting so that an attempt to provide the special accommodations can be made.



COMMUNITY SERVICES ADVISORY BOARD
Regular Meeting
Wednesday, September 18, 2019
Mt. Rainier Conference Room – 3rd Floor
6000 Main Street SW, Lakewood, WA

CALL TO ORDER

Program Manager, Jeff Gumm called the meeting to order at 5:35 p.m.

ATTENDANCE

Board Members Present: Edith Owen-Wallace, Laurie Maus, Michael Lacadie, Sarah Yamamoto, John Mayfield, and Brandon Wirth

Board Members Excused:

Youth Council Representatives Present: Annette Ray and Meagan Duncan

City Council Liaison Present: Marie Barth

Staff Members Present: Jeff Gumm, Program Manager, Martha Larkin, Program Coordinator, and Brian Humphreys, Program Coordinator (via telephone)

ELECTIONS

Mr. Gumm announced that a Chair and Vice Chair were to be elected. He asked for volunteers and/or nominations. Discussion ensued.

Sarah Yamamoto volunteered to be Chair. John Mayfield seconded the nomination. Voice vote was taken and Ms. Yamamoto was elected unanimously.

Brandon Wirth volunteered to be Vice-Chair. Laurie Maus seconded the nomination. Voice vote was taken and Mr. Wirth was elected unanimously.

PUBLIC COMMENT

There was no one present who wished to speak.

APPROVAL OF MINUTES – June 19, 2019

Michael Lacadie moved to approve the June 19, 2019 Community Services Advisory Board meeting minutes as written. The motion was seconded by Edith Owen-Wallace. A VOICE VOTE WAS TAKEN AND THE MOTION CARRIED UNANIMOUSLY.

CDBG Program

Review 2018 Consolidated Annual Performance Evaluation Report (CAPER)

Mr. Gumm reviewed the 2018 CAPER, highlighting goals, outcomes and accomplishments from the past funding year.

**Human Services Program
Community Needs Assessment Update**

Mr. Humphreys shared that the community needs assessment is live and will be open through October, after which a community needs report will be written.

Human Services Contract Performance and Site Visit Summaries

Mr. Humphreys shared information about the potential areas of concern or changes related to human services funding. One organization that is at risk of not meeting its contract numbers will submit a letter explaining the situation. Emergency Food Network will submit a letter requesting that if it receives a second year of funding, it would like to reallocate the funds from bulk food purchases to staffing for distribution.

Mr. Humphreys will also send an email to all board members after the meeting, and members can identify if they will attend the joint session with the City Council on Monday September 23rd. Mr. Humphreys will then send a draft script to those members, and those in attendance will meet at 6:30pm on the 23rd to prepare for the meeting at 7pm.

NEW BUSINESS

None

OTHER BUSINESS

None

ADJOURNMENT

There being no further business, Chair Sarah Yamamoto adjourned the meeting at 7:05 p.m.

Sarah Yamamoto, Chair

Date



COMMUNITY SERVICES ADVISORY BOARD JOINT SESSION WITH CITY COUNCIL

Monday, September 23, 2019 7:00 p.m.
City of Lakewood
Council Chambers
6000 Main Street SW

CSAB MEMBERS

CHAIR
Sarah Yamamoto
VICE-CHAIR
Brandon Wirth

Edith Owen-Wallace
Michael Lacadie
Laurie Maus
DeeAnn Harris
Elisapeta Scanlan
John Mayfield

STAFF

Brian Humphreys
Jeff Gumm
Martha Larkin

COUNCIL LIAISON

Marie Barth

YOUTH COUNCIL REPRESENTATIVES

Meagan Duncan
Annette Ray

The board's presentation went very well and seemed to resonate with the Council. They seemed surprised, and appreciate, that it was short and to the point.

There is some concern about Greater Lakes' program being sustainable beyond the careers of the current officer and mental health specialist. Marie Barth assures this is being addressed.

The Council is very interested in communication and finding a way to share what the city is doing through human services. They'd like find a way to get the word out and share stories.

The Council said they've talked about increasing the human services allocation to 1.25% which would add about \$65,000 and they asked what we would do with it. Ideas included:

- Increasing the amounts currently available to applicants
- Add a homeless prevention fund
- Invest in a lean multi-service center
 - This one caused the Council to bring up United Way and their Centers for Strong Families model

We talked about how we can't eliminate homelessness and don't have the resources to deal with people experiencing homelessness and mental health or substance abuse issues. Brian mentioned this is why Lakewood's Promise is talking about workforce development and focusing on families at risk of becoming homeless. (Promise has their joint session with Council on October 28th).

The Council is thinking a lot about homelessness and affordable housing. This issues seems to resonate. They did compare numbers of outcomes (Rebuilding Together rehabbed 9 houses vs another organization providing case management to 200 people). We should keep in mind the respective value of different investments.



TO: Mayor and City Council

FROM: Brian Humphreys, Human Services Coordinator

THROUGH: John Caulfield, City Manager

DATE: September 23, 2019

SUBJECT: Human Services Work Plan Update

ATTACHMENTS: 1. 2019 Work Plan Significant Accomplishments
2. 12-year Human Services Funding History
3. Mid-Year Summary of Human Services-Funded Programs

Since incorporation the City of Lakewood has been a consistent human services funding source using 1% of its general funds to support services and programs assisting Lakewood residents. Over the past twelve years funding levels have varied; the City has still effectively managed its resources to address the complex needs of an ever-changing community.

Attachment One summarizes the accomplishments of the Community Services Advisory Board as of September 18, 2019. The primary accomplishments are overseeing the contracting and performance monitoring processes for programs receiving human services funds, reviewing strategic documents prepared by community development, and working to align more with Lakewood's Promise and start working on a joint updated community needs assessment.

Attachment Two illustrates the City's human services funding history from 2009 to present. The top of the chart highlights in green the organizations that have consistently received funding for the past twelve years or six biennia. The chart lists organizations in descending order by number of bienniums during which they have received human services funding.

Attachment Three is a summary of the contracts and programs supported by the City's human services funding. The summary includes the status of billing, contract performance, and results of the site monitoring visit for each program. Potential areas of concern or change are highlighted in yellow and a summary is at the end of the document. Potential concern is defined as being on track to achieve or spend less than 80% of any condition of the contract.

The City's human services funding currently supports 19 non-profit organizations that provide 24 unique programs that have served 23,772 Lakewood residents as of June 30, 2019. The current human services funding strategies are divided into five strategy areas:

- Emotional Supports and Youth Programs - 6 programs, \$93,000 - after-school programs, youth services, support for youth in school, and Lakewood's Promise
- Access to Food - 4 programs, \$75,000 – bulk food purchases and distribution for mobile services and food banks
- Access the Health and Behavioral Health - 6 programs, \$73,500 – services for adults with disabilities, medical case management and donated care, dental care, and therapy for survivors of sexual assault
- Housing Assistance - 4 programs, \$57,750 – emergency shelter, home repair, homeless prevention services
- Stabilization Services - 4 programs, \$60,750 – behavioral health intervention, legal and advocacy services for survivors of assault, domestic violence, and other crimes

2020 Human Services Funding Recommendations Timeline

The information in attachment three, plus any additional documentation requested, will be used by the Community Services Advisory Board to make formal recommendations to the Council in December for the second year of funding for the current biennium. Only one organization is currently at risk of not meeting the outputs of the contract, and that organization has submitted a letter to CSAB explaining the situation.

SARAH

Good Evening Mayor Anderson, Deputy Mayor Whalen, and Council members:

My name is Sarah Yamamoto, and as of last week I am the new CSAB Chairperson. I grew up in Lakewood and am eager to serve my community. I am a grant writer with MultiCare, interested in the intersections of housing and other human services to support every individual's well-being.

Thank you for this opportunity to meet with you to discuss our work program accomplishments.

With me tonight are several members of the CSAB. I will let them introduce themselves.

(INTRODUCTIONS)

SARAH

We are excited to share our 2019 work program accomplishments. Tonight we will cover the three documents provided to you:

1. Summary of the accomplishments according to the 2019 work plan
2. A summary of the total human services funding provided for all 6 bienniums
3. A summary of the status of the current human services funding, contracts, and outputs

The first attachment is the summary of the accomplishments from the 2019 work plan, the highlights are:

- We reviewed and provided input for community development's 5-year strategic plan and CAPER report
- Completed a rigorous review of Human Service applications for funding and recommended funding for 24 programs to serve the City's most vulnerable citizens.
- Review quarterly how each contract is doing based on submitted reports, staff site monitoring and other information as available.
- Met with representatives of Lakewood's Promise Board to share information on how our work aligns with their strategic plan

The second attachment is the summary of the total human services funding provided over the six bienniums. The list is organized by the total number of bienniums during which organizations have received funding. As we discussed during last year's competitive allocation process, we now have a more formal rating and review process and still find ourselves providing funding to many of the same organizations, which is affirmation that we have had the right partners at the table.

SPEAKER #2

The third document is a summary of the information this board will use over the next two months to determine the funding recommendations we will make to you for 2020. Programs are ordered by funding priority, which is determined by the organizations who self-select which priority they apply under.

By and large everyone is doing great work in the community and on track to meet or exceed contract requirements. There are only a few instances where there might be a concern or a change requested. Those instances are highlighted in yellow and a summary is at the bottom of the document.

- Emergency Food Network is not a concern, but they are being effected by the national tariffs. The federal government is buying up the food farmers cannot sell to China and donating it to food banks. EFN's contract is to purchase food, but they now have lots of food like garbanzo beans and pork, so they will submit a letter to CSAB to request that if they receive a second year of funding they would like to reallocate the funds to staff for distribution.
- Lindquist Dental has a low value per visit, but that is because of the way billing works for more expensive procedures. So that number will come up by the end of the year but it was worth noting.
- The only concern is Centerforce which is likely to underperform their number of people served, so they wrote a letter to CSAB that members will consider next month when they start deliberations for second year funding recommendations, which we will deliver to you in November.

DIVIDE AMONG CSAB REPRESENTATIVES

We would like to share a few examples of some excellent work and some insights so far. There were quite a few examples of excellence and some insights as a result of the reports and the site visits that we wanted to share:

Some highlights by funding priority:

Emotional Supports and Youth Programming

- We know one of the big issues among youth is mental health, and feedback from organizations like YMCA and Boys and Girls Club is the youth programming you support is a critical strategy to address mental health. In those programs youth are part of a community and are given opportunities to lead or serve, and when they are surveyed they report this helps support their mental health
- Oasis Center reports that half of homeless youth fall into the LGBTQ category, so they are increasing their efforts to offer workforce development services through the Center, and they will partner with human services

Access to Food

- Emergency Food Network has offered to do a training through the Community Collaboration about the changes in donor behavior as a result of the 2017 tax reform, choosing to empower partners rather than hoard information
- Organizations providing access to food are focusing on a dignified experience. Nourish is intentional about the experience of residents who come to the food bank, and St. Leo's mobile food bank helps change the stigma

Housing Assistance

- Access to food in general is a homelessness prevention strategy. Two demographics that have increased their usage of food banks are working families and seniors whose primary income is social security. Families should be paying no more than 30% of their income toward housing, but the increases in rent mean many families are paying as much as 60-70% each month. One key way they offset that rising cost is to decrease the amount spent on food and go to a food bank. Lakewood's Promise is talking about increasing the emphasis on workforce development in Lakewood so these are temporary rather than chronic supports, but access to food might be making the difference between experiencing homeless and not right now.
- Some organizations are impressive in how holistic their services are for their participants which leads to impressive and sustainable outcomes. One notable example is YWCA and the support services for women and children in combination with housing support while they help survivors heal and become self-sufficient.

Stabilization Services

- We heard repeatedly that the behavioral health contact team through Greater Lakes Mental Health Care has a strong reputation for excellent service and outcomes, in large part due to the strong relationship between the Lakewood police officer and the mental health provider.
- Rebuilding Hope has had to respond to an increase in demand for people who experienced sexual violence earlier in their lives. The headlines about abuses have stirred those issues up for them to the point that they need to seek out help, so Rebuilding Hope has been training new counselors to meet the need.

Access to Health and Behavioral Health Services

- Centerforce has been intentional about employer engagement to develop new employment opportunities for their participants, and they are eager to share that information with partners
- Community Health Care has already served more than 1,000 Lakewood residents in the first six months of the year, exceeding the demand they anticipated.

There are many more examples, and each funded partner is doing impressive work, but those are some highlights.

SARAH

There are also a few trends and insights that have come up recently from various sources.

- Regardless of sector, everyone is talking about housing affordability and homelessness
- As much as homelessness is a concern, the social service organizations point to the demographic we can't see as well, which is lower income families with children who might be at risk of becoming homeless. We know many families are couch surfing or doubling up in homes to avoid this, but they are experiencing housing insecurity and homeless prevention is a more effective and affordable strategy than helping someone experiencing homelessness.
- We'll look for Council direction regarding how you would like us to move forward regarding these topics. Examples could be gathering additional information, coordinating speakers or training or doing community assessments to prepare for 2021 funding cycle.

QUESTIONS FOR COUNCIL FROM CSAB

SARAH

That's all we have to share. Do you have any questions?

City of Lakewood 2019 Human Services Funded Programs (September 23 Update)

*Possible areas of concern are highlighted in yellow and an explanation is at the end of the document.

									Site Visit Results			
Agency	Program	Amount	Billed	%	Contract Outputs LR = Lakewood Residents	2019 Goal	Outputs through 2nd Quarter	%	Contract Compliance	Record Management	Financial Controls	Program Effectiveness
YWCA	CHILDREN'S PROGRAM	\$10,000	\$4,881	49%	LR Served	20	12	49%	Good	Good	Good	Good
					Children's services and legal advocacy hours	150	136	91%				
BOYS & GIRLS CLUB	LAKEWOOD TEEN PROGRAM	\$20,000	\$12,538	63%	LR Served	365	270	74%	Good	Good	Good	Good
					Average attendance	60	149	248%				
YMCA	FRIDAY LATE NITES	\$8,000	\$3,082	39%	LR Served	350	329	94%	Good	Good	Good	Good
					Late Nights held	70	36	51%				
PC AIDS FOUNDATION	OASIS CENTER FOR LGBTQ YOUTH	\$12,500	\$6,067	49%	Center days offered	200	100	50%	Good	Good	Good	Good
					LR Served	(Tracking)	73	N/A				
COMMUNITIES IN SCHOOLS OF LAKEWOOD	SCHOOL-WIDE SUPPORTS	\$17,500	\$8,750	50%	LR Served	200	216	108%	Good	Good	Good	Good
					Students receiving case management	(Tracking)	168	N/A				
					Support activities	75	83	111%				
City of Lakewood	Lakewood's Promise	\$25,000	\$5,000	20%								
EMOTIONAL SUPPORTS TOTAL		\$93,000	\$40,318	43%	TOTAL LR SERVED		827		Contract	Records	Financial	Effectiveness
EMERGENCY FOOD NETWORK	CO-OP FOOD PURCHASING*	\$25,000	\$12,500	50%	LR Served	20,000	13,059	65%	Good	Good	Good	Good
					Visits at Lakewood locations	160,000	65,711	41%				
					Lbs of food distributed	1,600,000	1,026,151	64%				
NOURISH PC	NUTRITIOUS FOOD FOR FAMILIES	\$20,000	\$10,000	50%	LR Served	8,500	5,827	69%	Good	Good	Good	Good
					Meals provided to LR	500,000	409,599	82%				
ST. LEO FOOD	LAKWOOD CHILDREN'S PROGRAM	\$14,000	\$6,906	49%	LR Served	3,400	2,104	62%	Good	Good	Good	Good
	SPRINGBROOK MOBILE	\$16,000	\$7,892	49%	Meals provided to LR	200,000	81,003	41%				
FOOD TOTAL		\$75,000	\$37,298	50%	TOTAL LR SERVED		20,990					

								Contract	Records	Financial	Effectiveness	
CENTERFORCE	COMMUNITY INCLUSION FOR ADULTS WITH DISABILITIES	\$10,000	\$5,000	50%	LR served	70	24	34%	Good	Good	Good	Fair*
					Services provided	500	1,675	335%				
PC AIDS FOUNDATION	MEDICAL CASE MANAGEMENT	\$10,000	\$4,853	49%	Active Lakewood clients	60	48	80%	Good	Good	Good	Good
					Case management contacts	50	104	208%				
LINDQUIST DENTAL	UNCOMPENSATED CARE FUND	\$14,000	\$3,086	22%	LR Served	142	102	72%	Good	Good	Good	Good*
					Cost of care per visit	(Tracking)	\$27.81	N/A				
COMMUNITY HEALTH CARE OF LAKEWOOD	LAKEWOOD PROMPT CARE	\$20,000	\$10,000	50%	LR Served	600	1,014	169%	Good	Good	Good	Good
					Prompt care visits	1,200	818	68%				
REBUILDING HOPE	THERAPY SERVICES	\$7,000	\$3,500	50%	LR Served	9	9	100%	Good	Good	Good	Good
					Therapy hours	128	147	115%				
PC PROJECT ACCESS	DONATED CARE	\$12,500	\$6,250	50%	LR Served	75	87	116%	Good	Good	Good	Good
					Value of care	\$300,000	\$223,047	74%				
HEALTH & BEHAVIORAL HEALTH TOTAL		\$73,500	\$32,689	44%	TOTAL LR SERVED		1,284		Contract	Records	Financial	Effectiveness
YWCA	DOMESTIC VIOLENCE SHELTER	\$10,000	\$4,880	49%	Shelter bed nights provided	2,000	1,021	51%	Good	Good	Good	Good
					LR Served	(Tracking)	16	N/A				
LASA	HOMELESS PREVENTION	\$18,750	\$8,051	43%	LR Served	175	99	57%	Good	Good	Good	Good
					Basic needs and essential services provided	175	99	57%				
					Case management hours	525	212	40%				
CATHOLIC COMMUNITY	FAMILY HOUSING NETWORK	\$15,000	\$6,707	100%	LR Served	200	234	117%	Good	Good	Good	Good
					Bed nights provided	15,000	12,443	83%				
REBUILDING TOGETHER	REBUILDING DAY/YEAR ROUND SERVICES	\$14,000	\$7,000	50%	LR Served	9	9	100%	Good	Good	Good	Good
					Home repair projects	4	3	75%				
					Value of repair projects	\$24,000	\$12,471	52%				
HOUSING ASSISTANCE TOTAL		\$57,750	\$26,638	46%	TOTAL LR SERVED		358					

									Contract	Records	Financial	Effectiveness
GREATER LAKES	BEHAVIORAL HEALTH CONTACT TEAM	\$25,000	\$12,500	50%	LR Served	300	156	52%	Good	Good	Good	Good
					Calls for service	450	243	54%				
					Referrals to community services	125	137	110%				
YWCA	LEGAL SERVICES PROGRAM	\$10,000	\$4,880	49%	LR Served	120	67	49%	Good	Good	Good	Good
						500	449	49%				
TACOMA COMMUNITY HOUSE	CLIENT ADVOCACY	\$18,750	\$11,346	61%	LR Served	20	16	80%	Good	Good	Good	Good
					Case management hours	150	69	46%				
					Safety plans and legal documents created	50	23	46%				
REBUILDING HOPE	ADVOCACY PROGRAM	\$7,000	\$3,500	50%	LR Served	28	74	264%	Good	Good	Good	Good
					Advocacy hours	175	108	62%				
STABILIZATION TOTAL		\$60,750	\$32,226	53%	TOTAL LR SERVED		313					
Total Requests		\$360,000	\$169,169	47%								
<p>*Emergency Food Network: No concerns, but due to the national tariffs the federal government is buying up crops and donating them to food banks. EFN has received an influx of food and are requesting to reallocate funding from bulk food purchasing to staff for distribution if they are awarded a second year of funding. CSAB has a letter from EFN describing the situation.</p>												
<p>*Centerforce: They will likely serve about 50% of the number of residents they committed to in the contract. They provided a letter to CSAB describing the situation.</p>												
<p>*Lindquist Dental: The value per visit seems low. They say the number will rise by the end of the contract year because they cannot determine the value of the more expensive services until the end of the year because of how long the billing process takes.</p>												

Centerforce 6 month outcome analysis

Outputs

- Centerforce has provided services to 23 Unduplicated Lakewood residents, (Goal of 70).

Comments: The goal of serving 70 unduplicated Lakewood residents may be difficult to reach due to a couple variables. The first being Washington State DDA, no longer allowing services to be provided in our facility. All Services must be provided in the community and in groups of individuals with disabilities no larger than 3. Centerforce has always provided group services such as recreational activities, skill training classes, and job club in our facility. This has impacted the number of folks we can serve with the staff resources we have.

I anticipate our numbers will increase the second half of the year with school to work services.

Plan of Action: Amend out outputs from 70 to 55 unduplicated City of Lakewood residents. Centerforce will be offering free resume development for City of Lakewood resident with intellectual or developmental disabilities during the month of October, to promote National Disability Employment Awareness Month (NDEAM). Additionally, Centerforce is conducting outreach to local high schools to offer services to students with disabilities.

- Centerforce has provided services to 2 new Unduplicated Lakewood residents, (Goal of 10).

Comments: The goal of serving 10 new unduplicated Lakewood residents is attainable.

Plan of Action: As noted above with additional outreach to individuals with intellectual and developmental disabilities and their families in the second half our grant year, I expect to reach the 10 new individuals served.

- Centerforce has provided 856 inclusive activities and services, (Goal 500).

Comments: Centerforce has exceeded the number of inclusive activities and services projected. This was also impacted by Washington State DDA's requirement to only allow services in the community. Naturally, this increased the inclusiveness of services. Additionally, we expanded the variety of activities our clients were able to participate in. We could consider increasing this output to 2000 total for this grant year.

Plan of Action: We will continue to provide inclusive activities and services.

- Centerforce has provided 9414 1:1 support service hours, (Goal 12,000).

Comments: Centerforce is on track to meet this output goal by the end of the grant year.

Plan of Action: We will continue to provide 1:1 support service hours.

Additional Information:

Centerforce has 5 City of Lakewood Residents who are employed and earning minimum wage or better, and working their preferred number of hours.

Centerforce not only provides services to individuals with intellectual and developmental disabilities in Lakewood we also focuses on employer engagement and maintaining strong relationships. Currently, we work with 7 Lakewood employers, each of whom employs one of our clients. As new businesses come to Lakewood, new potential employment possibilities for those with intellectual and developmental disabilities increase.

Centerforce receives a very high level of satisfaction rating for the services we provide. Annually, we conduct a third party administered client satisfaction survey (u-Spec). For fiscal year July 2018 through June 2019, we achieved a 97.41% satisfaction rating for Service responsiveness and 99.03% rating on Overall Value of Services.