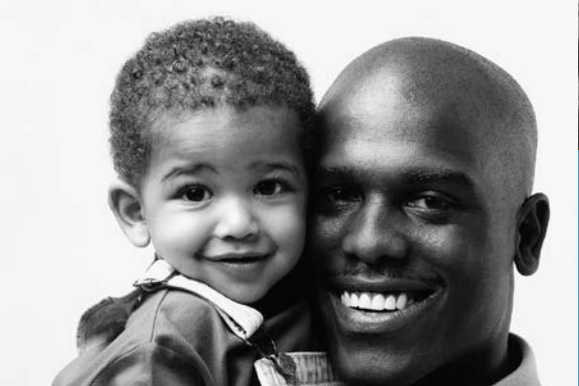


SeaTac Human Services



City Council
3/8/16

City Manager request:

- History of Human Services – *to address the City's commitment to meeting the human service needs of its residents:*
 1. Ordinance designating the Human Services position in 1991
 2. Ordinance authorizing 1% of General Fund expenditures for Human Services in 2004
 3. Ordinance designating 1 ½ % of General Fund expenditures for Human Services in 2008

Human Services Advisory Committee

Roles of Staff Liaison and Members

The HSAC shall make reports and recommendations to the City Council concerning human services issues and shall discharge the following responsibilities:

- a) Review and recommend human services updates;
- b) Develop recommendations for the City Council on priorities within the community;
- c) Review and recommend human services plans and policies, including the human services element of the City's comprehensive plan;
- d) Evaluate funding requests and make recommendations on human services funding;
- e) Evaluate and review the performance of individual human services organizations and agencies;
- f) Participate in collaborative planning efforts involving citizen groups, human services agencies and local organizations, such as the Alliance for Human Services, United Way and the South King County Council of Human Services, which contribute to enhanced regional coordination;
- g) Review City actions which may affect the accessibility or quality of human services available to City residents; and
- h) Conduct other human services research, review and advocacy as requested by the City Council in response to emerging human services issues.

Results-Based Accountability

- Ensures Human Services funds go to the most important uses
- Human Services Advisory Committee uses an RBA process to allocate funds
 - Identify desired Results (conditions of well-being for residents of SeaTac)
 - Determine strategies to improve Results
 - Score applications on the ability to improve Results using strategies

Human Services Funding Collaborative:

- Auburn
- Kent
- Bellevue
- Bothell
- Burien
- Covington
- Des Moines
- Federal Way
- Issaquah
- Kenmore
- Kirkland
- Redmond
- Renton
- Sammamish
- SeaTac
- Shoreline
- Tukwila



Councilmember requests:

- All agencies that receive City funding serve only SeaTac residents with those allocations
- All agencies have quarterly performance measures as well as yearly outcomes
- All agencies provide quarterly reports including narratives and success stories as well as any challenges
- Vouchers/Invoices are authorized for payment for those agencies meeting their contracted requirements
- All vouchers paid fall within the Council approved budget (1.5% of General Fund, Council approved funding recommendation)

MOU's with "Lead Cities"

- Started in 2003, with automatic extensions, exhibit updated annually
- To provide more effective governance and reduce the administrative burden to non-profits who are contracting with multiple cities
- Proven track records
- Each city provides their scopes of work for the combined contract for each agency
- Each city monitors the agency's performance and authorizes the Lead City each quarter to pay/not pay

2015-2016 MOU's

- **Lead City – Auburn:** Administers the contracts for Crisis Clinic's Help Line, 211, and Teen Link on behalf of Burien, Covington, Des Moines, Federal Way, Renton, SeaTac and Tukwila
- **Lead City – Burien:** Administers the contracts for Child Care Resources and Multi-Service Center on behalf of Covington, Renton, SeaTac and Tukwila
- **Lead City – Covington:** Administers the contracts for HealthPoint Medical and Dental, and Domestic Abuse Women's Network Community Advocacy and Housing on behalf of Auburn, Burien, Des Moines, Federal Way, Renton, SeaTac, and Tukwila

2015-2016 MOU's cont:

- **Lead City – Renton:** Administers the contracts for Senior Services Meals on Wheels, Volunteer Transportation and King County Sexual Assault Resource Center on behalf of Auburn, Burien, Covington, Des Moines, Federal Way, SeaTac, and Tukwila
- **Lead City – Tukwila:** Administers the contract for Children's Therapy Center on behalf of Auburn, Burien, Covington, Federal Way and SeaTac
- **Lead City – Federal Way:** Administers the contracts for Catholic Community Services Emergency Assistance and Volunteer Chore Services on behalf of Auburn, Covington, Burien, Renton and SeaTac

Example: Lead City - Covington

Agency Performance: Year end - 2015

- **DAWN Housing - \$8,000**
 - Measured in bed-nights, contracted to provide 103; provided 830
 - Contracted to serve 3 residents; served 19
- **DAWN Community Advocacy - \$4,000**
 - Measured in hours of advocacy, contracted to provide 63; provided 237
 - Measured in number of calls received on hotline, contracted to provide 62, provided 117
 - Contracted to serve 54 residents; served 91

Please note that due to the nature of this work some clients refuse to provide their city origin so these numbers are conservative

Cont: Lead City - Covington

Agency Performance: Year end - 2015

- **HealthPoint Dental - \$14,000**
 - Measured in face to face dental visits, contracted to provide 68; provided 950
 - Contracted to serve 27 residents; served 344
- **HealthPoint Medical - \$47,000**
 - Measured in face to face visits with a provider for diagnosis and treatment of acute or chronic illness, preventive health and behavioral health services and linkages to specialty and inpatient care, contracted to provide 217; provided 7,827
 - Contracted to serve 66 residents; served 2,075

Examples of Outcomes:

- **DAWN Housing** – *Outcome: Individuals and/or families will improve their understanding of domestic/sexual violence.*
- **Outcome:** 95% of survivors who have received emergency shelter for more than 14 days demonstrate they have a safety plan that addresses the current situation for self and their children and can carry out that plan.
- **Indicator:** Survivors improved understanding of domestic violence is measured through safety planning to keep themselves and their families safe. These plans are developed and revised throughout the survivor's stay at DAWN House. Survivors work with their advocates to identify ways to assess levels of danger and options for de-escalation and escape. Each client's safety plan is unique to their situation but within a framework of understanding power and control. Safety planning is an ongoing process, not a one time event. DAWN advocates help their clients to identify safe resources and how to incorporate safety into all activities for themselves and their children
- **Actual Success Rate:** 97%

Cont: Examples of Outcomes:

- **DAWN Community Advocacy** – *Outcome: Individuals and/or families will improve their understanding of domestic/sexual violence*
- **Outcome:** 95% of clients will demonstrate an improved understanding of domestic/sexual violence
- **Indicator:** Clients are assessed for their specific need from the client's first point of contact via crisis line or face-to-face. Throughout the clients' service time frame, 1:1 conversations, advocacy and group processing allows for clients to gain understanding, skills and safety plans in order to navigate through their relationship and make empowered decisions for themselves. Survivors are asked if they know more ways to plan for safety for themselves and their children based on understanding more about domestic violence and the dynamics of power and control.
- **Actual Success Rate:** 97%

Cont: Examples of Outcomes:

HealthPoint Dental – *Outcome: Individuals and/or families improve health (physical/dental/mental)*

- **Outcome:** 75% of dental patients complete their oral health treatment, resulting in increased access to oral health services for children and adults living in suburban cities in King County, and improved program effectiveness at removing barriers to care.
- **Indicator:** Patients complete their oral health treatment plan as designed in collaboration with their dentist.
- **Actual Success Rate:** 87%

Cont: Examples of Outcomes:

HealthPoint Medical – *Outcome: Individuals and/or families improve health (physical/dental/mental)*

- **Outcome:** 75% of patients with diabetes have controlled blood sugar (HbA1C level equal to or less than 9).
- **Indicator:** Patients with diabetes are accessing health visits regularly and learning proper diet and management techniques to keep their blood sugar level under control. Focusing on helping patients control their diabetes supports them in getting well and staying well and prevents more costly and complex problems from developing.
- **Actual Success Rate:** 76%

Guiding Principles for Human Services:

- Healthy Communities
- Self Reliance
- Collaborations
- Equal Access
- Respect and Dignity
- Accountability