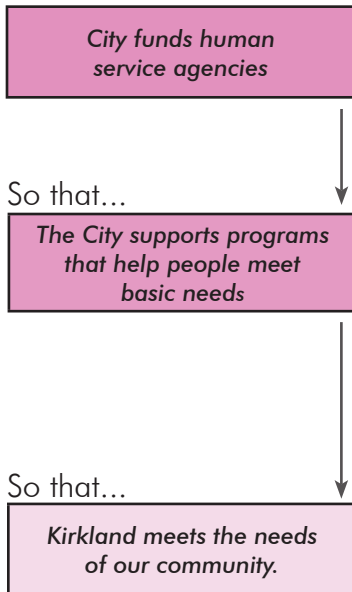


HUMAN SERVICES

goal Support a coordinated regional system of human services designed to meet the basic needs of our community and remove barriers to opportunity.



MEASURE	2007	2008	2009	2010	Target
Total human services funding ¹	\$2,176,458	\$2,176,458	\$2,440,583	\$2,440,583	N/A
Human services funding per capita	\$45.45	\$44.96	\$49.80	\$50.02	N/A
Number of programs funded in each community goal area:					
1. Food to Eat and Roof Overhead	14	14	14	14	N/A
2. Supportive Relationships within Families, Neighborhoods and Communities	11	11	13	13	N/A
3. Safe Haven from All Forms of Violence and Abuse	8	8	8	8	N/A
4. Health Care to Be as Physically and Mentally Fit as Possible	8	8	8	8	N/A
5. Education and Job Skills to Lead an Independent Life	4	4	4	4	N/A
Percent of Eastside residents requesting assistance that agencies were able to serve	*	*	*	*	*
Funded agencies meet or exceed human services contract goals	94%	94%	96%	96%	100%
Percent of applicant programs receiving funding from the City	85%	85%	81%	81%	100% of eligible programs

¹Includes all human services funding as listed in the budget.
 *Data not collected in 2007-2010. Will be collected for 2011.

HOW DO WE MEASURE HUMAN SERVICES?

The City is not a direct provider of human services but contracts with non-profit agencies that have multiple funding sources. The City's level of funding per capita is one indicator of the City's level of effort compared to population. Non-profit providers also have service delivery goals for serving Kirkland citizens and they are held accountable for meeting those goals.

Two challenges in measuring our success lie in the reality that human service needs do not know geographical boundaries and human services needs far outpace cities' ability to fully fund them. As a way to measure needs of the community, the City monitors the level of need in the community through anecdotal reports from agencies about the level of needs that they cannot fully meet and looks at numbers of people turned away to determine the level of need at different agencies.

HOW ARE WE DOING?

- The City's investment in human services has steadily grown from funding seven human service programs in 1987 to 57 programs in the 2011-2012 funding cycle.
- Human Services funding increased by 1.2% between the 2007-08 and 2009-10 budget cycles.
- The percent of applicant programs the City was able to fund decreased by 4 percentage points between the 2007-2008 and 2009-2010 funding cycles due to increased amounts of funding requested.
- Nearly all of the direct service agencies consistently meet their contracted outcomes.

WHAT IS THE CITY DOING?

The City supports human services by providing leadership, facilitation and funding regionally. The City's regional approach to funding and providing human services allows the City to act as a catalyst for improving the quality of life for Kirkland residents and makes the City's dollars go farther.

Kirkland has worked with other King County cities to help agencies access regional funding more easily by:

- Participating in a pooled funding program where cities' funds are placed in a common account to streamline the application and reporting process for each program the cities jointly fund
- Providing an on-line joint funding application with 17 other King County cities
- Launching a regional online data collection system that allows for consistent information and a better alignment of programs and funding

Additionally, the City helps to coordinate neighborhood food drives each fall, where food and cash donations are raised to benefit local food banks. Members of the Youth Council host their own food drive after the community food drives each year.

Regional Partnerships

- Eastside Human Services Forum
- Alliance of Eastside Agencies
- Eastside Homelessness Advisory Committee
- King County Alliance for Human Services
- North/East King County Funders Group
- Eastside Healthy Start
- Eastside Winter Shelter Task Force
- Committee to End Homelessness
- King County Community Development Block Grant Consortium
- Eastside Easy Rider Collaborative
- Eastside Refugee and Immigrant Coalition

KITH Client Moves from Victim to Victory

Terri came to Kirkland Interfaith Transitions in Housing (KITH) in 2009 as a Transitional Housing client. When she arrived, she and her preschooler had no possessions but a small backpack with clothing and personal items. She had been in a domestic violence shelter after fleeing an unsafe home. Fear dominated her life.

KITH helped her set up a new household, worked with her as she set and met goals for herself, and cheered her on as she rebuilt her life. Upon graduating from KITH's program into a safe and stable home, Terri wrote:

"As a single mom and victim of domestic violence, I turned to KITH for help in keeping my child and myself safe. Not only did KITH provide temporary housing for the both of us, they helped me take the steps I needed to provide emotional and financial stability for myself. The one-to-one time with my case manager helped me find counseling for my family, strengthening me both emotionally and spiritually, and helped keep me on track as I re-entered the work force.

In my 2 years in KITH's program, I was able to grow from a scared, homeless parent to a strong single mother, and gain the confidence I needed to break free of the violence that has dominated my life for so long."

Story provided courtesy of KITH