### MEASURE

<table>
<thead>
<tr>
<th>Measure</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Human Services Funding</td>
<td>$2,513,170</td>
<td>$2,654,433</td>
<td>$2,786,692</td>
<td>$2,921,624*</td>
<td>$2,845,815</td>
<td>N/A</td>
</tr>
<tr>
<td>Human Services Funding per capita</td>
<td>$30.84</td>
<td>$32.58</td>
<td>$34.13</td>
<td>$35.01</td>
<td>$33.99</td>
<td>N/A</td>
</tr>
<tr>
<td>Number of programs funded* in each community goal area:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Food to Eat and Roof Overhead</td>
<td>18</td>
<td>21</td>
<td>21</td>
<td>23</td>
<td>23</td>
<td>N/A</td>
</tr>
<tr>
<td>2. Supportive Relationships within Families, Neighborhoods and Communities</td>
<td>13</td>
<td>13</td>
<td>13</td>
<td>15</td>
<td>15</td>
<td>N/A</td>
</tr>
<tr>
<td>3. Safe Haven from All Forms of Violence and Abuse</td>
<td>9</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>4. Health Care to Be as Physically and Mentally Fit as Possible</td>
<td>10</td>
<td>15</td>
<td>15</td>
<td>16</td>
<td>16</td>
<td>N/A</td>
</tr>
<tr>
<td>5. Education and Job Skills to Lead an Independent Life</td>
<td>6</td>
<td>9</td>
<td>9</td>
<td>8</td>
<td>8</td>
<td>N/A</td>
</tr>
<tr>
<td>Funded agencies meet or exceed human services contract goals</td>
<td>94%</td>
<td>94%</td>
<td>94%</td>
<td>94%</td>
<td>94%</td>
<td>100%</td>
</tr>
<tr>
<td>Percent of applicant programs receiving funding from the City</td>
<td>74%</td>
<td>84%</td>
<td>84%</td>
<td>88%</td>
<td>88%</td>
<td>100% of eligible programs</td>
</tr>
</tbody>
</table>

* Represents the 2015 share of the biennial funding ($6.0 million) and per capita ($71.67)

### HOW DO WE MEASURE HUMAN SERVICES?

The City contracts with a range of non-profit agencies that have multiple funding sources. The City uses measures such as funding level, and funding per capita to help measure our commitment to the non-profit agencies supported by the City. The non-profit agencies have service delivery goals and outcome expectations that they are required to track and report to the City on a quarterly basis.
**How are we doing?**

Demand for human services in Kirkland remains high. Programs supported by grant funding deliver numerous essential services to provide a safety net for Kirkland residents. For the most part, agencies provide a great deal more service units of shelter, food, clothing, counseling, medical care, employment assistance, mentoring, training and other services to City residents than reimbursed by the City. Programs often utilize the time and talents of community volunteers to help bridge the gap.

The City’s investment in human services has continued to increase. The number of funded programs has grown from seven in 1987 to 67 in the 2015-2016 biennium. The amount of funding for grants has also increased to over $1.6 million. The 2011 annexation of 31,718 new residents to the City did cause a fall in per capita funding for Human Services.

The percentage of funded agencies reaching or exceeding their targets remained high at 94%. The City will continue to work with funded agencies to ensure this number gets to the target of 100%.

**What are we doing?**

In addition to supporting local human service agencies, the City supports its residents through a number of efforts including:

- A Senior Center Program
- A Community Youth Services Program and Teen Center
- Support for Domestic Violence Survivors
- A Police School Resource Program
- Coordination of a neighborhood food drive each fall, where food and cash donations are raised to benefit local food banks. Kirkland Youth Council hosts its own food drive as well each year.

**Regional Partnerships**

The human service agencies that the City supports are part of a regional delivery system that addresses the needs of residents throughout the Eastside. The City of Kirkland partners with other Eastside cities in a pooled funding program that streamlines the application and reporting process for each program.

The Human Services Division staff represents Kirkland on a number of regional collaborative efforts:

- All Home
- Alliance of Eastside Agencies
- Eastside Easy Rider Collaborative
- Eastside Homelessness Advisory Committee (EHAC)
- Eastside Human Services Forum
- Eastside Refugee and Immigrant Coalition
- Eastside Winter Shelter Task Force
- King County Alliance for Human Services
- King County Community Development Block Grant Consortium
- Kirkland Nourishing Network
- North/East King County Funders Group

With the support of HERO House, Ranae secured employment at a restaurant. She fills up an ice bucket and bins, rolls silverware, lines pie tins, and cleans the menu forms and tables. Ranae feels responsible and likes getting pay checks. She works 2 days a week, and continues to participate in clubhouse. Ranae shares her employment success with others at HERO House, which in turn encourages them to work towards their personal and professional goals.

Since being part of clubhouse, everyone at HERO House has seen Ranae become an outgoing, outspoken character with a long-term job and much greater self-esteem.

**Hero House**

Ranae has been a member of HERO House for 3 years. HERO House is a psycho-social rehabilitation program for adults recovering from mental illness, where members are assisted with returning to work and building meaningful relationships. Services facilitate recovery through increased Hope, greater Empowerment, meaningful Relationships, and abundant Opportunities.

Ranae joined in order to be active. She enjoys helping to make outreach phone calls, organizing our files and kitchenware, doing laundry and chopping vegetables. She also enjoys signing greeting cards and taking wellness walks.

Members are involved in all aspects of clubhouse, especially decision making. From prepping food to filling out grant applications, all the work our Clubhouse does is done by staff and members working side-by-side. This allows members to not only build their job skills, but also boost their self-esteem by providing them a sense of genuine accomplishment. Ranae steps up to facilitate meetings and regularly shares her opinion on ways to improve our Clubhouse. In addition, Ranae has made many friends and became an integral part of our supportive community. Being part of Clubhouse helps her feel active, outgoing, social and accomplished.

Social events are another important aspect of HERO House that Ranae has greatly enjoyed. Every Thursday evening and some Saturdays she has opportunities to go to a museum, enjoy trips to local parks or participate in a game of Monopoly with her colleagues in the clubhouse. Ranae’s favorite social events have been a Christmas Argosy Cruise and a trip to Woodland Park Zoo.