**GOAL**

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

<table>
<thead>
<tr>
<th>Measure</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total human services funding</strong></td>
<td>$2,786,692</td>
<td>$2,921,624*</td>
<td>$2,845,815</td>
<td>$3,286,529</td>
<td>$3,635,591</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Human services funding per capita</strong></td>
<td>$34.13</td>
<td>$35.01</td>
<td>$33.99</td>
<td>$37.67</td>
<td>$41.67</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Number of programs funded</strong></td>
<td>21</td>
<td>23</td>
<td>23</td>
<td>21</td>
<td>21</td>
<td>N/A</td>
</tr>
<tr>
<td>1. Food to Eat and Roof Overhead</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Supportive Relationships within Families, Neighborhoods and Communities</td>
<td>13</td>
<td>15</td>
<td>15</td>
<td>13</td>
<td>13</td>
<td>N/A</td>
</tr>
<tr>
<td>3. Safe Haven from All Forms of Violence and Abuse</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>6</td>
<td>N/A</td>
</tr>
<tr>
<td>4. Health Care to Be as Physically and Mentally Fit as Possible</td>
<td>15</td>
<td>16</td>
<td>16</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>9</td>
<td>8</td>
<td>8</td>
<td>9</td>
<td>9</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Funded agencies meet or exceed human services contract goals</strong></td>
<td>94%</td>
<td>94%</td>
<td>94%</td>
<td>95%</td>
<td>93%</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Percent of applicant programs receiving funding from the City</strong></td>
<td>84%</td>
<td>88%</td>
<td>88%</td>
<td>81%</td>
<td>81%</td>
<td>100% of eligible programs</td>
</tr>
</tbody>
</table>

**HOW DO WE MEASURE HUMAN SERVICES?**

The City contracts with a range of non-profit agencies that leverage multiple funding sources including other public funding, private foundations, and individual donations. 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 and annual basis.

**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 suburban 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:

- Eastside Easy Rider Collaborative
- Eastside Homelessness Advisory Committee (EHAC)
- Eastside Human Services Forum
- King County Community Development Block Grant Consortium
- North/East King County Funders Group
- United Way’s Community Building Community
Demand for human services in Kirkland remains high. Programs are supported by grant funding to deliver numerous essential services to provide a safety net for Kirkland residents. Contracted agencies provide services including shelter, food, clothing, counseling, medical care, employment assistance, mentoring, training and other services to City residents. In addition, 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 65 in the 2017-2018 biennium. The amount of funding for grants has also increased to over $1.8 million.

The percentage of funded agencies reaching or exceeding their targets remained high at 93%. The City will continue to work with funded agencies to ensure this number gets to the target of 100%. The agencies that were not able to meet their goals did so in part because of lost funding and their challenges attracting and retaining employees. Nonprofit agencies are mostly unable to compete with the wages offered by other sectors in the community.

**How Are We Doing?**

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

- Contributing money to A Regional Coalition for Housing (ARCH)
- Providing officers for the LWSD School Resource Officer program
- Offering extensive senior programming
- Supporting the Kirkland teen center
- Staffing a youth council and a senior council
- Publishing A Resource Guide for Older Adults and Their Families in partnership with EvergreenHealth
- Assisting Domestic Violence Survivors
- Running a teen traffic court program

**What Are We Doing?**

The Eastside Legal Assistance Program (ELAP) provides free civil legal aid to low-income residents of Eastside and Northeast King County and domestic violence legal aid throughout King County. Pro bono attorneys host clinics that assist with matters related to general law, family law, domestic violence, immigration and bankruptcy.

When you don’t have a lot of money but do need a lawyer, the free clinics that ELAP provides are a vital community resource. That was ‘Peter’s’ experience when he sought help with a guardianship issue at an ELAP Family Law Clinic. Peter’s elderly mother had legal responsibility for his brother. Peter feared his mother wouldn’t be able to take care of his brother, who has Down Syndrome, and wanted guardianship transferred to him. The ELAP attorney he met with found the forms Peter would need to start the transfer process and later emailed additional details and an instruction sheet for filling out the paperwork.

Its Immigration Law Clinics have also been greatly beneficial to residents. ‘Vivian’ for example was panicking and didn’t know where to turn. A lawful permanent resident of the U.S. since she was eight years old, Vivian’s passport expired, and she was struggling to come up with the money to apply for citizenship. She heard about ELAP’s free legal services and made an appointment at one of its Immigration Law Clinics. The ELAP attorney she met with explained how she could get an N-400 application that enables lawful permanent residents to become U.S. citizens through the naturalization process. Today many low-income residents of our area, like Vivian, have immigration concerns and are relieved to learn they can get expert assistance from ELAP attorneys.