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**◆ RELATIONSHIP TO THE FRAMEWORK GOALS ◆**

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The ~~Human Services Element~~ highlights the following Framework Goals:

- FG-1 ~~Maintain and enhance Kirkland’s unique character.~~
- ✓ **FG-2 **Support a strong sense of community.****
- FG-3 ~~Maintain vibrant and stable residential neighborhoods and mixed-use development, with housing for diverse incomes, ages, and lifestyles.~~
- FG-4 ~~Promote a strong and diverse economy.~~
- FG-5 ~~Protect and preserve environmentally sensitive areas and reduce greenhouse gas emissions to ensure a healthy environment.~~
- FG-6 ~~Identify, protect and preserve the City’s historic resources, and enhance the identity of those areas and neighborhoods in which they exist.~~
- FG-7 ~~Encourage a sustainable community.~~
- FG-8 ~~Maintain and enhance Kirkland’s strong physical, visual, and perceptual linkages to Lake Washington.~~
- FG-9 ~~Provide safety and accessibility for those who use alternative modes of transportation within and between neighborhoods, public spaces, and business districts and to regional facilities.~~

- ~~FG-10~~ Create a transportation system which allows the mobility of people and goods by providing a variety of transportation options.
- ~~FG-11~~ Maintain existing park facilities, while seeking opportunities to expand and enhance the current range and quality of facilities.
- ~~FG-12~~ Ensure public safety.
- ~~FG-13~~ Maintain existing adopted levels of service for important public facilities.
- ~~FG-14~~ Plan for a fair share of regional growth, consistent with State and regional goals to minimize low density sprawl and direct growth to urban areas.
- ✓ ~~FG-15~~ **Solve regional problems that affect Kirkland through regional coordination and partnerships.**
- ✓ ~~FG-16~~ **Promote active citizen involvement and outreach education in development decisions and planning for Kirkland's future.**
- ~~FG-17~~ Establish development regulations that are fair and predictable.



## A. INTRODUCTION

The City of Kirkland Human Services Element seeks to enhance the quality of life for all citizens in the community, regardless of race, nationality, creed, ethnic background, social-economic status, sexual orientation, gender or age. The City recognizes that each person needs to have a sense of belonging, support in their community, and ~~have access to opportunities that fulfill the basic needs of life~~ contribute to healthy development. The City has made a commitment to providing services and programs to those considered more vulnerable and/or at risk, including youth, seniors, and those with financial need, special needs and disabilities. The Human Services, Senior Services, and Youth Services Programs are all housed within the Parks and Community Services Department.

The challenges now and in the future are how to ~~serve the increasing senior population~~, provide support to teens ~~and their parents~~, how to serve the increasing senior population, and meet the growing basic needs of low- and moderate-income residents. Youth will continue to need support programs and positive leisure activities to help them become competent and responsible members of the community. Forecasts for the future indicate that one in four residents in the Puget Sound area will be over the age of 65 in ~~2035~~ 2022. To be able to continue residing in the community, many of these residents will need support services along with affordable housing or housing that accommodates seniors as they age, such as assisted living facilities, ~~mother-in-law accessory~~ apartments and smaller one-story homes. Kirkland has experienced an increase in ~~As the community's population grows so will~~ the number of low- to moderate-income residents needing food, shelter, clothing, and other support services. ~~Youth will continue to need support programs and positive leisure activities to help them become competent and responsible members of the community.~~

### *DIVERSITY AND SOCIAL EQUITY*

~~In addition, o~~ Our community continues to be enriched with people from different countries, and and with diversity in racial and ethnic groups ~~backgrounds, socioeconomic status and faith traditions.~~ The City and H ~~human service providers~~ programs need to be responsive to and inclusive of this diversity ~~the variety of cultures and languages that exists now and in the future.~~

Discrimination based on disabilities is prohibited under Title II of the of the American with Disabilities Act and is also prohibited on the basis of race, color, national origin or sex under Title IV of the Civil Rights Act. Yet discrimination, injustice and denial of equitable access continue in many aspects of our society. The City and human service providers need to take responsibility to see that social equity exists in its policies, programs, and services.

Diversity and social equity are two important overarching foundations for youth services, senior services and human services.

## *EXISTING CONDITIONS*

### **Youth Services**

The Youth Services Program is ~~part of the City's Community Services Division of the Parks and Community Services Department~~ run by the City's Youth Services Staff with support from the Kirkland Youth Council. The Kirkland Youth Council, ~~established in 1996~~, is an advisory board to the City Council representing the youth in the community. In addition, the Youth Council provides communication between the City Council, ~~Lake Washington School District~~, community-based groups, schools, and service organizations. Kirkland Youth Council members represent Kirkland locally, nationally, and internationally at summits and conferences.

The City of Kirkland works in partnership with community agencies to provide information and services to Kirkland youth and families. Because of the many immigrant and refugee families living in Kirkland and attending Kirkland schools, City and school-linked support programs have been established.

~~In 2001, the~~ Teen Union Building, located on the perimeter of Peter Kirk Park next to the Peter Kirk Community Center Senior Center, ~~was established. It~~ provides a social, educational, recreational and leadership center for youth. The programs at the facility also provide a gateway to volunteer activities and jobs in the community.



*Teen Union Building*

### **Senior Services**

The Peter Kirk Community Center provides opportunities for people age 50 and over to have healthy and rewarding lives and to participate in community events. To achieve the goal of promoting wellness of body, mind and spirit, the Center offers a wide variety of fitness, art and lifelong learning classes, in addition to health, legal and financial services, lunches and home meal deliveries.

The Kirkland Senior Council, ~~established in 2002~~, is an advisory board to the City Council representing residents 50 years and older. The Senior Council prioritizes and works to implement the Senior Council Work Services Strategic Plan and makes recommendations to the City Council.



*Senior activities held at Peter Kirk Community Center*

## **Human Services**

Kirkland has experienced dDemographic, economic and social changes, ~~have had an impact in Kirkland.~~ These changes have dramatically increased the need for health and human services. The City's Human Service Policy established a separate program within the Parks and Community Services Department. Human Services Staff is primarily responsible for the planning and administration of the City's human services program. The City's role in human services is as a partner, funder, facilitator, and coordinator, but not a direct provider of human services. The Human Services Advisory Committee, ~~established in 1986~~, serves as a committee to advise the City Council on allocation of the City's General Funds and Community Development Block Grant (CDBG) Funds for human services.

### ***RELATIONSHIP TO OTHER ELEMENTS***

The Human Services Element is one of the elements that implements the Guiding Principle of supporting a socially sustainable community through health and human services and programs that fulfill the basic needs of all people. The element also implements the Guiding Principle of providing a sense of community through involvement in government, schools, civic events and volunteer activities and by creating a sense of belonging through shared values. Framework Goal FG-2 by establishing goals and policies that provide programs to assist those in need and enrichment opportunities to encourage a healthy community. In addition, the Human Services Element supports the Framework Goal FG-12 by supporting the establishment of citizen boards for youth, seniors and human service representatives. The Element addresses basic needs of access to information and services, food, and shelter. It also addresses health and well-being through social and civic engagement. For older people, the element also addresses affordable housing designed to accommodate mobility and safety, economic security and aging readiness through financial literacy and technology.

The Human Services Element supports the Housing Element by establishing policies to provide housing assistance ~~to those in need of housing~~ and to encourage construction of housing appropriate for seniors, the disabled and those in need~~the disadvantaged~~. The Human Services Element also establishes policies to allocate City funds to nonprofit organizations providing affordable housing.

The Human Services Element supports the Transportation Element by encouraging better access to services and activities for seniors, ~~and~~ youth, and those in need who often rely on safe and convenient pedestrian connections and public transit ~~to move about the community~~. In addition, the Human Services Element supports the Public Services Element with policies ~~that maintain the quality of life by helping those in need~~ and by coordinating with ~~local~~ social services organizations/agencies to provide assistance to Kirkland residents. Lastly, the policies in the Human Services Element support the Park, Recreation, and Open Space Element with policies that ensure that recreational programs are offered for seniors, youth, non-English speakers, and those in need~~the disadvantaged~~.

## B. HUMAN SERVICES CONCEPT

The Human Services Element goals and policies broadly define the City’s role in supporting diversity, and social equity, and contributing to the social development of the community. This element supports the provision of services that are utilized by those considered more vulnerable and/or at risk, including youth, seniors, and those in need. This Element represents those services and programs that seek to enhance the quality of life for citizens of the community. The chapter also supports measures to ensure that humans service programs and services are available and accessible to all.

## C. HUMAN SERVICES GOALS AND POLICIES

Goal HS-1: Support diversity in city government and in the community by encouraging awareness, acknowledgement and sensitivity, and by being inclusive of Kirkland’s entire populace.

Goal HS-2: Foster a city government and a community free of discrimination and committed to justice and social equity.

Goal HS-31: Build a community in which families, neighbors, schools, and organizations all work together to help young people to become ~~happy~~engaged, competent and responsible members of the community.

Goal HS-42: Maintain and improve the quality of life for Kirkland residents 50 years and older

Goal HS-53: Create a community in which all members have the ability to meet their basic physical, economic and social needs, and the opportunity to enhance their quality of life. ~~Provide funds to nonprofit human service providers to improve the quality of life for low- and moderate-income residents.~~

Goal HS-6: Encourage human service organizations to make their services physically accessible to all.

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Goal HS-1: Support diversity in city government and in the community by encouraging awareness, acknowledgement and sensitivity and by being inclusive of the entire populace

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*Policy HS 1.1: Engage the diverse populations within Kirkland to create an inclusive community.*

The Puget Sound region, east King County and Kirkland are undergoing rapid demographic changes. In order to incorporate the strengths that a diverse populace offers, the City should engage and include residents of all ages, socioeconomic status, racial & ethnic groups and faith traditions, and encourage partnerships among them, the City, businesses, schools,

faith groups, civic organizations and human service providers. The City should strive to increase participation in City programs, initiatives and activities among its diverse populations.

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**Goal HS-2: Foster a city government and a community free of discrimination and committed to justice and social equity.**

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**Policy HS-2.1: Work to achieve a community where everyone is treated with respect and given equitable access to resources.**

In Kirkland, further assurances of non-discrimination beyond Title II and Title IV should extend to religion, age, socioeconomic status, marital status, family structure, political affiliation, sexual orientation, gender identity and genetic information. Recognizing that public and private institutions should include all people in a respectful manner, the City should offer opportunities for the community to come together to respect differences, embrace diversity, communicate and work to advance more just and inclusive initiatives, programs, activities and strategies that end any discrimination and ensure justice and equitable access for all.

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***Goal HS-~~3~~1: Build a community in which families, neighbors, schools, and organizations all work together to help young people ~~to~~ become ~~happy~~engaged, competent and responsible members of the community.***

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***Policy HS-~~3.11.1~~1: Maintain and support the Kirkland Youth Council.***

The Youth Council provides an important link between the youth of Kirkland, the government, school district and the community. ~~The Council's ideas, programs, and professionalism have been recognized as creative, intuitive, and successful in connecting with the youth in the community. Their continued work to support youth initiatives with the Teen Union Building, the Skate Park, other youth facilities, and the City's Boards and Commissions~~ should be supported and encouraged.



Youth Council doing service project

***Policy HS-3.21.2:*** ~~Coordinate with the Kirkland Teen Union Building to provide a safe place for the youth and provide recreational/educational activities and social programming.~~

The Teen Union Building provides a safe place for teens to spend their time and to learn, socialize and do recreational activitiesrecreate. ~~With the support of the Kirkland Youth Council and nonprofit organizations serving East King County youth,~~ The City should continue to support the Teen Union Building, its staff and programs to provide a safe and rewarding environment for the youth in the community.

***Policy HS-3.31.3:*** ~~Provide connections between Kirkland youth and their community by partnering with the City, school district, and local youth-serving organizationsagencies.~~

The City of Kirkland values its partnership with the Lake Washington School District and community organizations in helping to connect youth to their community. ~~Seeking out grant opportunities to provide more school and community programs for youth should continue. Through the Youth Council, open lines of communication should continue to be a priority between the school district and the City. The Youth Council should also continue its~~ their goal of connecting students to their community with youth summits, Citywidecitywide events and school activities. The City should continue to seek out grant opportunities to provide more school and community programs for youth.

***Policy HS-3.41.4:*** ~~Provide access to information and services for Kirkland youth and their families on employment, social services, safety issues and classes for parents of teens.~~

The City should work with the Lake Washington School District and non-profit organizations to provide information on social service programs, enrichment classes, teen employment and issues around safe driving, swimming and biking. The Kirkland Teen Union Building, the Youth Council, City classes and the school district are good vehicles for disseminating the information.

~~Partnerships with nonprofit organizations, the Lake Washington School District and the City are crucial in helping to provide programs for youth and families and should be a priority. The City of Kirkland, in partnership with the~~

~~Kirkland Teen Union Building, should either provide or find and advertise free or low cost accessible parenting classes and support services for parents of teens and preteens.~~

~~Teens and youth safety is a continual concern. Accidents are the number one killer of teens, with car accidents leading the list and drowning second. Teens do not always take the necessary precautions when driving, boating, swimming and biking. Youth Services should encourage continued education on water, bicycle and seat belt safety, and not using alcohol or drugs when driving a car. This information should be provided through schools, the Teen Union Building, the Fire and Police Departments, and the community.~~

~~Many youth ages 13 to 15 have few summer employment opportunities. The City should continue to explore employment and intern options for teens, partnering with the Kirkland Teen Union Building and the business community. In addition, the City's Youth Services should support and help provide volunteer opportunities for Kirkland youth.~~

~~In addition, many youth do not drive or own vehicles so they depend on public transportation or safe pedestrian and bicycle connections to get to their activities. The City should work with the regional transit provider to see that the convenient and low cost public transportation is provided through the City. A system of safe nonmotorized connections should also be provided from neighborhoods to business centers and public facilities as outlined in the Transportation Element.~~

***Policy HS-3.51-5: Promote healthy lifestyles.***

Leisure time activities enrich lives, prevent social isolation and increase a sense of belonging to the community, as well as offer positive choices for how youth spend their time. ~~Obesity issues, lack of exercise, eating disorders, and poor diet are problems that teens face. Many teens spend hours after school watching television, playing video games, and surfing the web.~~ Providing positive recreational activities encourages lifelong learning for teens, provides fitness opportunities, and promotes healthy lifestyles. Through Kirkland's partnership with the Teen Union Building, businesses, and nonprofit organizations, the City should help to provide recreational and leisure time activities for youth.

***Policy HS-3.61-6: Establish positive relationships between the youth and Kirkland Police.***

A goal of the Kirkland Youth Council and the City of Kirkland is to foster a positive ~~improve the~~ relationship between youth and police. ~~One way that this has been accomplished is by development of the Respect Manual, a manual to answer questions, reduce fear and increase understanding between the youth and Kirkland Police.~~ The Kirkland Youth Council and the Police Department should continue to explore other ways in which to build positive relationships with the City and youth in the community.

***Policy HS-3.71-7: Support programs working to lower youth violence, substance abuse, depression, and suicide in the community.***

The City's youth services programs, such as Summer Youth Outreach Specialists, help to maintain positive relationships with community youth, referring youth to services and preventing risky behavior by youth, such as drug, alcohol, and tobacco use. ~~Such programs have reduced negative police and youth interactions.~~ Efforts are focused on working with the youth at local parks, beaches and the Teen Union Building after school, on weekends and during the summer when the youth have more free time and thus may get involved with risky behavior.

The City's Youth Services should continue to work to support youth access to after school, weekend and summer development programs to help shut down the "prime time juvenile crime" and encourage positive and healthy behavior. This encouragement should help diffuse the harassing behavior found in many of our schools. In addition, the Youth Services programs should also continue supporting Kirkland's school and community ~~drug/alcohol/tobacco~~ and teen depression and suicide programs to help develop healthy and responsible youth.

*"Seniors Are Artists" Art Show*



The Police Department works with the Lake Washington School District to lower the number of youth who are using drugs, alcohol, and tobacco through partnerships, such as the School Resource Officers. The City should continue the Police Department's partnership with the school district as funding allows to develop and support the drug, alcohol, and tobacco use prevention programs.

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***Goal HS-42: Maintain and improve the quality of life for Kirkland residents 50 years and older.***

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***Policy HS-4.12.1: Maintain and support the Senior Council.***

The City is committed to maintaining and improving the quality of life of residents 50 years and older in Kirkland. Recognizing the value and contributions residents 50 years and older bring to our community, ~~the~~ The Kirkland Senior Council's mission is to preserve and improve the quality of life for Kirkland residents 50 years and older by identifying their concerns, advocating for their needs and creating programs and services that advance their well-being. The Senior Council offers people the opportunity to directly participate in the advocacy and creation of programs and services that meet their needs. The City should maintain the Senior Council and support its workprograms.

***Policy HS-4.22.2: Provide opportunities for residents ~~people~~ 50 years and older to be active, connected, and engaged in the community ~~learning~~.***

~~Aging has changed. Many P~~ people 50 years and older are ~~much more~~ active ~~now~~ and thus prefer a wider range of recreational programs and services ~~than in the past~~. They enjoy ~~activities older adults desire as part of their life in the community~~ include working, recreation, lifelong learning, and social engagement. Recognizing this, the Peter Kirk Community Center should provide a broad range of activities, classes and services for residents 50 years and older to engage and connect the residents with their community, ~~a resource for information and referral of activities, events and services for those older adults and adult children seeking assistance, and services for their aging parent.~~ Through a joint use agreement with the Teen Union Building, people

*"Senior Are Artist" Art Show*

~~50 and older should continue to have the opportunity to take computer classes provided in the Teen Union Building computer lab. The City should also continue to provide information via a comprehensive activity brochure mailed out to residents and the City's web page with links to important services throughout King County.~~

The City ~~has developed~~ engages in partnerships with other community organizations and businesses to increase program opportunities and locations, and provide greater marketing abilities ~~and promote a sense of community relationship~~. These partnerships should continue and increase as the number of people 50 years and older increase.

***Policy HS-~~4.32-3~~: Provide access to information, resources, services, and programs for older adults.***

Older adults, their caregivers and family members often do not know where to turn for help, ~~do not believe it is right to ask for help or feel guilty about taking advantage of~~ for available programs, services, and resources. Many older adults and their adult children lack knowledge about in-home services, assisted living options, and the steps between living in their own homes and moving into retirement, assisted living or nursing homes. Also many older adults need support to increase independence through financial planning and utilization of technology to access information. ~~The Parks and Community Services Department should continue to provide access to resources at the Peter Kirk Community Center, utilize various sources to provide older adults with information about programs and services, including brochures, the City's web page and TV cable station, local media and other organizations' newsletters.~~ The challenges are compounded for the non-English speaking seniors and their families. ~~Many of these older adults are isolated, with little or no contact outside their homes or their children.~~ The Parks and Community Services Department should continue partnerships with agencies to offer programs and services with ~~some~~ bilingual staff, so that non-English speaking older adults have the opportunity to participate in social, recreational, and educational activities, ~~and meals~~. ~~Traditional program components such as outreach, advocacy and greater access to services should also be provided for these non-English speaking older adults.~~

In addition, many older adults do not drive or own vehicles so they depend on public transportation or safe pedestrian and bicycle connections to get them to their activities, shopping and medical appointments. The City should work with the regional transit providers to see that the convenient and low-cost public transportation is provided throughout the City. A system of safe non-motorized connections should also be provided from neighborhoods to business centers and public facilities as outlined in the Transportation Element.

***Policy HS-~~4.42-4~~: Maintain a safe environment for older adults in the community.***

Feeling secure, ~~both about safety of physical access and safety in terms of crime,~~ is important to older adults. ~~Many~~ Older adults have identified the need for safe access to community facilities and services, parks and bike paths, and for visible law enforcement, and emergency responsiveness from both police and emergency medical services. The City should continue an ongoing dialogue to assure older adults that the City is committed to keeping the community safe while also offering a variety of personal safety programs.

The City should encourage partnership programs with various local agencies, such as the Gatekeeper program, to notify specified individuals when seniors fail to pick up their mail or newspapers, or when unattended problems are noticed at the home.

~~The Kirkland Police Department, the Kirkland Teen Union Building and City's Youth Services have been working on a plan to increase security around the Peter Kirk Community Center and the adjoining Teen Union Building~~

and Peter Kirk Park. The City should continue an ongoing dialogue to assure older adults that the City is committed to keeping the Downtown area safe. In addition, the Peter Kirk Community Center should continue to offer a variety of personal safety programs.

**Policy HS-4.52.5: Encourage affordable and appropriately designed older adult housing.**

Affordable and appropriately designed accessible housing are key issues for older adults in terms of what it will take for them to remain in Kirkland as they age. The City should support public and private efforts to create and preserve affordable housing, ~~in Kirkland, particularly housing for older adults, such as, including~~ mother-in-law accessory apartments, shared housing, small lots, cottages and one-story homes, as outlined in the Housing Element. ~~accessible to the disabled and elderly. Universal design principles that meet the needs of as many users as possible and at many different stages of life should be encouraged.~~ In exploring options for affordable housing for ~~seniors/older adults—adults,~~ the City should utilize the expertise available through ARCH (A Regional Coalition for Housing), the King County Housing Authority, local faith-based organizations with housing programs, nonprofit and for-profit housing developers, and other resources interested in affordable housing for ~~older adults/seniors.~~ In addition, the City should identify the necessary changes in land use regulations and building codes that will make alternative housing easier to implement. Additional goals, policies and background information that support affordable and senior housing are found in the Housing Element.

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**Goal HS-53: Create a community in which all members have the ability to meet their basic physical, economic and social needs, and the opportunity to enhance their quality of life. Provide funds to nonprofit human service providers to improve the quality of life for low- and moderate-income residents.**

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**Policy HS-5.13.1: Regularly assess local human service needs, and provide leadership in the development of services to address newly identified needs.**

City staff should utilize census data to inform policies that address human service needs. In addition to following

demographic change in the community, City staff should keep in close contact with human service organizations regarding the changing needs they are seeing.

**Policy HS-5.23.2: Promote community awareness of human service needs, the resources available to meet those needs, and the gaps in services.**

All residents would benefit from an education campaign that explains both the range of needs of residents and the resources available to meet those needs. The City should then act as a convener of community stakeholders to discuss and implement effective community responses.

**Policy HS-5.3HS-3.2: Provide funding for local nonprofit organizations/agencies serving the needs of Kirkland residents.**

Human services are those efforts targeted directly to individuals and families to meet basic human needs, and can be represented on a continuum of services including intervention, prevention, and enhancement. In order to address these needs, the City of Kirkland has five community goal areas it uses which hold that all community members should have. These goal areas may change or expand as needs change:

- ◆ Food to eat and a roof overhead.
- ◆ Supportive relationships within families, neighborhoods and communities.
- ◆ A safe haven from all forms of violence and abuse.
- ◆ Health care to be physically and mentally fit as possible.
- ◆ Education and job skills to lead an independent life.

To improve the quality of life for low- and moderate- income residents, the City provides support to local nonprofit organizations who administer services for those in need. The City Council should continue to allocate General Funds and Community Development Block Grant (CDBG) public services funds to support community-based nonprofit agencies that ensure a broad range of adequate support services are available to all residents, especially low- and moderate-income residents. The City should encourage services that respect the diversity and dignity of individuals and families, and foster self- determination and self-sufficiency.



*Friends of Youth center*

***Policy ~~HS-5.43.4;H-3.1:~~ HS-3.3: Maintain and support a Human Services Advisory Committee.***

The Human Services Advisory Committee reviews ~~provides policy and funding requests from recommendation on human services providers and makes a recommendations activities~~ to the City Council. ~~In particular, the Committee makes funding recommendations to the City Council on the expenditures of the City's Human Service Funds.~~ The Committee is a valuable resource for the City Council and should be continued to help the City have strong human service programs.

***Policy ~~HS-5.53.5HS-3.3:~~ HS-3.3: Commit Community Development Block Grant Funds (CDBG) to affordable housing and house repairs for low- and moderate-income residents.***

The City engages in ~~seeks to strengthen~~ partnerships between jurisdictions and other government agencies, nonprofit and for-profit organizations to enable those organizations to provide and maintain decent and affordable housing, ~~establish and maintain a suitable living environment, and expand economic opportunities for every~~

~~resident~~, particularly those at or below the 80 percent of median income. The City commits CDBG and General Funds to provide affordable housing in East King County through nonprofit agencies, such as ARCH. The City should continue to support these agencies and their effort to provide affordable housing to Eastside residents, particularly low-income.

The City also uses its CDBG capital funds to support King County's program that responds to housing repair needs for low- to moderate-income individuals and families who cannot afford to repair their homes. The City should continue to support this program.

***Policy ~~HS-5.6~~HS-3.5: Participate and provide leadership in local and regional human service efforts.***

Meeting human service needs requires a regional solution. The City should continue to work with other jurisdictions and community partners ~~within the region~~ to develop a regional planning effort to identify critical human services needs and to seek regional means of meeting those needs. This includes taking a leadership role on local forums and committees. ~~The City should also take a lead in planning for and addressing the needs of the recent growth of immigrants and refugees in the community.~~

***Policy HS-5.7: Encourage the development of partnerships among the City, schools, human services providers and others, to address the needs of children and families within the school setting.***

The City has supported and facilitated human service organizations providing needed human services within schools. The City should expand these initiatives with the help of additional community partners.

***Policy ~~HS-5.8~~HS-3.6: Ensure human service programs are available and financially accessible.***

It is a priority of the City to ensure that programs are accessible to all. To this end, the City should provide programs, and operating and capital funds annually to support social and health needs for those who have special needs, are financially challenged, are homeless, and/or who have limited access based on their language or cultural needs. Where possible we can, the City should provide language and culturally appropriate programs and scholarships, and accommodations for those with special needs. The City also should collaborate with other jurisdictions and nonprofit entities to assist in meeting the needs for Kirkland residents.

***Policy HS-5.9: Prior to adoption, consider impacts to human services of any proposed legislation, including city codes and regulations.***

The City should consider both the possible effects of legislation on vulnerable residents as well as create increased opportunities for them.

***Policy ~~HS-5.10~~HS-4: Administer community donation programs.***

The City offers residents the opportunity to donate funds through programs such as "Kirkland Cares" that assist Kirkland residents through the utility billing process. The City contracts with a local nonprofit organization to allocate these funds to help ~~struggling~~ Kirkland families pay their heating, electric, and water/sewer utility bills, and to provide food, shelter, homelessness prevention, and ongoing support to help families move out of crisis and get back on their feet. The City should continue to administer and promote community donation programs to help those families in need.

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**Goal HS-6: Encourage human services organizations to make their services physically accessible to all.**

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**Policy HS-6.1: Encourage services to become accessible to all in the community by removing any barriers, including but not limited to architectural, cultural, language, communication, and location.**

In order to ensure that Kirkland is a place where all people have the opportunity to thrive, the City should encourage and support human service providers to ensure that they are making their services available to those living with a full range of capabilities.

**Policy HS-6.2: Coordinate with human services organizations to locate facilities near commercial centers where transit and non-motorized facilities exist.**

So that older adults, teens, and those in need can easily access services and programs, the City should locate its facilities in or near commercial centers where transit and non-motorized facilities are available. The City should also encourage other organizations to locate their programs and services near commercial centers. Having transit, bicycle and pedestrian routes near support services facilities ensures accessibility for all. Lastly, the City should encourage community shuttles and volunteer transportation programs and other transportation options.

The City should work with regional transit providers to see that safe, convenient and low-cost public transportation is provided through the city. The City should also provide a system of non-motorized connections from residential neighborhoods to commercial centers as outlined in the Transportation Element.