



## Human Services Commission Meeting

Date: April 23, 2019

Time: 7:00 p.m.

Place: Council Chambers, City Hall

*The commission is directed by the City Council to advise the Parks and Community Services Department, City Manager, and City Council in leading the City's efforts to support a socially sustainable community through health and human services and programs that fulfill the basic needs of all people and enhance the quality of life in our city now and into the future.*

### AGENDA

	<u>Estimated Time</u>
<b>1. CALL TO ORDER</b>	
<b>2. ROLL CALL</b>	
<b>3. APPROVAL OF MINUTES</b>	5 minutes
a. March 26, 2019	
<b>4. ITEMS FROM THE AUDIENCE</b>	5 minutes
<b>5. UNFINISHED BUSINESS</b>	
a. Welcome of New Commission Members	15 minutes
b. Overview of 2018 Agency Reports	25 minutes
c. Joint Commission Debrief	50 minutes
<b>6. NEW BUSINESS</b>	
a. Election of Officers	10 minutes
<b>7. COMMUNICATIONS</b>	10 minutes
a. Commissioner Reports	
b. Staff Reports and Announcements	
<b>8. ADJOURNMENT</b>	Estimated meeting completion: 9:00 p.m.

#### Upcoming Commission Activities:

May 28, 2019 – Regular Human Services Commission Meeting

June 25, 2019 – Regular Human Services Commission Meeting

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# **CITY OF KIRKLAND HUMAN SERVICES COMMISSION Minutes of Regular Meeting March 26, 2019**

## **1. CALL TO ORDER**

The March 26, 2019, Human Services Commission Regular Meeting was called to order at 7:09 p.m. by Commission Vice Chair Jonathan Stutz.

## **2. ROLL CALL**

Commissioners present: Commission Vice Chair Jonathan Stutz, Dianne Bell, Gildas Cheung, Amy Falcone, David Godfrey, Mathew Triplett (via telephone), and Adam White.

Commission Chair Kimberly Scott was excused.

Staff present: Human Services Supervisor Leslie Miller, Youth Services Coordinator Regula Schubiger.

Recording Secretary: Senior Office Specialist Melissa Bartoletti.

## **3. APPROVAL OF MINUTES**

a. February 26, 2019

Motion to Approve the February 26, 2019 minutes as presented with suggested edits from Commissioner David Godfrey and Commission Vice Chair Jonathan Stutz.

Moved by Commissioner Gildas Cheung, seconded by Commissioner Amy Falcone  
Motion carried (Yes: 6, No: 0) Commissioner Adam White abstained.

Commissioner Mathew Triplett left the conference call at 7:14 p.m.

## **4. ITEMS FROM THE AUDIENCE**

Margit Moore addressed the Commission.

## **5. UNFINISHED BUSINESS**

a. Civic Engagement at the City of Kirkland  
Neighborhood Services Outreach Coordinator David Wolbrecht followed up his January 22<sup>nd</sup> Commission presentation regarding the planned civic engagement effort regarding the Americans with Disabilities Act (ADA) Transition Plan. He explained how the City's Engagement Team uses Themed Resident Engagement for Kirkland (TREK) as its public participation process.

## **6. NEW BUSINESS**

### **a. Equity Lens Presentation and Discussion**

The Commissioners received a brief presentation by Human Services Supervisor Leslie Miller regarding the challenges of marginalized communities accessing funds to serve their communities and why the access to funds is important. The Commission discussed how this issue might inform the 2021-2022 grant funding process.

Commissioner Gildas Cheung left at 8:17 p.m.

### **b. Review of RFP for Civil Legal Aid Services**

Human Services Supervisor Leslie Miller gave a brief overview and asked the Commission to review the proposed RFP language seeking civil aid legal services for Kirkland residents.

Commissioners Diane Bell, Adam White, and David Godfrey volunteered to participate in the RFP Review Process.

## **7. COMMUNICATIONS**

### **a. Commissioner Reports**

Commissioner Amy Falcone attended the recent YES breakfast. Nourishing Networks has a Spring Break Drive and is looking for donations of food in the North and South Kirkland drop-off spot. She also plans to attend the upcoming Lake Washington Schools Foundation luncheon.

Commission Vice Chair Jonathan Stutz reviewed the procedure for hearing from the public. Commission Vice Chair and Commissioner Amy Falcone asked that Commissioners consider electing two co-chairs in April instead of a Chair and Vice Chair.

### **b. Staff Reports and Announcements**

Human Services Supervisor Leslie Miller reminded Commissioners of the upcoming Joint Human Services Commission Meeting on April 16<sup>th</sup>, 2019. Each Commission Chair will give a presentation on the process for the City. Commissioners provided guidance for Commission Vice Chair's presentation.

At the March 21, 2019 City Council Special Meeting, interviews for Boards and Commissions took place. Incumbents Gildas Cheung and Adam White were reappointed, and Michelle Alten-Kaehler was appointed to four-year terms ending 3/31/2023 and Lynn DuPaul was selected as an alternate appointee (should an additional vacancy arise within the next six months). Max Reisman was appointed to a two-year youth term ending 3/31/2021. No alternate youth member was selected.

Commission members are invited to attend the Eastside Race and Coalition Summit on March 29, 2019.

Staff asked Commission Members for feedback on proposed branding for the Eastside Rail Corridor.

## **8. ADJOURNMENT**

Commission Vice Chair Jonathan Stutz asked for a motion to adjourn. Commissioner Adam White motioned, Commissioner Diane Bell seconded. Motion carried (Yes: 5, No: 0). The meeting was adjourned at 9:09 p.m.

DRAFT



**CITY OF KIRKLAND**  
**Department of Parks & Community Services**  
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## **MEMORANDUM**

**To:** Human Services Commission

**From:** Lynn Zwaagstra, Director  
Leslie R. Miller, Human Services Supervisor

**Date:** April 18, 2019

**Subject:** Review of 2018 Agency Reports

### **RECOMMENDATION:**

That the Human Services Commission hear a presentation of an overview of the outputs and outcomes of the programs supported by 2018 City Human Services grant funding.

### **BACKGROUND:**

Agencies are required to provide quarterly and annual reports while funded by city grants. Quarterly reports include the number of unduplicated residents served and the type and number of services provided. In addition, at least once a year, agencies are asked to provide a narrative report. This could include a client story, an unexpected trend the program is seeing or a success or challenge that the program is experiencing.

On an annual basis programs report on their program outcomes and provide demographic information for the people served by their program.

Staff will present an overview of the reports to the Commission. Staff asks for feedback on what information Commissioners would like to be provided on a quarterly basis.



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**MEMORANDUM**

**To:** Human Services Commission

**From:** Lynn Zwaagstra, Director  
Leslie R. Miller, Human Services Supervisor

**Date:** April 18, 2019

**Subject:** Debrief of Joint Commission Meeting

**RECOMMENDATION:**

That the Human Services Commission discuss their takeaways and possible next steps from the April 16<sup>th</sup> joint commission meeting.

**BACKGROUND:**

Commission Vice Chair Jonathan Stutz, Commissioner Michelle Alten-Kaehler, Dianne Bell, Dave Godfrey, Max Reisman, and Adam White participated in the Joint Eastside Cities Human Services Commissions Meeting on Tuesday, April 16<sup>th</sup> at Bellevue City Hall. Commissioners from the cities of Bellevue, Issaquah, Kirkland, Redmond, and Sammamish participated. This joint meeting provided an opportunity for commissioners to learn about how each city conducted their human services grant funding process. Table discussions allowed commissioners to wrestle with several issues and questions. They are provided here:

Equity Training

- How was it used?
- What were helpful components from the training?
- Ways we could better implemented our learnings into the upcoming funding cycle?

What would have been helpful

- Are there other training needs?
- Is there information that would have been helpful in making funding decisions?
- What could we do this year to prepare for the next funding cycle?

Regionality (East King County) vs locality (City specific)

- Did you think regionally in prioritizing funding?
- Did themes appear in prioritizing funding?

Staff would like to take the opportunity to have an in-depth conversation about learning, so there is plenty of time to plan for the Commission's 2021-2022 process.

As you prepare for this discussion, please consider the following questions:

1. Were there parts of the application review processes used by other cities that you would like your Commission to consider using?
2. After hearing about the other processes are there parts of the process used by this Commission that you would like to make sure continues to be used?
3. In addition to our planned community conversations with users of funded programs, what learning and training opportunities would you like to prepare for the upcoming funding cycle?
4. What is the key information that is needed to make funding decisions? In other words, what information on the applications is most relevant? An application from the 2019-2020 cycle has been included in the packet for review.
5. How would you like to further develop your equity lens?
6. How would you like to collaborate with other cities during the application review process?

**Attachment A:** 2019-20 Human Services Grant Application - IKRON of Greater Seattle

**IKRON of Greater Seattle  
Behavioral Health Services**

## AGENCY PROFILE

**Please describe the services provided by the agency.**

IKRON of Greater Seattle provides integrated behavioral health and vocational services to individuals with mental health and substance use disorders, low income residents and individuals who experience homelessness.

Linked Applicant	mnegrila@ikron.org
EIN #	311059137
DUNS #	173684044

CEO/Executive Director Name	L. Monica Negrila
CEO/Executive Director Email	mnegrila@ikron.org
CEO/Executive Director Phone	(425) 242-1713

Agency Main Office Address	3805 108th Ave NE., Ste. #204
Agency Main Office City	Bellevue
Agency Main Office State	Washington
Agency Main Office Zip	98004

2017 Actual Agency Budget	\$1,299,019
2018 Estimated Agency Budget	\$1,114,480
2019 Projected Agency Budget	\$1,300,000



## **IKRON of Greater Seattle Behavioral Health Services**

### PROGRAM NARRATIVE

**Check all the cities to which you are applying.**

Bellevue, Issaquah, Kirkland, Redmond

#### **Brief Program Description**

IKRON's integrated behavioral health program is focused on assisting low income and homeless individuals and families in East King County. We provide high quality mental health and recovery services, including psycho-social assessments, counseling, case management, substance abuse intensive treatment, relapse prevention, and psychiatric care. The ultimate goal of our program is to establish a solid foundation for emotional well-being and recovery towards successful integration in the community.

Program Office Street Address	3805 108th Ave NE, STE. #204
Program Office City	Bellevue
Program Office State	Washington
Program Office ZIP	98004

Program Contact Name	L. Monica Negrila
Program Contact Email	mnegrila@ikron.org
Program Contact Phone	(425) 242-1713

#### **What are the existing needs that your program will address?**

The City of Bellevue 2017-2018 Human Services Needs Update highlights the need for behavioral health providers in east King County, noting that "it can be difficult to find quality providers with openings and willingness to work with our high needs populations." Further, The Issaquah Community Needs Assessment adds that "mental health is a pressing and pervasive community health concern in Issaquah, and was the highest priority health issue discussed among assessment participants". The assessment also highlights access to behavioral healthcare as a key issue.

Thirty percent of the individuals participating in the community survey rated mental illness or emotional problems as a major/moderate community problem in 2017. Of the respondents who indicated that they or someone in their household had sought help, 92% could not find help for mental health counseling (Bellevue Human Services Needs Update, 2017-2018). The same report highlights that nearly "20% of consumer survey respondents said that having a lot of anxiety, stress or depression which interferes with their daily life was a major/moderate problem in their household. 32% of providers responding to a question in an online survey reported that mental health care was a service that families needed but could not get." IKRON of Greater Seattle would like to respond to the needs in our east-side communities by expanding its current behavioral health program. With support from the local communities (Kirkland and Issaquah), as well as the King County Behavioral Health and Recovery Services Division, IKRON has developed its behavioral health component and has built a good reputation for quality services, rapid engagement of participants in services, communication with referral sources and providers, as well as positive program outcomes. The core values of our program, which focus on building effective relationships with our participants, ensuring a home-like,

## **IKRON of Greater Seattle Behavioral Health Services**

welcoming environment, as well as our focus on successful integration in the community through employment, have proven successful in meeting the needs of those we serve. 95% of participants in services express overall satisfaction with our programs, reporting high levels of respect and dignity experienced while in treatment.

In the last year, IKRON has seen a significant increase in the number of individuals seeking behavioral health services (87% increase between 2016 and 2017). As a result, IKRON has opened another location in Redmond, at the Together Center, and is currently working on increasing capacity for mental health services, substance use and co-occurring disorder support. As part of this project, IKRON would like to ensure enough staffing capacity to meet the needs of those seeking services, transition to full integration with primary care, and ensuring that participants can access services rapidly, as well as ensuring client satisfaction with services and overall improved and stabilized mental and emotional well-being.

“Staff from the City of Bellevue Probation Division report that the most frequently needed services for their clients are court ordered chemical dependency assessments and treatment, urinalysis assessments and domestic violence perpetrator programs. Many of their clients do not qualify by income for ADATSA services though they cannot afford the cost of the services. Mental health assessment and counseling are also difficult to find as well due to eligibility for assistance and cost of services.” (The City of Bellevue 2017-2018 Human Services Needs Update). Overall increase in drug and alcohol use among youth and adults was highlighted in all human services community needs with focus on the opioid epidemic as well as the increased number of homeless individuals in east King County.

In the last couple of years, IKRON expanded its programs to accommodate the the needs of the individuals who are involved with the criminal justice system, often needing court mandated assessments or treatment, as well as those who are homeless. Within its behavioral health program, IKRON provides chemical dependency assessment and Intensive Outpatient Treatment, Relapse Prevention, urinalysis (10 panel drug and alcohol lab confirmed testing) and co-occurring treatment. IKRON has available Naloxone kits (drug overdose reversal), as well as trained staff for administration and ability to work with individuals and their families to assist with obtaining individual kits for their household. Our case managers assist homeless participants with additional supports, such as accessing medical care, obtaining identity cards, social security cards, vision care, etc.

It is our belief that we can make services accessible for individuals who do not qualify for other funding sources and we can ensure that access to care is available for all residents, regardless of their ability to pay, or ability to navigate the existing systems in place, including health insurance or housing options.

**Define and describe what services will be provided by this program. Be sure to address: 1) how it will be implemented, 2) who will implement it, 3) when services will be provided, 4) the frequency and duration of services, and 5) the target population.**

The goal of this project is to increase access to behavioral health services for adult residents in the east side communities who are not connected currently with resources, who have difficulties navigating the behavioral health system, lack the insurance or the financial means to access adequate care, and therefore fall through the cracks of the systems in place.

Specifically, our target population includes individuals who live in poverty and have multiple barriers, often presenting with social isolation, limited support systems, and problems of mental health, substance use, co-occurring disabilities, unemployment, living on the streets, in shelters, or in subsidized housing units. Approximately 30% of the individuals we serve at IKRON are

## **IKRON of Greater Seattle Behavioral Health Services**

homeless; 90% have Medicaid or are Medicaid eligible and live below the poverty lines and nearly 40% are on probation or have been involved with the criminal justice system in the last year.

An individual seeking services from IKRON, may participate depending on the need, in one or multiple services concomitantly. All services begin with a mental health comprehensive psychosocial assessment, an alcohol and chemical dependency evaluation, or a co-occurring assessment. The results of the assessment are then utilized in creating the treatment plan for the services provided: individual and/or group counseling, case management and care coordination, or psychiatric services.

For individuals seeking alcohol and substance use disorder services, the Intensive Outpatient Program is available for 3 days each week for up to 9 hours of treatment per week, followed by a less intensive Relapse Prevention program. IKRON provides day and evening services during the week, as well as individual services on Saturday, by appointment. Our day and evening programming runs Monday through Friday from 8:00am to 8:00pm with morning group services from 10:00am-12:00pm and evening services from 5:30pm-7:30pm. Duration of services varies, based on individual needs, from approximately 3 months to 18 months of treatment.

Most of our services will be provided at one of our eastside locations (Bellevue/Kirkland and Redmond) following an integrated approach. In order to meet the needs of those who lack the resources to access our services, assessments and initial outreach services may be conducted at one of our collaborating partners: The Congregation for the Homeless, Sophia's Way, the City of Redmond Library Resource Center or other local libraries.

The following description details the specific services within our behavioral health program: Initial comprehensive needs and diagnostic assessments – individual service (60-180 minutes) - identifying needs, supports, skills, goals, barriers, mental health history and treatment, medication intake and needs, history of trauma, childhood and developmental history, risk assessment, suicide prevalence, violence tendencies, pregnancy, smoking patterns, comorbidity, family history of psychiatric conditions, etc. For chemical dependency evaluations, the assessment includes the ASAM placement criteria, review of the court documentation (if applicable), urinalysis, history and treatment of alcohol drug use, recovery environment, relapse potential, recovery readiness and relapse potential.

Counseling/Psychotherapy – individual (60 minutes) and group treatment services (60-90 minutes) utilizing a variety of counseling theories and evidence based practices that may include Cognitive Behavioral Therapy, Person-Centered Therapy, Dialectical Behavioral Therapy, Motivational Interviewing, Integrated Dual Disorder Treatment, etc.

Case Management/Care Coordination – individual (60-180 minutes) assisting participants with outreach, linkage, access to housing resources, health insurance, crisis services, training, etc.

Psychiatric services - individual (30-45-90 minutes) include psychiatric evaluations for the purposes of assessing the need for psychotropic medications, as well as prescribing and monitoring of medications; ongoing coordination with clinical staff, pharmacies and other medical providers.

Intensive Outpatient Program – group (120-180 minutes per day, 3 days per week) includes an intensive treatment program for those who are recently entering recovery, directly from the street or from inpatient treatment programs; includes Stages of Change, increase insight into their alcohol or drug use problem, impact of drugs on the body, CBT and DBT as well as MI interventions; this service is combined with individual counseling and case management

Relapse Prevention – group (120 minutes, weekly) includes classes on relapse prevention strategies and is geared towards those who have been in recovery for at least 3-6 months and have shown clinical readiness to transition to a lower level of care. Strategies focus on

## **IKRON of Greater Seattle Behavioral Health Services**

relationship building, engaging in healthy activities, and beginning to plan for successful community reintegration.

### **Describe what this program will accomplish and how the proposed services meet client or community needs.**

IKRON's Behavioral Health Program will offer access to mental health and substance use disorder services for low income and homeless individuals in the east King County. Specifically, IKRON will increase capacity for Mental Health Counseling, Psychiatric Medication Services, Alcohol and Chemical Dependency Assessments, Treatment and Relapse Prevention services. With help from the local Human Services Commissions in the cities of Bellevue, Redmond, Kirkland and Issaquah, we hope to serve an additional 87 individuals per year. Specifically, our goal is to ensure that we will 1. engage at least 87 new individuals in services, 2. provide treatment and 3. assist with successful transition back into the community. We believe that 60% of those who engage in services will complete treatment (typically 3-18 months) and at least 60% of those who complete treatment, will successfully transition back into the community with stable mental health and/or substance use conditions (as evidenced by GAS scores and general satisfaction surveys), as well as be off probation (when applicable). Our intent is to help courts with timely assessments (same day or next day appointments) and progress reports regarding participation in services, ensure that probation officers and departments have quality programs for their clients, and that the east side community has a solid resource for those who experience depression, anxiety and emotional distress or those who struggle with alcohol or drug abuse.

### **Describe how staff qualifications, management structure and organization support for the program ensure the program's success.**

IKRON employs master level licensed clinicians and bachelor level case managers to provide behavioral health services to our participants. We focus on hiring and training clinicians from a variety of backgrounds and utilize a multidisciplinary approach, thus increasing our expertise and qualifications, allowing us to enhance the quality for our services. The management of our organization has combined experience in clinical services and administrative leadership, which assists in creating a realistic clinical flow that is conducive to client growth and rehabilitation, rather than a structure led by strictly financial parameters with heavy administrative costs. We ensure low caseloads for clinicians (maximum 25 individuals per caseload) with weekly consultation and clinical meetings to maximize coordination of services and overall care. Further, IKRON administration takes pride in providing support to its staff and participants, through flexible work schedules, competitive pay and bonus structures, as well as a positive and professional work environment, all of which helps with staff retention and therefore, increases the quality of services for participants.

### **How do you coordinate with other service providers in the system to maximize efforts and ensure that clients achieve outcomes? Describe your key partnerships. How do they enhance the service(s) you provide to your clients?**

IKRON has broadened its collaboration with other organizations and entities in the eastside communities that refer individuals for behavioral health services and with whom we collaborate to increase outcome success: The Congregations for the Homeless (CFH), the Redmond Resource Center, Health Point Redmond and Bothell, Fairfax Hospital, Evergreen Hospital,

## **IKRON of Greater Seattle Behavioral Health Services**

Overlake Hospital, as well as the Municipal Courts in Bellevue, Kirkland, Issaquah, Redmond and Bothell. IKRON works closely with CFH, actively engaging homeless individuals in substance use and/or mental health treatment. Currently, staff from CFH transport individuals for tours and referrals to our program. We are in the process of strengthening our collaboration by deploying IKRON staff once per week to the CFH center to assist with engagement in treatment. We also work closely with the Health Point medical clinics in Redmond and Bothell, who refer individuals in need of long term behavioral health services and to whom we refer participants in need of primary care and dental services. The collocation with the Redmond clinic will enhance the quality of services provided at the Together Center. In addition, more recently, IKRON became a partner with the King County Metro Bus Ticket Program that allows our organization to offer free bus tickets to those with limited resources who use the public transportation. Hopelink is also a partner we collaborate with, especially for transportation and financial resources for housing.

### **If your program is unique from other similar services, please describe.**

The uniqueness of IKRON services consists in the integrated aspect of our care, where participants can receive multiple services simultaneously, under one roof: mental health, substance use, and employment. Further, one of IKRON's core-values relies in creating a home-like environment that is conducive to rehabilitation and healing, creating a welcoming and comforting atmosphere that instills dignity and respect in those we care for. Our person-centered approach, where services are individualized for each person depending on their unique needs and utilizing multiple approaches to treatment, rather than trying to fit all persons into a certain treatment model, has proven effective and adds to the unique nature of our programs.

## **IKRON of Greater Seattle Behavioral Health Services**

### **PROGRAM ACCESSIBILITY**

#### **List this program's service locations in North and East King County. (N/A if none)**

IKRON's Bellevue/Kirkland Location: 3805 108th Ave NE, STE. #204, Bellevue, WA-98004

IKRON's Redmond Location: Together Center: 16225 87Th St., B-3, Redmond, WA-98052

IKRON's Meridian Location: 10303 Meridian Ave. N, STE. #204, Seattle, WA-98133

#### **List this program's service locations in South King County. (N/A if none)**

N/A

#### **Describe how the program is accessible in terms of affordability (sliding fee scale, scholarships, etc.).**

IKRON of Greater Seattle serves all individuals who express a need and interest for services, regardless of their ability to pay. With the funding obtained from the cities of Issaquah and Kirkland in 2017, IKRON was able to provide services at no cost for individuals who had no insurance, lost insurance, or could not afford the cost for services. Approximately 15% of all behavioral health services are pro-bono cases with funding obtained from the local city entities. This allowed IKRON to continue its outreach efforts and to continue its growth and expansion to increase access for additional services.

In addition, IKRON has in place a sliding fee scale that establishes payment options that start as low as \$10/counseling session. Should the number of participants who seek services but do not qualify for funding surpass IKRON's ability to maintain services, a waiting list will be created.

#### **Describe how the program is accessible in terms of physical accessibility and communication capability for persons with disabilities.**

All IKRON's locations are ADA accessible and provide communication capability for persons with various disabilities, including physical, sensory, developmental or emotional, and for English as a Second Language participants. The buildings have ADA accessible parking, a wheel chair accessible ramp at the entrance (Bellevue/Kirkland location), ADA approved restrooms, furniture and general office setup that facilitates access. We have the capability to use video phones for individuals who are deaf and we offer enlarged prints or auditory information for visually impaired participants. Materials are available in eight different languages, and written materials have a 4th grade reading proficiency to accommodate comprehension needs. We have employees who speak a second language (Vietnamese, Japanese, French, Spanish, Romanian, Hungarian, Italian).

#### **Describe how the program is accessible in terms of transportation (proximity to public transportation, special transportation programs, vouchers, etc.).**

Both east King County IKRON locations are accessible with the public transportation. The Bellevue office is located on the border of Kirkland and Bellevue, next to the South Kirkland Park & Ride. The facility is accessible by bus from all major areas (metro 234, 235, 249, 255, 981, 986), and is located at the intersection of SR 520 and I 405. Bus stops are available in front of the building with direct bus connections to Kirkland, Bellevue, Redmond and Seattle.

## **IKRON of Greater Seattle Behavioral Health Services**

The Redmond office is part of the Together Center, a collaborative facility that houses 22 human services organizations. The facility is within walking distance from the Redmond Public Library, the court house and the Redmond Transit Center (metro 545, 248, 221, B Line). IKRON offers free bus tickets to participants who cannot afford transportation costs. Eligible participants may also receive transportation assistance from Hopelink. Occasionally, IKRON clinicians make home visits to ensure safety and progress of participants.

### **Describe how the program is accessible in terms of immediacy of services (waiting lists, prioritization of client need, availability in the evening, etc.).**

IKRON understands the need to provide services promptly. It is our commitment to ensure rapid engagement in services and therefore we strive to provide same day or next day appointments, as well as to have clients begin services within 4 days from requesting services. Between Dec. 2017 and Jan. 2018, 100% of those seeking services were provided with a same day or next day appointment.

To accommodate the continued demand in services, IKRON made available evening appointments, extending its hours of operations to 8:00pm on week days. Some Saturday appointments are available by appointment.

Recently, in the last few months (Feb- Apr 2018), due to an increase in the number of individuals seeking services and due to low staffing capacity, IKRON had to prioritize the intake process, giving priority to individuals in crisis and beginning a waiting list for behavioral health services. We are working on addressing capacity for services and we hope to increase access within the next month.

### **Describe how the program is accessible in terms of language.**

East King County is a diverse community where many residents speak a language other than English at home. The Bellevue Human Services Needs Update mentions that nearly 40% of residents in Redmond and Bellevue and 23% in Kirkland, speak a foreign language at home. IKRON understands and embraces the diversity, taking active steps in meeting the needs of those we serve. Information regarding our services, referral sources and Client Rights are offered in 8 different languages, while 6 different languages are spoken in our offices by employees.

### **Describe how you tailor your organization's services to meet the culturally specific needs of the targeted populations. Provide examples of specific knowledge and experiences your organization has with these populations. How has your agency used that learning to inform services and staffing?**

IKRON takes pride in promoting cultural diversity at all levels of services. We believe that every culture, whether linguistic, ethnic, socio-economic, racial or sexual, deserves recognition and support. IKRON encourages cultural forms of expressions and creates a non-judgmental atmosphere in which individuals feel safe to express themselves and grow emotionally. IKRON addresses cultural aspects and provides on-going training on cultural sensitivity to employees, and recruits staff who are representative of the population served. Currently, IKRON employs staff who are representative of the Asian community, Hispanic community, AfricanAmerican, and Eastern European communities, as well as individuals with emotional and mental health barriers, history of homelessness, physical disabilities, individuals representative of the LGBTQ community and individuals with familiarity in American Sign Language.

**IKRON of Greater Seattle  
Behavioral Health Services**

PROGRAM OUTCOMES

**Outcome Area 1 Selection**                      Health

**In achieving success toward Outcome Area 1, what is the measurement indicator you will use (e.g. % of clients moving into permanent housing or % clients become gainfully employed)?**

75% of individuals served show an improvement of 1-2 points from baseline on the Goal Attainment Scale (GAS) after 6 months of treatment.

**Summarize your outcome targets and results for this measurement indicator, expressed as a percentage in decimals. (e.g. 90% = 0.90, 75% = 0.75).**

Outcome Area 1 - 2017 Outcome Target                      0.70

Outcome Area 1 - 2017 Outcome Result                      0.70

Outcome Area 1 - 2019 Outcome Target                      0.75

**Provide a brief explanation of the outcome results and the data collection method for Outcome Area 1.**

IKRON will administer the Goal Attainment Scale (GAS), an individualized outcome measure, at the time of treatment goal setting and every 6 months thereafter.

**Do you have a second Outcome Area you would like to submit?**                      Yes

**Outcome Area 2 Selection**                      Health

**In achieving success toward Outcome Area 2, what is the measurement indicator you will use (e.g. % of clients moving into permanent housing or % clients become gainfully employed)?**

95% of clients will show satisfaction with treatment and staffing at 6 months intervals, as measured by the General Satisfaction Survey.

**Summarize your outcome targets and results for this measurement indicator, expressed as a percentage in decimals. (e.g. 90% = 0.90, 75% = 0.75).**

Outcome Area 2 - 2017 Outcome Target                      0.90

Outcome Area 2 - 2017 Outcome Result                      0.95



## IKRON of Greater Seattle Behavioral Health Services

Outcome Area 2 - 2019 Outcome Target                      0.95

**Provide a brief explanation of the outcome results and the data collection method for Outcome Area 2.**

IKRON administers client satisfaction surveys on a quarterly basis. They include questions regarding quality of treatment interventions, comfort level and professionalism of staff providing services, as well as timeliness of engagement in services.

**Do you have a third Outcome Area you would like to submit?**                      Yes

**Outcome Area 3 Selection**                      Service Provider Support/Capacity Building

**In achieving success toward Outcome Area 3, what is the measurement indicator you will use (e.g. % of clients moving into permanent housing or % clients become gainfully employed)?**

IKRON will continue its outreach efforts for behavioral health services to at least one new entity each quarter.

**Summarize your outcome targets and results for this measurement indicator, expressed as a percentage in decimals. (e.g. 90% = 0.90, 75% = 0.75).**

Outcome Area 3 - 2017 Outcome Target                      1.00

Outcome Area 3 - 2017 Outcome Result                      1.00

Outcome Area 3 - 2019 Outcome Target                      1.00

**Provide a brief explanation of the outcome results and the data collection method for Outcome Area 3.**

IKRON would like to continue its outreach efforts in the community to provide access to services to 87 new individuals in need of services

### ADDITIONAL INFORMATION

**Any other information that you would like to share that would help in making a funding decision?**

On behalf of Greater Seattle, we would like to thank you for the opportunity to submit this proposal and we look forward to hearing from you. We welcome your visit to one of our locations and we are available for further questions.

**IKRON of Greater Seattle  
Behavioral Health Services**

**PROGRAM EXPENSES**

2017 Actual Program Expenses	\$274,067
2018 Estimated Program Expenses	\$367,042
2019 Projected Program Expenses	\$427,750

**How many FTEs are reflected in the 2019 Salary/Wage section of your Budget Expenses page?**

6.00

**If you anticipate a significant change your budget in 2019, please describe. Enter N/A if not applicable.**

While we do not expect a significant change in our budget, we would like to note that we are in the process of transitioning fiscal years from a July 1- June 30th Year, to a January 1- December 31 Fiscal Year. As a result, our financial auditors are working on a 18month fiscal audit and therefore the 18-month financial statement for 2017 may show higher numbers when compared to 2018 (12 months).

**If your program is showing a deficit or surplus relative to revenue and expenses in 2019, please explain. Enter N/A if not applicable.**

N/A

Agency Name: **IKRON of Greater Seattle**  
 Program Name: **Behavioral Health Services**

	<u>2017 Actual</u>	<u>2018 Estimate</u>	<u>2019 Projected</u>	<u>2019 City Funded</u>
Auburn	0	0	0	0
Bellevue	55	82	90	36
Bothell	9	11	11	0
Burien	0	0	0	0
Covington	0	0	0	0
Des Moines	0	0	0	0
Federal Way	0	0	0	0
Issaquah	8	15	22	10
Kenmore	4	5	5	0
Kent	1	1	1	0
Kirkland	46	58	65	26
Mercer Island	2	2	2	N/A
Redmond	23	30	36	15
Renton	0	0	0	0
Sammamish	4	7	7	0
SeaTac	0	0	0	0
Shoreline	2	2	2	0
Tukwila	0	0	0	0
Seattle	20	30	40	N/A
Other King County	32	32	32	N/A
Outside King County	4	4	4	N/A
Unknown	0	0	0	N/A
<b>TOTAL</b>	<b>210</b>	<b>279</b>	<b>317</b>	<b>87</b>

## SERVICE UNIT 1

Agency Name: **IKRON of Greater Seattle**  
 Program Name: **Behavior Health Program**  
 Service Unit 1: Counseling (e.g., Mental Health, Domestic Violence, Substance Abuse, Housing, Emi  
 Measurement: 60 minutes

Brief Description:  
*max 400 characters*

This service includes comprehensive behavioral health assessments and treatment services provided by a mental health clinician. Counseling includes: treatment planning and therapy/treatment services such as Individual counseling, family therapy or group therapy, case management, outreach, system collaboration contacts and crisis/stabilization services.

	<u>2017 Actual</u>	<u>2018 Estimate</u>	<u>2019 Projected</u>	<u>2019 City Funded</u>
Auburn	0	0		
Bellevue	819	994	1,340	536
Bothell	135	165	165	0
Burien	0	0	0	0
Covington	0	0	0	0
Des Moines	0	0	0	0
Federal Way	0	0	0	0
Issaquah	138	258	345	146
Kenmore	59	73	73	0
Kent	17	17	17	0
Kirkland	749	944	1,058	423
Mercer Island	34	34	34	N/A
Redmond	385	502	602	251
Renton	0	0	0	0
Sammamish	76	133	133	0
SeaTac	0	0	0	0
Shoreline	42	42	42	0
Tukwila	0	0	0	0
Seattle	391	586	782	N/A
Other King County	605	605	605	N/A
Outside King County	61	61	61	N/A
Unknown	0	0	0	N/A
<b>TOTAL</b>	<b>3,511</b>	<b>4,414</b>	<b>5,257</b>	<b>1,356</b>

Explain any significant increase or decrease in service units shown between 2018 and 2019. (*max 400 char*)

IKRON recently opened locations in Redmond and Seattle, therefore we expect an increase in the population served in 2018 and 2019.

Agency Name: **IKRON of Greater Seattle**  
 Program Name: **Behavior Health Program**  
 Service Unit 1: Medical Care  
 Measurement: 30 minutes

Brief Description: Includes all services provided by Psychiatric ARNP: psychiatric evaluation for the purposes of assessing the need for psychotropic medications; medication prescribing and/or monitoring prescribed medications. Medical staff provide expert consultation to clinical staff, and assist collaboration with other medical providers.  
*max 400 characters*

	<u>2017 Actual</u>	<u>2018 Estimate</u>	<u>2019 Projected</u>	<u>2019 City Funded</u>
Auburn	0	0	0	
Bellevue	91	136	149	60
Bothell	13	14	14	0
Burien	0	0	0	0
Covington	0	0	0	0
Des Moines	0	0	0	0
Federal Way	0	0	0	0
Issaquah	13	24	33	16
Kenmore	6	6	6	0
Kent	2	2	2	0
Kirkland	75	95	106	42
Mercer Island	4	4	4	N/A
Redmond	41	53	64	30
Renton	0	0	0	0
Sammamish	6	10	10	0
SeaTac	0	0	0	0
Shoreline	3	3	3	0
Tukwila	0	0	0	0
Seattle	35	52	70	N/A
Other King County	53	53	53	N/A
Outside King County	7	7	7	N/A
Unknown	0	0	0	N/A
<b>TOTAL</b>	<b>349</b>	<b>459</b>	<b>521</b>	<b>148</b>

Explain any significant increase or decrease in service units shown between 2018 and 2019. *(max 400 char)*

IKRON recently opened locations in Redmond and Seattle, therefore we expect an increase in the population served in 2018 and 2019.

**PROGRAM BUDGET**

Agency Name: **IKRON of Greater Seattle**  
 Program Name: **Behavior Health Program**

**HSFC Cities Revenue**      **\*2018**      **\*2019**  
    **\$ Awarded**      **\$ Requested**

Auburn	\$0	\$0
Bellevue	\$27,100	\$46,980
Bothell	\$0	\$0
Burien	\$0	\$0
Covington	\$0	\$0
Des Moines	\$0	\$0
Federal Way	\$0	\$0
Issaquah	\$0	\$13,050
Kenmore	\$0	\$0
Kent	\$0	\$0
Kirkland	\$15,575	\$33,930
Redmond	\$6,242	\$19,575
Renton	\$0	\$0
Sammamish	\$0	\$0
SeaTac	\$0	\$0
Shoreline	\$0	\$0
Tukwila	\$0	\$0
<b>Subtotal HSFC Cities</b>	<b>\$48,917</b>	<b>\$113,535</b>

\*Enter these numbers in online Budget form in City Revenue section.

	<u>2018</u>	<u>2018</u>	<u>2019</u>	<u>2019</u>	<u>2019</u>
<u>Other Revenue</u>	<u>Awarded</u>	<u>In Kind</u>	<u>Requested</u>	<u>In Kind</u>	<u>Committed?</u>
Foundations					
Fundraising					
IKRON Annual	\$2,000		\$3,000		
KCBHRD	\$303,394		\$303,715		
DVR	\$5,231		\$7,500		
Gov't Funding					
UWKC					
Other					
Microsoft- Furniture		\$7,500			X
<b>Subtotal Other</b>	<b>\$310,625</b>	<b>\$7,500</b>	<b>\$314,215</b>	<b>\$0</b>	

## PROGRAM BUDGET

Agency Name: **IKRON of Greater Seattle**  
 Program Name: **Behavior Health Program**

Expenses	<u>2018</u> <u>Expenses</u>	2018 In Kind	<u>2019</u> <u>Expenses</u>	2019 In Kind	<u>2019 HSFC</u> <u>Requested</u>
PERSONNEL					
Salaries/Wages	\$230,160		\$293,406		\$84,194
Benefits	\$30,624		\$44,026		\$12,629
<b>Subtotal</b>	<b>\$260,784</b>	<b>\$0</b>	<b>\$337,432</b>	<b>\$0</b>	<b>\$96,823</b>
OPERATING/OTHER					
Admin/Indirect	\$28,078		\$33,743		\$8,998
Depreciation	\$0		\$0		\$0
Direct Aid to Clients	\$2,000		\$2,200		\$0
Dues and Fees	\$0		\$250		\$0
Equipment/Supplies	\$5,400		\$5,800		\$1,547
Insurance	\$2,550		\$2,800		\$747
Postage/Shipping	\$200		\$240		\$64
Printing/Advertising	\$3,090		\$3,215		\$857
Professional Svcs	\$3,200		\$3,960		\$1,056
Rent and Utilities	\$27,600		\$28,000		\$747
Repair/Maintenance	\$28,120		\$3,218		\$858
Special Events	\$980		\$1,020		\$272
Telecommunications	\$1,800		\$2,032		\$542
Travel and Training	\$3,240		\$3,840		\$1,024
<b>Subtotal</b>	<b>\$106,258</b>	<b>\$0</b>	<b>\$90,318</b>	<b>\$0</b>	<b>\$16,712</b>
<b>Total Expenses</b> (personnel + operating)	<b>\$367,042</b>	<b>\$0</b>	<b>\$427,750</b>	<b>\$0</b>	<b>\$113,535</b>

Other

**2017 Actual Program Expenses:**

**\$274,067**

← Enter these numbers in online Budget form under Program Expenses.

**2018 Estimated Program Expenses:**

**\$367,042**

**2019 Projected Program Expenses:**

**\$427,750**

**Total 2018 Revenue** (city + other):

**\$367,042**

**Total 2019 Revenue** (city + other):

**\$427,750**

**In-Kind Description:** If you have in-kind, explain what the recorded value represents (in donated goods, services, or both).

Recently IKRON received office furniture consisting of desks, ADA tables, office chairs and guest chairs.



**CITY OF KIRKLAND**  
**Department of Parks & Community Services**  
123 5<sup>th</sup> Avenue Kirkland, WA 98033 425.587.3300  
[www.kirklandwa.gov](http://www.kirklandwa.gov)

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**MEMORANDUM**

**To:** Human Services Commission

**From:** Lynn Zwaagstra, Director  
Leslie Miller, Human Services Supervisor

**Date:** April 18, 2019

**Subject:** Annual Election of Officers

**RECOMMENDATION:**

That the Human Services Commission conduct elections to fill the positions of Chair and Vice Chair for the 12-month period of May 2019 through April 2020.

**BACKGROUND:**

Kirkland Municipal Code 3.70.080 states that the Human Services Commission Chair and Vice Chair will be elected annually to serve a 12-month term. The Chair may be re-elected to serve a maximum of two consecutive terms. No such term restriction is applied to the position of Vice Chair.

The Chair will be responsible for presiding over Commission meetings. Additionally, the Chair and/or Vice Chair may be called upon to attend other meetings with members of City Council, the community or staff. The Vice Chair will be responsible for performing the duties of the Chair in the event the Chair is not present.

At the March meeting two commissioners shared that they would like to serve as cochairs for the next year and share the duties listed above. The Commission would have to agree officially to allow for this change. The language of a motion might be "I move that the Human Services Commission allow the election of cochairs instead of a chair and vice chair for the May 2019 through April 2020 term."

Parliamentary procedure will be followed to conduct the election. If the Commission chooses to have cochairs in place of a chair and vice chair, the meeting facilitator will call for nominations from the floor. At the close of nominations, Commissioners in attendance will be asked for a voice-vote on each person nominated. If the Commission chooses to continue to utilize a chair and vice chair, the meeting facilitator will call for nominations from the floor for each position separately. At the close of nominations, Commissioners in attendance will be asked for a voice-vote on two motions separately: 1) election of Chair; and 2) election of Vice Chair.

Terms of newly-elected officers will commence in May.