



Kirkland Human Services Commission  
March 22, 2022  
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June 22, 2022 – Special Meeting  
June 28, 2022 – Special Meeting

CITY OF KIRKLAND  
HUMAN SERVICES COMMISSION  
Minutes Commission Meeting  
April 26, 2022

1. CALL TO ORDER

Meeting was called to order at 6:37 p.m by Jory Hamilton

2. ROLL CALL

Members Present: Commissioners Gabriela Lopez Vazquez, Michelle Alten-Kaehler, Marjorie Carlson, Jory Hamilton, and Laney Brackett

Chair Gildas Cheung, excused, Vice Chair Jonathan Stutz, excused, Commissioner Antonio Avila, excused

Staff Present: Antoinette Smith, Human Services Coordinator, Jen Boone, Human Services Manager

Meeting Recorder: Regi Schubiger, Youth Services Coordinator

3. LAND ACKNOWLEDGEMENT

Commissioner Michelle Alten-Kaehler read the land acknowledgement.

Commissioner Gabriela Lopez Vazquez will read the acknowledgment at the May 18 Commission meeting.

4. APPROVE MINUTES

Commissioner Jory Hamilton requested a motion to approve the March 22, 2022 minutes as presented. Moved by Commissioner Marjorie Carlson, seconded by Commissioner Gabriela Lopez Vazquez.

Motioned carried (Yes: 5 No: 0).

5. ITEMS FROM THE AUDIENCE

None

## 6. OLD BUSINESS

### Debrief Equity Training, Part 1

Commissioners discussed three questions from the first part of the Equity Series workshop hosted by Amadeo Guiao.

- What were your biggest takeaways?
- Any challenges that came up for you?
- What are some of the barriers to approaching equitable grantmaking?

## 7. NEW BUSINESS

### a. 2023 - 2024 Grant Review Process and Timeline

Human Services Coordinator Antoinette Smith reviewed the grant review process and Human Services Manager Jen Boone discussed the application review timeline.

### b. Human Services Goal Areas and Current Priorities

Human Services Manager Jen Boone reviewed the five goal areas and Commission priorities that were determined at the January 2022 HSC meeting.

## 8. COMMUNICATIONS

### a. Commissioner Reports

Commissioner Marjorie Carlson announced that the City will be hosting a town hall in collaboration with King County to discuss the LaQuinta site as part of the Health through Housing Initiative. The virtual event will be hosted Monday, May 9, 2022 from 5:30pm – 7:30pm.

### b. Staff Reports

Human Services Manager Jen Boone addressed the letter from 4Tomorrow to City Council outlining concerns about the rental assistance program, including the end date for Phase 1, process of receiving King County EPRAP referrals for Phase 2, and the for-profit contract.

Human Services Manager Jen Boone shared that the Human Services Coordinator – Community Well-Being position is posted and encouraged Commissioners to share with their networks.

## 10. ADJOURNMENT

Commissioner Jory Hamilton requested a motion to adjourn. Commissioner Marjorie Carlson motioned, and Commissioner Gabby seconded. The meeting was adjourned at 8:25 p.m.



CITY OF KIRKLAND  
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## MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Parks and Community Services Director  
Jen Boone, Human Services Manager  
Antoinette Smith, Human Services Coordinator, Equity

Date: May 18, 2022

Subject: DEBRIEF: EQUITY SERIES TRAINING, PART 2

### RECOMMENDATION:

That the Human Services Commission discuss their learnings from Part 2 of the Joint Human Services Commission Equity Series training in preparation for the upcoming 2023-24 Human Services funding cycle.

### BACKGROUND DISCUSSION:

Amadeo Guiao, a transformational consultant and principal from [Lunas Consulting](#) facilitated Part 2 of the equity series workshop on April 19, April 28, and May 11 to the Joint Human Services Commission. Those in attendance included Commissioners and staff from the cities of Bellevue, Kirkland, Issaquah, Redmond, and Sammamish. The interactive workshop provided an opportunity for Commissioners to apply what they learned in [Part 1](#) of creating a more equitable grantmaking process.

Commissioners in attendance used the Equity Review Tool to assess a sample grant application for the 2023-24 grant cycle. The tool includes a scoring system, assessment of strengths and weaknesses, and equity considerations to make a recommendation of 'definitely fund', 'maybe fund/need more info/want to discuss', and 'no for applicants'.

At Tuesday's meeting, commissioners will discuss their learnings from both workshops and how the Equity Review Tool can be incorporated into the 2023-24 application review process.

ATTACHMENT A: Equity Review Tool  
ATTACHMENT B: Sample Grant Application

Agency Name / Program Name

Reviewer Name

Recommendation

choose from list

Review Areas				Strengths and Weaknesses		Equity Considerations	
	Below Expectations (0)	Meets Expectations (1)	Exceeds Expectations (2)	Score	REVIEWER NOTES		
<b>Program Description</b>							
	Program does not clearly identify or address a specific community need or emerging issue.	Program identifies and addresses a specific community need.	Program identifies a specific, emerging, or unique community issue.				
	Program does not prioritize communities of color and/or other communities who have experienced persistent historic and systemic oppression.	Program has the potential to reach the communities of color and/or other communities who have experienced persistent historic and systemic oppression	Prioritizes communities of color and/or other communities who have experienced persistent historic and systemic oppression.				
<b>Program impact</b>							
	Application does not demonstrate addressing prevention, root causes, or create changes in the community or systems of oppression. Staff and board does not reflect the communities served.	The application includes information regarding staff composition, board composition, community partnerships, or best or promising practices to ensure programs are culturally responsive.	Program staff and board reflect the communities they serve. Program was developed with guidance and input from the community.				
	Outcome measures do not demonstrate change in the community or clients served.	Outcome measures are adequate.	Outcome measures demonstrate a measurable impact on community need or identified priority and goal.				
<b>Budget</b>							
	The budget does not make sense, and/or the surplus/deficits and increases are not adequately explained*		The budget makes sense and the surplus/deficits and increases are adequately explained.				
<b>Program Accessibility</b>							
	Program does not address challenges with providing equitable access to services.	Program design is appropriate but lacking in evidence supporting access and equity.	Program demonstrates understanding of challenges and barriers associated with accessing programs and services and has identified specific ways the program is addressing these challenges and barriers.				
	Program is not accessible in terms of language (does not offer translation and interpretation services).	Program is accessible in terms of language (offers translation and interpretation services.)	Program offers translation and interpretation services for clients' primary language(s), and provides materials in clients' primary language(s)				
			<b>TOTAL SCORE</b>				
<b>Additional Observations</b>							
Coordination and/or duplication of services, extra information provided, etc.							

## Application Narrative: 21 - 22 - Amar Counseling and Referral Service Domestic Violence Community Advocate Program

### **Linked Agency Profile**

Amar Counseling and Referral Service

### **Application Years**

21 - 22

### **Program Name**

Domestic Violence Community Advocate Program

## Program Information

### **In one to three sentences, provide an overview of the program.**

Amar Domestic Violence Program addresses the need of the marginalized population that includes Latino immigrants domestic violence survivors. Amar also provides outreach & engagement, information and referral services, advocacy-based counseling, safety planning, legal advocacy and support groups for Latina/o survivors of domestic violence. Services are designed to understand the complex needs of survivors, many of whom are Spanish-speaking immigrants/refugees.

## Program Description

### **What specific, emerging, and/or unique issue is the community you serve facing?**

The community that Amar serves more often than not faces challenges such as language barrier that hinders a client from accessing vital resources within their community. A domestic violence survivor will need the assistance in guidance of an advocate to navigate the legal system when facing family law issues as well as immigration referrals when needed. Amar staff provides cultural competent services where a client feels that he or she is being heard in a safe environment. Furthermore our mission is to serve side by side to empower the survivor to reach short and long term goals as well as to thrive for a better future. Recent polls have shown an increase number of Hispanic population moving in or residing on the east and south side of the county (Bellevue, Redmond, Kirkland, Renton, Auburn and Federal way). Due to COVID-19 pandemic it is projected that an increase of services will be needed for domestic violence survivors. Therefore it is requested and our hope that the specific services provided by Amar will continue through 2021 and beyond.

### **Describe the specific services to be provided with the funding requested.**

Amar provides the following culturally and linguistically-specific behavioral health services: mental health counseling and therapy; chemical dependency outpatient treatment for adults and youth; domestic violence and sexual assault survivor crisis intervention and advocacy; and high-risk youth violence prevention and case management services. In addition, Amar operates two transitional housing facilities for survivors of domestic violence and their children and one transitional housing facility for homeless adults living with chronic mental illness. When needed, the above services are being provided via referral(s) within our agency. In addition Amar's DV advocates establish trust in the Latino communities served and ensure services are accessible linguistically and culturally. Information and referral services help improve knowledge of community resources by linking survivors to services in the community such as housing, emergency food, transportation, medical/health advocacy, and access to employment/education training. Advocacy-based counseling includes crisis counseling and intervention, safety planning, education about the dynamics of domestic violence, goal setting and parenting skills training. Legal advocacy helps increase knowledge of legal rights including Violence Against Women Act (VAWA) protections, U visa petitions, temporary and permanent protection orders, and family law cases. Support groups provide a community of survivors to help increase knowledge of domestic violence, and aid in the healing process. Our service model helps survivors increase their knowledge of domestic violence and community resources, while respectfully engaging with survivors in the healing process, leading to long term stability.

### **Who will be served by this program?**

Amar's domestic violence services address but not limited to the Hispanic population. Amar staff is not only able to communicate with survivors in their native language, but staff is also able to understand the subtle ways in which a survivor expresses trauma as related to her cultural background. This approach is integrated in each element of service delivery, from basic client intake forms are offered in Spanish to culturally specific needs. Latina/o survivors of domestic violence are Amar's target population for this program. Survivors are often monolingual with little previous experience assessing mainstream services. Amar is typically a Latina/o survivor's first exposure to a social service agency, and the agency helps survivors to build connections and relationships with the community they reside. Approximately 98% of Amar's domestic violence client's identify as immigrants and the majority are undocumented/non-residents. Further, clients originate from low socio-economic backgrounds with limited ability to financially support themselves and their children. Abusers gain power within the relationship by threatening the victim and leveraging their vulnerabilities relating to their immigration status, lack of support system, financial vulnerabilities and custody of their children. Most of Amar's clients have limited education training, employable skills and/or are illiterate.

### **How do clients hear about the services or the work that you provide?**

Due to a rapid growth and changing within the Latino population, Amar conducts outreach in the Latino community through bilingual brochures that are distributed at community center, churches, police departments, and mainstream organizations; provides presentations at community events; and consistently build relationships and collaborations with other professionals and partners in the community. Amar collaborates with mainstream domestic violence agencies to support regional efforts where we also received referrals. Amar receives referrals for crisis intervention to Spanish-speaking victims through the City of Seattle After-hours cell phone crisis program through the Peace in the Home helpline. This program is provided KCHS with one dedicated advocate to help raise awareness of domestic violence and respond to a help line for Spanish speaking victims.

## Program Impact

**How do you ensure program services are culturally relevant and accessible to all eligible clients? Provide one or two examples that best demonstrate how this is achieved (e.g. staff composition, board composition, community partnerships, best or promising practices, etc.).**

Amar's housing programs participate in the King County Coordinated Entry (KCCE) that enables agencies to share available bed shelter space and services. Amar has a formal partnership with YWCA to provide both emergency hotel rooms for victims seeking safety as well as housing assistance. We also have an informal partnership with YWCA that provide financial stability class as part of a service plan for the clients. Amar has a partnership with Northwest Immigrants Rights Project to assist clients with immigration issues that may prevent them from leaving their abuser and developing financial independence. An informal partnership with Northwest Justice Project for legal representation pertaining to family law cases is well established. Advocates also refer clients to Amar's mental health and substance abuse treatment services.

Here are two examples that demonstrate how these services impact the life of a survivor:

- Ms. AAS came to Amar on October 2017, seeking help with her situation of domestic violence, we aided her to obtain a Temporary Protection order, and a final Protection Order against the other party, and we referred her to Northwest Justice Project, which they help Ms. AAS, to get her divorce. In addition, Ms. AAS is working with Northwest Immigrant Rights Projects, she file a petition for a VAWA, right now she is just waiting for her green card to be approve. Since Ms. AAS arrived to Amar she was very affected by her situation, but we managed to work with her to get her stablish in her new life. Now she is doing much better.
- Ms. BER first came to Amar in 2015, because she came to Washington State from San Diego California she was fleeing from her husband who abused her for more than ten years. When she arrived to Washington State she did not knew where to ask for help, but one person gave in the street gave her the phone from Amar. We helped her to make a police report and get a Domestic violence protection order; she started to assist to domestic violence support groups, and with her mental health therapies which on helped the client to empower herself and work on her situation as domestic violence survivor. We also referred the client to Northwest Justice project and they are assisting her in getting a divorce from her abuser. In addition, Northwest Immigrants Right Projects helped the client to file for a U visa, the visa it is still pending but we are hoping it has a great outcome.

**Outcome Measure 1: How do you measure your program's success? Describe how program effectiveness/impact of your services is measured in terms of percentage. (e.g. the percentage of clients who are housed). Include your data collection methodology (e.g. client survey).**

Upon intake, survivors and their advocate work together to determine client goals including short term crisis intervention, long term plans for achieving self-sufficiency and increased knowledge of domestic violence. On a quarterly basis, clients complete a survey that reflects each output (advocacy, counseling and /or support groups). The survivor is asked to determine the number of types of services received and described if they have improved their understanding of domestic violence. In support groups, the facilitator conducts pre and post surveys to determine knowledge and understanding of domestic violence.

**Only one measure of program success (i.e. Outcome) is required. Do you have a second outcome?** No

## Program Accessibility

**This program has mechanisms in place to make its services affordable to all populations.** Free

**All program facilities are accessible to individuals with disabilities according to the ADA Accessibility Guidelines.** Yes

**This program provides services in office location(s) in these cities.**

Bellevue, Kent, Seattle

**This program is accessible in terms of transportation.**

Close public transportation, Provide transportation vouchers (e.g. bus tickets), Mobile location (e.g. inside van), Services provided by phone or online

**This program strives to accommodate client schedules.**

Evenings, Early Morning, On Demand and/or Same Day

**The program is accessible in terms of language (offering translation and interpretation services). In what ways is your program accessible in terms of languages?**

Translated materials, Program and/or agency staff speaks languages other than English

**How does your program prioritize services?**

Based on severity of client need

## Additional Information

**Any other information that you would like to share that would help in making a funding decision?** We respectfully request funding to continue providing services throughout this region. Funding will support the salaries of two domestic violence advocates to focus regionally (South region and East regions) to provide culturally specific and linguistically appropriate outreach services and high-quality services to Latina/o survivors.





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## MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Parks and Community Services Director  
Jen Boone, Human Services Manager  
Antoinette Smith, Human Services Coordinator, Equity

Date: May 18, 2022

Subject: GROUP NORMS AND WORKING AGREEMENTS

### RECOMMENDATION:

That the Human Services Commission create a set of Group Norms/Working Agreements to guide commissioners through the 2023-2024 Human Services grant review process.

### BACKGROUND:

Beginning May 24<sup>th</sup>, the Human Services Commission will begin the process of reviewing over 100 Human Services grant applications in anticipation of finalizing funding recommendations by Fall 2022. The review and recommendation process is rewarding, and challenging. The expedited timeline requires the review process to move quickly, so it can feel like there is little space to express all thoughts and feelings about the decisions being made.

In anticipation of months long conversations as part of the Human Services Grant review process, it is important to create a set of group norms, also known as working agreements, to maneuver the upcoming, and potentially challenging, dialogues. The set of agreements will be done collaboratively, ensuring all members are contributing to a "living document", a document that will change and evolve over time.

To begin the process, each Commissioner will provide a short response to the following questions:

- What do you need from others to feel safe to share your views, opinions, and ideas in this space?
- What do you need from others to feel like your ideas are valuable to the conversation?
- What do you need from others to feel like you are being heard?

The answers to these questions are a starting point for the Commission to create a set of agreements. The process of creating agreements will not be complete in one meeting and will be ongoing. These agreements will be used to center conversations, keep commissioners on

track, and remind the Commission how they can honor each other, the communities that utilize these programs, and the applicants providing the critical services to the community.

Below are examples of groups norms and working agreements:

1. [Establishing Norms Example](#)
2. [Working Agreement Examples](#)
3. [Group Norms and Equity Example](#)

Additional items discussing equity and how race show up in group conversations are below. The topics expand on the foundation commissioners following the Equity Series workshops.

- [Color Brave Space – How to Run a Better Equity Focused Meeting](#)
- [Color Blind or Color Brave](#)



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## MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Director of Parks and Community Services  
Jen Boone, Human Services Manager  
Antoinette Smith, Human Services Coordinator, Equity

Date: May 18, 2022

Subject: 2023-2024 GRANT APPLICATION REVIEW TOOLS

### RECOMMENDATION:

That the Human Services Commission are familiar with the review tools in preparation of reviewing the 2023-24 applications that will begin at the May 24<sup>th</sup>, 2022, meeting.

### BACKGROUND:

The City of Kirkland Human Services Commission is tasked with reviewing the Human Services Funding Collective 2023-24 applications for agencies applying for Kirkland-specific funding. To prepare the Commission to review each application thoroughly, three tools are available to help individual Commissioners review each application prior to group discussion and review.

#### *1. Commissioner Application Review Summary Tool*

The Human Services Commission has used this tool in previous years to help sort applications into three areas. Sorting applications helps the Commission determine which applications require additional review and further discussion. The tool uses a 'Yes', 'No', 'Maybe' system to assist commissioners with preliminary recommendations.

- 'Yes' indicates an application aligns with the 5 goal areas and/or priority areas identified by the Commission, addresses a significant need, and the City has a clear funding role.
- 'Maybe' acknowledges the program is an important service, but the reviewer has questions about the general application, if it should be a City priority, and the agency's capacity.

- 'No' indicates an application is not a priority area and while the application is providing valuable work in the community, it is unclear what success looks like for the applicant.

There is a notes section for commissioners to explain the rationale on how they sorted applications. The tool also encourages commissioners to reach out to staff with questions prior to the larger discussion, allowing staff to connect with applicants and bring the information back to the larger group for discussion.

## 2. *Equity Review Tool*

The Equity Review tool is a new tool from the Equity Series Trainings hosted by Amadeo Guiao. The tool uses a similar sorting process to the first tool discussed. Commissioners can select 'definitely fund', 'maybe fund/need more info/want to discuss', or 'no'. The tool uses a scoring system of 0-2 in four areas to help prepare a recommendation. 0 = below expectations, 1 = meets expectations and 2 = exceeds expectations. The four areas of focus are program description, program impact, budget, and program accessibility. There is also an area of additional observations where reviewers can look at what additional information they would like to see included, assessing duplication of services, or identifying follow-up questions for the applicant. In addition to the scoring component, there is an area for reviewers to discuss strengths and weaknesses of the application and additional equity considerations.

## 3. *ShareOne Application Review Portal*

The [ShareOne Application Review Portal](#) is the primary method for reviewing applications. Reviewers will use the individual login to access all applications submitted to Kirkland. Upon login, all applications will be listed. Instructions are located on the right-hand side on how to review applications, attachments, and track comments throughout the review process. Reviewers can sort applications once they start reviewing to list by 'Review', 'In Progress', and 'Done'. Reviewers can print out individual applications or attachments as needed. The rating tool included in the portal captures many components of the Equity Review Tool introduced by Amadeo Guiao. Reviewers will be asked to look at the following areas of each application:

- Program Description  
The section looks at what community need is being addressed and if the program prioritizes communities of color.
- Program Impact  
The section looks at how the agency is responding the identified community need by way of outcomes, and how the staff and/or board providing the services reflects the community served.
- Budget  
The section looks at the budget and if the request is proportional to the number of service units. If there are surplus/deficits, it asks if the application identifies and explains it.

- Program Accessibility  
The section looks at how a program is ensuring equitable access to services and how the program addresses language needs, specifically translation and interpretation services.
- Additional Observations  
An area at the end of the review to add additional comments that are not suited for the review areas noted above. This could include if there are concerns around duplication of services, questions from the reviewer, and what additional information is requested if any.

A total score is calculated based on the reviewer's selection within each review area before selecting a recommendation of 'definitely fund', 'maybe fund/need more info/want to discuss', or 'no. Reviewers can save the review as a draft if they need to leave before completing the review. Please note, all comments saved in the review portal is public information if requested, so reviewers are encouraged to provide professional feedback during the review.

Commissioners will have the opportunity to practice using the review tools on sample grant applications at the meeting on Tuesday. Staff will make a recommendation on which tools to use for the 23-24 grant cycle review process.

ATTACHMENT A: Commissioner Application Review Summary Tool  
ATTACHMENT B: Equity Review Tool  
ATTACHMENT C: ShareOne Application Review Portal Instructions  
ATTACHMENT D: Sample Grant Application #1  
ATTACHMENT E: Sample Grant Application #2  
ATTACHMENT F: Sample Grant Application #3



## Commissioner Application Review Summary

Agency:  
Program:

Reviewer:  
Goal Area:

YES

- high priority area
- significant need
- city has a clear funding role

MAYBE

- important service, but I wonder if it should be a city priority
- I am concerned about the agency's capacity at this time
- I have more questions

NO

- a low priority area
- looks like it could be a valuable program, but the agency needs to demonstrate success in order to be funded

Rationale & Notes:

Email questions to Antoinette Smith at [amsmith@kirklandwa.gov](mailto:amsmith@kirklandwa.gov). The more time she has before a meeting, the more likely it is she will get answers from agencies.

Agency Name / Program Name

Reviewer Name

Recommendation

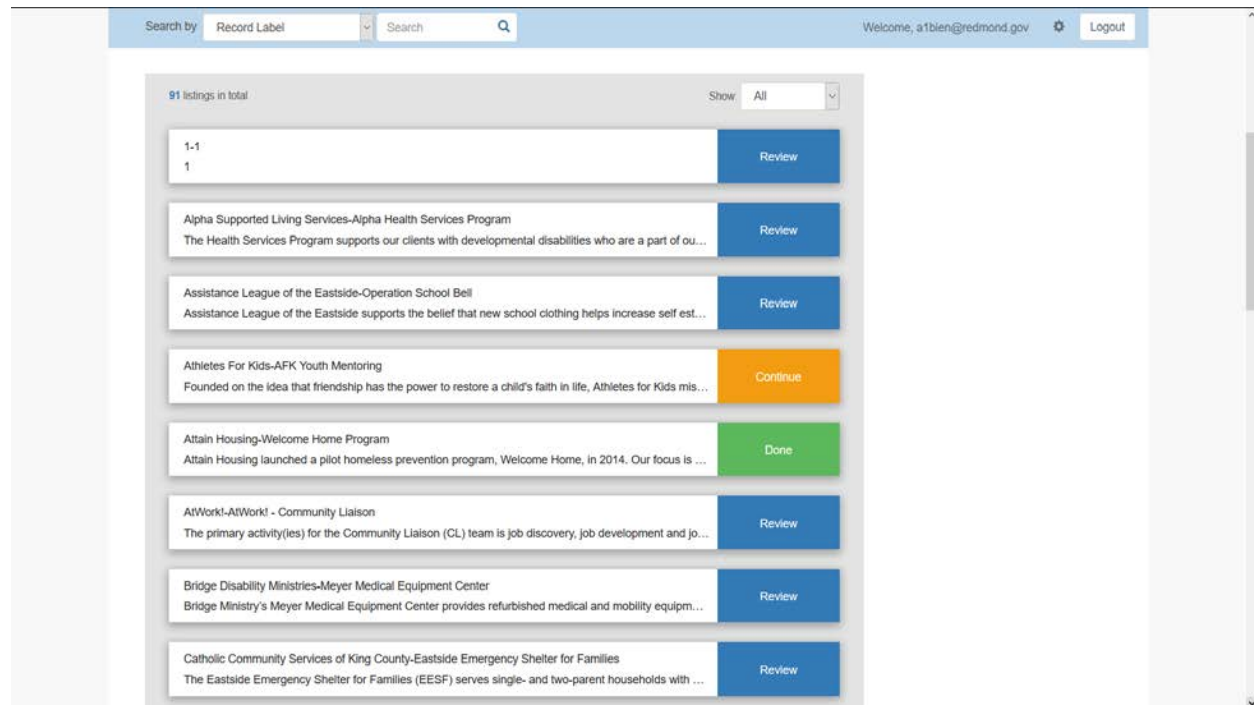
choose from list

Review Areas				Strengths and Weaknesses		Equity Considerations	
	Below Expectations (0)	Meets Expectations (1)	Exceeds Expectations (2)	Score	REVIEWER NOTES		
<b>Program Description</b>							
	Program does not clearly identify or address a specific community need or emerging issue.	Program identifies and addresses a specific community need.	Program identifies a specific, emerging, or unique community issue.				
	Program does not prioritize communities of color and/or other communities who have experienced persistent historic and systemic oppression.	Program has the potential to reach the communities of color and/or other communities who have experienced persistent historic and systemic oppression	Prioritizes communities of color and/or other communities who have experienced persistent historic and systemic oppression.				
<b>Program impact</b>							
	Application does not demonstrate addressing prevention, root causes, or create changes in the community or systems of oppression. Staff and board does not reflect the communities served.	The application includes information regarding staff composition, board composition, community partnerships, or best or promising practices to ensure programs are culturally responsive.	Program staff and board reflect the communities they serve. Program was developed with guidance and input from the community.				
	Outcome measures do not demonstrate change in the community or clients served.	Outcome measures are adequate.	Outcome measures demonstrate a measurable impact on community need or identified priority and goal.				
<b>Budget</b>							
	The budget does not make sense, and/or the surplus/deficits and increases are not adequately explained*		The budget makes sense and the surplus/deficits and increases are adequately explained.				
<b>Program Accessibility</b>							
	Program does not address challenges with providing equitable access to services.	Program design is appropriate but lacking in evidence supporting access and equity.	Program demonstrates understanding of challenges and barriers associated with accessing programs and services and has identified specific ways the program is addressing these challenges and barriers.				
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			<b>TOTAL SCORE</b>				
<b>Additional Observations</b>							
Coordination and/or duplication of services, extra information provided, etc.							

## REVIEW PORTAL

This section is for cities who are having their staff and/or commissioners use the review portal, which is a simplified online tool for reviewing applications. If you would like to utilize this feature, contact a site administrator.

1. Go to <https://webportalapp.com/portal/review23-24>.
2. Enter your email (associated with your Commission correspondence) and password.
3. The home screen will display applications that have been submitted to your city.



4. You can sort All applications in the **Show** drop down menu: Review (you have not provided feedback), In progress (you have draft feedback), and Done (you have submitted feedback and can no longer edit).
5. Click on a record.
6. Use the drop down to **Select Form** to view: Application Narrative or Agency Profiles.
7. Click the **Form Attachments** drop down to view attachments related to that form.
1. Click the blue **+Rating** button to review and rate the application. Click **Save Draft** unless you are completely done with the review.
2. Use the blue **Listings** hyperlink to go back to the listing of all applications.



## Application Narrative: 21 - 22 - Amar Counseling and Referral Service Domestic Violence Community Advocate Program

### **Linked Agency Profile**

Amar Counseling and Referral Service

### **Application Years**

21 - 22

### **Program Name**

Domestic Violence Community Advocate Program

## **Program Information**

### **In one to three sentences, provide an overview of the program.**

Amar Domestic Violence Program addresses the need of the marginalized population that includes Latino immigrants domestic violence survivors. Amar also provides outreach & engagement, information and referral services, advocacy-based counseling, safety planning, legal advocacy and support groups for Latina/o survivors of domestic violence. Services are designed to understand the complex needs of survivors, many of whom are Spanish-speaking immigrants/refugees.

## **Program Description**

### **What specific, emerging, and/or unique issue is the community you serve facing?**

The community that Amar serves more often than not faces challenges such as language barrier that hinders a client from accessing vital resources within their community. A domestic violence survivor will need the assistance in guidance of an advocate to navigate the legal system when facing family law issues as well as immigration referrals when needed. Amar staff provides cultural competent services where a client feels that he or she is being heard in a safe environment. Furthermore our mission is to serve side by side to empower the survivor to reach short and long term goals as well as to thrive for a better future. Recent polls have shown an increase number of Hispanic population moving in or residing on the east and south side of the county (Bellevue, Redmond, Kirkland, Renton, Auburn and Federal way). Due to COVID-19 pandemic it is projected that an increase of services will be needed for domestic violence survivors. Therefore it is requested and our hope that the specific services provided by Amar will continue through 2021 and beyond.

### **Describe the specific services to be provided with the funding requested.**

Amar provides the following culturally and linguistically-specific behavioral health services: mental health counseling and therapy; chemical dependency outpatient treatment for adults and youth; domestic violence and sexual assault survivor crisis intervention and advocacy; and high-risk youth violence prevention and case management services. In addition, Amar operates two transitional housing facilities for survivors of domestic violence and their children and one transitional housing facility for homeless adults living with chronic mental illness. When needed, the above services are being provided via referral(s) within our agency. In addition Amar's DV advocates establish trust in the Latino communities served and ensure services are accessible linguistically and culturally. Information and referral services help improve knowledge of community resources by linking survivors to services in the community such as housing, emergency food, transportation, medical/health advocacy, and access to employment/education training. Advocacy-based counseling includes crisis counseling and intervention, safety planning, education about the dynamics of domestic violence, goal setting and parenting skills training. Legal advocacy helps increase knowledge of legal rights including Violence Against Women Act (VAWA) protections, U visa petitions, temporary and permanent protection orders, and family law cases. Support groups provide a community of survivors to help increase knowledge of domestic violence, and aid in the healing process. Our service model helps survivors increase their knowledge of domestic violence and community resources, while respectfully engaging with survivors in the healing process, leading to long term stability.

### **Who will be served by this program?**

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### **How do clients hear about the services or the work that you provide?**

Due to a rapid growth and changing within the Latino population, Amar conducts outreach in the Latino community through bilingual brochures that are distributed at community center, churches, police departments, and mainstream organizations; provides presentations at community events; and consistently build relationships and collaborations with other professionals and partners in the community. Amar collaborates with mainstream domestic violence agencies to support regional efforts where we also received referrals. Amar receives referrals for crisis intervention to Spanish-speaking victims through the City of Seattle After-hours cell phone crisis program through the Peace in the Home helpline. This program is provided KCHS with one dedicated advocate to help raise awareness of domestic violence and respond to a help line for Spanish speaking victims.

## Program Impact

**How do you ensure program services are culturally relevant and accessible to all eligible clients? Provide one or two examples that best demonstrate how this is achieved (e.g. staff composition, board composition, community partnerships, best or promising practices, etc.).**

Amar's housing programs participate in the King County Coordinated Entry (KCCE) that enables agencies to share available bed shelter space and services. Amar has a formal partnership with YWCA to provide both emergency hotel rooms for victims seeking safety as well as housing assistance. We also have an informal partnership with YWCA that provide financial stability class as part of a service plan for the clients. Amar has a partnership with Northwest Immigrants Rights Project to assist clients with immigration issues that may prevent them from leaving their abuser and developing financial independence. An informal partnership with Northwest Justice Project for legal representation pertaining to family law cases is well established. Advocates also refer clients to Amar's mental health and substance abuse treatment services.

Here are two examples that demonstrate how these services impact the life of a survivor:

- Ms. AAS came to Amar on October 2017, seeking help with her situation of domestic violence, we aided her to obtain a Temporary Protection order, and a final Protection Order against the other party, and we referred her to Northwest Justice Project, which they help Ms. AAS, to get her divorce. In addition, Ms. AAS is working with Northwest Immigrant Rights Projects, she file a petition for a VAWA, right now she is just waiting for her green card to be approve. Since Ms. AAS arrived to Amar she was very affected by her situation, but we managed to work with her to get her stablish in her new life. Now she is doing much better.
- Ms. BER first came to Amar in 2015, because she came to Washington State from San Diego California she was fleeing from her husband who abused her for more than ten years. When she arrived to Washington State she did not knew where to ask for help, but one person gave in the street gave her the phone from Amar. We helped her to make a police report and get a Domestic violence protection order; she started to assist to domestic violence support groups, and with her mental health therapies which on helped the client to empower herself and work on her situation as domestic violence survivor. We also referred the client to Northwest Justice project and they are assisting her in getting a divorce from her abuser. In addition, Northwest Immigrants Right Projects helped the client to file for a U visa, the visa it is still pending but we are hoping it has a great outcome.

**Outcome Measure 1: How do you measure your program's success? Describe how program effectiveness/impact of your services is measured in terms of percentage. (e.g. the percentage of clients who are housed). Include your data collection methodology (e.g. client survey).**

Upon intake, survivors and their advocate work together to determine client goals including short term crisis intervention, long term plans for achieving self-sufficiency and increased knowledge of domestic violence. On a quarterly basis, clients complete a survey that reflects each output (advocacy, counseling and /or support groups). The survivor is asked to determine the number of types of services received and described if they have improved their understanding of domestic violence. In support groups, the facilitator conducts pre and post surveys to determine knowledge and understanding of domestic violence.

**Only one measure of program success (i.e. Outcome) is required. Do you have a second outcome?** No

## Program Accessibility

**This program has mechanisms in place to make its services affordable to all populations.** Free

**All program facilities are accessible to individuals with disabilities according to the ADA Accessibility Guidelines.** Yes

**This program provides services in office location(s) in these cities.**

Bellevue, Kent, Seattle

**This program is accessible in terms of transportation.**

Close public transportation, Provide transportation vouchers (e.g. bus tickets), Mobile location (e.g. inside van), Services provided by phone or online

**This program strives to accommodate client schedules.**

Evenings, Early Morning, On Demand and/or Same Day

**The program is accessible in terms of language (offering translation and interpretation services). In what ways is your program accessible in terms of languages?**

Translated materials, Program and/or agency staff speaks languages other than English

**How does your program prioritize services?**

Based on severity of client need

## Additional Information

**Any other information that you would like to share that would help in making a funding decision?** We respectfully request funding to continue providing services throughout this region. Funding will support the salaries of two domestic violence advocates to focus regionally (South region and East regions) to provide culturally specific and linguistically appropriate outreach services and high-quality services to Latina/o survivors.

# Application Narrative: 21 - 22 - Easterseals Washington Eastside Adult Services Center

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## **Linked Agency Profile**

Easterseals Washington

## **Application Years**

21 - 22

## **Program Name**

Eastside Adult Services Center

## **Grant Request and Brief Budget Overview**

Detailed budget information will be required to be completed and uploaded in the Program and Budget Detail attachment.

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

Bellevue, Burien, Federal Way, Issaquah, Kirkland, Redmond, Renton, Sammamish

### **Bellevue 2019 Awarded Amount**

\$30,000

### **Bellevue 2021 Requested Amount**

\$37,500

### **Burien 2019 Awarded Amount**

\$0

### **Burien 2021 Requested Amount**

\$3,150

### **Federal Way 2019 Awarded Amount**

\$0

### **Federal Way 2021 Requested Amount**

\$3,600

### **Issaquah 2019 Awarded Amount**

\$0

### **Issaquah 2021 Requested Amount**

\$4,800

### **Kirkland 2019 Awarded Amount**

\$9,129

### **Kirkland 2021 Requested Amount**

\$17,580

### **Redmond 2019 Awarded Amount**

\$9,876

### **Redmond 2021 Requested Amount**

\$8,500

### **Renton 2019 Awarded Amount**

\$0

### **Renton 2021 Requested Amount**

\$7,500

### **Sammamish 2019 Awarded Amount**

\$3,000

### **Sammamish 2021 Requested Amount**

\$7,500

**(\$)Total Requests to All Cities**

90130

**2019 Program Budget (Actual)**

\$1,173,671

**2021 Program Budget (Projected)**

\$1,135,330

**2019 to 2021 Budget Difference (%)**

-0.032667587424415

**If there a significant increase (more than 10%) in the 2021 proposed budget, please check all that apply.**

Serving additional clients, Increased cost to deliver services (e.g. paying living wage), Other

**Please explain other reasons for increased budget.**

In November, 2019 we closed our Marine View Adult Services Center in Des Moines. A majority of those clients transitioned to our Adult Services Center in Bellevue, however, we still have space for growth and are actively marketing our program for new customers. Additionally, we do anticipate needing to provide raises for staff in order to maintain a stable workforce.

## Program Information

**In one to three sentences, provide an overview of the program.**

Eastside Adult Services Center provides high-quality, affordable Adult Day Health and Care programming for aging adults and adults with disabilities. Our services include skilled nursing and occupational therapy, social and behavioral therapies, community access and integration services, nutritious meals and snacks, and respite care and referral services to support family caregivers.

**Program Contact Name**

Sarah Harel

**Program Contact Email**

sharel@wa.easterseals.com

**Program Contact Phone**

(425) 250-7030

**Grant Writer Contact Name**

Sandi Farkas

**Grant Writer Contact Email**

sfarkas@wa.easterseals.com

## Program Description

**What specific, emerging, and/or unique issue is the community you serve facing?**

There are many factors driving the need for center-based Adult Day Health and Care services, including a rapidly increasing older adult population, an increase in dementia-related conditions, comorbid conditions of people with disabilities, respite for caregivers, and the need for an affordable care option.

As of 2011, there were an estimated 641,000 adults aged 60 or older with cognitive and other disabilities. That number is projected to double by 2030, coinciding with the aging population of baby boomers. <https://www.caregiver.org/caregiver-statistics-demographics>.

Individuals with disabilities, including those who acquire disabilities as they age, are at a higher risk of experiencing complications, poor quality of life and shorter life expectancy due to the lack of consistent, accessible and affordable medical monitoring and care. People with disabilities often experience social isolation and loneliness, which can lead to depression and other mental health issues. Adults with disabilities are more likely to be inactive, have high blood pressure, and be obese. <https://www.cdc.gov/ncbddd/disabilityandhealth/impacts/washington.html>

When caught early and monitored regularly, the effects of diabetes, hypertension, obesity, sensory degradation, memory loss and other serious conditions can be mitigated, resulting in fewer hospitalizations and delayed need for institutional care. Not only can center-based Adult Care/Health Services provide regular health monitoring that improves the quality of life for attendees, but the centers can also reduce the need and cost for crisis-related medical interventions.

Families are still the primary caregivers for adults with developmental disabilities, and are themselves aging. Family caregivers who reside with their care recipient spend an average of 40.5 hours per week on providing care. Based on the Level of Care Index, 40% of caregivers are in a high-burden situation. Older caregivers who are 75 years old or older provide an average of 34 hours of care each week. <https://www.caregiver.org/caregiver-statistics-demographics>.

By providing critical support to families and caregivers, we help facilitate the participants to continue to live in their community and avoid having to transition to an institution. Not only do the families remain intact, but these families may also experience significant cost savings. According to the 2019 Genworth Cost of Care Survey, the national monthly median cost for Adult Day Health and Care is \$1,625. This is significantly lower than the monthly median cost for assisted living facilities (\$4,051), home health aides (\$4,385), and nursing home facilities (\$8,517).

Our center-based Adult Day Health and Care services provide a variety of health, social, and related support services in a protective setting, allowing caregivers to either take much-needed respite or giving them the opportunity to balance work with care giving duties.

**Describe the specific services to be provided with the funding requested.**

Easterseals Washington Adult Services Centers provide services for adults with disabilities. The services include: 1) skilled nursing and occupational therapy to monitor and mitigate the impacts of chronic disease, physical disabilities, mental health conditions, and other medical needs; 2) assistance with activities of daily living, including body care, feeding, transfers, and personal hygiene; 3) social services on a consultation basis, which may include referrals, caregiver support and education, and assistance with coping skills; 4) general health education such as providing information about nutrition, stress management, disease management, and preventative care; 5) general therapeutic activities such as recreation, relaxation techniques, cognitive stimulation, and range of motion or conditioning exercises; 6) social activities such as crafts, cooking classes, exercise, games, gardening, and music therapy 7) community access and integration services through field trips and guest instructors; 8) a nutritional meal and snack each day, including a modified diet if needed; 9) supervision and/or protection if needed for client safety; 10) assistance with arranging transportation to and from the program; and 11) respite care, training and information, and referral services for family caregivers.

The activities are designed to support the physical, intellectual, psychosocial and emotional needs of each individual with an emphasis on enhancing or maintaining functional independence and improving health through activity. The effectiveness of the program is tracked through individualized care plans.

These services are implemented by a care team consisting of a registered nurse, occupational therapist, social worker, activity director, certified nursing assistants, program assistants and administrative staff.

**Who will be served by this program?**

We serve six populations: 1) seniors with age-related disabilities (dementia, cognitive disabilities, physical and sensory limitations); 2) veterans with age-related or service related disabilities; 3) adults with moderate to profound developmental and intellectual disabilities; 4) adults with moderate to profound acquired disabilities (ex. traumatic brain injuries); 5) adults who are non-verbal and experience severe disabilities; and 6) family caregivers.

**How do clients hear about the services or the work that you provide?**

Many of our customers are referred to our program by their social worker or case manager. We also work with local schools, especially transition programs, to distribute information to families within the district who may be interested in our services. We have many customers who hear about us from their friends, families, and other community contacts. Some customers discover our services through web searches. We do marketing in the community, including attending transition fairs, resource fairs, and other community resources.

## Program Impact

**How do you ensure program services are culturally relevant and accessible to all eligible clients? Provide one or two examples that best demonstrate how this is achieved (e.g. staff composition, board composition, community partnerships, best or promising practices, etc.).**

Easterseals Washington, and all of its programs, welcomes employees, volunteers and customers who experience disabilities and does not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status or military status. Easterseals, by mission, is a leader in the effective provision of services for people who experience other abilities and thus, is an expert in disability-related topics and advocacy efforts, including its historic work to pass the Americans with Disabilities Act.

Our Eastside Adult Services Center in Bellevue has a diverse staff who can speak English, Russian, Spanish, Italian, and American Sign Language. We also have access to the Language Line if needed.

Our Eastside Adult Services Center customers are similarly diverse. Approximately 41% of our customers are Asian American, African American, Hispanic, Pacific Islander, or a race other than Caucasian. Approximately 11% of our customers are immigrants.

We provide activities and discussion groups that cover a variety of cultural topics, including Christmas, Hanukkah, Kwanzaa, Makar Sankranti, Thanksgiving, Veterans Day, Pearl Harbor, Rosa Parks, Stephen Hawking, Edgar Allen Poe, Martin Luther King, Jr., and many more.

**Outcome Measure 1: How do you measure your program’s success? Describe how program effectiveness/impact of your services is measured in terms of percentage. (e.g. the percentage of clients who are housed). Include your data collection methodology (e.g. client survey).**

Individualized care plans are developed from baseline assessments performed by our nursing, occupational therapy, social work, and program staff upon enrollment. The care plans goals are selected from a list of metrics addressing various needs, such as medical metrics (weight, blood pressure, heart rate, etc.), physical functioning (walking, standing), cognitive abilities (orientation, memory, judgment), basic social behaviors, and the ability to perform activities of daily living.

These care plans are reviewed and revised on a schedule or anytime there is a hospitalization, long absence, or any major change in a customer’s health and/or behavior. The care plan team reviews the plans to determine if health, physical functioning, behavioral or mental states have improved, declined, or been maintained. On average, our clients maintain or progress at a rate of 92%. In 2019, our customers maintained or progressed at a rate of 98%.

**Only one measure of program success (i.e. Outcome) is required. Do you have a second outcome?**

No

## Program Accessibility

**This program has mechanisms in place to make its services affordable to all populations.**

Other

**If the program has other or no mechanism for affordability, please explain.**

We accept a variety of funding, including Medicaid, Developmental Disability Administration, and private pay. These fees-for-services fall short of covering the program’s direct and indirect costs. As a non-profit organization we are able to supplement and sustain our programs with grants and donations.

Approximately 50% of our 2019 King County clients are considered low income.

**All program facilities are accessible to individuals with disabilities according to the ADA Accessibility Guidelines.**

Yes

**This program provides services in office location(s) in these cities.**

Bellevue, Other(s)

**If program is in other locations, please list.**

While our Eastside Adult Services Center is located in Bellevue, its reach goes far beyond the city's borders. We have customers who come from Federal Way, Woodinville, Sammamish, and many cities in between. Our customers explore King County during outings, helping integrate the communities they visit. Through our Eastside center we impact the 20 different cities our customers come from, and the communities we visit, all while fulfilling our mission: changing the way the world defines and views disabilities.

**This program is accessible in terms of transportation.**

Close public transportation, Provide own transportation services, Other

**If there are other or no accessible transportation options, please explain.**

Customers receive coordinated accessible transportation to and from the center through King County Access. Our program provides transportation to and from outings in the community.

**This program strives to accommodate client schedules.**

Early Morning, Holidays, Other

**If this program has other or no schedule accommodations, please explain.**

The core programming is from 10 a.m to 2 p.m. We also provide extended hours between 8 am and 5 pm for those who request it.

We poll families during certain holidays to see if there is enough interest to remain open during those holidays. We have attempted Saturday programming in the past, however, the interest was very low.

**The program is accessible in terms of language (offering translation and interpretation services). In what ways is your program accessible in terms of languages?**

Program and/or agency staff speaks languages other than English, Language Line, ASL, Other

**If this program has other or no accessible means of communication, please explain.**

We also utilize augmentative communication devices such as iPads and language boards for nonverbal customers.

**How does your program prioritize services?**

First come, first served (e.g. wait lists)

## Additional Information

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

Easterseals Washington acquired the Eastside Adult Services Center in late 2016 to prevent the program from closing. After hearing testimonials about the impact the program had in the community, and particularly on adults with disabilities, we felt compelled to embrace, sustain and improve the model that had already positively impacted its customers and their families.

While the center is located in Bellevue, its reach goes far beyond the city's borders. We have customers who come from Federal Way, Woodinville, Sammamish, and many cities in between. Our customers explore King County during outings, helping integrate the communities they visit. Through our Eastside center we impact the 20 different cities our customers come from, and the communities we visit, all while fulfilling our mission: changing the way the world defines and views disabilities.

We are grateful for the combined cities funding we received in years past, and are honored to be considered for partnership while we continue to meet the needs of people with disabilities, our senior population and our family caregivers.

## Additional Required Documents

To access training materials and required template for upload, please go to

[www.share1app.org](http://www.share1app.org).

**Program and Budget Detail Attachment**

Easterseals Washington Eastside ASC 2021 Budget Template.xlsx

**Additional City Requirements**

Easterseals Washington Eastside ASC Required City Supplemental Questions.pdf

## Certification Statement and Submission

**I have reviewed, understand, and am prepared to comply with city-specific minimum requirements should this program receive funding.**

Yes

I have the authority and hereby certify that the information contained in this application and the accompanying documents are true, that all financial documents have been reviewed for accuracy, and that the application is made with the knowledge and proper authorization of the organization. The application, if funded, may be included in a contracting process. As this application is made to one or more government entities, I understand this is a government document that is subject to applicable laws regarding disclosure. In typing my name below, I hereby agree with this certification statement. I understand that this is the same as my printed signature at this time.

**Authorized Signer**

Cathy Bisaillon

**Record Label**

Easterseals Washington Eastside Adult Services Center

## **Application Narrative: File Attachments**

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**Program and Budget Detail Attachment**

Easterseals Washington Eastside ASC 2021 Budget Template.xlsx

**Additional City Requirements**

Easterseals Washington Eastside ASC Required City Supplemental Questions.pdf



Budget

REVENUES	2019 Awarded	2021 Requested	Difference %	EXPENSES	2019 Actual	2021 Projected	Cities' Share
Auburn				Salaries/Wages	\$422,115	\$484,162	\$90,130
Bellevue	\$30,000	\$37,500	25%	Benefits	\$18,119	\$22,758	
Bothell		\$0	N/A	Admin/Indirect	\$120,868	\$99,600	
Burien	\$0	\$3,150		Depreciation			
Covington				Direct Aid to Clients	\$62,953	\$86,846	
Des Moines				Equipment/Supplies/Office	\$100,431	\$108,468	
Federal Way	\$0	\$3,600		Insurance	part of indirect	part of ind.	
Issaquah	\$0	\$4,800		Postage/Shipping			
Kenmore				Printing/Advertising			
Kent				Professional Services/Dues/Fees	\$222,458	\$96,000	
Kirkland	\$9,129	\$17,580	93%	Rent and Utilities	\$202,126	\$198,196	
Redmond	\$9,876	\$8,500	-14%	Repair/Maintenance	\$20,295	\$35,000	
Renton		\$7,500		Telecommunications	part of indirect	part of ind.	
Sammamish	\$3,000	\$7,500	150%	Travel and Training	\$1,024	\$300	
SeaTac				In-Kind*			
Shoreline				Other*	\$3,282	\$4,000	
Tukwila				<b>Total</b>	<b>\$1,173,671</b>	<b>\$1,135,330</b>	<b>\$90,130</b>
<b>Subtotal</b>	\$52,005	\$90,130	73%				
				Total # of paid FTEs:		9	
County government funds	\$374			Total # of unpaid FTEs (if volunteer-run):			
State/federal government	\$734,839	\$840,430	14%				
Foundations				Surplus/deficit 2021 explanation			
Corporations				Indirect costs include insurance, accounting, HR, executive staff, IT, marketing, and development.			
Private funds	\$135,779	\$157,000	16%				
Fundraising	\$2,601	\$6,000	131%				
In-Kind*	\$16,266						
Other*	\$34,190	\$41,770	22%				
<b>Subtotal</b>	\$924,049	\$1,045,200	13%				
<b>TOTAL</b>	<b>\$976,054</b>	<b>\$1,135,330</b>	16%	2021 budget change narrative (if >10% change from 2019 budget)			
*In-kind or other revenue explanation (if applicable)				In Nov.2019, we closed our Des Moines center. A majority of those clients transitioned to our Eastside center, however, we still have space for growth and are actively marketing our program. Additionally, we anticipate needing to provide raises for staff in order to maintain a stable workforce.			
Most of In-Kind was donated facility space for our Des Moines center, which we closed in 2019. Other revenue is reimbursements from the OSPL grant							

0311 grant


Service Units

	Service Unit 1			Service Unit 2			Service Unit 3		
Name	Adult Day Care								
Measurement	60 minutes								
Brief Description	One service unit equals 60 minutes.								
	2019 Actual	2021 Projected	2021 City Funded	2019 Actual	2021 Projected	2021 City Funded	2019 Actual	2021 Projected	2021 City Funded
Auburn	583	900							
Bellevue	11052	12500	1785						
Bothell	1904	2450	N/A			N/A			N/A
Burien	1090	1050	150						
Covington	0	0							
Des Moines	1532	480							
Federal Way	1201	1200	170						
Issaquah	2104	1600	230						
Kenmore	0	450							
Kent	2672	950							
Kirkland	4948	5300	837						
Mercer Island	568	570	N/A			N/A			N/A
Redmond	1497	2000	405						
Renton	2115	2500	355						
Sammamish	2048	2500	355						
SeaTac	675	900							
Shoreline	1375	500							
Tukwila	225	900							
Seattle	7242	9160	N/A			N/A			N/A
Other KC	2337	3300	N/A			N/A			N/A
Outside KC	268	500	N/A			N/A			N/A
Unknown			N/A			N/A			N/A
<b>TOTAL</b>	<b>45436</b>	<b>49710</b>	<b>4287</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

If 2021 projected services are significantly different than those actually provided in 2019, or if your cost per service unit varies between cities, please explain.

Service Units

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Residents

	Residents		
	2019 Actual	2021 Projected	2021 City Funded
Auburn	5	3	
Bellevue	30	35	3.7
Bothell	2	3	N/A
Burien	5	3	0.3
Covington	0	0	
Des Moines	7	1	
Federal Way	4	3	0.4
Issaquah	4	3	0.5
Kenmore	0	1	
Kent	7	2	
Kirkland	13	14	1.7
Mercer Island	1	1	N/A
Redmond	5	6	0.8
Renton	6	7	0.7
Sammamish	6	7	0.7
SeaTac	1	2	
Shoreline	3	1	
Tukwila	6	2	
Seattle	23	27	N/A
Other KC	8	10	N/A
Outside KC	1	1	N/A
Unknown			N/A
<b>TOTAL</b>	<b>137</b>	<b>132</b>	<b>8.8</b>

## Required City Supplemental Questions

*If you are submitting an application to the cities of Auburn, Burien, Federal Way, or Renton, please complete the associated section below and upload to Share1App with your application.*

**Agency Name:**

**Program Name:**

### City of Auburn

1. Community Development Block Grant (CDBG) funds are federal monies that require additional recordkeeping, financial tracking, and reporting processes.

a. Is your agency willing and able to accept CDBG funds if awarded?

Yes

No

Willing to discuss with City staff

b. Does your agency have experience receiving federal funds?

Yes

No

2. Based on the descriptions included in Auburn's supplemental document, please identify which Priority Area your program falls under. We recognize that there is often overlap within programs; please identify what you feel is the best fit.

Housing and Associated Services

Homelessness Interventions

Housing-related Supportive Services

Basic Needs

Job Training and Education

## **City of Burien**

In addition to scoring the online application, the Burien Human Services Commission and Council have adopted five Results for Burien (conditions of well-being for the City's residents) and Strategies to improve those Results. Program applications will be scored on how well they address these Results and Strategies. The full list of Results and Strategies can be found in Burien's Supplemental document. In the space provided below, please identify which of these Results your program/services address, the Strategies you will use to address those Results, and how your agency will implement those Strategies. We recognize programs may address more than one Result and Strategy, so please include all that apply to your program application.

Additional space for Burien response as needed:



## City of Federal Way

1. Community Development Block Grant (CDBG) funds are federal monies that require additional recordkeeping, financial tracking, and reporting.
  - a. Is your agency willing and able to accept CDBG funds?  
Yes  
No  
Willing to discuss with City staff
  - b. Does your agency have experience with federal funds?  
Yes  
No
2. Please identify which strategy your program most closely addresses.
  - a. Address basic needs including housing, health, and hunger.
  - b. Promote individual and community safety through prevention, intervention, and crisis services.
  - c. Promote services that foster stability and self-sufficiency for families and individuals.
3. Describe how your agency recruits, trains, and retains staff and leadership that mirror the agency's client population.

4. Experience and research have shown disproportionality based on race, sex, income, and other factors. What strategies does your agency use to address disproportionality and equity? What changes or impacts have you seen as a result of using these strategies?

## City of Renton

In order to be considered for funding, agencies must address one of the Renton priority human service needs below. Please identify which priority area your program falls under. There is often overlap within programs, but based on the descriptions below, select the priority area that best fits your program.

- **Economic Opportunity/Self Sufficiency**  
Includes job training; programs that help those with barriers to employment or other forms of economic opportunity that can improve, prevent, or reduce needs for social service and housing supports; youth programs; mentoring; and after school programs
- **Basic Needs**  
Includes food, clothing, housing stability services (such as rent and/or utility assistance), legal services, meal programs, and case management/barrier removal
- **Health and Wellness**  
Includes physical, mental, and dental health services, counseling, day health programs, and chore services
- **Homeless Services/Housing**  
Includes shelters, homeless outreach, transitional housing, and emergency housing
- **Domestic Violence/Sexual Assault Services**  
All services related to sexual assault and domestic violence, including legal assistance and shelter
- **Connector Services**  
Includes information and referral, transportation, cultural navigators, and other services that connect residents to services

## Agency Profiles: Easterseals Washington

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### Linked Applicant

sfarkas@wa.easterseals.com

## Agency Information

Please review below agency profile and update necessary.

### Agency Name

Easterseals Washington

### EIN #

910575956

### DUNS #

114202419

### CEO/Executive Director Name

Cathy Bisailon

### CEO/Executive Director Email

cathyb@wa.easterseals.com

### CEO/Executive Director Phone

(206) 281-5700

### Agency Main Office Address

200 West Mercer Street, Suite 210 E

### Agency Main Office City

Seattle

### Agency Main Office State

Washington

### Agency Main Office Zip

98119

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

1. Easterseals Washington Adult Care/Health services provide nursing and occupational therapies for persons needing active medical management of acute and chronic problems.
2. Easterseals Washington Adult Care/Health services provide social and behavioral therapies for people needing 24-hour supervision, assistance with daily living, life skill training and/or support with addressing isolating behaviors.
3. Easterseals Washington Adult Care/Health services provides community access and integration services for people seeking community engagement.
4. Easterseals Washington Adult Care/Health services provides respite care and training support for family caregivers.

### 2019 Actual Agency Budget

\$6,670,891

### 2021 Estimated Agency Budget

\$6,800,512

## Agency-Specific Uploads for 2021-2022 Application

If applicable, please review and replace previously uploaded files with current files.

### (21 - 22 cycle) Most recent agency budget to actuals or financial statement

2019 Budget vs. Actual.pdf

### (21 - 22 cycle) Most recent audit or financial review

Final Audited Report 2018 - Easterseals Washington.pdf

**(21 - 22 cycle) Management letter accompanying most recent audit or financial review**  
2018 Management Rep Letter.pdf

**(21 - 22 cycle) Agency response to management letter**

**(21 - 22 cycle) Current board of directors list including terms and cities of residence**  
Board Roster - Updated 02-04-2020.pdf

**Proof of organization's non-profit status from the IRS (new applicants only)**

**Non-discrimination policy**  
ESW Non-Desccrimination Policy.pdf

## **Insurance Information**

**We certify that if our agency is awarded funds, we are able to meet city-specific insurance requirements.**  
Yes

**Certificate of Insurance (Current Awardees only)**  
City of Bellevue COI.pdf

**Expiration Date of Certificate of Insurance**  
03/31/2021

Below this line are previous cycle fields.

**19 - 20 Most recent agency budget to actuals or financial statement**  
ESW 2017 Budget.pdf

**19 - 20 Most recent audit or financial review**  
Final Audited Report.pdf

**19 - 20 Management letter accompanying most recent audit or financial review**  
Final Communication Letter.pdf

**19 - 20 Agency response to management letter if there were findings**

**19 - 20 Current board of directors list including terms and cities of residence**  
ESW Board of Directors Roster - February 2018.pdf

# Application Narrative: - Congregations for the Homeless 24/7 Enhanced Shelter Program

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## Linked Agency Profile

Congregations for the Homeless

## Application Years

## Program Name

24/7 Enhanced Shelter Program

## Grant Request and Brief Budget Overview

Detailed budget information will be required to be completed and uploaded in the Program and Budget Detail attachment.

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

Bellevue, Issaquah, Kirkland, Redmond, Sammamish

### Bellevue 2019 Awarded Amount

\$355,784

### Bellevue 2021 Requested Amount

\$898,640

### Issaquah 2019 Awarded Amount

\$24,800

### Issaquah 2021 Requested Amount

\$61,440

### Kirkland 2019 Awarded Amount

\$52,977

### Kirkland 2021 Requested Amount

\$151,990

### Redmond 2019 Awarded Amount

\$68,242

### Redmond 2021 Requested Amount

\$169,505

### Sammamish 2019 Awarded Amount

\$5,500

### Sammamish 2021 Requested Amount

\$13,600

### (\$)Total Requests to All Cities

1295175

### 2019 Program Budget (Actual)

\$732,901

### 2021 Program Budget (Projected)

\$1,874,603

### 2019 to 2021 Budget Difference (%)

1.557784748554

### If there a significant increase (more than 10%) in the 2021 proposed budget, please check all that apply.

Meeting new/increased community need, New or expanded service delivery model, Serving additional clients, Increased cost to deliver services (e.g. paying living wage)

## Program Information

**In one to three sentences, provide an overview of the program.**

The 24/7 Enhanced Men's Shelter provides a safe and welcoming environment 24 hours a day every day of the year for 100+ men experiencing homelessness on the Eastside with the on-site resources needed for individuals to rebuild their lives and obtain stable income and housing. Services include, shelter, meals, showers, laundry, case management support, addiction and mental health, employment support and more.

**Program Contact Name**

David J Bowling

**Program Contact Email**

davidb@cfhomeless.org

**Program Contact Phone**

(425) 749-8369

**Grant Writer Contact Name**

David J Bowling

**Grant Writer Contact Email**

davidb@cfhomeless.org

## **Program Description**

**What specific, emerging, and/or unique issue is the community you serve facing?**

The 24/7 Enhanced Men's shelter provides low-barrier shelter and services for up to 100 men each day experiencing homelessness on the Eastside. Homelessness is a systemic problem that touches every major American city, including every city in the Puget Sound region. King County and the City of Seattle declared homelessness a state of emergency in 2015. Since then, the number of people experiencing homelessness has continued to rise. In January 2019, the Point in Time Count required by the US Department of Housing and Urban Development found 11,199 people experiencing homelessness in King County. King County is serving more people experiencing homelessness than in past years. However, as more people become homeless, waits for housing get longer. Over the past several years, the number of unsheltered people has steadily and visibly increased in East King County, a sub-region in which many would not expect to find homeless individuals on the streets, in vehicles, and in shelters. In 2019, Count Us In found 337 unsheltered individuals in urban East King County (including portions of Bellevue, Kirkland, Issaquah and Redmond). There was a 16.6% decrease in the number of unsheltered individuals from 2018 to 2019, but a 5.6% increase from 2017 to 2019. Due to limitations on how the count is conducted, the 2019 count almost certainly is an undercount. CFH served over 1,600 different individuals experiencing homelessness in 2019 alone. It is conservatively estimated that more than 2,500 different people experience homelessness on the Eastside each year. Based on what we know today, we expect COVID-19 will result in even more people becoming unsheltered.

A health issue, the loss of a job, or the need to escape a domestic violence situation can quickly catapult people into homelessness. The ongoing challenges that the population CFH serves with our shelter program is a significant lack of affordable housing options, adequate and accessible mental health services and other health care, adequate and timely addiction treatments, racial disparities, economic disparities and poverty, and jobs that pay a livable wage in the region. These challenges are often inherently interconnected, and for unsheltered individuals are compounded by each other.

Without a safe and supportive space to sleep, eat and use services, people lose hope, purpose, meaning, and the help needed to overcome homelessness.

**Describe the specific services to be provided with the funding requested.**

The 24/7 Enhanced Men's Shelter provides a safe place for men experiencing homelessness on the Eastside to sleep, eat, take showers, do laundry and connect to life-transforming relationships and services that lead to stable employment, better health, and stable housing. This program serves approximately 100 men each day through day center services and overnight shelter beds. In 2019, the CFH Enhanced Men's Shelter provided shelter and services to 632 shelter guests and 503 day center guests for a total of 18,972 bed nights. 2020 will be the first full year of 24/7 enhanced shelter operations.

CFH uses a trauma-informed services model which focuses on bringing individuals "in" instead of keeping them "out." While we have a low-barrier to entry, we have certain expectations of guests designed to maintain the safety of the individual and others. These expectations are behavior based. We prohibit violence, weapons, threatening behavior and actions that create a dangerous situation for the individual and others in the community. The Enhanced Shelter is staffed by four Resident Counselors per shift to assist with the reinforcement of positive and supportive community living.

We provide access to essential services such as safe sleeping accommodations, three nutritious meals a day, showers and laundry, storage, mail, and haircuts. Through other CFH programs, we offer on-site housing navigation, employment navigation, medical and dental care, and professional mental health and addiction supportive services. CFH also leverages multiple partner agencies such as Eastgate Public Health, SeaMar Community Health, IKRON, Trac & Associates, Imagine Housing, Catholic Community Services, Sound, Eastside Legal Assistance Project, King County Housing Authority, Muslim Community Resource Center, American Behavioral Health, CPC, YMCA, AND DSHS.

Building on the positive impact our single case manager has made, CFH plans to expand case management services so each man has adequate support to successfully address barriers and complete goals that lead to stability and permanent housing.

Increasing case management services directly correlates to more men stabilizing and living into their full potential instead of getting stuck on the streets and woods of our community.

Our program also prioritizes empowering men by giving them responsibility to clean the spaces, help prepare the meals, maintain the outdoors space, create a garden, and serve on committees that benefit their path to stability. Another core value CFH employs for the success of this program is to engage the wider community through the sharing of meals, helping men to learn to cook, giving business and employment advice and support, money management, relationship and mental health support, and holding AA and NA meetings. The housed and unhoused community working together in healthy, relational, respectful ways is part of CFH's mission and values because we know it leads to transformative changes.

**Who will be served by this program?**

100% of the project will serve single men age 18 or older experiencing homelessness; with the majority having a connection to East King County. This is a low-barrier shelter so we do not screen or prioritize based on specific set-asides. Based on our experience running an emergency winter shelter since 2008, we expect 100% will have incomes below 30% of AMI; 7-10% to be veterans; 18 to 20% to be over age 55; and 42% to be men of color. In addition, over 50% report as being disabled, and close to 40% as chronically homeless. Anticipated disabilities of those served include physical, mental, developmental, and substance abuse.

This program seeks to serve some of the most vulnerable individuals in our community who have struggled with numerous barriers to entry into traditional shelters. Many of the men who currently access CFH's low-barrier shelter suffer with significant untreated mental health issues, untreated addiction issues, and/or criminal background that limits their access to other shelters and housing. Our shelter is a place where men can access mental health resources, addiction support, and a path to housing even with a criminal history background.

**How do clients hear about the services or the work that you provide?**

CFH ensures information about services is updated in community wide resources systems including the King County 211 system. Individuals find out about our services through a combination of avenues: street outreach and engagement program, local law enforcement, word of mouth from clients, 211, our website, postings with multiple service providers, human services agencies, and faith based organizations throughout King County. Additionally, CFH proactively ensures agencies that serve individuals struggling with mental health concerns and substance use disorders are aware of shelter resources and able to refer people to our services.

## Program Impact



**How do you ensure program services are culturally relevant and accessible to all eligible clients? Provide one or two examples that best demonstrate how this is achieved (e.g. staff composition, board composition, community partnerships, best or promising practices, etc.).**

CFH serves people from diverse cultures, races, sexual orientation, and ages. On average, 41% of the people served by CFH identify as people of color; with 26% identifying as black and the rest identifying as Asian, American Indian, Alaska Native, Hawaiian Native, and other Pacific Islander.

CFH has extensive hands-on experience with the culture of homelessness while working to ensure our services are accessible and relevant, respecting the cultural differences in our clients. We start by hiring staff who were previous shelter clients with lived experiences. Further, our staff are multiracial, multicultural, and bilingual. Our service delivery model includes the following elements:

- On-going training for all staff around cultural competency, diversity and inclusion, and LGBTQIA\*.
- Partnering with agencies such as Sound, City University, Leadership Eastside, Hopelink, SeaMar, the YMCA, Muslim Association of Puget Sound, Jewish Family Services, and Eastside Refugee and Immigrant Coalition to help guide CFH and connect clients to culturally competent resources.
- Addressing language barriers by employing bilingual staff. We also use the AT&T and Language Bank services when appropriate to ensure accurate and appropriate communication.
- The creation of an Equity and Diversity committee that includes key members of the staff and clients from our different programs to assess the cultural competency of each program and make recommendations designed to better serve people from different cultures and address equity issues.
- A process where the Director of Programs proactively reaches out to those we serve to inquire about equity issues. CFH also has regular community meetings, and one-on-one meetings with case managers where clients are encouraged to share any equity issues or ideas he may have.
- The conducting of anonymous surveys assessing programmatic cultural competency and how welcoming CFH programs are to men of color.

A couple years ago an Emergency Shelter client shared they were experiencing our rules as inequitable, saying the men of color were being called out for rule infractions at a disproportionate rate. In response, CFH added racial equity questions to hiring interview questions, enhanced racial equity and cultural competency training for staff and created a client and staff racial equity advisory council. These steps helped make this program more equitable for men of color.

**Outcome Measure 1: How do you measure your program's success? Describe how program effectiveness/impact of your services is measured in terms of percentage. (e.g. the percentage of clients who are housed). Include your data collection methodology (e.g. client survey).**

The effectiveness/impact of the 24/7 Enhanced Mens Shelter Program is measured by the number of bed nights and individuals served with the goal of assisting all clients on their pursuit of stable living and permanent housing. CFH tracks additional service outcomes and case management interactions using the Statewide Clarity HMIS system.

CFH employs a dedicated HMIS Data Entry specialist who maintains data quality and provides routine data reports to CFH administrative and program staff for reconciliation and assessment. All housing client data captured in our comprehensive intake and exit process is tracked in a CFH internal database following all confidentiality and information security protocols.

**Only one measure of program success (i.e. Outcome) is required. Do you have a second outcome?**

Yes

**Outcome Measure 2: How do you measure your program's success? Describe how program effectiveness/impact of your services is measured in terms of percentage. (e.g. the percentage of clients who are housed). Include your data collection methodology (e.g. client survey).**

CFH tracks the number of day visits where men access services during the day.

Thirdly, CFH will track the number of case management hours participants will receive from this program.

## Program Accessibility

**This program has mechanisms in place to make its services affordable to all populations.**

Free

**All program facilities are accessible to individuals with disabilities according to the ADA Accessibility Guidelines.**

Yes

**This program provides services in office location(s) in these cities.**

Bellevue

**This program is accessible in terms of transportation.**

Close public transportation, Provide transportation vouchers (e.g. bus tickets)

**This program strives to accommodate client schedules.**

Evenings, Early Morning, On Demand and/or Same Day, Holidays, Other

**If this program has other or no schedule accommodations, please explain.**

This program is available 24 hours a day, 7 days a week, every day of the year.

**The program is accessible in terms of language (offering translation and interpretation services). In what ways is your program accessible in terms of languages?**

Translated materials, Program and/or agency staff speaks languages other than English, Translation on demand, Language Line, ASL

**How does your program prioritize services?**

First come, first served (e.g. wait lists)

## Additional Information

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

People languish on the streets and woods of our Eastside community without shelter and supportive services. The Enhanced Shelter is a place where many men launch back to personal and housing stability. For example, one of our shelter guests was able to get a job with a contract company for Microsoft in the food services sector. By saving his money while staying at the shelter, he was able to find an apartment and move into permanent housing for the first time in several years. He is deeply thankful for the support he received while staying at the shelter.

Through the intentional focus on relationships and healthy community in the 24/7 Enhanced Shelter, men develop a sense of belonging and self-worth that is needed to be active participants in the community. Not only does this focus provide important and needed healing for the men, it also serves to educate members of the larger community about what homelessness looks like. Nearly every night, community volunteers prepare and deliver a meal for the men. Frequently, the volunteers stay for dinner and engage with the men. We often hear from volunteers how their understanding of homelessness is transformed by their personal experience in engaging with the men in our programs directly.

## Additional Required Documents

To access training materials and required template for upload, please go to

[www.share1app.org](http://www.share1app.org).

**Program and Budget Detail Attachment**

CFH 24-7 Enhanced Shelter Details 2021.xlsx

**Additional City Requirements**

## Certification Statement and Submission

**I have reviewed, understand, and am prepared to comply with city-specific minimum requirements should this program receive funding.**

Yes

I have the authority and hereby certify that the information contained in this application and the accompanying documents are true, that all financial documents have been reviewed for accuracy, and that the application is made with the knowledge and proper authorization of the organization. The application, if funded, may be included in a contracting process. As this application is made to one or more government entities, I understand this is a government document that is subject to applicable laws regarding disclosure. In typing my name below, I hereby agree with this certification statement. I understand that this is the same as my printed signature at this time.

**Authorized Signer**

David Bowling

**Record Label**

Congregations for the Homeless 24/7 Enhanced Shelter Program

## Application Narrative: File Attachments

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**Program and Budget Detail Attachment**



Budget

REVENUES	2019 Awarded	2021 Requested	Difference %	EXPENSES	2019 Actual	2021 Projected	Cities' Share
Auburn				Salaries/Wages	\$426,127	\$1,234,913	\$1,132,004
Bellevue	\$355,784	\$898,640	153%	Benefits	\$49,453	\$178,005	\$163,171
Bothell	see below	see below	N/A	Admin/Indirect	\$25,031	\$28,835	
Burien				Depreciation	\$12,956	\$13,000	
Covington				Direct Aid to Clients	\$4,620	\$23,000	
Des Moines				Equipment/Supplies/Office	\$29,377	\$116,000	
Federal Way				Insurance	\$4,000	\$6,000	
Issaquah	\$24,800	\$61,440	148%	Postage/Shipping			
Kenmore				Printing/Advertising	\$677	\$750	
Kent				Professional Services/Dues/Fees	\$5,769	\$7,000	
Kirkland	\$52,977	\$151,990		Rent and Utilities	\$41,378	\$53,000	
Redmond	\$68,242	\$169,505	148%	Repair/Maintenance	\$5,498	\$7,000	
Renton				Telecommunications	\$989	\$3,000	
Sammamish	\$5,500	\$13,600	147%	Travel and Training	\$3,327	\$4,100	
SeaTac				In-Kind*	\$123,700	\$200,000	
Shoreline				Other*			
Tukwila				<b>Total</b>	<b>\$732,901</b>	<b>\$1,874,603</b>	<b>\$1,295,175</b>
<b>Subtotal</b>	<b>\$507,303</b>	<b>\$1,295,175</b>	<b>155%</b>				
				Total # of paid FTEs:		25	
County government funds	\$46,000	\$150,000	226%	Total # of unpaid FTEs (if volunteer-run):			
State/federal government							
Bothell and Woodinville	\$6,590	\$6,000					
Foundations	\$45,000	\$75,000	67%	Surplus/deficit 2021 explanation			
Corporations							
Private funds	\$4,308	\$148,428	3345%				
Fundraising							
In-Kind*	\$123,700	\$200,000	62%				
Other*							
<b>Subtotal</b>	<b>\$225,598</b>	<b>\$579,428</b>	<b>157%</b>				
<b>TOTAL</b>	<b>\$732,901</b>	<b>\$1,874,603</b>	<b>156%</b>	2021 budget change narrative (if >10% change from 2019 budget)			
*In-kind or other revenue explanation (if applicable)				This shelter program is now open to serve men around the clock. Staffing includes 4 support staff members at all times as well as 4 Case Managers dedicated to this program. Management oversight is provided by the Program Coordinator, the Shelter Operations Manager and the Services Director. Support staff includes a Kitchen Coordinator, Data Coordinator, Volunteer Coordinator, IT and Accounting. CEH has also increased staff salaries across the board to move closer			
meals, clothing, and supplies							

		Accounting. CRF has also increased staff salaries across the board to move closer to a living wage.
--	--	---

Service Units

	Service Unit 1			Service Unit 2			Service Unit 3		
Name	Drop-In Visit			Shelter			case management		
Measurement	Visit			Bed night			60 minutes		
Brief Description	Every man who comes to the Day Center does an intake and then signs in each time he comes in for services.			Each man who uses the low-barrier year-round nightly shelter is assigned a bed using our in-house AGENCY database.			Each man who utilizes onsite case management will be tracked by hours spend and resources given and goals achieved.		
	2019 Actual	2021 Projected	2021 City Funded	2019 Actual	2021 Projected	2021 City Funded	2019 Actual	2021 Projected	2021 City Funded
Auburn	31	31		52					
Bellevue	6,402	14381	14,396	7,173	14996	14,969		2000	1,809
Bothell	152	200	N/A	94		N/A		20	N/A
Burien	11	20			20			3	
Covington									
Des Moines	100	19		95	25			5	
Federal Way	63	100		26	110			5	
Issaquah	151	983	984	157	1031	1,023		130	124
Kenmore				17	17			3	
Kent	267	300		511	340			10	
Kirkland	797	2432	2,435	926	2571	2,532		320	306
Mercer Island	12	24	N/A	2	24	N/A		4	N/A
Redmond	744	2713	2,715	566	2852	2,824		341	341
Renton	623	700		762	750			100	
Sammamish	23	218	218	61	230	227		27	27
SeaTac	29	40		92	50			3	
Shoreline	14	20		53	30			2	
Tukwila	122	150		211	180			5	
Seattle	2,843	4500	N/A	5,546	4800	N/A		450	N/A
Other KC	463	700	N/A	569	800	N/A		30	N/A
Outside KC	1,421	2000	N/A	1,919	2100	N/A		300	N/A
Unknown	226	500	N/A	140	300	N/A		15	N/A
<b>TOTAL</b>	<b>14494</b>	<b>30031</b>	<b>20749</b>	<b>18972</b>	<b>31226</b>	<b>21574</b>	<b>0</b>	<b>3773</b>	<b>2607</b>

If 2021 projected services are significantly different than those actually provided in 2019, or if your cost per service unit varies between cities, please explain.

2020 is the first year that CFH has operated a 24/7 shelter that is open to up to 100 men every day of the year. Our numbers have significantly increased due to expanded operations. We have not been funded for case management services at the enhanced shelter program so case management outcomes are new this year, dependant on funding received.

Residents

	Residents		
	2019 Actual	2021 Projected	2021 City Funded
Auburn	5	3	
Bellevue	241	373	397
Bothell	2	4	N/A
Burien	3	3	
Covington			
Des Moines	3	3	
Federal Way	2	2	
Issaquah	13	27	27
Kenmore	1		
Kent	5		
Kirkland	26	68	67
Mercer Island			N/A
Redmond	27	76	75
Renton	27	20	
Sammamish	2	6	6
SeaTac	6	4	
Shoreline	5	5	
Tukwila	7	3	
Seattle	250	176	N/A
Other KC	15	10	N/A
Outside KC	70	40	N/A
Unknown	13	5	N/A
<b>TOTAL</b>	<b>723</b>	<b>828</b>	<b>572</b>

**Linked Applicant**

grants@cfhomeless.org

## Agency Information

Please review below agency profile and update necessary.

**Agency Name**

Congregations for the Homeless

**EIN #**

453932748

**DUNS #**

020216145

**CEO/Executive Director Name**

David Bowling

**CEO/Executive Director Email**

davidb@cfhomeless.org

**CEO/Executive Director Phone**

425-749-8369

**Agency Main Office Address**

515 116th Ave NE, Suite 150

**Agency Main Office City**

Bellevue

**Agency Main Office State**

Washington

**Agency Main Office Zip**

98004



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

CFH (Congregations for the Homeless) is a 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with phenomenal partnerships and support from King County's Eastside community, CFH serves approximately 2,000 people each year with shelter, permanent subsidized housing, and life-saving supportive services – including over 125,000 meals; CFH is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission: partnering with men & the community to create a path from homelessness to stable living. Our core values are relationship, dignity & respect, community and empowerment. These values embody how we work with the men, community and each other.

Services Provided by CFH Include:

Permanent Housing:

The CFH Housing Program provides 70 units of Permanent Supportive Housing in scattered sites for single men transitioning from homelessness to stable living. Men pay rent equal to 30% of their income. Each man is connected to our community of supports through case managers, house managers, agency partners and other CFH staff. In 2019, our housing program had a 95.5% success rate of keeping men housed for two years or longer, or graduating them to other permanent housing.

The CFH On and Up Housing Program provides 20 units of permanent affordable housing with light supports for men transitioning from homelessness to stable living. CFH master leases 4 plus bedroom homes on the Eastside to serve men who have income, can afford rent of \$500-\$600 a month, and need light case management support.

Case Management:

Within our shelters and permanent housing, CFH Case Managers equip and empower men to set goals, access housing resources and work towards self-sufficiency and on-going stability. Case Managers coordinate access to employment, medical, dental, substance dependence and mental health support as well as accessing basic hygiene services.

Shelter with Services

The Enhanced shelter/Day Center provides a safe, welcoming, resource- rich environment 24 hours a day every day of the year for men experiencing homelessness to rebuild their lives and obtain stable income and housing. Men in the enhanced shelter have access to safe sleeping accommodations, three nutritious meals a day, showers and laundry, storage, mail, haircuts, computers, etc... This low-barrier program serves 100 men experiencing homelessness on the Eastside each day, and between 700-900 men each year. In addition to limited case management services, CFH offers on-site housing navigation, employment navigation, medical and dental care, and professional mental health and addiction supportive services.

The Rotating Shelter (RS) is night shelter operating from 7pm – 7am for 30 men at a given time experiencing homelessness. The RS provides a vibrant healthy community within host congregation spaces where men can rest, recover and rejuvenate. In addition to accessing case management supports, the men are able to obtain three meals a day, washers, dryers, showers, and haircuts.

Housing Navigation and Outreach:

The CFH Navigation Program provides access to housing for men, women, and children who would otherwise be sleeping outdoors or in places that are not meant for human habitation. We do this through customized staff support in navigating an incredibly complex service and housing system coupled with one-time direct financial assistance as needed to remove housing access barriers. Since its inception in 2017, this program has found housing for approximately 300 individuals.

CFH Outreach responds to the requests from city staff, police, and the wider community in participating Eastside cities to engage with and address the needs of men, women, and families experiencing homelessness. In addition to serving as an educational resource about homelessness, the Outreach Coordinator proactively goes to places in each of these cities to find those experiencing homelessness, build relationships with them, and help connect them to needed resources.

Mental Health Counseling:

The CFH Mental Health Department addresses the psychological and emotional needs of the men annually served in our shelters and permanent subsidized housing. Five core programs comprise the delivery system of the resources necessary to meet the demand of our population: (1) individual counseling, (2) group counseling, (3) psychoeducational classes, (4) SUD treatment, (5) work recovery program. The current Mental Health Team includes a director, two university interns, and a local contracted Licensed Mental Health Counselor.

**2019 Actual Agency Budget**

\$2,573,052

**2021 Estimated Agency Budget**

\$4,663,916

# Agency-Specific Uploads for 2021-2022 Application

If applicable, please review and replace previously uploaded files with current files.

**(21 - 22 cycle) Most recent agency budget to actuals or financial statement**

CFH Financial Report Dec 2019 - Unaudited.xlsx

**(21 - 22 cycle) Most recent audit or financial review**

CFH SIGNED FINANCIAL STATEMENT\_2018.pdf

**(21 - 22 cycle) Management letter accompanying most recent audit or financial review**

CFH SIGNED MGMT\_LTR\_2018.pdf

**(21 - 22 cycle) Agency response to management letter**

Staff Response to Management Letter 06.18.2019.pdf

**(21 - 22 cycle) Current board of directors list including terms and cities of residence**

CFH 2020 Board roster-merged.pdf

**Proof of organization's non-profit status from the IRS (new applicants only)**

501c3 notice - cfh.pdf

**Non-discrimination policy**

CFH Nondiscrimination Policy.pdf

## Insurance Information

**We certify that if our agency is awarded funds, we are able to meet city-specific insurance requirements.**

Yes

**Certificate of Insurance (Current Awardees only)**

Combined\_Eastside\_Cities\_Insurance\_Certificates[1].pdf

**Expiration Date of Certificate of Insurance**

06/01/2020

Below this line are previous cycle fields.

**19 - 20 Most recent agency budget to actuals or financial statement**

CFH 2017 P&L.pdf

**19 - 20 Most recent audit or financial review**

2016 Congregations for the Homeless Audit Report 5-16-2017.pdf

**19 - 20 Management letter accompanying most recent audit or financial review**

**19 - 20 Agency response to management letter if there were findings**

**19 - 20 Current board of directors list including terms and cities of residence**

CFH-2018-Board-roster.docx



CITY OF KIRKLAND  
Department of Parks & Community Services  
123 5<sup>th</sup> Avenue, Kirkland, WA 98033 425.587.3300  
www.kirklandwa.gov

Human Services Commission Meeting:  
05/18/22  
Agenda: New Business  
Item #:7c

## MEMORANDUM

To: Human Services Commission

From: Lynn Zwaagstra, Director  
Jen Boone, Human Services Manager

Date: May 18, 2022

Subject: 2023-24 GOAL AREA 1 GRANT APPLICATION SUMMARY

## RECOMMENDATION

That the Human Services Commission review application submissions that meet the Goal Area 1 objectives in preparation for the May 24, 2022 meeting.

## BACKGROUND DISCUSSION

The City of Kirkland has five community goal areas that all community members should be able to achieve. First developed by the United Way of King County, and later adopted by several local jurisdictions including Bellevue, Redmond, Seattle, King County, and Kirkland, these Community Goal Areas reflect the belief that all people should have:

1. Food to Eat and a Roof Overhead
2. Supportive Relationships within Families, Neighborhoods and Communities
3. Safe Haven from All Forms of Violence and Abuse,
4. Health Care to be Physically and Mentally Fit as Possible, and
5. Education and Job Skills to Lead an Independent Life

At the May 24, 2022 meeting, Commissioners will begin discussion of applications that meet Goal Area 1: Food to Eat and a Roof Overhead. Applications in this category provide services to the community that support food insecurity, emergency services for those who are unhoused or experiencing homelessness, and services for residents experiencing housing instability.

For the 2023-24 funding cycle, 31 applications meet the objectives of Goal Area 1. Please reference Attachment A for a comprehensive list of agency name, program name, and brief description of the program. Of the 31 submitted applications, 7 applications are first-time requests. First-time requests are bolded in the attachment.

Commissioners will begin agency and program research, application review in the ShareOne Application portal, and sending questions to Antoinette Smith prior to the May 24, 2022 meeting.

For a summary of agency programs currently funded for the 21-22 cycle, please refer to the [Kirkland Human Services Dashboard](#).

ATTACHMENT A: 2023-2024 Goal Area 1 Application Summary

## 23-24 GOAL AREA 1 APPLICANTS

Agency Name	Program Name	Brief Description
4 Tomorrow	Rental, Mortgage and move in assistance	<b>To provide emergency rental, move in and mortgage assistance to low to moderate income households in East King County who are experiencing financial or housing instability. In collaboration with 4 Tomorrow's Life Services Program, this funding seeks to address housing instability by pairing financial assistance with the programs coaching model in order to build self-sufficiency.</b>
Attain Housing	Stable Home Rental & Move-In Assistance	Attain Housing's Stable Home program keeps struggling Eastside families housed with rental and move-in assistance funds. In 2021 we kept 182 families from losing their housing and 97% of those families remained in their homes three months after receiving assistance. Preventing homelessness reduces the incredible stress of displacement and is much more cost effective than rehousing a family after homelessness.
Catholic Community Services of King County	New Bethlehem Programs	New Bethlehem Programs (NBP) is an emergency services hub for families experiencing homelessness in East King County. Services include 24/7 shelter at two site locations, day center services, case management support, mobile medical services, behavioral health services, job placement resources, and youth & educational programming. NBP seeks to meet families where they are at, providing a supportive path to permanent housing.
Congregations for the Homeless	Enhanced Shelter Program	The 24/7 Enhanced Men's Shelter (EMS) provides a safe and welcoming environment every day of the year for men experiencing homelessness with on-site resources needed for individuals to rebuild their lives and obtain stable income and housing. This is the only Eastside shelter and services program dedicated to serving an average of 125 men experiencing homelessness each day, and between 800-1000 men each year.
Congregations for the Homeless	Housing	The CFH Housing Program provides 70 units of Permanent Housing with supports in scattered sites for single men transitioning from homelessness to stable living. Men pay rent equal to 30% of their income. Each man is connected to our community of supports through case managers, house managers, agency partners and other CFH staff. In 2021, our housing program had a 98.5% success rate of keeping men housed for two years or longer, or graduating them to other permanent housing.
Congregations for the Homeless	Housing Navigation	The CFH Navigation Program provides specialized case management and housing navigation services, and move-in financial assistance to help men, women, and children access stable housing who would otherwise be sleeping outdoors or in places that are not meant for human habitation.
Congregations for the Homeless	Rotating Shelter	The Rotating Shelter (RS) is a men's overnight shelter operating from 6 pm – 8am for up to 30 men each night who are experiencing homelessness. The RS provides supportive services; case management, addiction support, healthy community support, etc. to help men navigate to stability. This is the only recovery-based shelter where men can address addiction issues and find sobriety and stability.
Eastside Legal Assistance Program	Housing Stability	ELAP will provide critical legal services, safeguarding tenant rights for low-income residents. The objective is to reach residents before a crisis is reached and, using mediation and arbitration to find a solution that keeps them housed. ELAP has been running this program for the past two years and is confident that current results can be replicated throughout King County. All services will be 100% free to qualifying residents.
EBC-Eastside Baby Corner	Meeting Basic Needs For Children	EBC-Eastside Baby Corner's mission is to help kids reach their full potential by meeting basic needs today. We do this by distributing orders of children's essential health and care items through a 75+ agency partner network. In 2021 we delivered 160,866 orders of diapers, formula, baby food, car seats, pack n' plays, clothing, shoes, newborn supplies, school supplies, and hundreds of other types of items valued at 3.2 million dollars across King County, and Central Puget Sound.

Essentials First - Formerly known as Kits for Peace	Just Essentials Volume Distribution Program	People experiencing hygiene insecurity are the same ones who are facing food insecurity and most depend on food banks for their food needs. This program will provide local Food banks such as Hopelink, Renewal Food bank, Issaquah Food bank, Kent Food bank, etc. access to pallets of essential hygiene items provided through the "Just Essentials" program of Essentials First using the same ordering and distribution channel through which they get food.
Essentials First - Formerly known as Kits for Peace	Community Kits Program	The community Kits program is designed to address issues of hygiene inequity and lack of access to essential personal and household hygiene items such as soap, shampoo, detergent, feminine hygiene products, toothpaste, razors. Families making 30% of less of AMI in various school districts, newly arriving refugees, and those that are inadequately housed will be served through this program.
Essentials First - Formerly known as Kits for Peace	Essentials First - World Food Program	This program provides access to socially and culturally food to marginalized communities who are also facing food insecurity in addition to hygiene insecurity. Non perishable food is provided either in packed boxes or access to this food is provided by giving food cards to ethnic food stores that can be used to procure socially and culturally appropriate food.
Friends of Youth	The Landing Shelter & Resource Center	The Landing 24/7 service center is the only developmentally appropriate emergency and enhanced shelter for youth and young adults experiencing homelessness in East King County. It both meets young people's immediate needs and provides wraparound services to help them cultivate stability. In 2023 The Landing will be expanding to more than double the number of youth who can be served through early interventions that help them transition out of homelessness.
Friends of Youth	Youth Haven Shelter	Youth Haven is the only developmentally appropriate emergency and enhanced shelter in east King County for youth ages 7-17 experiencing homelessness, instability, and crisis situations. This 12-bed facility supports young people 24 hours a day in improving their safety and wellbeing through therapeutic case management, individual and group counseling, weekly skills groups, and educational support.
Friends of Youth	Transitional Living	Friends of Youth's Transitional Living Programs (TLP) provide safe, supportive environments where young people and young families can stabilize and build the skills needed to thrive independently. In addition to stable accommodations, residents have access to critical wraparound services including intensive case management, employment support, independent living skills education, trauma-informed counseling services, and a home visiting parenting program.
Hopelink	Housing	Hopelink has 19 units of Emergency Shelter, 51 units of Transitional Housing, and 35 units of Permanent Housing. Case managers, paired with the above-described units, use a strengths-based, client-centered case management model. Case managers work with the family to identify realistic goals to help the family overcome barriers and identify steps and strategies to achieve permanent housing. The end goal is to have the family achieve the highest level of self-sufficiency by making lasting change.
Hopelink	Financial Assistance Resiliency Program	Hopelink's Financial Resiliency Program helps individuals living in poverty who are experiencing an unexpected financial shock (need for car repair, medical issue, loss of hours at work, etc.) that threatens their overall stability (housing, employment, income). Through flexible financial aid, in conjunction with short-term system navigation help, our program reduces barriers to income supports and improves participants' financial stability.
Hopelink	Food Programs	When a family doesn't have enough food, a basic human need, stability in other areas is impossible; Hopelink's food programs provide food for nourishment and to supplement the income of households that make below 400% of the Federal Poverty Level. Hopelink's Markets and Mobile Market offer options from many food groups (fruits, vegetables, grains, proteins, and dairy). Home delivery is available for homebound individuals and emergency bags provide an immediate solution to a hunger crisis.
Imagine Housing	Imagine Housing Resident Services	Imagine Housing's Resident Services program helps low-income families and seniors maintain stable housing and connect to needed community resources on-site at Imagine Housing affordable housing properties. Our Resident Services Case Managers provide nearly 1,400 low-income residents with one-on-one support, resource referrals, basic needs items, community events and other services across 15 affordable housing communities in Bellevue, Kirkland, Issaquah, Redmond, Sammamish and Mercer Island.

Lake Washington Schools Foundation	Pantry Packs Food Security	The Lake Washington Schools Foundation's Pantry Packs Food Security program bridges the weekend hunger gap by providing discreet bags of nutritious, shelf-stable food to identified food-insecure students in the Lake Washington School District every Friday during the school year.
LifeWire	Emergency and Transitional Shelter (HSH Apartments)	LifeWire's confidential emergency shelter, My Sister's Home (MSH), and confidential transitional shelter, My Friend's Place (MFP), will relocate to our new facility, the HSH Apartments, in December 2022. Developed through our Hope Starts Here Campaign, this site is owned and managed by LifeWire. It will increase the capacity of the programs by 25%, increase accessible units by 9, and provide the area's only transitional apartments for DV survivors with substance abuse who are parenting.
LifeWire	Housing Stability Program	The Housing Stability Program (HSP) provides flexible low barrier financial assistance for survivors of domestic violence. Supports can include rental assistance, basic needs, and funds to address financial barriers that impact survivors' opportunities to locate, secure, and maintain stable housing, employment, and legal assistance while addressing other day-to-day needs.
Muslim Association of Puget Sound - Muslim Community Resource Center	Housing for Single Women	MAPS-MCRC provides socially and culturally appropriate transitional housing for single women. This vulnerable population has an increased need for personal safety and privacy, and the demand for transitional housing is far greater than the 15 available beds in Bellevue, Renton, and Seattle that we provide today for our clients. We are seeking to lease additional housing units on the Eastside and increase our capacity to provide case management to the clients in our transitional housing program.
<b>Muslim Association of Puget Sound - Muslim Community Resource Center</b>	<b>Emergency rental assistance program for Refugees, immigrants and low income families</b>	<b>Provide emergency rental assistance to refugees from Afghanistan and Ukraine who fall under Low Income (below 50% of AMI) /Very low income (less than 30% of AMI) categories. Our case manager will verify income and circumstances of the applicant and determine the level of assistance needed. Authorized payments will be made directly to landlord/rental agency/utility company.</b>
Muslim Association of Puget Sound - Muslim Community Resource Center	Food & Gas Cards Distribution Program	We provide emergency assistance in the form of cards that can be used to purchase food or gas (and nothing else). These are dual purpose cards. This ensures that no one in acute need of sustenance or transportation (i.e. to get to a job interview, a job, the food bank, etc.) is left in the lurch.
<b>Mary's Place Seattle</b>	<b>Mary's Place Flexible Financial Assistance for Families Experiencing Homelessness</b>	<b>Mary's Place serves families experiencing homelessness and housing instability across King County through shelter, mobile outreach and diversion, and prevention programs, using a diversion approach to engage families in problem-solving conversations to identify practical solutions to solving their housing crisis quickly and safely, and offering flexible financial assistance when necessary to support families to address the final barriers to housing stability.</b>
<b>Snoqualmie Valley Shelter Services</b>	<b>River Street Shelter</b>	<b>River Street Shelter, a low-barrier, enhanced-services shelter, provides 24/7 accommodation for up to 15 adults with semi-private, reserved beds, storage, on-site laundry, showers, clothing closet, bus tickets, and social service navigation. All meals are provided by community volunteers. Pets are welcome.</b>
Sound Generations	Meals on Wheels	Meals on Wheels (MOW) program is a network comprised of our main office and warehouse in Seattle, 20 satellite sites throughout the county, staff, and over 300 volunteers who coordinate and deliver nourishing meals to elders and disabled adults in King County, who are unable to leave their homes unassisted, unable to prepare meals, and lack social support.
The Salvation Army	The Salvation Army Eastside Social Services	The Salvation Army Eastside Social Services program provides financial assistance to those in need. We serve the community of Bellevue, Kirkland, Redmond, Bothell, on this program it provides these residents with emergency financial rent, mortgage and various utilities to promote housing stability. This program also offers food sustenance through a hot meal program and food pantry items; distributing hygiene bags, and baby items.

The Sophia Way	Helen's Place	Helen's Place is The Sophia Way's combined emergency shelter and day center located in Kirkland. We provide 24/7/365 services for 40 unduplicated women daily. Women experiencing homelessness have access to showers, laundry, computers, hot meals, and the sleeping area. Most importantly, clients connect with a case manager to identify their goals and create a plan for moving out of homelessness. In addition, women have access to mental health professionals for assessment and counseling services.
The Sophia Way	Sophia's Place	The Sophia Way 21-bed extended-stay shelter and resource center, Sophia's Place, provides shelter and daytime services for women experiencing homelessness. Women who are committed to ending their homelessness are able to stay in the shelter for up to six months while accessing case management and other support services. Providing access to a multitude of programs and resources, the Resource Center will be open to all Sophia Way clients, as well as women from the community.