

# 2021 RSJ Accomplishments Report

Human Services Department (HSD)

Public Safety and Human Services Committee Presentation

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# Agenda



- HSD’s Commitment to Racial Equity and Social Justice
- RSJ in HSD’s Work in 2021
- Notable Activities & Achievements
  - Six Key RSJ Initiatives in 2021
- 2021 RSJ Challenges and Lessons Learned
- Ongoing Work in Support of Advancing Equity in 2022

# Commitment to Racial Equity and Social Justice

The mission of the Seattle Human Services Department is to connect people with resources and solutions during times of need so we can all live, learn, work and take part in strong, healthy communities.

HSD is one of the largest contributors to Seattle's safety net.

- Funder, convener, and direct service provider for people in need.
- Serves current and emerging human service needs.
- Hundreds of millions in annual investments.
- Impact via direct and community-based organizations, programs, and services.
- Committed to actions that address disparities and center community need.
- Supports strong and healthy communities.

## HSD's Impact Areas

|                             |   |                         |
|-----------------------------|---|-------------------------|
| Preparing Youth for Success | Supporting Affordability and Livability | Promoting Healthy Aging |
| Supporting Safe Communities | Promoting Public Health                 | Addressing Homelessness |

# RSJ in HSD's Work in 2021

- Racial Equity Planning
- RSJ and HSD's Human-Centered Approach
- Investing in Addressing Disparities
- Recap of 2021 RSJ Plans



# 2021 Racial Equity Planning

**HSD's RSJ planning is collaborative that includes the HSD Change Team, Caucus Members, and a 2021 planning cohort of staff.**

**As a department, HSD focuses on:**

- Identifying disparities, and prioritizing opportunities that address community needs.
- Asking questions to advance the City's anti-racist and pro-equity vision.
- Increasing inclusion and centering community voices, especially BIPOC communities.
- Nurturing a relational culture rooted in RSJ Truths.
- Applying/embracing/alignment with the People's Institute Organizing Principles.
- Highlighting lessons learned and celebrating RSJ achievements.

# Investing in Addressing Disparities

In 2021, HSD's human-centered approach and investments addressed the impacts of racism, poverty, and other demographic factors that shape people's life experiences and outcomes.

## Support for unsheltered community members experiencing homelessness.

- Using a by name approach, HSD's HOPE Team facilitated 1,203 referrals (for 1072 individuals) to shelter
  - ~94% of those were to 24/7 enhanced shelter.
  - Of note, BIPOC people make up 33% of King County's overall population but represent 52% of people experiencing homelessness.
  - In 2021, 66% of HOPE Team referrals were made to BIPOC community members.

## Expanding BIPOC-centered community safety capacity building and crime victim support.

- New Safe and Thriving Communities division with community, greatly influenced by community.
  - 134 service provider contracts.
- Invested in 10.4M in community safety and capacity building.
- Invested 9M to serve more the 10,000 domestic violence and sexual assault survivors and their families.
  - Acquired Crime Survivor Services and which services over 1,200 people annually.
  - Continued growing Crime Victim Advocates and Victim Support Team programs.

# Investing in Addressing Disparities (cont.)

## Addressing needs in communities facing food insecurity.

- 82,903 summer meals distributed at 39 sites / community locations.
- 1,457,972 meals distributed through meal programs.
- 214,549 of duplicated food bank visits.

## Increasing access to internships and employment for Seattle's low-income and BIPOC students.

- 328 students received employment internships or paid "Earn and Learn" stipends from Seattle Youth Employment Program (SYEP).

## Helping vulnerable populations most impacted by COVID-19 access economic relief funds.

- Seattle Disaster Relief + Seattle Relief Funds benefitted over 25,000 low-income people, families, and children.
- \$21.8 million in direct cash assistance to those most impacted by the pandemic.
- 31% of applications were submitted in languages other than English.

## Providing energy assistance for income qualifying households.

- 7,183 new Utility Discount Program (UDP) customers enrolled.
- 18,291 households enrolled into UDP through the COVID-19 online, self-certification process.

# Investing in Addressing Disparities (cont.)

## **Increasing access to COVID-19 vaccines among aging, disabled, and low-income populations.**

- 14,000 clients secured appointments and 1,350+ in-home vaccine screenings.
- Assisted in standing up 120 vaccine clinics.

## **Collaborating with SFD to provide Mobile Integrated Health services.**

- Responded to 966 non-emergent 9-1-1 calls (Jan.-Oct.).
- Provided integrated case management to serve vulnerable populations.

## **Holding senior forums and events to combat social isolation and promote healthy aging.**

- 2,351 people reached via 22 Age Friendly Seattle virtual events.
  - Civic Coffee Hour & Close to Home.
- Healthy aging African American community forums and events:
  - African American Elders' Candidate's Forum; African American Caregivers Forum; NAAM Grandparents Day; Memory Sunday Brain Health & Dementia Awareness.



# Recap of Racial Equity Plans (REP's) and Actions

HSD's 2021 planning process and resulting REPs collected and presented key RSJ information and metrics.

➤ **Overview:** 2 Co-leads, 15 core members, 33 participants, 10 REP's, 2 other racial equity initiatives

## REP's

- Mobile Vaccine Clinics at Seattle Housing Authority Buildings
- Transformative Justice Learning Cohort – Ending Gender-Based Violence
- Preventing Gender-Based Violence (GBV) Project in East African, Native American and Latinx Communities
- Youth Domestic and Sexual Violence Prevention
- Peace in the Home Helpline
- Asian and Pacific Islander Resiliency Request for Proposal to Address Racism and Intolerance
- Farm to Table Nutrition Education for Underserved and Underrepresented Populations
- Hospitality Worker Emergency Relief Fund
- Utility Discount Program Relief for Immigrant, Refugee, and BIPOC Communities at Risk of Homelessness
- Standards of Quality for Family Strengthening & Support Certification Training

## Other significant RE initiatives

- Seattle Youth Employment Program Expansion Future State Planning
- STC Division Stand-Up and Community Capacity Building RFP



# Notable Activities and Achievements

- Review of HSD's Six Key RSJ Initiatives in 2021
  - HSD's RSJ Change Team and Caucuses
  - HR Joint Caucus Work Group Recommendations
  - Supporting GBV Survivors in BIPOC and Marginalized Communities
  - Asian and Pacific Islander Resiliency
  - Seattle Youth Employment Program Expansion
  - Safe and Thriving Communities Division
    - Stand-up and Community Safety Capacity Building RFP

# HSD's RSJ Change Team and Caucuses

Diversity is one of HSD's biggest assets at HSD, and our focus on equity is both internal and external.

## 2021 highlights from HSD Change Team and Caucus workgroups:

- Supported department development of HSD's Racial Equity Plans and actions.
- Built and strengthened relationships with community organizations.
  - Living Cities, People's Institute NW, Village of Hope, Seattle U, Africatown Community Land Trust
- Latinx Caucus community conversations on race, culture, immigrant experience, and colorism.
  - Worked in partnership with Diego Luna from Highline College & others.
- Asian and Pacific Islander Caucus connected and worked with their community to address and disrupt the rise in anti-AAPI hate in correlation to COVID-19 perceptions.
  - Supported anti-AAPI hate RFP.
  - Engaged with community and attended weekly community hosted meetings.
- Joint Caucus Human Resources (JCHR) Workgroup convened.
  - Increase equity and inclusion in HSD's hiring and recruitment processes.
  - Co-created recommendations with community stakeholders.

# Joint Caucus-Human Resources (JCHR) Workgroup

The JCHR originated to address concerns of potential bias and inconsistencies in the hiring processes.

- Led by Asian-Pacific Islander, African Descent, and LatinX Caucuses.
- Members felt existing processes contributed to POC staff fatigue and turnover.
- Delivered holistic hiring and recruitment process recommendations to address disparities.
- Focused on workforce equity, diversity, institutional culture, and opportunity for People Of Color (POC).

**RSJ Indicators:** Race, Ethnicity, Anti-racist Multicultural Organization Continuum, Workplace Relational Culture.

## Challenges

- Addressing institutionalized and structural bias, and increasing transparency
- Addressing mistrust and fostering a safe work environment.
- Improving outreach, inclusion, and staff equity.

## Strategies

- Establish a safe space for POC staff in HSD to share concerns, needs, solutions, and to act.
- Identify and confront barriers (communication breakdown, transparency, accountability).
- Engage with HSD's Senior Leadership Team, which includes HSD HR.
- Co-create racial equity strategy using Toolkit and Undoing Racism Strategy Chart.

# Joint Caucus-Human Resources Workgroup

## 2021 JCHR Actions and Impact.

### **Implement recruitment and hiring recommendations.**

- Inclusive recruitment and selection processes that led to the hire of the Safe & Thriving Communities Director and HSD Deputy Director.

### **Improve supervisor and employee understanding of mandatory reporting to address workplace complaints.**

- HR conducted Investigation Process/Mandatory Reporter Training with SDHR and Employee Ombud.

### **Enable racial justice leaders to identify workforce inequities and representation gaps using established data.**

- Workforce data analyzed and shared support setting intentional RSJ goals.
- Manager expectation set to assess and address racial equity gaps
- HR Director shared expectations (all HSD staff, leadership, added to hiring manager checklist)

### **Work to increase diversity in applicant pools.**

- Expand HSD's outreach strategy for candidate sourcing and targeted recruitment .
- HR shares all HSD job opportunities with internal and external partners (now distributed to over 200 agencies and organizations, shares targeted recruitments now shared with more publications.

# Supporting Gender-Based Violence Survivors

The Mayor's Office on Domestic Violence and Sexual Assault (MODVSA) was awarded \$600k of Coronavirus Local Fiscal Recover funding to support survivors of Gender-Based Violence (GBV) in BIPOC and marginalized communities.

- MODVSA conducted a planning process using elements of the RET to make funding decisions.
- Analysis found high need for increased support at all levels, and that the most impacted communities are those most marginalized (BIPOC, LGBTQIA+, immigrants/refugees).

**Geographic Extents + Impact:** Seattle Citywide

**Key RSJ and Equity Areas:** Criminal Justice, Health, Gender, Race & Ethnicity.

## Outcomes

- Ensure that the additional COVID related funding is awarded to the most vulnerable communities.
- Increase access and services for BIPOC and marginalized populations.
- Increase capacity building infrastructure so BIPOC and marginalized agencies could better serve clients.

# Supporting Gender-Based Violence Survivors

## Challenges and opportunities

- Rapid rollout and fast timeline to identify agencies and deploy funds.
- One time funding, while allowing for agencies to increase capacity, also is a burden as agencies.
- Criteria for funding supported priority organizations: small/grassroots, BIPOC led, direct victim service providers, and previously underfunded victim service agencies with positive record.

## Strategies

- Frequent meetings with community members, service providers, stakeholders, and survivors.
- Hold listening sessions to understand community and survivor needs and gaps due to COVID and social distancing.
- Create/hold space for ongoing dialogue to receive feedback ways to partner and support.
- Prioritize survivors, BIPOC, immigrants and refugees, people with disabilities, LGBTQIA+, small/grassroots organizations.

# API Resiliency Request for Proposal (RFP)

**Per Asian American and Pacific Islander (API) Community Ordinance 126308, allocate \$300,000 to Community Based Organizations to address the issue of racism and intolerance toward the Asian and Pacific Islander Communities.**

- Cross divisional workgroup was convened with staff representing all the divisions in HSD.
- Workgroup used a racial equity strategy chart throughout the RFP.

**Geographic Extents + Impact:** Seattle Citywide

**Key RSJ and Equity Areas:** Service Equity, Wellness, Capacity Building, Safety, Criminal Justice, Health, Gender, Race & Ethnicity, Anti-racist Multicultural Organization Continuum.

## **Outcomes**

- The most adversely impacted groups within the AAPI diaspora would receive support needed.
- BIPOC-led organizations doing the work receive funding and gain increased capacity.
- Reduce incidents of violence and trauma in the community and seek to address systemic racism.
- Achieve racial equity in City departments' service delivery and resource allocation.
- Fund new BIPOC serving organizations that have not received funding from the HSD in the past





# API Resiliency Request for Proposal (RFP)

## Challenges

- Expedited investment process
- Need for language access budget to cover translation of materials and stipends for raters
- Inherent distrust of government among BIPOC communities
  - We need to build authentic relationships and be honest with our stakeholders.

## Strategies

- Conduct outreach activities to organizations, councils, coalitions and individuals to inform the RFP including RFP design, content and outcomes.
- Include community members in the RFP rating and funding recommendation process.
- A cross divisional workgroup was convened with staff representing all the divisions in HSD.
- Workgroup used a racial equity strategy chart throughout the RFP
- Remove as many barriers as we can to streamline RFP process

# Seattle Youth Employment Program (SYEP) Expansion

**SYEP is expanding employment skill building and internship programs for youth and young adults that face barriers to employment.**

**Background:** In 2019, SYEP launched Learn and Earn, a foundational job readiness program that also provides life skill development workshops.

- Program is focuses on low-income + BIPOC youth, ages 16 to 24.
- Provides a highly supported pre-employment internships and other job readiness programs.

**Geographic Extents and Impact:** Seattle Citywide.

**Key RSJ and Equity Areas:** Education, Youth, Employment, Race & Ethnicity, Service Equity, Wellness, Capacity Building.



# Seattle Youth Employment Program (SYEP) Expansion

**In 2021, SYEP began planning to expand and build upon the existing model.**

- SYEP future state grows to a one-pronged program to a two-pronged program.
- Adds higher levels of technical and/or certificated training.
  - Helps build up young people's marketable skillsets when applying for jobs.
- Develops and connects young people to competitive internship experiences.
  - Provides internships that offer increased levels of responsibility and independence.

**New SYEP future state framework provides:**

- Provides more access to employment trainings, internships, and career counseling.
  - Helps participants get well-paying careers that are meaningful to them.
- Provides longer and deeper engagement with appropriately tiered experiences.
  - Participation can last up to two full years while getting paid throughout their involvement.
- Future state expansion is still focused on low-income youth (focus on BIPOC).

# Seattle Youth Employment Program (SYEP) Expansion

SYEP is partnering with DEEL and the Seattle Colleges' Seattle Promise (SP) program to increase the awareness and participation by income eligible Seattle Promise Scholars.

## Challenge

- Increased enrollment of SP Scholars + requirement to stay budget neutral, unintentionally narrows population served and would mean fewer overall slots for young people who are:
  - BIPOC
  - Not currently attending school
  - Currently in high school
  - Opting for other post-secondary opportunities (trade schools, apprenticeships, etc.)

## Centering Equity

- Recommended expanding the definition of the focus population from “current Seattle Promise Scholar” to “Seattle Promise Eligible”.



# HSD Safe & Thriving Communities (STC) Division

Standing up the Safe and Thriving Communities Division to address disparities, advance equity, and improve outcomes in BIPOC communities because people thrive when their lives are free from violence.

## Division created in 2021.

- Consolidated existing safety investments + additional investments.
- Response to ongoing unaddressed community needs elevated in 2021.
- National and local events, including Black Lives Matter protests.

## Activates the communities call for the City to take action within an RSJI framework.

- Centers racial equity, social justice, RSJI Truths, and uses collaboration and co-creation.
- Acknowledged impacts of racism and worked to address racial disparities
- Addresses needs of Black, Indigenous, and People of Color (BIPOC) communities.
- Invests in violence prevention and community safety strategies, programs, and services.
- Reduced Seattle Police Department budget.

# STC Division Stand-up

**Creation of the Safe and Thriving Communities Division was the result of a robust BIPOC-centered community engagement and public participation process.**

**HSD hosted five forums into inform the design, structure, and focus of the STC Division.**

- HSD established two work groups: Community Accountability and Division Director Hiring.
- The process demonstrated process, cross-generational, and racial equity.
- Community member workgroup participants were paid for their time and consultation.
- The forums forged joint vision between the City and the community.
- The process used a community-centered structure for shared decision-making and responsibility.
- HSD sought public input and participation in the hire of STC's first Division Director.

**STC's design is anchored in improving community conditions (determinants of equity) via:**

- Upstream preventative root causes investments
- Building community partnerships and capacity
- Utilizing the expertise of community-based organizations
- Deploying in community-led interventions and strategies

# Recapping 2021 Accomplishments and Impacts

## Community Safety Unit

- Made investments via 78 contracts in 33 BIPOC-led community organizations.
- Collaborated with community on the Community Safety Capacity Building RFP.

## Mayors Office on Domestic Violence and Sexual Assault (MODVSA)

- Served and supported over 10,000 survivors and victims.
- Made 56 contract investments in community providers.

## Crime Survivor Services

- Crime Victim Advocates and Victim Support Team acquired from SPD.
- Directly serving and supporting 1,200 people annually with a growing team of advocates.

## Key Investments

- \$10.4 million Community Safety Capacity Building RFP
- \$500k in Regional Peacekeepers Collective
- \$300k in to combat AAPI hate crimes
- \$600k to mitigate increasing gender-based violence
- \$1.4m Supportive Re-entry RFP in October

# Community Safety and Capacity (CSCB) Building RFP

## Mid-2021, HSD awards \$10.4 million to invest in CSCB

### 36 community engagement sessions to inform the RFP process.

- Identified a broad view of community safety and well-being and clarified expectations for equity-based requirements and investment in community-led solutions.
- Focus on Black, Indigenous, and People of Color (BIPOC) communities.
- Sessions addended by community members with lived or work experience related to:
  - Systemic racism and/or violence and harm due to criminal/legal system involvement
  - Leading or doing front-line work in community-based organization focused on community safety work.

### Outcome

- HSD received over 70 applications, totaling \$40 million in requested funds.
- Of the 33 community organizations awarded, 17 are new providers.
- Award of one-time funds ranging between \$123,068 to \$585,410 per organization.
- Contract period of July 15, 2021, to December 31, 2022.



# RSJ Challenges and Lessons Learned in 2021

- Begin planning early and allocate for inclusive and accessible process.
- Use toolkits to create alignment with racial equity goals and desired outcomes.
- Assess community context, history, and needs, including the impacts of underinvestment.
- Communicate with and involve partners, service recipients, and the broader community (especially those directly impacted by HSD and the City's decisions).
- Adopt a continuous improvement mindset.
- Track progress and impact on communities of color overtime.
- Report back to share status updates.
- Provide information learned from analysis, engagement, and from performance metrics.

# Preview of RSJ Objectives in 2022

- Relaunch RBA to ensure HSD investments have balanced performance measures, including impactful outcomes.
- Redesign/establish an updated community engagement framework.
- Provide workforce community-building and leadership development.
- Ensure innovation, accountability, and stewardship measures advance equity.



# Questions?

