
HUMAN SERVICES PUBLIC HEALTH COMMITTEE BRIEFING

HUMAN SERVICES DEPARTMENT

FEBRUARY 8, 2017

BRIEFING OBJECTIVES

- 1. North Seattle Human Services Summit**
- 2. Race & Social Justice**
- 3. Director's Report**
 - Measurable Impact
 - Key Department Updates
 - The Face of Human Services



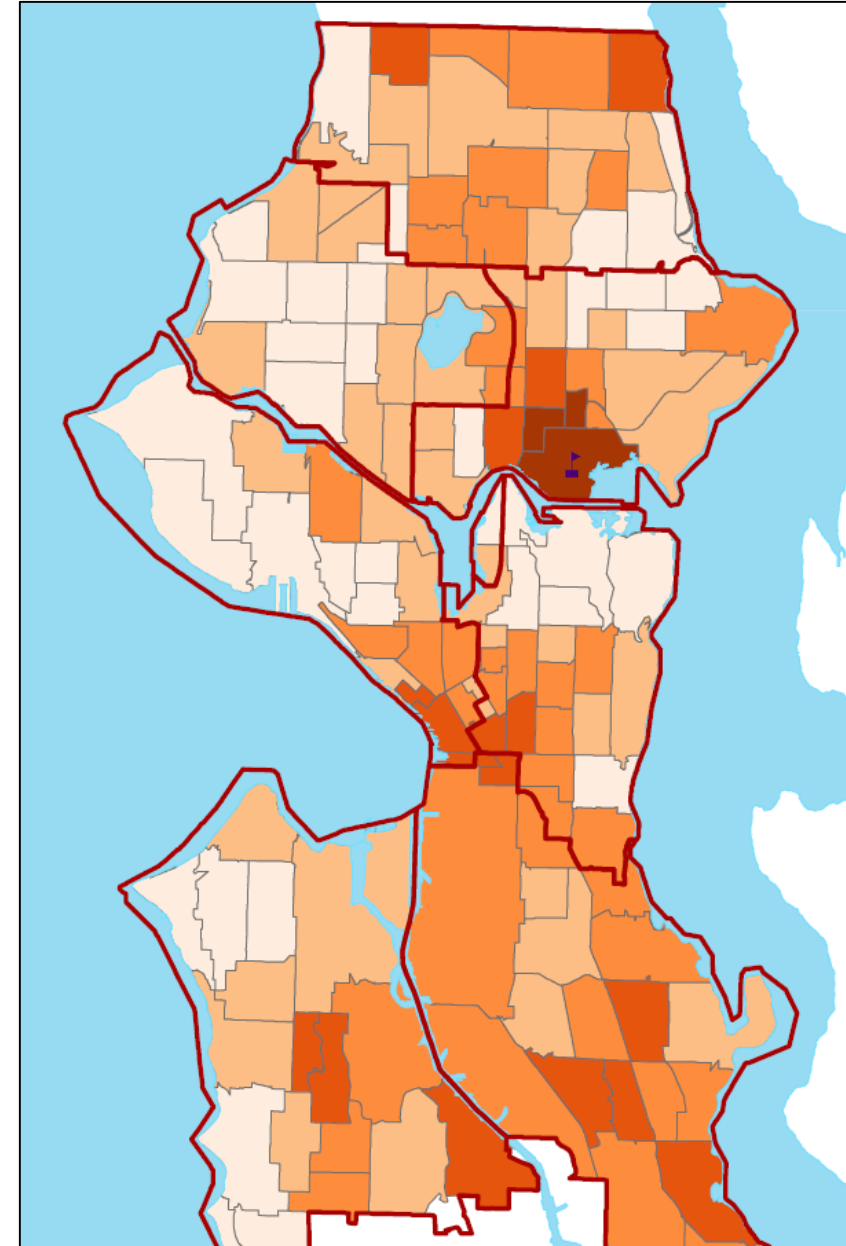
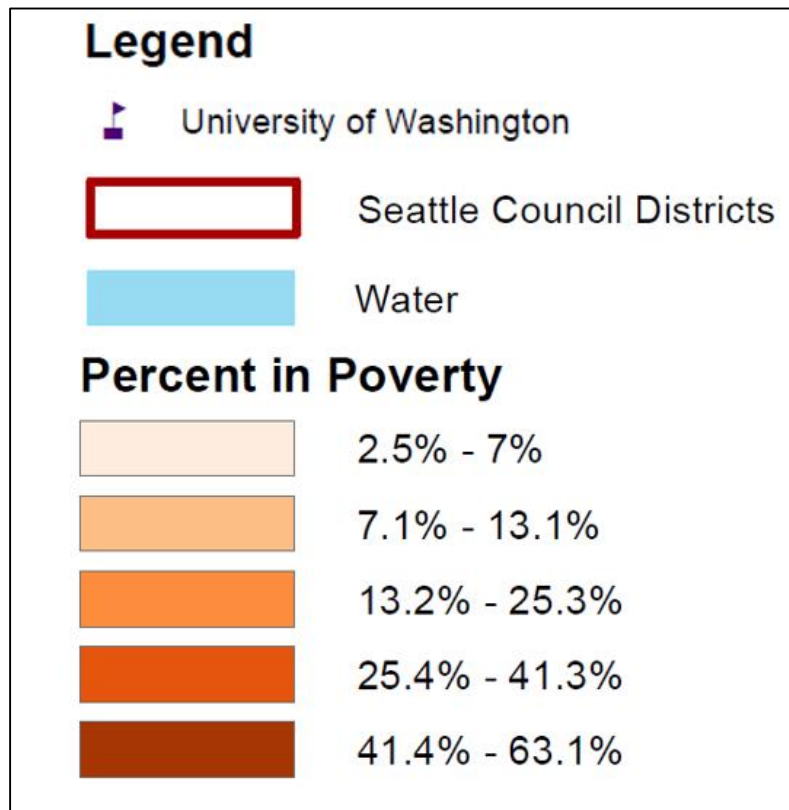
NORTH SEATTLE HUMAN SERVICES SUMMIT

RECOMMENDATIONS TO SUPPORT HUMAN SERVICE CAPACITY IN NORTH SEATTLE

CONTEXT

- **Summit took place on December 6, 2016 at North Seattle College**
- **Approximately 75 people attended**
- **The two Summit results as designed by the planning committee:**
 1. Establish a shared understanding of current human service landscape in North Seattle (i.e. needs, assets)
 2. Identify opportunities for a human service action agenda that builds on prior efforts (i.e. Connections Conference)
- **Summit agenda included a data walk and small group conversations**

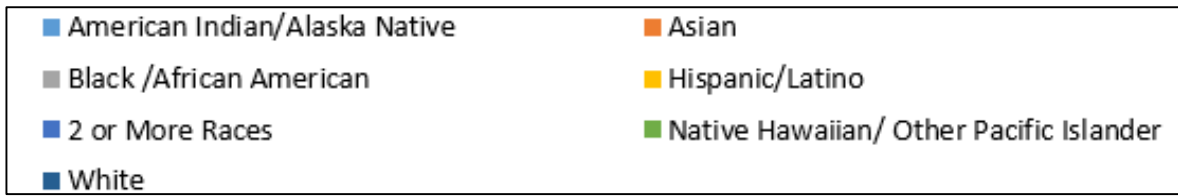
Neighborhoods in the northernmost part of Seattle—Bitter Lake, Cedar Park, and areas around Northgate and Lake City—experience high rates of poverty. However, consistently higher rates of poverty prevail in the southern part of Seattle.



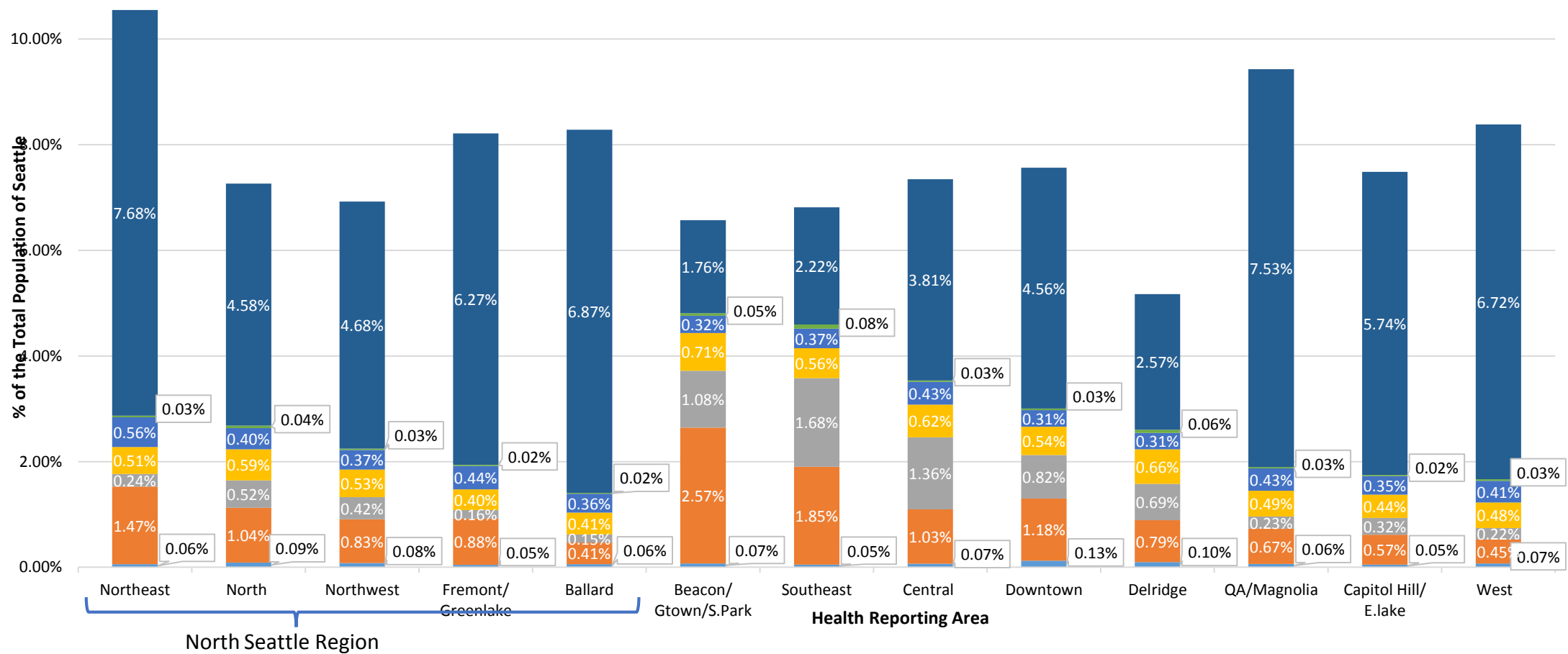
Data Shown by: Census Tract

Data Source: US Census Bureau, 2010-2014 American Community Survey

Notes: Poverty defined as at or below 100% of the Federal Poverty Level



Communities of color make up 35% of the Seattle population. Within this 35%, one-third live in the North Seattle Region. Asians, followed by Hispanic/Latinos, make up the largest communities of color in this region.



KEY THEMES

- Data capacity and infrastructure
- Technical assistance on using data
- Sharing information between north end stakeholder
- Cataloguing current resources and services available for people in need
- Interactive mapping of assets and resources
- Backbone support and infrastructure for organizing and advocacy
- Resources to support service and system navigation
- Better coordination and networking, between north end stakeholders and with other areas in the city
- Strategy for advocacy about policy and funding decisions impacting the north end

RECOMMENDATION

- **Primary Result:** Improve access and services to North Seattle residents seeking assistance, as well as support City's efforts to balancing investment to leverage the greatest impact for those in need.
- Establish a contract with a community-based organization to develop and implement plan to:
 1. Strengthen organizational capacity of agencies in the north end
 2. Strengthen existing networking infrastructure that allows for sharing of information and resources
 3. Support the planning and implementation of the 2017 Connections Conference with a focus on action
- Aligns with HSD's focus on strengthening capacity to achieve results and racial equity

VISION

- North Seattle Human Services Providers Collaboration will:
 1. Increase connection, collaboration and synchronization among service providers
 2. Facilitate North Seattle residents to critical services and resources
 3. Outreach to at-risk communities and individuals, including newcomer and immigrant communities
 4. Advocate with a shared voice for youth, families, adults and seniors in the north end

ACCOUNTABILITY STRUCTURE

- Lead Staff and Budget Administrator
- Volunteer Advisor & Connections Conference Lead
- Ground-level Staff
- Advisory Council
 - YMCA, Family Works, Hunger Intervention Program, 501 Commons, North Seattle Family Center, Meridian Center for Health, North Seattle Opportunity Center, City of Seattle Department of Neighborhoods



RACE & SOCIAL JUSTICE

UPDATE ON 2016 ACCOMPLISHMENTS & 2017 WORK PLAN



2016 ACCOMPLISHMENTS

- **Racial Equity Toolkit (RET)**

- Office of Civil Rights provide HSD technical assistance on use of the RET tool
- Focus has been to incorporate the toolkit more deeply into HSD operations

- **Power and Fiscal Analysis**

- Process for transformational change that places individuals and families at center of all decisions
- Examination of how department's fiscal resources are used and whether it aligns with RSJ values

- **Community Gathering**

- Circular Accountability conversations with Ron Chisolm, People's Institute for Undoing Institutionalized Racism
- Dialogue about race, equity and social justice that engaged city staff, community members, agency partners

HSD'S USE OF RACIAL EQUITY TOOLKIT

- **Racial Equity Toolkit used in 2016 procurement processes**
 1. Aging and Disability Services Nutrition
 2. Kingship Caregiver Support Program
 3. Navigation Center
 4. Gender-based Violence
- **Toolkit also used to develop the *Pathways Home Initiative***
- **HSD's results-based accountability strategy includes focus on racial equity**

ONGOING COMMITMENTS IN 2017

- **Power and Fiscal Analysis**
- **Training and Development**
 - Undoing Institutionalized Racism (UIR)
 - RSJI training
 - Dr. Edwin Nichols – philosophical aspects of cultural differences and world view
- **Caucus Groups**
 - African descent, European descent, and Asian Pacific Islander (API) caucus groups



DIRECTOR'S REPORT

MEASUREABLE IMPACT, DEPARTMENT UPDATES, FACE OF HUMAN SERVICES

MEASURABLE IMPACT

Measure	2015 Actual	2016 Target	2016 Actual
# of youth employed	673	1,050	670*
# newly enrolled for utility assistance	8,054	2,800	13,252**
# exiting from homelessness to perm. housing	1,366	1,149	1,693
# meals provided	469,303	476,591	705,698
# receiving family caregiver support	732	750	1,069
# receiving long-term case management (monthly average)	10,450	10,700	10,752
# domestic violence survivors accessing mobile services	162	116	170
# primary care medical visits provided to low-income (uninsured or insured) individuals	175,768	168,269	178,308

*HSD is responsible for creating 1,050 jobs out of the mayor's 2016 goal of 4,000

-- Summer internship jobs will be counted in August

**2016 target is lower than in 2015 due to a one-off large auto-enrollment last year

Data sources include HSD contract reporting and/or internal databases

KEY DEPARTMENT UPDATES

- ✓ New contract model implemented with **Family Resource Centers** effective 1/1
- ✓ **Seattle Youth Employment Program** job shadowing event on 1/13
- ✓ Release of RFP for **Kinship Caregiver Support Program** on 1/17
- ✓ **Joint retreat** between HSD Senior Leadership and Change Team on 1/20
- ✓ **“No Child Sleeps Outside”** campaign launch on 1/24 with Mary’s Place partners
- ✓ Participated in this year’s **Count Us In** on 1/27, the annual point-in-time count
- ✓ **HOPWA** funding award of \$1.7M for low-income individuals living with HIV/AIDS

THE FACE OF HUMAN SERVICES

