



SEATTLE CITY COUNCIL

Housing and Human Services Committee

Agenda

Wednesday, May 14, 2025

9:30 AM

Council Chamber, City Hall
600 4th Avenue
Seattle, WA 98104

Cathy Moore, Chair
Mark Solomon, Vice-Chair
Sara Nelson, Member
Alexis Mercedes Rinck, Member
Rob Saka, Member

Chair Info: 206-684-8805; Cathy.Moore@seattle.gov

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Council Chamber Listen Line: 206-684-8566

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Housing and Human Services Committee
Agenda
May 14, 2025 - 9:30 AM

Meeting Location:

Council Chamber, City Hall , 600 4th Avenue , Seattle, WA 98104

Committee Website:

<https://seattle.gov/council/committees/housing-and-human-services-x154115>

This meeting also constitutes a meeting of the City Council, provided that the meeting shall be conducted as a committee meeting under the Council Rules and Procedures, and Council action shall be limited to committee business.

Members of the public may register for remote or in-person Public Comment to address the Council. Details on how to provide Public Comment are listed below:

Remote Public Comment - Register online to speak during the Public Comment period at the meeting at

<https://www.seattle.gov/council/committees/public-comment>

Online registration to speak will begin one hour before the meeting start time, and registration will end at the conclusion of the Public Comment period during the meeting. Speakers must be registered in order to be recognized by the Chair.

In-Person Public Comment - Register to speak on the Public Comment sign-up sheet located inside Council Chambers at least 15 minutes prior to the meeting start time. Registration will end at the conclusion of the Public Comment period during the meeting. Speakers must be registered in order to be recognized by the Chair.

Pursuant to Council Rule VI.C.10, members of the public providing public comment in Chambers will be broadcast via Seattle Channel.

Please submit written comments to all Councilmembers four hours prior to the meeting at Council@seattle.gov or at Seattle City Hall, Attn: Council Public Comment, 600 4th Ave., Floor 2, Seattle, WA 98104.

Please Note: Times listed are estimated

A. Call To Order

B. Approval of the Agenda

C. Public Comment

D. Items of Business

1. [Appt 03158](#) Appointment of Naseem A. Ghazanfari as member, Seattle Women's Commission, for a term to July 1, 2026.

Attachments: [Appointment Packet](#)

Briefing, Discussion, and Possible Vote

Presenter: Chair Moore

2. [Appt 03159](#) Appointment of Eunji Han as member, Seattle Women's Commission, for a term to July 1, 2026.

Attachments: [Appointment Packet](#)

Briefing, Discussion, and Possible Vote

Presenter: Chair Moore

3. **Housing Connector: Proactive Approach to Keeping People Housed**

Supporting Documents: [Presentation](#)

Briefing and Discussion

Presenter: Shkelqim Kelmendi, Housing Connector

E. Adjournment



Legislation Text


File #: Appt 03158, **Version:** 1

Appointment of Naseem A. Ghazanfari as member, Seattle Women's Commission, for a term to July 1, 2026.

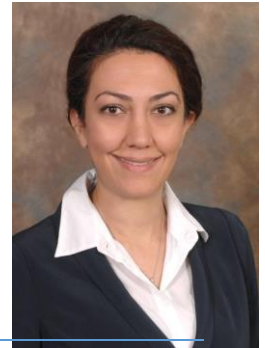
The Appointment Packet is provided as an attachment.



City of Seattle Boards & Commissions Notice of Appointment

Appointee Name: <i>Naseem A. Ghazanfari</i>		
Board/Commission Name: <i>Seattle Women's Commission</i>		Position Title: <i>Member</i>
<input checked="" type="checkbox"/> Appointment OR <input type="checkbox"/> Reappointment		City Council Confirmation required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Appointing Authority: <input type="checkbox"/> City Council <input checked="" type="checkbox"/> Mayor <input type="checkbox"/> Other: <i>Fill in appointing authority</i>		Term of Position: * <i>7/2/24</i> to <i>7/1/26</i> <input checked="" type="checkbox"/> <i>Serving remaining term of a vacant position</i>
Residential Neighborhood: <i>First Hill</i>	Zip Code: <i>98115</i>	Contact Phone No.: <i>Business phone # - NOT personal phone #</i>
Background: As a physician and activist, Naseem is passionate about enhancing both health and quality of life while giving back to the community. As a professional immigrant woman deeply committed to human and women's rights. She believes she can contribute valuable perspectives to our city through her personal and professional connections. She lives and works across multiple cities in the greater Seattle area and interacting with individuals from diverse backgrounds. Her collaborations with local artists and activists have further inspired her to contribute to the well-being of our beautiful city.		
Authorizing Signature (original signature):  Date Signed (appointed): April 16th, 2025		Appointing Signatory: <i>Mayor Bruce Harrell</i> <i>City of Seattle Mayor</i>

Term begin and end date is fixed and tied to the position and not the appointment date.



BACKGROUND

As a board-certified cardiologist and passionate advocate for women's rights and human rights, particularly those of immigrant women, I am eager to contribute to Seattle's Boards and Commissions. With my expertise in healthcare and my experience as an immigrant woman from Iran, I seek to empower underserved communities by advocating for gender equality, improving healthcare access, and promoting cultural exchange. I am committed to fostering connections among immigrant women and ensuring their voices are heard in the city's decision-making processes.

PROFESSIONAL EXPERIENCE

Cardiologist

Kaiser Permanente — WA

2020–Present

Skagit Regional Health — Mount Vernon, WA

2018–2020

- Lead comprehensive cardiovascular care, specializing in heart failure, valvular diseases, and structural heart conditions.
- Collaborate with interdisciplinary teams to promote preventative care and heart disease awareness, especially among female patients.

EDUCATION

- **Cardiovascular Fellowship**

University of Cincinnati Medical Center/College of Medicine — Cincinnati, OH

2015–2018

- **Heart Failure And Transplant Fellowship**

University of Cincinnati Medical Center/College of Medicine — Cincinnati, OH

2014–2015

- **Internal Medicine Residency**

Southern Illinois University — Springfield, IL

2011–2013



- **Medical School**
Shiraz University of Medical Sciences — Shiraz, Iran
2008

ADVOCACY & LEADERSHIP

- **Co-Founder & President**
Iranian Women's Institute for Life and Liberty (I-WILL) — Seattle, WA
2023–Present
 - Co-founded I-WILL to raise awareness about the challenges faced by immigrant women, focusing on issues such as gender apartheid, healthcare disparities, and cultural integration.
 - Leading initiatives to empower immigrant women through educational events, community-building activities, and creating a platform for cultural expression through art and storytelling.
 - Organized and hosted expert panels and discussions on critical topics like gender inequality, and civic engagement, providing a supportive network for immigrant women.
 - Developing programs to foster connections among immigrant women, helping them navigate challenges and seize opportunities in their adopted country.
- Involved in multiple initiatives involving immigrant communities, working with Uranian activists in WA as well as Iranian activists across the United States and Canada in a network comprised of 90 entities, advocating for world peace and promoting Human Rights

COMMUNITY ENGAGEMENT & VOLUNTEER WORK

- **I-WILL Outreach Initiatives:** Active involvement in organizing community events, supporting immigrant women through education and creating spaces for women to connect and share their stories.
- **Free Cardiology Care At Safe Harbor Clinic:** Four years of volunteering at Safe Harbor clinic, providing care to uninsured and underinsured population as a cardiologist as well as performing echocardiography
- **Member, National Organization of Women, Seattle :** Including presentation on Woman Life Freedom
- **Former Member:** National Women's Political Caucus of Washington

BOARD CERTIFICATIONS & LICENSURE



- **Board Certified in Cardiovascular Disease** — American Board of Internal Medicine, 2018
- **Board Certified in Echocardiography** — National Board of Echocardiography, 2018
- **Board Certified in Internal Medicine** — American Board of Internal Medicine, 2014
- **Washington State Medical License**
- **Federal DEA Certification**



Seattle Women's Commission

April 2025

21 Members: Pursuant to SMC 3.14.920, all members subject to City Council confirmation, 2-year terms, except for the Get Engaged member who will serve a 1-year term pursuant to SMC 3.51:

- 8 City Council-appointed
- 9 Mayor-appointed -plus one Get Engaged.
- 4 Other Appointing Authority-appointed: Commission-appointed

*D	**G	RD	Position No.	Position Title	Name	Term Begin Date	Term End Date	Term #	Appointed By
			1.	Member	VACANT				Mayor
			2.	Member	VACANT				Mayor
	F		3.	Member	Hannah Glover	7/02/24	7/01/26	1	Mayor
	F		4.	Member	Naseem A. Ghazanfari	7/02/24	7/01/26	1	Mayor
			5.	Member	VACANT				Mayor
			6.	Member	VACANT				Mayor
	F		7.	Member	Eunji Han	7/02/24	7/01/26	1	Mayor
	F		8.	Member	Krystal Guerrero	7/02/24	7/01/26	2	Commission
			9.	Member	VACANT				Mayor
			10.	Member	VACANT				City Council
	F		11.	Member	Emily Rose Barr	7/02/23	7/01/25	1	City Council
	F		12.	Member	Mariah Rivera	7/02/23	7/01/25	1	City Council
	F		13.	Member	Vinati Mamidala	7/02/24	7/01/26	2	City Council
	F		14.	Member	Talley Mills	7/02/24	7/01/26	1	City Council
	F		15.	Member	Jennifer Tran	7/02/23	7/01/25	1	City Council
	F		16.	Member	Kate Faoro Wright	7/02/23	7/01/25	1	City Council
	F		17.	Member	Nardos Tola	7/02/24	7/01/26	1	Commission
	F		18.	Member	Amanda DeFisher	7/02/24	7/01/26	1	City Council
	F		19.	Member	Whitney Nakamura	7/02/24	7/01/26	3	Commission
	F		20.	Member	Julie Chu	7/02/23	7/01/25	1	Commission
	F		21.	Get Engaged	Sonia Hitchcock	9/01/24	8/31/25	1	Mayor

SELF-IDENTIFIED DIVERSITY CHART

SELF-IDENTIFIED DIVERSITY CHART					(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
	Men	Women	Transgender	Unknown	Asian	Black/ African American	Hispanic/ Latino	American Indian/ Alaska Native	Other	Caucasian/ Non-Hispanic	Pacific Islander	Middle Eastern	Multiracial
Mayor	0	4	0	0	0	0	0	0	0	0	0	0	0
Council	0	7	0	0	0	0	0	0	0	1	0	0	0
Comm	0	4	0	0	0	0	0	0	0	0	0	0	0
Total	0	15	0	0	0	0	0	0	0	0	0	0	0

Key:

- *D List the corresponding Diversity Chart number (1 through 9)
 **G List gender, M = Male, F= Female, T= Transgender, U= Unknown
 RD Residential Council District number 1 through 7 or N/A

Diversity information is self-identified and is voluntary.

*Term begin and end date is fixed and tied to the position and not the appointment date.



Legislation Text


File #: Appt 03159, **Version:** 1

Appointment of Eunji Han as member, Seattle Women's Commission, for a term to July 1, 2026.

The Appointment Packet is provided as an attachment.



City of Seattle Boards & Commissions Notice of Appointment

Appointee Name: Eunji Han		
Board/Commission Name: Seattle Women's Commission		Position Title: Member
<input checked="" type="checkbox"/> Appointment OR <input type="checkbox"/> Reappointment		City Council Confirmation required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Appointing Authority: <input type="checkbox"/> City Council <input checked="" type="checkbox"/> Mayor <input type="checkbox"/> Other: Fill in appointing authority		Term of Position: * 7/2/24 to 7/1/26 <input checked="" type="checkbox"/> Serving remaining term of a vacant position
Residential Neighborhood: Pioneer Square	Zip Code: 98115	Contact Phone No.: Business phone # - NOT personal phone #
Background: Eunji would like to serve on the Seattle Women's Commission because it offers a meaningful opportunity to engage with my local community and make a tangible impact on the lives of women in Seattle. Having grown up in Seattle and returned six years ago, she is deeply committed to giving back to the city that shaped her. Leveraging both my professional skills and political experience, including working with Congressman Adam Smith and Harriett Harman, Member of Parliament. It would be an honor to join the commission to advocate for change and contribute to equitable solutions. She looks forward to shaping policies that drive progress for women and families in Seattle.		
Authorizing Signature (original signature):  Date Signed (appointed): April 16th, 2025		Appointing Signatory: Mayor Bruce Harrell City of Seattle Mayor

Term begin and end date is fixed and tied to the position and not the appointment date.

Eunji Han

Strategy & Operations Director

Forward-thinking leader with extensive experience working closely with executives and directing business operations to drive revenue growth and operational excellence. Collaborative and authentic people leader with a background in leading large teams in Operations, Sales, Marketing, and Strategy within complex startup and corporate environments. Proven success in building effective relationships and influencing cross-functional teams, with strong business acumen and a passion for developing talent.

Signature Strengths include:

Authentic Leadership | Transformation & Change Management | Sales Operations | P&L Management | Relationship Building | Business Strategy | Talent Development | Digital & Omnichannel Marketing | Project Management | Salesforce | Microsoft Office 365

WORK EXPERIENCE

EFFECTV, A Comcast Company

2021 – Present

Director of Campaign Management

Leading a team of 80+ campaign managers across the Pacific & Central regions overseeing campaign success for \$300M+ in advertising revenue.

- Building high-performing teams by fostering a culture of transparency, accountability, and inclusivity to support CM transformation, leading initiatives such as a leadership fireside chat series, CM Appreciation Week, and frontline coffee chats to embed CA core operating values into the team's DNA.
- Spearheaded AOS rollout for the CM organization, overseeing the strategy and execution, facilitating cross-functional partnership, conducting weekly progress check-ins, aligning stakeholders on the strategic roadmap and deliverables, and proactively managing risks, resulting in a seamless launch and identification of future enhancements.
- Led business planning and cross-functional coordination for key initiatives including the P2P transformation, New Hire onboarding refresh, Salesforce readiness, and the QAR to CIOC transition.
- Led the Your Voice Making Work Manageable workstream, achieving key milestones such as the launch of the Effectv Search Portal, NL tips, and a successful bingo challenge, contributing to improved work manageability.
- Selected for the 2024 Women in Leadership Cohort, focusing on developing high-potential female leaders.

STORIED

2020 – 2021

Director of Business Operations

Championed business strategy development and was the key integrator to foster innovation, collaboration, and operational excellence through EOS implementation.

- Led business operations and P&L financial strategy and drove company goals by building KPI dashboards and optimizing processes, leading to a 15% reduction in expenses and driving 20% year-over-year revenue growth.
- Oversaw company operations encompassing facilities, HR benefits, IT, cyber security, vendor management, and talent management tools, ensuring seamless daily operations.
- Scaled people operations by streamlining recruiting, onboarding, and performance management processes, leading to 60% team growth, increased employee satisfaction, and improved retention.

T- MOBILE

2015 – 2020

Part of the Leaders to Executive program an executive development program, designed to fast-track employees to the C-Suite through three rotational roles.

Sr. Marketing Manager, Strategy & Digital Innovation, 2018 - 2020

- Drove in year and long-term marketing and innovation strategy for the enterprise while collaborating with senior execs to prioritize key initiatives to deliver maximum ROI and manage key relationships across the business (Product, Marketing, Technology, Retail, Care, GTM) to influence alignment and deliver business results exceeding revenue growth of 7% and keeping <1% churn.
- Led and launched two major (18 mo+) initiatives from business casing, customer journeys to product launch managing 70+ cross-functional partners resulting in a reduction of calls to care by 31%, exceeding self-serve porting rate targets, and adding 30k new lines.

- Established digital go-to-market strategies for program launches focused on increasing digital activations, reducing churn, and delighting customers.

Senior Manager, Call Center Operations, Boise, Idaho, 2017—2018

- Led a team of 300 call center employees across 4 lines of business and implemented transformational insights and retention tactics to accelerate performance resulting in an increase of NPS by 60%, lower employee turnover by 40%, and the call center being ranked #1 out of 17 sites for 2018.

Retail District Manager, Brooklyn/Queens, 2015—2017

- Led retail operations for 7 stores and oversaw a team of 120 retail employees. Implemented talent and culture changes resulting in taking a bottom-performing district to the top 10% of the nation and increasing sales revenue YoY by 20%.
- Managed staffing, team development, and customer experience satisfaction metrics as well as launching a B2B partnership driving a 207% increase in sales business leads MoM.

SOLS SYSTEMS

2014 – 2015

Chief of Staff + Strategy

Promoted after 6 months to support the CEO on strategic initiatives: medical & consumer marketing, partnerships, investor relations, onboarding board of directors, and securing \$19M in Series B venture funding.

- Led People Operations from executive development, talent initiatives, strategic growth planning (400% employee growth), recruiting, employment law, onboarding, and compensation & benefits.

Market Development Director

Led and built the Marketing and PR team to execute SOLS's first product launch and successfully identified and managed strategic growth opportunities through the form of media, events, brand partnerships, and sales contributing to over 650 medical specialists selling our product.

- Led SOLS' first major partnership deal with WebPT generating over \$500k+ in revenue.

EVERYDAY HEALTH

2009 - 2014

Director of Business Operations, 2013 – 2014

Led strategic planning and business operations of sales, product, and technology teams to increase productivity and achieve 20% operational growth year-over-year.

- Drove digital & mobile business development for What to Expect and managed partnerships to increase sales from \$9M to \$18M+ (100% increase YoY) while launching new product offerings from mobile optimization tools, native ads, branded content, and video contributing to 22% in new sales revenue.
- Improved portfolio performance of the division by 15% by refining the financial process and implementing change management through an organizational restructuring of 80+ people to reach a \$37M annual goal.

Manager of Digital Sales Planning, 2011 – 2013

Led team of 10 sales planners responsible for ~\$90M in sales revenue by delivering innovative sales solutions.

- Oversaw ad product packaging, pricing strategy, inventory management, and forecasts resulting in \$90M in sales revenue and contributing to a 20% YoY sales increase.
- Winner of internal Facebook innovation competition leveraging Facebook's open graph to drive awareness and raise money for breast cancer.

Senior Digital Sales Planner, 2009 – 2011

- Successfully exceeded \$40M in annual proposed budget (25% increase YoY) by pitching creative digital solutions to clients and supporting 20+ sales reps.

ADDITIONAL EXPERIENCE

Market Maker Interactive, Digital Media Planner

2008 – 2009

TargetCast TCM, Assistant Media Strategist

2007 – 2008

EDUCATION

Masters of Business Administration

NYU Leonard N. Stern School of Business

New York, NY

- Specialization in Management, Entrepreneurship, and Leadership & Change Management
- Graduate Teaching Fellow in Advanced Negotiation

BA in Political Science & English

University of Rochester

Rochester, NY

- Graduated cum laude, Dean's list

Seattle Women's Commission

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Total	0	15	0	0	0	0	0	0	0	0	0	0	0

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Legislation Text

File #: Inf 2679, **Version:** 1

Housing Connector: Proactive Approach to Keeping People Housed



Housing Connector

Bold Actions | Simple Solutions





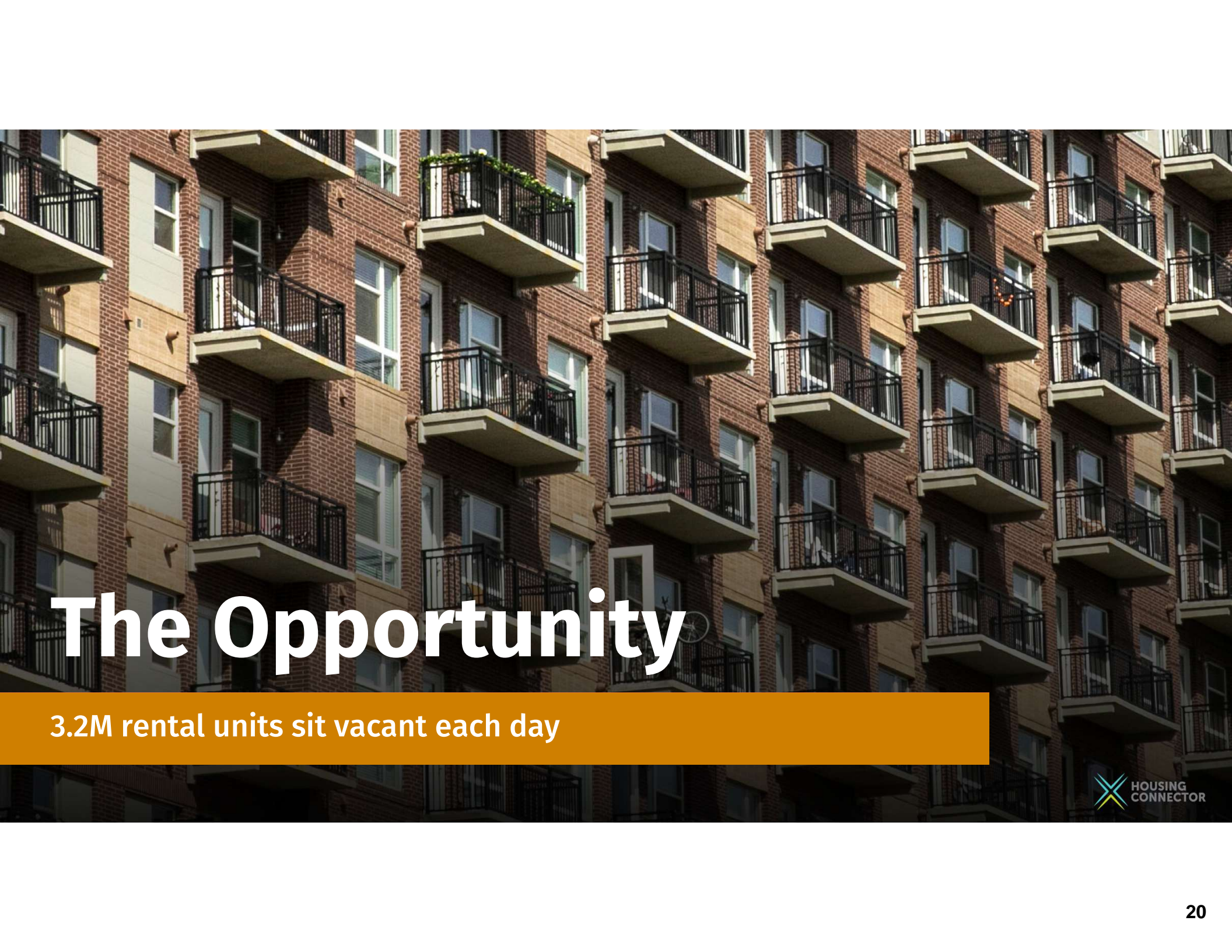
The Housing Crisis

- 24M people experience housing insecurity
- 770K+ people are unhoused
- Deficit of 6.5 million homes



Many Renters Face an Uphill Battle

- 1 in 3 people in the U.S. have a criminal record
- 29% of Americans have a credit score below 669
- 7.6 million individuals face eviction each year, nearly 40% are children

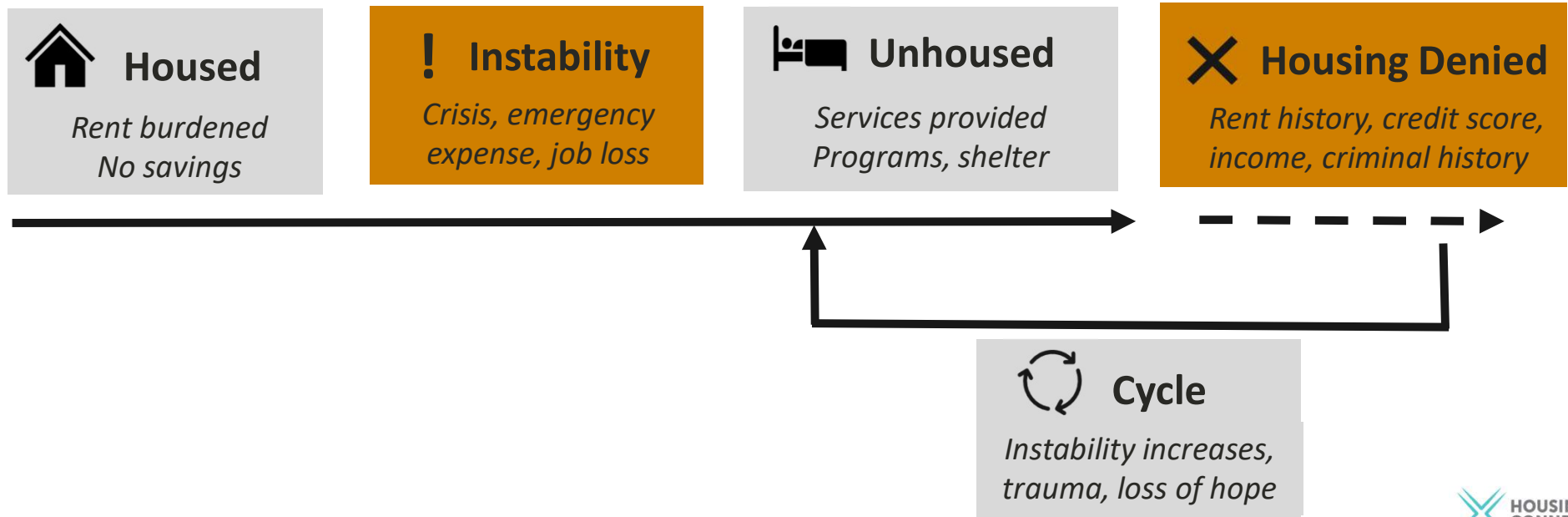


The Opportunity

3.2M rental units sit vacant each day

Existing Systems

Two points of failure leads to a cycle of homelessness



Housing Connector

Housing Connector is a national tech-powered nonprofit that **increases housing access and stability** for those most in need.



Operational in Washington State, Colorado, Texas, and Oregon





Solutions for Housing Access

Reduced Screening Criteria for all applicants at all properties

Online vacancy matching portal

Client-driven search tools

Creating community spaces for shared learning between properties and nonprofits



**HOUSING
CONNECTOR**


Zillow Powered Listing Platform



Housing Connector has **streamlined** the leasing experience through the development of an exclusive search platform imbedded in Zillow.com.

Housing providers share **real-time inventory** through feed integration reducing the time and resources necessary for updating inventory.

Clear Screening Guidelines



Zillow Save Share More

Graham Terry Apartments
2020 Terry Ave, Seattle, WA 98121


Income restricted units

[Request to apply](#) [Request a tour](#)

[Units](#) [Overview](#) [Facts & Features](#) [Policies](#) [FAQ](#) [Nearby](#)

Apartment floorplans

[Matches](#) [Studio](#)



Graham Studio 325 **HOUSING CONNECTOR**

\$784 - \$1,343

Studio | 1 ba | 325 sqft

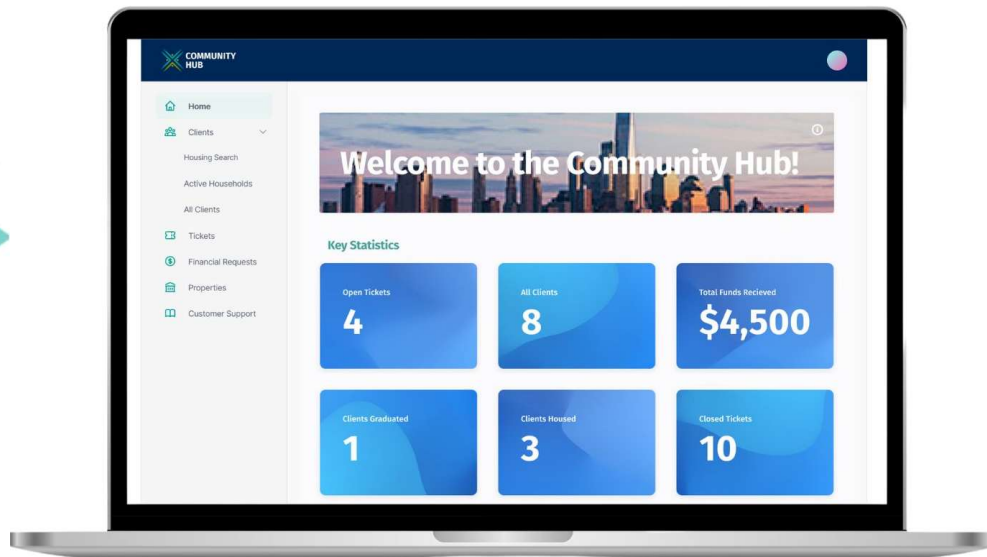
2 units - Available now

HOUSING CONNECTOR

Screening Criteria

- ✓ Evictions: 2 in past 3 years
- ✓ Credit Score: Waived
- ✓ Income to Rent: Waived
- ✓ Past Housing Debt: <\$1,000
- ✓ Rental History: Accepts no rental history
- ✓ Additional: Please provide a Housing Connector [Participant Letter of Support](#) upon contacting this property.

Community Hub



- **Unit matching** by resident in **easy to print and share** lists
- Ability to **search** for units **by rental barrier**
- Easy to track **financial request and support** tickets
- Streamlined **information sharing** about potential residents



Solutions for Housing Stability

- Up to **3 months** of emergency rental assistance
- Up to **\$5,000** damage mitigation
- **1-month** vacancy loss
- 2 years of housing-stability support (case management)
- Single **point of contact** for property support after move-in
- Eviction, mitigation and diversion **support**

Property Engagement

- Understand the business of housing providers and design **solutions** to solve their problems.
- The financial incentives will bring them in as partner, the **stability** solutions will keep them.
- Design solutions that operate at the speed of the housing market.
- Old data is bad data. Mechanism for managing unit availability is critical to compete for units and simplify the process for leasing agents.
- Single point of contact to address stability issues.



Technology and Housing Stability

- Technology is not the solution to homelessness...**housing is.**
 - *But technology can bring efficiency to better serve people.*
- Automated messaging and property connections gain us early indication of destabilizing events.
 - *Upstream prevention reduces homelessness system inflow. Prevention is more cost effective than emergency response.*
- Technology can make complicated problems simple for case managers and clients.
 - *Don't ignore the skills and abilities of the people being served.*



Five Years of Growth and Impact

Households
4,450



Properties
2,740



Major Cities
6



BIPOC Households
66%



Residents
9,480



Community
Partners
303



Housing Units
155,000



Completion of 1st yr. lease
85%





Results across sectors

Housing Providers: \$91M in generated revenue

Governments: \$1,200 cost per household (2 years)

- <5% the typical cost of housing

Nonprofits: Increased client housing options

- King County achieved highest EHV utilization rate in the nation

Communities: Reduced eviction rates

- 85% complete 1-year lease
- 1% eviction rate

64 Seattle Community Partners

Arc Of King County

Africatown Community Land Trust

Africatown International

Arms Around You

Atlantic Street Center

Aurora Commons

Ballard Food Bank

Casey Family Programs

Catholic Community Services

Chief Seattle Club

Columbia Care Services

Community Passageways

Compass Housing Alliance

Divine Alternatives for Dads Services

Downtown Emergency Services Center

Elizabeth Gregory Home

Entre Hermanos

Evergreen Goodwill

Evergreen Treatment Services

Farestart

Federal Defender

Greater Seattle YMCA

Housing and Essential Needs Program

InterIm CDA

Jewish Family Service of Seattle

Jubilee Women's Center

Juma

Kids In Need of Defense

Lake City Partners

Lifelong Cascade Housing Foundation

Low Income Housing Institute

Mary's Place

Mother Nation

Mysti's Adult and Family Services

Neighborhood House

New Beginnings

New Horizons

Northwest Immigrant Rights Project

Open Arms Perinatal Services

Peer Seattle

Pioneer Human Services

POCAAN

Real Escape from the Sex Trade

Refugee Women's Alliance

Seattle Conservation Corps

Seattle Housing Authority

Seattle Indian Health Board

Seattle Jobs Initiative

Seattle Union Gospel Mission

Solid Ground

Somali Community Services of Seattle

Southeast Network Safety Net

St. Vincent de Paul

United Indians for All Tribes

University District Food Bank

Uplift Northwest

Urban Family Center

Urban League of Metropolitan Seattle

Virginia Mason

Weld Seattle

Wellspring Family Services

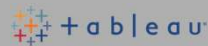
Youth Care

YWCA King County

YWCA King County

Sustainable Growth

SEATTLE FUNDING PARTNERS



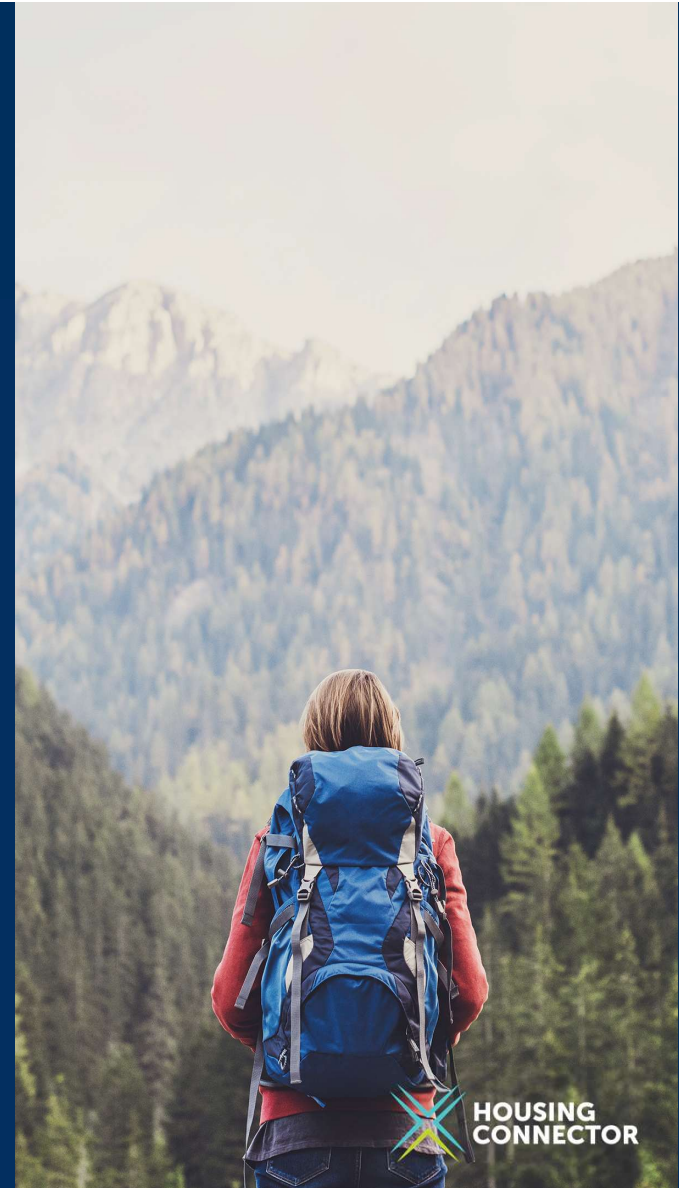
"They stand out as one of the most scalable and cost-effective solutions we've seen for addressing homelessness, and we are dedicated to supporting their transformative work."

- Oliver Rothschild, Managing Director, DRK Foundation



Bias for Action

Our Next 3 years of Impact...





The Best is Yet to Come.

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