



# Human Services Director's Report

## City Council Committee on Human Services and Public Health

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Wednesday, July 13, 2016 | Seattle Human Services Department | Catherine Lester, Director

Mayor Ed Murray  
Deputy Mayor Kate Joncas  
Deputy Mayor Hyeok Kim

# Briefing Objectives

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1. Human Services Department
2. Mid-year Report on Deliverables
3. YTD performance metrics
4. Looking Ahead
5. The Face of Human Services

# Human Services Department

**Youth & Family  
Empowerment**



**Community  
Support &  
Assistance**



**Aging &  
Disability  
Services**



**Leadership &  
Administration**



**Healthy Communities, Healthy Families**

# HSD 2016 Deliverables

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1. ADS Case Management
2. Affordability Agenda
3. Aging Agenda
4. Assessment of Fair Housing
5. Domestic Violence Strategic Plan
6. Homeless Investment Policy framework
7. Homeless State of Emergency
8. iTeam Recommendations
9. Minimum Wage Legislation
10. Navigation Center
11. Performance-based Contracting
12. Audit Action Plan
13. Provider Capacity
14. Youth Opportunity Initiative

# Mid-year Report on Deliverables

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- Ongoing **scaling of outcomes framework** with release of 2016 NOFA
- **New case management providers** on-board effective July 1
- Seattle Housing Authority residents **auto-enrolled** for utility assistance
- **“Do One Thing”** campaign activated against domestic violence
- **New portfolio contract model** for homeless investments implemented July 1
- State of Emergency investments implemented

# Making a Measurable Impact

| Measure   | 2015<br>Actual | 2016<br>Target | YTD<br>(through<br>5/31/16) |
|---|----------------|----------------|-----------------------------|
| # of youth employed   | 673            | 1,050          | 71*                         |
| # newly enrolled for utility assistance   | 8,054          | 2,800          | 2,290**                     |
| # exiting from homelessness to perm. housing                                      | 1,366          | 1,149          | 719                         |
| # meals provided  | 469,303        | 476,591        | 346,056                     |
| # receiving family caregiver support  | 732            | 750            | 609                         |
| # receiving long-term case management<br>(monthly average)                        | 10,450         | 10,700         | 10,600                      |
| # domestic violence survivors accessing mobile<br>services                        | 162            | 116            | 71                          |
| # primary care medical visits provided to uninsured<br>and low-income individuals | 175,768        | 168,269        | 74,525                      |

\*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 2015's due to a one-off large auto-enrollment last year

Data sources include HSD contract reporting and/or internal databases

# Looking Ahead

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- Submit application for **Age-Friendly Communities designation**
- **Youth Opportunities Initiative** implementation with a key focus on improving outcomes for young Black men
- **Homeless Investment Policy framework** implementation plan
- Launch a **Seattle-based navigation center** model
- Ongoing assessment of impacts from minimum wage legislation
- Convene a **symposium on capacity** for providers and funders
- Continue to **strengthen department's internal infrastructure**

# Seattle Soleful Strutters

