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# **HUMAN SERVICES PUBLIC HEALTH COMMITTEE BRIEFING**

**HUMAN SERVICES DEPARTMENT**

**MARCH 22, 2017**



# BRIEFING OBJECTIVES

## 1. Director's Report

- The Face of Human Services
- Key Department Updates
- Measurable Impact
- Pathways Home

## 2. Age-Friendly Seattle



# **DIRECTOR'S REPORT**

FACE OF HUMAN SERVICES, DEPARTMENT UPDATES, MEASURABLE IMPACTS, PATHWAYS HOME



- Emergency Operations Center activation began on February 22
- HSD is lead on **Mission #1** to make an additional 200+ safer living spaces available

# THE FACE OF HUMAN SERVICES

# KEY DEPARTMENT UPDATES

- ✓ Participated with Washington Association of Area Agencies on Aging in the Legislative Education Day in Olympia on February 7.
- ✓ Submitted application for federal Office on Violence Against Women grant to support improvements to our local criminal justice response; notifications late summer/early fall.
- ✓ Hosted a series of trauma-informed youth work and suicide prevention trainings to strengthen capacity in the provide network for responding to at-risk youth.
- ✓ Released the Community Shuttle Program Request for Qualifications (RFQ) on February 23.
- ✓ Hosted a City of Vancouver delegation to discuss homeless strategy and response on February 28.

<b>Measure</b>	<b>2016 Actual</b>	<b>2017 Target*</b>	<b>2017 Jan</b>
# of youth placed in internships through SYEP†	670	690	N/A
Average # of households enrolled in the Utility Discount Program	24,512	30,000	30,530 (600 new)
# of weekend hunger-relief backpacks provided	N/A	TBD	N/A
# of emergency meals provided	705,698	527,364	47,369
# exiting to permanent housing (all KC continuum)	6,128	6,200	329
# of family caregivers engaged (unduplicated for KC)	750	1,050	145
# of vulnerable adults receiving long-term case management	11,018	11,340	10,959
# of domestic violence, sexual assault, and commercial sexual exploitation survivors receiving support services	4,176	3,147	340
# primary care medical visits provided to low-income‡ individuals	177,865	173,958	15,069
% of Family Resource Center participants improve individual and family skills related to parenting and family interaction§	N/A	75%	N/A

\*IN CASES WHERE THE 2017 TARGET IS LOWER THAN THE 2016 ACTUAL: THE TARGET IS THE CONTRACTED CAPACITY WITH PROVIDERS AND ANY PREVIOUS SUCCESS OVER THAT IS VOLUNTARY, AND THEREFORE NOT GUARANTEED FROM YEAR TO YEAR.

† THE MAJORITY ARE PLACED BETWEEN JULY-AUGUST

‡ BELOW 200% OF THE FEDERAL POVERTY LEVEL/UNINSURED OR INSURED

§ DATA COLLECTED FROM SURVEYS ADMINISTERED THREE TIMES PER YEAR

# PATHWAYS HOME PRINCIPLES

- Public Stewardship of dollars
- Results-based contracting
- RFP as part of system alignment

## Create a Person-Centered Systemic Response

Housing First

Progressive Engagement

Prioritization

By Name List Processes

Partnerships

## Invest in Models with Demonstrated Success

Performance-Based Contracting

Data Driven

Model Fidelity

Continuous Quality Improvement

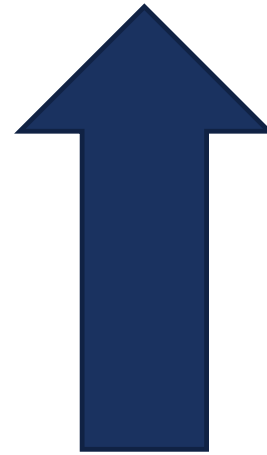
## Address Racial Disparities

Results-Based Accountability

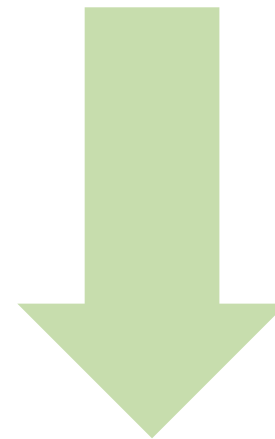
Analysis of Outcomes by Race

Affirmatively Furthering Fair Housing

# GOALS FOR TRANSFORMING CURRENT STATE



As system capacity and efficiency improves...



...need for crisis response goes down





# **AGE-FRIENDLY SEATTLE**

PROMOTING HEALTHY AGING AND AN AGE-FRIENDLY COMMUNITY

# AGE-FRIENDLY BRIEFING

- 1. Context: Human Services & Aging Network**
- 2. Age-Friendly Seattle**
  - Context
  - Early Action Launch
  - Ongoing & Future Commitments
- 3. Look Ahead**
- 4. Joint Resolution**

# CONTEXT: HUMAN SERVICES & AGING NETWORK

- HSD Aging and Disability Services division designated by the State as the **Area Agency on Aging** for Seattle/King County
- Area Agencies on Aging chartered under the **Older Americans Act** (629 in the United States including 13 in Washington state)
- **Area Plan** is our community needs assessment for adults and caregivers facing aging and disability issues; this plan is updated every two years

# AGE-FRIENDLY SEATTLE

- **Our community is aging**, especially the number of people who are 65 years and older
- **Basic needs** are going unmet for too many older adults, particularly among elders of color
- **Housing** for older adults can be a hardship, especially on a fixed income

# AGE-FRIENDLY SEATTLE GOALS

1. Increase social participation



2. Decrease displacement



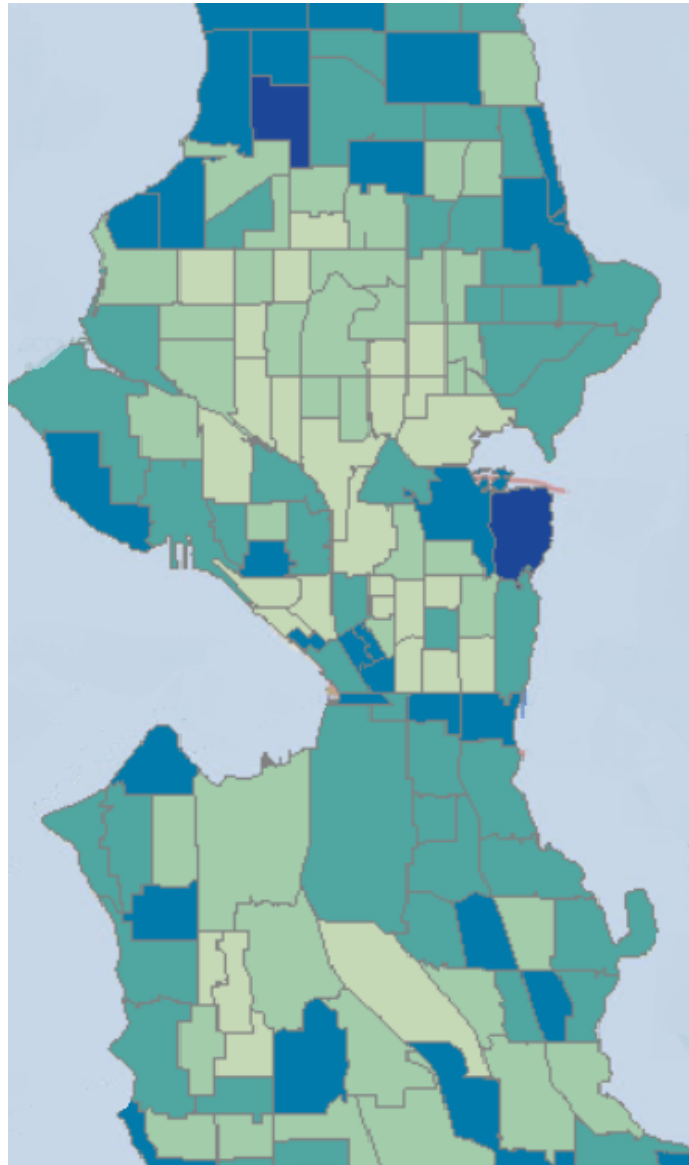
3. Increase race and place equity



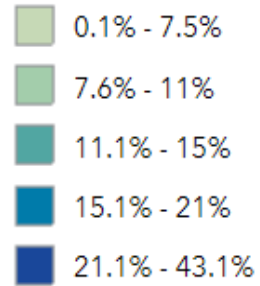
4. Increase awareness



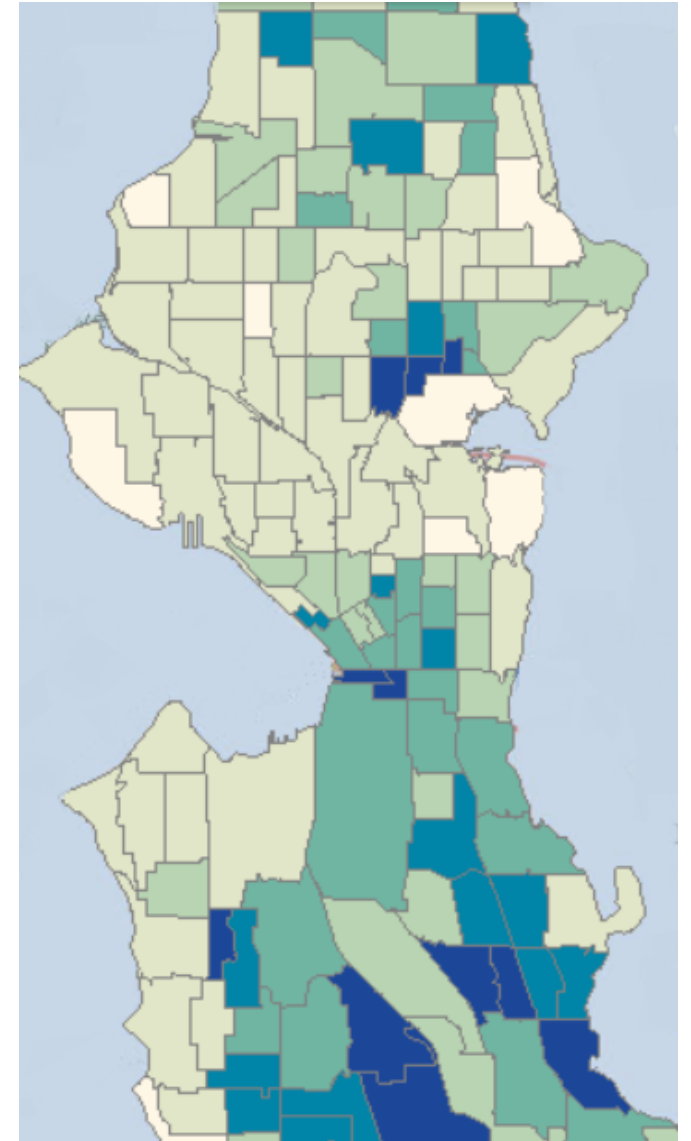
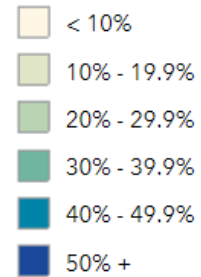
# RACE, PLACE, AGE & INCOME



Percent of Adults 65 Years and Over



Percent of Below 200% of Federal Poverty Level



# EARLY ACTION LAUNCH



Increase social participation



Decrease displacement



Increase racial equity



Increase awareness

## 2017 Strategies

- |  |  |
|--|--|
| <ol style="list-style-type: none"><li>1. Improve <b>access to human services</b> and other supports</li><li>2. Improve <b>transit options</b></li><li>3. Improve options for <b>capital improvements</b></li></ol> | <ol style="list-style-type: none"><li>4. Improve <b>housing</b> options</li><li>5. Improve <b>access to technology</b></li><li>6. Increase enrollment for <b>state tax exemption</b></li></ol> |
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# ONGOING & FUTURE COMMITMENTS



Increase social participation



Decrease displacement



Increase racial equity



Increase awareness

1. Host **community equity forums** to explore unique needs of LGBTQ elders and older women
2. Pilot an **Innovation Fund** to inspire creative ways to address human services
3. Develop an **age-friendly toolkit** similar to our Racial Equity Toolkit to apply for all City investments
4. Increase public awareness for older adults with a focus on equity issues
5. Incorporate age-friendly strategies into the **City's comprehensive plan**



# LOOK AHEAD

- **Statement of Legislative Intent** on needs of seniors
- **Ongoing engagement with City Council**
- **Community Involvement**
  - Age-Friendly Taskforce; ADS Advisory Council; Northwest Universal Design Council
- **Opportunity Calendar**
  - Older Americans Month (May); Elder Abuse Awareness Month (June)

# JOINT RESOLUTION

“As Seattle and other cities experience a demographic shift, the need for an age-friendly design is becoming ever more critical. From urban planning, growth and development to housing, transportation and services, these aspects of our community may be shaped for and by our older citizens.”

– Mayor Edward B. Murray



## **Contact:**

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