

DRAFT MINUTES

REDMOND HUMAN SERVICES COMMISSION MEETING

Monday, February 8, 2021 - 6:30 pm

1. Call to Order & Roll Call

Commissioners present: Vibhas Chandorkar, Kristen Muscott, Arjun Ram, Janet Richards, Rue Khosa, Jacob Brown, Jiwon Kim

Staff present: Beverly Mesa-Zendt, Brooke Buckingham

2. January 11, 2020 Meeting Summary

Motion to approve Janet, seconded by Kristen; unanimous

3. Items from the Audience

No items from the audience.

4. Commissioner and Staff Updates

- Rue shared that she was sorry to miss prior meeting due to complications with her pregnancy.
- Staff shared an update on Imagine Housing developments and resident concerns about property maintenance and services provided. Imagine Housing has met with cities and ARCH and has a plan to address concerns. The Commission asked whether the City seeks feedback from program clients and whether agencies survey clients. Staff will follow-up.
- Staff reported that qualified human services commission candidates have been selected to proceed with interviewing with Council.

5. End of Year Program Reports

Staff presented an overview of 2020 program [performance and outcomes](#). In response to questions about types of outcomes collected by programs, staff offered to follow-up with a sample program report and the detailed year-end numbers to accompany this presentation.

6. Draft 2021 Work Plan

Commission reviewed proposed work plan. No additional items were added. Discussion about whether provider presentations should be deep dive on topic or broader focus to build relationships with programs and better understand their work. Janet suggested that there be a listening or feedback mechanism from customers of agencies regarding the services/agencies. Staff and leadership will take feedback into consideration and develop a plan.

7. Strategic Plan

Staff shared an update on the pending Strategic Plan, which has been approved for \$40,000 in consulting support. The Commission will play a role in development of the plan, at a minimum being part of a focus group or interview. The Commission reiterated the need for the plan to address the role of the City (e.g. is it the role of the City to incubate new projects?). Kristen mentioned that Nourishing Networks has some mechanism for supporting fledgling non-profits that don't have the infrastructure that is required for being a "recognized" agency of the City. The Commission did not have additional feedback on what components would be needed for the plan, and staff will bring a draft scope of work back to the Commission for input.

8. Additional Funding

Staff shared an update on the status of additional funding. Staff shared the recommendations of the Commission to fund the shelter and mental health gap. Council and the Mayor continue to have discussions about the remaining "fund balance" and priorities for these dollars (e.g. COVID response). Staff asked the Commission to identify any known needs in the community based on what they were seeing. Challenges include:

- Resource navigation - where/how can residents, especially those who are newly impacted, access the services they need? 211 has high wait and sometime the service option provided is no longer available.
- Employment
- Family support
- Food
- Continued concern regarding youth mental health and potential impact of "reintegrating" after we return to in-person school, etc. Jacob asked what is the status of the Healthy Youth Survey?
- Helping people find/navigate the vaccine process. Kristen shared that Redmond United Methodist is willing to be a host site.

9. Adjourn