

## MEETING SUMMARY

### REDMOND HUMAN SERVICES COMMISSION

Monday, March 13, 2023 - 6:30 pm

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#### 1. Call to Order

Commissioners present: Rachid Erekaeni, Kathleen Reynolds, Anny Smith, Vibhas Chandorkar, Marilyn Lazaro, Laya Nair

Staff present: Brooke Buckingham, Alaric Bien

Guests: Marcus Lima, Pablo Ortega, Reginaldo DeJesus (Brazilian Community Services); Nura Adam, Jennifer Karls (Immigrant Women's Community Center)

#### 2. Items From the Audience: none

#### 3. Agency Presentations:

Ubumwe Women Association did not respond to invitation.

Brazilian Community Services (formerly Vine Community Services)

They run legal clinics, health fairs, provide cultural navigation, and school assistance to the Brazilian immigrant community. In partnership with Centro Cultural Mexicano to apply for Department of Health COVID community outreach grant. Concentration of Brazilian families along 148<sup>th</sup> Ave NE in early 2000's, but due to rising rents, community has moved farther north or south. Assisted 2,000-3,000 individuals last year. Biggest challenges are immigration status, social emotional assistance. Could use more resources for family and youth issues, tech center, basic needs (food, shelter, medical, dental).

Immigrant Women's Community Center

Established April 2020 by women of diverse backgrounds. Not just for women - they serve all through employment services, school assistance, mentorships for careers, domestic violence services, mediation and conflict resolution. About half of their clients are refugees with trauma, so they offer group sessions, one on one therapy. Story telling sessions promote a sense of belonging and are a safe space where community can connect. Currently funded by some one time city grants and donations. Small staff, equitably compensated, all at least bilingual. Kirkland grant for interpretation/translation services to serve 80+ nationalities. Dream is to get a building for single moms who are struggling to rebuild their lives. Biggest challenge with securing funding is reimbursement basis for contracts - they don't have the cash flow to front the money.

#### 4. Meeting Summaries: Rachid moved to approve the January 9 and February 13, 2023 meeting summaries. Anny seconded. Passed unanimously.

#### 5. Diversity Equity and Inclusion

Unconscious biases are very similar to stereotypes. An unconscious bias is an opinion formed about someone or something—not necessarily an outward judgment or action, unlike a stereotype. An unconscious bias can turn into a stereotype, though.

Commission discussed how unconscious biases might influence how we think about or judge programs and organizations.

- Certain communities might not have needs because a majority are doing well.
- Typos, grammatical errors might reflect poorly on a grant application.
- System is white centered, built to perpetuate itself.
- “Cultural navigation” may connote something other than what it sound like on the surface.
- Having agencies present to commission puts a human face on the organization.

## 6. 2022 Program Performance and Outcomes

[Performance spreadsheet](#): Green=met contracted targets, Blue=exceeded contracted targets, Orange=did not meet contracted targets.

Of the 62 programs, 79% met or exceeded their service unit goals (which is what programs are reimbursed on), 13 did not meet. Taking out shelter programs (since they have no control over how many Redmond residents access their beds), 87% met or exceeded, 8 did not meet. When numbers are not up to expectations, staff work with agencies to try to help them meet their contracted targets. Goal is for agencies to provide services to residents, not to withhold payment, but if under 90% of annual goals at tend of year, we only reimburse proportionately for actual services rendered.

[Outcome data](#): One or more Yr 2 outcomes met by 85% of programs; 9 of the 62 programs did not meet. We do not pay on outcomes achieved but do pay attention especially if significantly under. This information is conveyed to Commission in the application review process. Since outcomes must be the same across all funding Human Service Funding Collaborative cities, any changes to improve must be coordinated and agreed to by all cities and the program.

## 7. Contracting and Reporting Process

Reviewed sample [scope of work](#) showing contracted service units, resident and outcome targets. If full request not awarded, service units and residents reduced proportionately.

Reviewed sample [quarterly reimbursement request and service unit report](#) which can be found at [share1app.org/reporting](http://share1app.org/reporting) as well as annual outcome and demographic reports. Typically, we reimburse 25% each quarter unless there is significant underperformance. Staff work with programs to help ensure that their goals are met.

## 8. Strategic Plan

No additional staff to implement strategic plan as public safety levy failed. Current staff at capacity. Suggestion to hold a series of road shows to present the plan to the community to identify priorities, look for partnerships. Suggestions to present to agencies that focus on a particular area, use summer events/farmers’ market to increase awareness of services and destigmatize, follow up with groups that participated in the survey, work with community on translation/re-creation and facilitation of presentations. Email staff with other ideas.

## 9. Topical Forums

Suggestions for possible presentations:

- King County Regional Homelessness Authority, what shelters serve whom, length of stay, location
- How to evaluate an application from DEI perspective, take an application and look at it through an equity lens

- What are agencies doing and what kind of outreach are they doing to get to people? Why aren't they meeting their goals? Homeless Outreach Administrator
- Education for post-secondary school transition
- How to evaluate an application's budget

**10. Commissioner & Staff Updates**

- Vibhas will be out of town next month but will join meeting virtually.

**11. Adjourned** at 8:28.