

City of Redmond



Agenda

Tuesday, July 18, 2023

4:30 PM

City Hall: 15670 NE 85th St; Remote: Comcast Ch. 21/321, Ziplify Ch. 34,
Facebook Live, YouTube, [Redmond.gov/rctvlive](https://www.redmond.gov/rctvlive), or 510-335-7371

Committee of the Whole - Public Safety and Human Services

Committee Members

Jeralee Anderson, Presiding Officer

David Carson

Steve Fields

Jessica Forsythe

Varisha Khan

Vanessa Kritzer

Melissa Stuart

AGENDA

ROLL CALL

1. Update to Bike and Scooter Share Pilot Program [CM 23-380](#)
[Attachment A: Scooter Share 2019-2023 Program Statistics](#)
Department: Planning and Community Development, 5 minutes
Requested Action: Study Session, July 25th
2. Human Services Strategic Plan Update [CM 23-379](#)
[Attachment A: Human Services Strategic Plan Status Update](#)
[Attachment B: Resilient Together, Redmond's Human Services Strategic Plan](#)
Department: Planning and Community Development, 10 minutes
Requested Action: Informational
3. Community Health Through Thrive [CM 23-368](#)
[Attachment A: Community Health Mission, Vision & Values](#)
[Attachment B: Presentation](#)
Department: Police/Fire/Planning/Executive, 15 minutes
Requested Action: TBD
4. Amendment No. 1 to the October 2022 Agreement between [CM 23-377](#)
People of Color Against Aids Network (POCAAN) and the
City of Redmond
[Attachment A: Amendment No. 1 to Agreement between POCAAN & City
of Redmond](#)
[Attachment B: Previously Executed Agreement for Services between
POCAAN & City of Redmond](#)
Department: Fire, 5 minutes
Requested Action: Consent, August 2nd
5. \$32,000 Criminal Justice Training Commission Officer [CM 23-386](#)
Wellness Grant
Department: Police, 5 minutes
Requested Action: Consent, August 2nd
6. Redmond Police Department 2023 Q2 Crime Report [CM 23-367](#)
Department: Police, 5 minutes
Requested Action: Informational

7. National Night Out Update

[CM 23-390](#)

Department: Police, 5 minutes

Requested Action: Informational

ADJOURNMENT



Memorandum

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-380

Type: Committee Memo

TO: Committee of the Whole - Public Safety and Human Services

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Planning and Community Development	Carol Helland	425-556-2107
Planning and Community Development	Seraphie Allen	425-556-2450

DEPARTMENT STAFF:

Planning and Community Development	Vangie Garcia	Transportation Planning and Engineering Manager
Planning and Community Development	Francesca Liburdy	Senior Transportation Planner
Planning and Community Development	Kim Keeling	Senior Program Administrator

TITLE:

Update to Bike and Scooter Share Pilot Program

OVERVIEW STATEMENT:

After launching in summer 2019, the micromobility (also known as the bike and scooter-share) pilot was paused due to winter and COVID-19. Scooter service was resumed in November 2020. The last program update was June 2021. The City and the pilot program vendor have adapted program processes in response to community input to improve program performance and community satisfaction. This update is to inform the Council of performance metrics over the life of the pilot and to receive direction as staff work to transition from the pilot to a permanent permit program to be reviewed in Q3 of 2023.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Transportation Master Plan, Environmental Sustainability Action Plan, Long-Term Disaster Recovery Plan, Climate Emergency Declaration
- **Required:**
N/A
- **Council Request:**

N/A

- **Other Key Facts:**

N/A

OUTCOMES:

A successful micro-mobility program advances the City's goals by addressing mobility, climate, equity, and safety. The advances a viable first-last mile mode that is available for all in the City of Redmond. This supports the Transportation Master Plan strategy to improve travel choices by reducing drive-alone trips.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**

N/A

- **Outreach Methods and Results:**

Spring 2018 - Public Questionnaire

Fall 2019 - Let's Connect Questionnaire

- **Feedback Summary:**

Council initiated discussion of bike share in 2018 and decided in 2019 to allow bike and scooter share as a permitted right-of-way use during a pilot project period. Lime applied to operate scooter share and was permitted effected July 30, 2019.

Following the mid-pilot evaluation in Fall 2019, Council directed staff to return with a set of proposed program revisions that could improve scooter share through a second year of the pilot.

BUDGET IMPACT:**Total Cost:**

Bike and scooter share program is provided by a private vendor via a right-of-way use permit. Staff working on this program are funded through the adopted budget.

Approved in current biennial budget:☒ **Yes**☐ **No**☐ **N/A****Budget Offer Number:**

0000034 Mobility of People and Goods

Budget Priority:

Vibrant and Connected

Other budget impacts or additional costs:☐ **Yes**☐ **No**☒ **N/A****If yes, explain:**

N/A

Funding source(s):

General Fund

Budget/Funding Constraints:

N/A

N/A

☐ Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
1/14/2020	Committee of the Whole - Planning and Public Works	Receive Information
2/18/2020	Business Meeting	Receive Information
3/10/2020	Study Session	Provide Direction
6/8/2021	Committee of the Whole - Planning and Public Works	Receive Information
6/15/2021	Business Meeting	Receive Information

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
7/25/2023	Study Session	Receive Information
9/5/2023	Business Meeting	Provide Direction

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

If the pilot program is not approved, the vendor will be required to remove all scooters within a period of time. This would impact residents and visitor's ability to move around Redmond and challenge commuters who have become accustomed to this service.

ATTACHMENTS:

Scooter Share 2019-2023 Program Statistics

Scooter Share Pilot Program Statistics

July 18, 2023

Transportation Planning and Engineering Division



Scooter Share Pilot Program Statistics 2019 to 2023

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Total Scooters Deployed	154,598
Completed Trips	187,748
Median Distance (miles)	0.8
Median Duration (minutes)	8
Total Distance/Vehicle Miles Traveled (miles)	221,608
Number of Riders	119,624
Number of Customer Service Requests	208



Customer Service Requests

Retrieval • Improper Parking • Obstruction • Safety Concern • User Suggestion



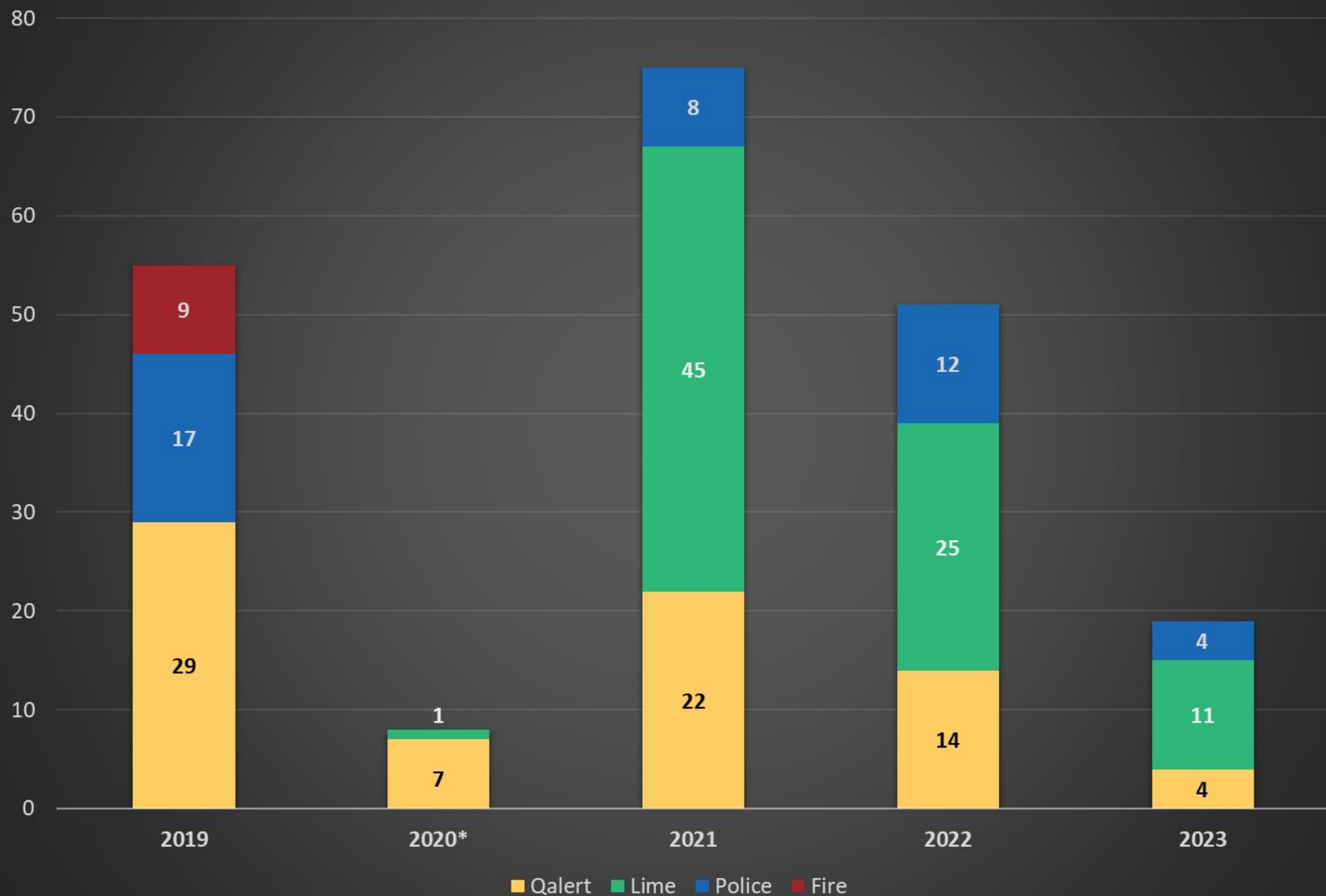
Directly reported to	# of requests
Lime	82
Qalert (city request for service)	76*
Police	17
Fire	9
<i>Total customer service requests</i>	208

With over 187,000 completed rides, there is 1 service request per every 900 completed rides.

*45 of the 76 Qalert requests were from one person. The City worked with Lime and the individual. This resulted in creating a direct access method for this person to report issues.



Customer Service Requests Received



The City and Lime worked on operational changes that helped address concerns of usage and parking.

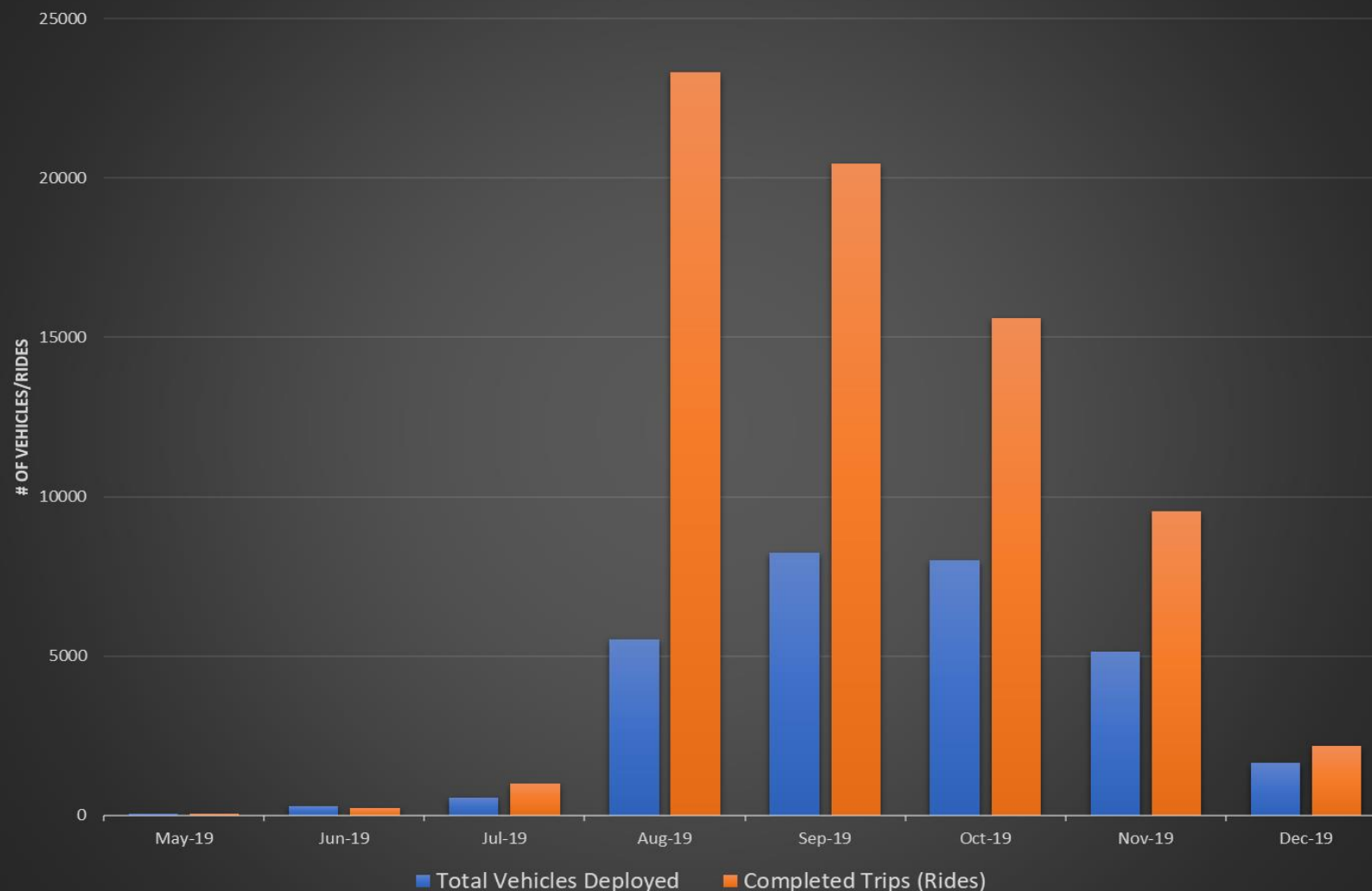
Lime conducts proactive foot patrol audits that immediately address improper parking, which help reduce service requests.

**Program paused in 2020 due to the COVID-19 pandemic.*

Pre-Pandemic Program Statistics



2019 Scooters Deployed and Completed Trips



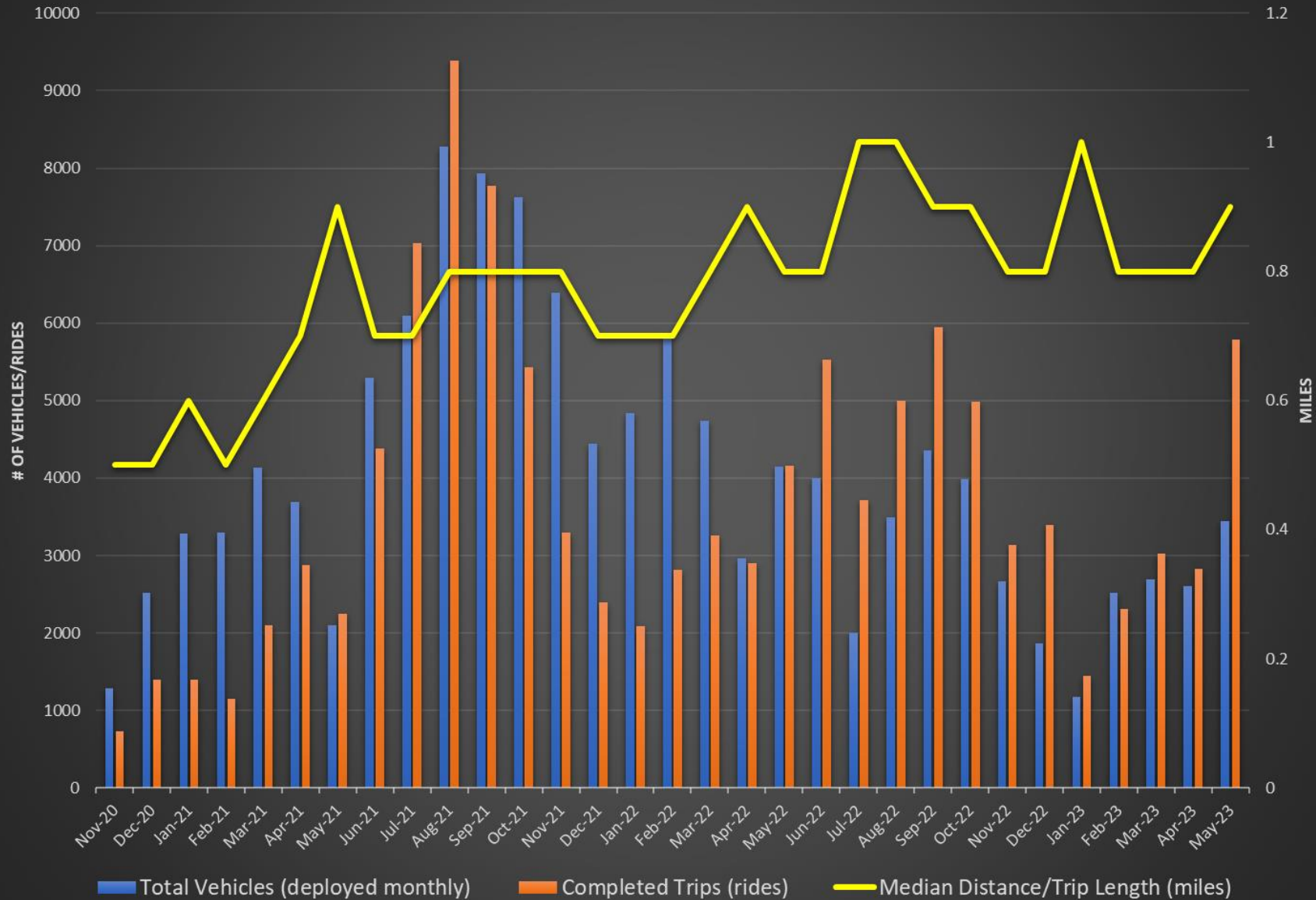
Pilot Program began in May 2019.

Program paused in 2020 due to COVID-19 pandemic.

Program restarted in November 2020. The City requests vehicles to be removed during inclement weather.



Scooters Deployed and Completed Trips, Nov 2020 to May 2023



Higher usage typically during good weather months.

Program being utilized as first/last mile connection.

September Study Session will include June and July metrics.



Thank You



Any Questions?





Memorandum

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-379

Type: Committee Memo

TO: Committee of the Whole - Public Safety and Human Services

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Planning and Community Development	Carol Helland	425-556-2107
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DEPARTMENT STAFF:

Planning and Community Development	Seraphie Allen	Deputy Director
Planning and Community Development	Brooke Buckingham	Human Services Manager

TITLE:

Human Services Strategic Plan Update

OVERVIEW STATEMENT:

Staff will provide Council with an update on activities to further the goals of the Human Services Strategic Plan.

☒ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☒ **Receive Information**

☐ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Human Services Strategic Plan
- **Required:**
N/A
- **Council Request:**
N/A
- **Other Key Facts:**
Council approved the Human Services Strategic Plan on April 5, 2022. This plan provides staff with direction for how to prioritize activities and resources.

OUTCOMES:

The plan outlines strategies and actions for the next five years. Staff will prioritize recommended actions based on capacity and feasibility.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:**Total Cost:**

There is no fiscal impact associated with the strategic plan. Staff working on the plan are funded through the adopted budget.

Approved in current biennial budget:☒ **Yes**☐ **No**☐ **N/A****Budget Offer Number:**

0000037-Housing & Human Services

Budget Priority:

Vibrant and Connected

Other budget impacts or additional costs:☐ **Yes**☐ **No**☒ **N/A*****If yes, explain:***

N/A

Funding source(s):

General

Budget/Funding Constraints:

N/A

☐ **Additional budget details attached**

COUNCIL REVIEW:

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-379

Type: Committee Memo

Previous Contact(s)

Date	Meeting	Requested Action
4/5/2022	Business Meeting	Approve

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	N/A	N/A

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

N/A

ATTACHMENTS:

Attachment A: Human Services Strategic Plan Status Update

Attachment B: Resilient Together, Redmond's Human Services Strategic Plan



Goal 1: Support community members in navigating daily life through multiple, ongoing crises so that our community can move forward together

1a. Prioritize funding for organizations that provide the most needed services as outlined in the Needs

Assessment: mental health services, rent and utility assistance, medical and dental care, and food access.

- 2023/2024 funding recommendation fully funds programs in areas of mental health, financial assistance, food, and medical and dental services. 2022

1b. Support the Homelessness Outreach Team with tools to connect community members to necessary resources.

- Integrate volunteers into the community as a mentor or with peer support, to ensure long-term housing stability for clients. 2024
- Launch panhandling education awareness campaign. This includes development of flyer and video. 2022
- Provide staffing resources at Community Resource Center and other accessible locations in the community. 2022
- Procure and implement Apricot case management software. Partner with City of Kirkland Homeless Outreach team. 2022
- Implement and promote Q-alert for community members to report concerns of individual in need of services. 2022

1c. Plan and prepare for a robust human services response to future unexpected events and crises

- Coordinate periodic check-ins with EOC team. Update COOP plan. 2023
- Coordinate with KCRHA to identify and expand alternative shelter and/or cooling centers for severe weather events. 2024
- Work with Human Services Commission to develop and approve Fund Balance policy, including a process for supporting emerging and/or emergent community needs. 2023
- Evaluate the impact of the funding cliff on agencies due to one-time funding. 2023

1e. Prioritize funding and support for organizations that provide culturally-responsive services, particularly those that increase access to services that contribute to individual wellbeing

- 2023/2024 funding recommendation fully funds BIPOC-led and/or serving organizations. 2022
- Identify improvements to the grant and contracting process so support BIPOC-led and/or serving organizations 2023

1f. Facilitate learning opportunities and resources that build community resilience

- Establish regular convenings with LWSD staff, City of Kirkland and City of Redmond to collaborate and support youth. 2022
- Develop and promote Newsflash communication tool to share community resources. 2023
- Provide opportunities for ride-alongs with homeless outreach team. 2024
- Explore partnership with NAMI to promote Mental Health First Aid trainings and development of ambassadors. 2023
- Explore grant opportunities that create resilience and well-being. 2024
- Identify best practices and programming that promotes awareness and prevention of opiate drug use. 2023



Goal 2: Foster a community where all – particularly BIPOC, immigrant, and low income community members – have access to all that Redmond has to offer.

2a. Collaborate with the City of Redmond’s Diversity, Equity, and Inclusion Program Advisor and the Parks and Recreation Department to create opportunities for meaningful connection among community members.

- Coordination with Teen Center staff and Youth Eastside Services to reinstate outreach and support services for teens. 2023
- Connect with Arts and Culture staff to explore partnership opportunities. 2023

2b. Enhance pathways for youth and adults to access local college, scholarship, training, apprenticeships, and additional employment opportunities. Support programs that increase financial stability.

- Convene employment providers (such as LWIT, BC, Cascadia, IKRON, WorkSource, BFET, YWCA) to identify gaps. 2024
- Convene employment providers to find opportunities to promote financial stability 2024
- 2023/2024 funding recommendation fully funds programs in area of employment services. 2022
- Promote KCLS Invest in Yourself Program and other employment trainings and resources. 2023
- Collaborate with Economic Development and OneRedmond to identify opportunities for partnership 2024

2c. Increase participation of BIPOC and other marginalized communities in decision making bodies like the Human Services Commission

- Identify barriers to participating on the commission, which may include exploration of stipends, eligibility and more. 2024

2d. Launch an awareness campaign to amplify the ongoing work of service providers, how to access services, and how to support community members. Spread awareness about the Human Services Commission, their members, and their work

- Develop and promote Newsflash communications’ tool. 2023
- Place homeless outreach flyers and business cards in local businesses. 2023

2e. Support community partners and non-profit organizations to create cultural spaces where our diverse community can gather and access services.

- Implement Redmond Culinary Connections, a program that builds connection through preparing and sharing meals together. 2024
- Utilize Together Center reader board to highlight services 2024
- Establish quarterly in-person events to gather and convene non-profit partners. 2023
- Coordinate with Parks staff to identify programming opportunities at the new Community Center 2024



Goal 3: Serve as a convener and connector so community members feel a sense of welcoming and belonging.

3a. Expand the scope of Human Services Division to focus on increased community connection, community support, destigmatize access to services, and enhancing a sense of inclusion, welcoming, and belonging

- Host Welcoming event to introduce refugees temporarily housed at the Health through Housing site to city officials and services.

2022

3b. Enhance Human Services public communication efforts to meet and exceed ADA and Title VI requirements, including multilingual information and visual infographic resources for clear navigation of available funding, resources, events, and services.

- Translation of city services brochure into Portuguese (Brazilian community); Translation of city services brochure into Dari, Pashto, Ukrainian for refugees temporarily housed at Health through Housing site.
- Coordinate with DEI and Communications team to develop guidelines for translation of resources.

2022

2024

3c. Coordinate, facilitate, and participate in regular small-scale (i.e., neighborhood specific) community meetings and topic-based forums to increase engagement and connection among community members and service providers. Include and create opportunities to partner with local businesses and ensure inclusivity.

- Plan for and establish a series of community conversations and/or topical forums (e.g. opiate crisis, etc).

2025

3d. Consider models that foster community well-being, belonging, and civic engagement such as the development of a Community Navigators program, civic leadership academy, encouraging volunteerism, or becoming a certified welcoming community.

- Develop recommendations for a model that foster community well-being as well as resources needed to implement.
- Continue to participate in Welcoming Week and identify activities that promote belonging.

2024

2023

3e. Support volunteerism in Redmond by connecting businesses, employees, community members to volunteer opportunities and amplifying non-profits who need support

- Create a dedicated webpage directing community members to non-profit volunteer opportunities.
- Facilitate parks and trail clean-up opportunities for Community Court participants

2022

2023

3f. Support the Homelessness Outreach Team to serve as a convener and connector for the unhoused community and those who support them

- Implement partnerships that will connect unhoused community members with housing and resources (e.g. Housing Connector Program)
- Explore mentorship program that connects community volunteers with recently housed participants to feel connected and supported.

2022

2025



Goal 4: Build a stable foundation of support that is responsive to current and future community needs.

4a. Evaluate and develop a sustainable funding plan that prioritizes the need for non-profit staffing, addresses one-time emerging needs, and/or addresses the effectiveness of the City's per capita formula

- Coordinate with the Commission to assess funding trends and to develop a set of recommendations to present to City Council. Seek Council approval to adopt established methodology. 2023
- Evaluate and consider recommendations for how the City's funding may be used to promote wage equity for service providers. 2024

4b. Consider and plan to hire new position(s) within the Human Services Division to address the additional responsibilities and roles outlined by the community in this strategic plan

- Identify staffing needs through the 2025-2026 budget. 2024
- Consider opportunities to utilize interns to support specific projects that will further Strategic Plan goals. 2024

4c. Identify other funding sources (philanthropy, businesses, etc) and build connections to increase service providers' access to these sources

- Host joint training with KCLS on use of Non-profit and Philanthropy Resource Center, which includes access to grants database. 2022
- Share grant opportunities with agencies as they become available. 2022

4d. Strengthen the capacity of non-profits who provide services- relevant for BIPOC communities and people with intellectual and developmental disabilities by: Conducting a study of the types of resources (including physical space) service providers need and develop a plan to support filling those needs; Identifying solutions that support non-profit capacity building (e.g., funding, training, technical assistance, etc.).

- Review Redmond 2050 Comprehensive Plan language to ensure that policies support and anticipate future needs of non-profit spaces. 2023
- Explore opportunities to provide contracted grant writer and/or technical assistance services to support non-profit capacity building. 2024
- Leverage and implement trainings offered by King County partners through their VSHSL and BSK Levies. 2024



Goal 5: Create a culture where community members can easily access services without judgement, fear, or stigmatization.

5a. Pilot a program that supports "Community Navigators:" paid community leaders who can help connect their community members to services and programs. Prioritize building a team of Community Navigators that can connect with marginalized communities in Redmond, like BIPOC, Latino/a/x, immigrants, and refugees

- Engage with community organizations to see input on models and/or consider ways to build on existing programs that do this work. 2025

5b. Increase staffing in the Human Services Division to support effective communication channels and strategies for sharing resources and information

- Coordinate with City leadership for identification of staffing needs to support the Thrive Program. Identify staffing needs through the 2025-2026 budget. 2024

5c. Hire a communications and marketing consultant to aid in the annual launch of an inaugural multilingual campaign that helps foster a sense of welcoming and belonging and addresses the stigma regarding the use of direct services.

- Explore cost, feasibility, and impact of this approach. 2025

5d. Develop relationships and coordinate with Redmond community partners, employers, property managers, homeowners' associations, parent teacher student associations, etc to help reach individuals who may not be aware of resources and services

- Develop contact list and connections with community groups and stakeholders. 2025

Resilient Together

Redmond's Human Services Strategic Plan

April 5, 2022



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Executive Summary

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Public Feedback Table

A photograph of a woman with dark, braided hair wearing a mustard-colored sweater, tenderly kissing a young child with curly hair on the cheek. The child is wearing a white shirt with black polka dots and a pink skirt. The background is softly blurred, suggesting an indoor setting with natural light.

Table of Contents

Executive Summary: Introduction

Redmond adopted its first Human Services Strategic Plan in 2009, affirming the role of and priorities for the City in addressing community needs. With its last plan update in 2016 and due to the unexpected challenges of the pandemic, it was time to reach back out to the community – to hear about changes, challenges, strengths, and opportunities. This plan will provide a roadmap for the next five years, offering sustainable solutions to address the challenges facing Redmond today and in the future.

Much has changed in the last few years. Redmond's population grew by 26 percent between 2015 and 2020. And since 2013, its racial and ethnic diversity has grown by 11 percent. Today, just a little less than half (45%) of Redmond residents identify as Black, Indigenous, or people of color (BIPOC), including a rapidly growing Latino/a/x community. In addition to a growing population and growing diversity, Redmond is seeing changes to its public transportation system and local economy. Most significantly, the community has been living through the COVID-19 pandemic. The COVID-19 pandemic and other crises that have occurred throughout the global pandemic have exacerbated many of the systemic inequities and challenges Redmond community members face. While the community has struggled, this Strategic Plan aims to be a beacon of hope.

This plan responds to key themes identified by the needs assessment and reflects the community's values and priorities, providing the foundation for actions that the City can implement to support an **inclusive** and **resilient** community.

Executive Summary: Community Engagement and Needs Assessment

To develop this Strategic Plan, the Human Services Division partnered with consulting firm Equitable Future LLC (the “consulting team”). Together, the consulting team and Human Services created a comprehensive community engagement plan to understand needs among partners, service providers, and Redmond community members (those who live, work, play, recreate, shop, go to school, and worship in Redmond).

Who We Engaged

14 Community Partners, including City of Redmond cross-departmental leaders, elected officials, community-based leaders, and representatives from faith organizations, the library, and the school district, participated in one-on-one and small group interviews.

Service Providers from **20** non-profit organizations who have applied for and/or received human services funding from the City were invited to participate in focus groups.

Community Members who represent those who live, work, play, recreate, shop, go to school, and worship in Redmond. The consulting team analyzed data from **460** community members who responded to our multi-lingual questionnaire.

Prioritizing Input from BIPOC, Latino/a/x, and Other Marginalized Community Members

We acknowledge that Black, Indigenous, Latino/a/x, and people of color communities, along with other marginalized communities, face historic and systemic inequities. Black, Indigenous, Latino/a/x, and people of color communities often feel the brunt of these inequities first and most prominently. Further immigrants, refugees, those with low or no incomes, the unhoused, those with intellectual or developmental disabilities, those with physical disabilities, seniors, and young people are also likely to face challenges and barriers. Using a tailored community engagement process, we sought to put a particular focus on these impacted communities. This included:

- Leveraging expertise from a consultant team member who is a native and fluent Spanish speaker.
- Providing translated surveys in Spanish and Chinese.
- Disseminating the survey at locations and events throughout the community (e.g. food bank hours, Senior Curbside Lunch Program, High School youth programs, and apartment buildings).

To learn more about the 460 community members who responded to our questionnaire please refer to the Needs Assessment.

The accompanying Needs Assessment Report outlines all the findings from our community engagement and data analysis efforts. Data referred to throughout the Strategic Plan comes from data collection efforts for the Needs Assessment Report. You can find a glossary of frequently used terms at the end of this Executive Summary (page 7). And finally, a summary of key findings from the Needs Assessment Report are outlined in the “What We Learned” starting on page 8.

Executive Summary: Strategic Plan Values

The values were developed based on what we heard from the community. They will guide the way we will take actions, operate, and make decisions.

Equity and Inclusion

Resiliency

Integrity

Relationship Centered

For full definitions of these values, please refer to page 20.

Executive Summary: Strategic Plan Priorities

The Human Services Division and the consulting team identified five Priority Areas that will guide actions that the City should take over the next five years. Key themes from the community engagement process and Needs Assessment were the basis for the following priority areas.

1. **Support** community members in navigating daily life through multiple, ongoing crises so that our community can move forward together.
2. **Foster** a community where all – particularly BIPOC, immigrant, and low income community members – have access to all that Redmond has to offer.
3. **Serve** as a convener and connector so community members feel a sense of welcoming and belonging.
4. **Build** a stable foundation of support that is responsive to current and future community needs.
5. **Create** a culture where community members can easily access services without judgement, fear, or stigmatization.

These priority areas are detailed with action items the Division will pursue on pages 22 to 27.

Frequently Used Terms

The terms defined below are frequently used throughout the Strategic Plan.

BIPOC: Black, Indigenous, and people of color

Community Member: Those who live, work, play, recreate, shop, go to school, and worship in Redmond. Community members were the center of the process to develop this Strategic Plan.

Community Partner: A community partner may work closely with similar human service issues and/or community members seeking services. A community partner is a type of community member. Examples include representatives from the school district, library, the City's Fire and Police Departments, and faith-based organizations.

Service Provider: An individual whose job it is to deliver support to those community members who need it. Redmond Human Services supports non-profits in and around Redmond who support marginalized communities.

Marginalized Communities: Includes community members who face one or multiple forms of oppression. These are the communities that are most likely to need the types of resources Human Services supports through funding and therefore are the community members Redmond Human Services prioritizes in its work. Even more, Redmond Human Services aims to have open and trust-filled relationships with marginalized community members. These communities include Black, Indigenous, Latino/a/x, and other people of color communities, immigrants, refugees, those with low or no incomes, the unhoused, those with intellectual or developmental disabilities, those with physical disabilities, seniors, and young people. Redmond Human Services puts a particular focus on racial and ethnic minority communities who face the most significant forms of oppression.

What we learned





- Redmond community members are living through and experiencing the impacts of multiple, on-going crises.
- There are two Redmonds. One is visible and celebrated where community members live in abundance and have easier access to the resources they need, and the other is hidden and stigmatized where community members struggle to make ends meet and access the resources they need.
- Redmond community members feel isolated and are disconnected. They desire genuine connection with the rest of the community.
- Even before the COVID-19 pandemic, service providers faced significant barriers to meeting their clients' needs. Today, these barriers are more severe, and providers are struggling even more, all while facing higher demand.
- Too many Redmond community members face barriers to accessing the services they need.

Redmond community members are living through and experiencing the impacts of multiple, ongoing crises.

“Multiple, ongoing crises” refers to the layered impacts people are experiencing due to the persistent and ever-changing global COVID-19 pandemic, increased racial and ethnic tensions, and more frequently occurring climate change-related disasters. In addition to these events and their impacts, Redmond community members mention struggling with disinformation and increasing polarization across religious, political, and cultural lines. Simply put, these traumas are complex and unprecedented. While all community members are impacted, Black, Indigenous, other people of color, low income community members, and immigrants are facing significantly more challenges. Specifically:

- Community partners shared concerns for their peers, the service providers whom they see working tirelessly to respond to evolving and complex community needs.
- Service providers indicated a significantly higher demand for the services they offer.
- Between one-quarter and one-third of community members who responded to our questionnaire reported needing access to basic services like mental health counseling (31%), rent and utility assistance (25%), medical and dental care (25%), and food access (25%).
- Finally, community members expressed other challenges due to these multiple, ongoing crises. Isolation, depression, anxiety, and behavioral issues among youth were reported across demographic groups represented in the community questionnaire.

There are two Redmonds. One is visible and celebrated, where community members live in abundance and have easier access to the resources they need, and the other is hidden and stigmatized, where community members struggle to make ends meet and access the resources they need.

Redmond is a diverse community with high paying jobs - Redmond's area median income is about \$132,000 (\$30,000 higher than the rest of King County). It boasts a sought-after school district and many natural and recreational opportunities. Many are thriving.

"It's not commonly accepted that there are problems in Redmond."

- Community Partner

While most perceive Redmond as affluent and full of opportunities, community partners and service providers echoed concern for the "hidden" parts of Redmond - including those who are very low income, can't make ends meet, and who face significant barriers to accessing the services they need.

Through targeted outreach to hear from those most likely in need or accessing services, we learned that BIPOC and low income individuals face the greatest challenges. For example, 49% of community members earning the lowest incomes shared they needed help with rent and utility payments, compared to only 6% of the highest earners. And, only 4% percent of White respondents shared they needed help accessing affordable childcare whereas 16% of BIPOC respondents (four times as many) reported this need. These trends persisted across needs, income, and race, showing two different Redmonds.

Redmond community members feel isolated and are disconnected. They desire genuine connection with the rest of the community.

Throughout all engagement results, participants expressed similar experiences of isolation and disconnection as a result of the COVID-19 pandemic.

“Community is dealing with isolation - when they come to [our programming] it’s hard for people to keep distance or stay a short time. They stay for hours - starved for connection.”

- Faith-based community leader

- Community partners feel disconnected from service providers, other community leaders (like other organizations and City departments), and the community members they serve.
- Service providers feel disconnected from providers at other organizations, funders, donors and volunteers, and those they serve.
- Community members (across age, income level, and race) feel isolated from the broader community. They struggle to access the services they need, connect with community leaders, and more.

Even before the COVID-19 pandemic, service providers faced significant barriers to meeting their clients' needs. Today, these barriers are more severe. Providers are struggling even more, all while facing higher demand.

When asked to share what barriers service providers faced in trying to successfully do their jobs, we heard a wide range of issues, some new and some longstanding.

- **Staffing and wages.** Three out of four of service providers mentioned their organizations were struggling to hire part-time and full-time staff. In addition, their organizations are unable to pay wages high enough to be competitive with other jobs in and around Redmond, or for said staff to afford the cost of living in Redmond (meaning staff usually have to live outside of Redmond). One focus group participant made it clear when they said they were “overwhelmed with staffing issues”. Providers themselves are feeling burn out, fatigue, and a sense of hopelessness. These challenges are even more present as they are faced with more work.
- **Difficulties with the municipal funding process.** A common and long-standing issue service providers face is the nature of the municipal funding cycle. The application process, a two-year funding cycle that sometimes only provides smaller program-specific financial support with robust reporting requirements for grants, make this necessary source of funding a burden for service providers. While service providers greatly appreciated the availability of emergency funding through the COVID-19 pandemic, they noted it was not a long-term solution to the systemic issues they faced.
- **Service providers talked about systems-based reform and creative solutions.** Service providers were eager to share the ways in which Redmond Human Services can be a better partner in the grantmaking process. Some recommendations were systems-based reforms that may take time and resources. Others were smaller changes that still require effort but would allow service providers to collaborate, connect, and support each other.

Too many Redmond community members face barriers to accessing the services they need.

We asked community members whether they knew where and how to access the services they need. Only 23% said yes and about 45% responded saying no, they did not know where or how to access the services they need. Black, Indigenous, Latino/a/x, people of color, low income, and non-English speaking community members reported not knowing where to access services at higher rates than White and higher-income community members.

"Services exist but there are so many barriers to get to them."
- Service Provider Participant

Those who are most likely to face the impacts of systemic inequities - Black, Indigenous, people of color, low income people, immigrants, and non-English speakers - are among those in the questionnaire who do not know where to access services. They are also the same population who have the highest needs for services. About 36% of White respondents reported they did not know where to access the services they need. In comparison, about twice as many (61%) of BIPOC respondents reported not knowing how or where to access the services they need.

When asked why individuals could not access the services they needed, the highest responses were: not knowing where to go for help (66%), feeling too embarrassed to ask for help (32%), and not knowing if they were eligible for services (27%). A significant portion of respondents also shared they faced long wait-lists from organizations whose capacity could not meet the demand for services. Critically important, of Spanish-speakers who responded to our questionnaire, 41% could not access the services they needed because they feared it would impact their immigration status.



The Impact of the Pandemic

Individuals, families, service providers, and systems have all been negatively impacted by the pandemic.

Very Strong Negative Impact. 75% of community members who responded to our community questionnaire shared that the COVID-19 pandemic had negatively or very negatively impacted their life. Community members have experienced death of loved ones, isolation, depression, anxiety, loss of income, loss of jobs, and more.

Need for Basic Services and Well-Being Support. Respondents indicated that since the onset of COVID-19 the top four most needed services included mental health counseling, rent and utility assistance, medical or dental care, and food access.

Disproportionate Impacts on BIPOC Community. BIPOC and lower-income community members reported more negative economic and income-related impacts associated with the COVID-19 pandemic. More BIPOC community members lost their jobs, faced a reduction in hours, faced a decline in income, or had to find a new job in a different field than their white counterparts. BIPOC respondents reported needing to access three different types of services whereas white community members reported needing an average of one and half services.

Persistent Staffing Shortages. The primary concern service providers shared as a result of the COVID-19 pandemic was a shortage of staff available to help run their organizations. Most service providers report holding the responsibilities of multiple jobs just to keep services available to community members. Additionally, service providers shared they lacked the resources necessary to pay necessary staff high enough wages to have a high quality of life and afford living in Redmond.

Emergency Funding Helps as a Short-Term Solution. Service providers shared that emergency funding helped throughout the COVID-19 pandemic. But still, some organizations were forced to close their doors. While emergency funding is useful, service providers noted a high need for long-term, higher-dollar funding awards from municipal partners.

These impacts of the COVID-19 pandemic -- struggling community members, challenges in finding services, high demand for services, persistent staffing shortages, and the instability of emergency funding -- show a faltering social service system in desperate need of a strong foundation of support and commitment from the City of Redmond.

City of Redmond Human Services Division's Role

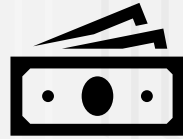


The City of Redmond Human Service Division's Role

Did you know?

The Human Services Commission is responsible for evaluating program applications and making funding recommendations to the City Council. The Commission is made up of seven volunteer Redmond community members and meets the second Monday of each month.

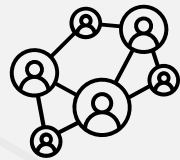
The City cannot meet the human services needs of the community on its own. Investing in human services and leveraging its resources, partnerships, and influence are just a few of the roles the City plays.



Funder: To ensure all its residents receive the services they need, the City funds local agencies for the provision of these services. In 2021-2022, the City funded over 70 programs, ranging from food, counseling, job training, and more.



Partner and Convener: The Human Services Division has a long history of convening and collaborating to identify and implement solutions to complex community challenges across the Eastside. The human services network is strengthened through the City's partnerships with service providers, faith communities, schools, nonprofit agencies, and other cities.



Connector: Leveraging its partnerships and knowledge of the breadth of resources, the City can connect community partners toward shared goals and solutions and connect community members with resources.



Homeless Outreach: The City supports unhoused and unstably housed community members with resources, coordinating with businesses, non-profits partners, Fire, Police, and more.

Strategic Plan Values



Strategic Plan Values

The values below will inform **how** Redmond Human Services will focus on its priorities, follow through on actions, and measure progress. These values reflect recommendations we gathered from the Redmond community.



EQUITY AND INCLUSION

Redmond's diversity is one of its most valuable assets. Redmond Human Services will work to support this diversity by prioritizing those most marginalized and creating a community that is welcoming and gives each community member a sense of belonging.



RESILIENCY

Community members, especially those most marginalized, know where and how to access direct services, service providers have a strong foundation of support on which to provide care for community members, and Community Partners serve as connectors and conveners.



INTEGRITY

Redmond Human Services is a team the community can count on practicing sound, fair, and equitable decision-making.



CENTERING RELATIONSHIPS

A Redmond in which community is engaged, consulted, and participates meaningfully in community driven processes.



Priorities and Actions

Priority Areas

Creating a roadmap for the next five years.



Key themes from the community engagement process of our needs assessment were the basis for the following priority areas to guide the City's work over the next five years.

- 1. Support** community members to navigate daily life through multiple, on-going crises so that our community can move forward together.
- 2. Foster** a community where all - particularly BIPOC, immigrant, and low income community members - have access to all that Redmond has to offer.
- 3. Serve** as a convener and connector so community members feel a sense of welcoming and belonging.
- 4. Build** a stable foundation of support that is responsive to current and future community needs.
- 5. Create** a culture where community members can easily access services without judgement, fear, or stigmatization.

1. **SUPPORT** community members to navigate life through multiple, on-going crises so that our community can move forward together.

- a. Ensure access to basic needs by continuing to maintain and/or increase funding for these services. Prioritize funding for organizations that provide the most needed services as outlined in the Needs Assessment: mental health services, rent and utility assistance, medical and dental care, and food access.
- b. Support the Homelessness Outreach Team with tools to connect community members to necessary resources.
- c. Plan and prepare for a robust human services response to future unexpected events and crises.
- d. Continue to leverage other resources and funds that support COVID-19 recovery.
- e. Prioritize funding and support for organizations that provide culturally-responsive services, particularly those that increase access to services that contribute to individual wellbeing.
- f. Facilitate learning opportunities and resources that build community resilience.

2. **FOSTER** a community where all – particularly BIPOC and marginalized community members – have access to all Redmond has to offer.

- a. Collaborate with the City of Redmond's Diversity, Equity, and Inclusion Manager and the Parks and Recreation Department to create opportunities for meaningful connection among community members.
- b. Enhance pathways for youth and adults to access local college, scholarship, training, apprenticeships and additional employment opportunities. Support programs that increase financial stability.
- c. Increase representation of BIPOC and other marginalized communities in decision making bodies like the Human Services Commission.
- d. Launch an awareness campaign to amplify the ongoing work of service providers, how to access services, and how to support community members. Spread awareness about the Human Services Commission, their members, and their work.
- e. Support community partners and non-profit organizations to create cultural spaces where our diverse community can gather and access services.

3. **SERVE** as a convener and connector so community members feel a sense of welcoming and belonging.

- a. Expand the scope of the Human Services Division to focus on increased community connection, community support, destigmatize access to services, and enhancing a sense of inclusion, welcoming, and belonging.
- b. Enhance Human Services public communication efforts to meet and exceed ADA and Title VI requirements, including multilingual information and visual infographic resources for clear navigation of available funding, resources, events, and services.
- c. Coordinate, facilitate, and participate in regular small-scale (i.e., neighborhood specific) community meetings and topic-based forums to increase engagement and connection among community members and service providers. Include and create opportunities to partner with local businesses and ensure inclusivity.
- d. Consider models that foster community well-being, belonging, and civic engagement such as the development of a Community Navigators program, civic leadership academy, encouraging volunteerism, or becoming a certified welcoming community.
- e. Support volunteerism in Redmond by connecting businesses, employees, community members to volunteer opportunities and amplifying non-profits who need support.
- f. Support the Homelessness Outreach Team to serve as a convener and connector for the unhoused community and those who support them.

4. **BUILD** a stable foundation of support that is responsive to current and future community needs.

- a. Evaluate and develop a sustainable funding plan that prioritizes the need for non-profit staffing, addresses one-time emerging needs, and/or addresses the effectiveness of the City's per capita formula.
- b. Consider and plan to hire new position(s) within the Human Services Division to address the additional responsibilities and roles outlined by the community in this strategic plan.
- c. Identify other funding sources (philanthropy, businesses, etc.) and build connections to increase service providers' access to these sources.
- d. Strengthen the capacity of non-profits who provide services relevant for BIPOC communities and people with intellectual and developmental disabilities by:
 - Conducting a study of the types of resources (including physical space) service providers need and develop a plan to support filling these needs.
 - Identifying solutions that support non-profit capacity building (e.g., funding, training, technical assistance, etc.).

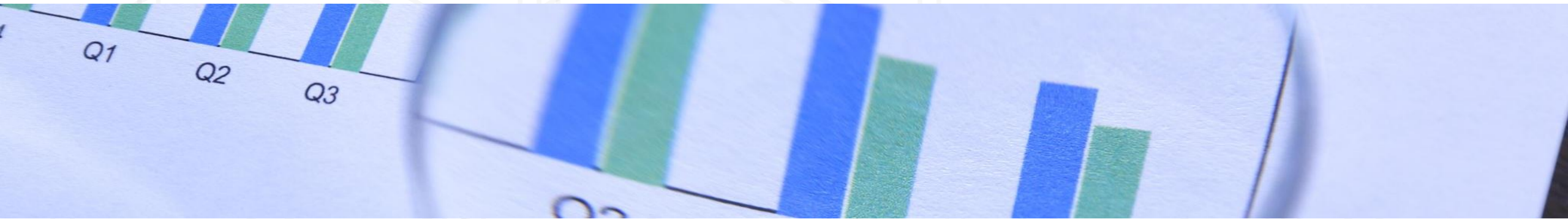
5. **CREATE** a culture where community members can easily access services without judgement, fear, or stigmatization.

- a. Pilot a program that supports “Community Navigators”: paid community leaders who can help connect their community members to services and programs. Prioritize building a team of Community Navigators that can connect with marginalized communities in Redmond like BIPOC, Latino/a/x, immigrants, and refugees.
- b. Increase staffing in the Human Services Division to support effective communication channels and strategies for sharing resources and information.
- c. Hire a communications and marketing consultant to aid in the launch of an inaugural multilingual campaign that helps foster a sense of welcoming and belonging and addresses the stigma regarding the use of direct services. Launch this campaign annually.
- d. Develop relationships and coordinate with Redmond community partners, employers, property managers, homeowners’ associations, parent teacher student associations, etc. to help reach individuals who may not be aware of resources and services.



Measuring Progress

Measuring Progress



This Strategic Plan is a visionary document that will guide the Human Services Division's work over the next five years. To ensure the Division accomplishes the vision and goals set by community members, partners, and stakeholders who build this plan, it's critical to measure our progress. Most importantly, measuring and tracking progress holds us accountable to building a more **resilient** and **inclusive** Redmond.

Measuring progress is an intricate process. And the challenges Human Services aims to solve are complicated and interconnected. As such, the Division must prioritize measuring what it can impact and do so without adding any additional burden to the service providers who deliver these supports. We'll use some tools already available to us (like funding data) and create new ones to track our progress (like event attendance and satisfaction data).

The metrics and milestones on the next page align with the priorities outlined on page 22. And they serve as a tool for the Human Services Division to track progress toward achieving the goals set out in these priorities. The Human Services Division is eager to share its progress with the broader Redmond community.

Metrics and Milestones

- Funding to non-profit organizations that provide the highest in demand services among BIPOC and other marginalized communities (as outlined in Needs Assessment).
 - Dollars
 - Percentage of Dollars
 - Change in value and percent of dollars over time
- Support to non-profit organizations so service providers in Redmond can support community members.
 - Total funding allocated to non-profit organizations
 - Average grant size
 - Change in values over time

Supporting “emerging needs” (crises, emergencies, or other unexpected events that may require response from Human Services)

- Dollars reserved for “emerging needs”
- Percent of dollars reserved for “emerging needs”
- Change in value and percent of dollars reserved over time

- Supporting organizations with “emerging needs”
 - Number of organizations who apply for funding
 - Number of organizations who receive funding
 - Number of organizations led by and serving BIPOC and marginalized communities who apply for funding
 - Number of organizations led by and serving BIPOC and marginalized communities who receive funding
- Serving as a connector and convener for community members, partners, and service providers
 - Number of community-centered meetings
 - Number of attendees per meeting and over time
 - Satisfaction and sense of inclusion and belonging
 - Number of meetings with community partners and service providers
 - Change in number of meetings and attendees over time
- Tracking progress and milestones accomplished through work plans



“How fine to have enough, and some to spare for today’s ripe harvest toward tomorrow and set aside abundance and resolve for those who lack, so they might someday thrive.”

- Excerpt from “What Tender Artistry It Takes to Make a Town” by Rebecca Meredith

Acknowledgements

The City of Redmond Human Services Division would not have been able to create this bold and visionary Strategic Plan without with the broader Redmond community. We extend our gratitude to the community members, service providers, and partners who shared their experiences, told us their stories, and helped us envision a more **resilient** and **inclusive** Redmond.

Community Questionnaire Respondents

460 community members who live, work, learn, recreate, shop, worship, and access social services in Redmond. We’d also like to thank the Human Services Commissioners, City of Redmond Departments, non-profit organizations, and service providers who helped spread the word about our survey and shared it with the broader community.

Service Provider Organizations

Asian Counseling and Referral Service

AtWork!

Bridge Disability Ministries

Camp Kindness Counts

Chinese Information and Service Center

Congregations for the Homeless

Easterseals Washington

Eastside Baby Corner

Fair Housing Center of Washington

Friends of Youth

HealthPoint

Hopelink

Kindering Center

King County Sexual Assault Resource Center

Kits For Peace

Lake Washington Schools Foundation

LifeWire

NAMI Eastside

Together Center

Youth Eastside Services

Community Partners

City of Redmond City Council

City of Redmond Fire Department

City of Redmond Office of the Mayor

City of Redmond Parks and Recreation

City of Redmond Planning

City of Redmond Police Department

Eastside for All

Indian American Community Services

King County Library Services

Lake Washington School District

MAPS Redmond

Overlake Christian Church

Redmond Presbyterian Church

Redmond United Methodist Church

And finally, thank you to Equitable Future LLC, the consulting team who supported the development of this Strategic Plan.

Appendix A: Draft Plan Community Input

The draft Strategic Plan was shared with services providers, partners who participated in our community engagement efforts, and posted on Let's Connect. The table below outlines the feedback we received and how we responded to that feedback. 14 people participated in the online survey. 13 indicating the draft strategies were "on track" and 12 affirmed the role of the City. Others indicated unsure.

Feedback Number	Feedback Provided	# of Community Members Sharing This Feedback	Response
1.	Add an Executive Summary and a short glossary of terms at the beginning of the document to define key terms.	5	We've added an Executive Summary that includes definitions for key terms used throughout the report.
2.	Remove the phrase "stakeholder" and replace it with another term that does not highlight power dynamics and is easily understood by the broader community.	5	We've replaced the word "stakeholder" with "partner" and clearly defined the term.
3.	Include a focus on individuals with intellectual and development disabilities so they may have access to a stable foundation of support that includes accessible, high-quality, and culturally relevant services (particularly employment)	3	We've included a summary statement in the Strategic Plan noting the challenges people with intellectual and developmental disabilities, LGBTQIA+ people, BIPOC, young people, low income people, and immigrants and refugees face. (See page 7 where we define "Marginalized Communities"). The primary focus for the Redmond Human Services Strategic Plan will be on racial equity and the BIPOC community.
4.	The report is sobering and overwhelming due to the nature of the findings. Consider adding narrative to show where there is hope and possibility.	2	Added language about possibilities in the Executive Summary starting on page 3.
5.	Data represented in the Strategic Plan is shared without reference to data collection efforts, clarify.	3	The Strategic Plan is a partner document to the Needs Assessment which outlines all data collected through the community engagement and meta-analysis process. The Needs Assessment is referenced in the Strategic Plan on page 4.
6.	Update the "Measuring Progress" section to add more details about tools used for collection and why the Division picked the specific metrics listed.	2	We've incorporated these comments into the Strategic Plan on pages 28 to 30.

Appendix A: Draft Plan Community Input

Feedback Number	Feedback Provided	# of Community Members Sharing This Feedback	Response
7.	Homelessness outreach should be paired with services that receive city support, directly or indirectly through funding a provider.	2	We provided more information about how this Strategic Plan will influence the Homelessness Outreach Team under the Redmond Human Services Division. See pages 23 and 25.
8.	Maintain an open dialogue with young people.	1	Included a focus on young people in the summary statement on page 7.
9.	Integrate BIPOC, immigrant, low income, and other marginalized groups into the governing and power structures in Redmond government such as councils and committees.	1	Included a focus on sharing more about the Human Services Commission on page 25. Representation on Council is not under the purview of the Human Services Division.
10.	Support cultural spaces where our diverse community can gather and access services.	1	We have highlighted the sections where this action is included and added a specific reference on page 24.
11.	Work with community groups to identify emerging needs.	1	Included this topic as an example topic for service provider community building activities on page 24.
12.	Reconsider the City's connection to faith communities to keep "government out of religion and vice versa"	1	Per Federal and State law, governments are prohibited from using public funds for religious activities. As such, City of Redmond Human Services only provides funding to non-profit organizations. City of Redmond values partnerships with all sectors for the common goal of ensuring stability of our residents.
13.	Meet with Library services to consider potential partnership opportunities.	1	Human Services staff met with Library staff and community volunteers on 3/2 to discuss partnership opportunities. We also included this work as an example of potential partnerships on page 27.
14.	Integrate a co-creation philosophy and commit to integrating co-creation into all aspect of Redmond structures.	1	This reaches beyond the scope of what Human Services can implement within the next five years. The team will consider it as a focus for the next strategic plan.
15.	Connect Redmond residents to volunteer opportunities.	1	Added this as an action on page 24.

Appendix A: Draft Plan Community Input

Feedback Number	Feedback Provided	# of Community Members Sharing This Feedback	Response
16.	The Latino community has grown by 40% in East King County in the last 10 years. Acknowledge Latino community within the report.	1	Included a focus on the Latino community—including an explanation on outreach to the Latino and Spanish-speaking community—throughout the Strategic Plan.
17.	Add more graphs, pictures, and diagrams.	1	We've included these in the Needs Assessment and left the Strategic Plan in narrative form.
18.	Do more to address housing affordability directly.	1	Human Services funds programs and services that support the payment of rent and utility bills. We've highlighted a focus on these types of services on page 23.
19.	Include the business community as a partner to include in convenings with service providers and the broader community.	1	Added business community as an example of other potential partners on page 25 and noted that Human Services Division will partner with the Department of Economic Development.
20.	Add culturally responsive elements to public communications like ADA and Title VI requirements.	1	Incorporated this feedback on page 25.
21.	Clarify last key theme- how do we know too many Redmond community members face barriers accessing the services they need.	1	We've updated the theme to share more information on page 14.
22.	Clarify where reporting requirements for funded service providers come from.	1	Added the relevant information on page 13.
23.	Add the role of volunteers to the page about Human Services' role in City of Redmond. Additionally, add mobile integrated health services provided by Fire Department to section on Homeless Outreach.	1	Integrated on page 18.
24.	In the Strategic Plan values, consider rephrasing "centering" to another word that might translate more clearly to other languages spoken in Redmond.	1	Integrated throughout strategic plan.



Memorandum

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-368

Type: Committee Memo

TO: Committee of the Whole - Public Safety and Human Services

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Executive	Malisa Files, Chief Operating Officer	425-556-2166
Fire	Adrian Sheppard, Fire Chief	425-556-2201
Planning and Community Development	Carol Helland, Director of Planning and Community Development	425-556-2107
Police	Darrell Lowe, Police Chief	425-556-2529

DEPARTMENT STAFF:

Executive	Jan Harrison	DEI Program Advisor
Fire	Jim Whitney	Medical Services Administrator
Planning and Community Development	Seraphie Allen	Deputy Director
Police	Brian Coats	Captain
Fire	Liz Downs	MIH Captain
Planning and Community Development	Tizsa Rutherford	Homelessness Program Administrator
Police	Susie Kroll	Mental Health Program Administrator

TITLE:

Community Health Through Thrive

OVERVIEW STATEMENT:

During the 2023-2024 Budget conversations, Council allocated funds towards mental and behavioral health with the stipulation staff would discuss with Council on the best use of the money. A team made up of the Police, Fire, Planning and Executive Departments have been meeting to discuss the needs of the THRIVE program based on call data and conversations with other jurisdictions. Staff will brief City Council on call data, the recommended uses for the allocated funds as well as next steps in forming a comprehensive community health program.

☒ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
City of Redmond Comprehensive Plan, Community Strategic Plan, Human Services Strategic Plan and Fire and Police Master Plans.
- **Required:**
N/A
- **Council Request:**
On November 17, 2023, Council allocated funds to support mental and behavioral health services as well as contingency funds with the stipulation staff would brief Council on recommendations for the budgeted money.
- **Other Key Facts:**
N/A

OUTCOMES:

At the heart of Redmond's Community Health and Wellness Program is a commitment to promoting the physical, mental, and overall wellbeing of individuals residing in our community. By supporting connections to resources that provide wraparound services to clients in need, we strive to break down barriers and provide accessibility to long-term resolution. Through analysis of other jurisdictions and Redmond call data, staff is recommending providing additional support to the THRIVE program, including:

- Hiring 3.0 FTE Community Care Coordinators
- Co-locating THRIVE program employees
- Analyze integration of technology
- Use contracted services where City expertise is not available

In conversations with THRIVE employees and data analysis, Redmond needs employees to provide follow-up support to the mental health professional in the Police Department, Mobile Integrated Health in the Fire Department and Homelessness Advocacy in the Planning and Community Development Department. The data shows that for every emergent call there are multiple follow-up calls and appointments causing a strain on the three employees who lead the THRIVE programs.

In addition, collaboration among the employees is important as clients are sometimes handed off to different programs within the City. Physical co-location of personnel as well as technological integration will provide collaboration space and access to information needed to serve Redmond's customers in a timely and effective manner.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
Staff has spent time speaking with other jurisdictions including Seattle, Albuquerque, Santa Fe, Portland, Eugene, and others regarding Alternative Crisis response models to glean ideas and lessons learned from other jurisdictions.
- **Outreach Methods and Results:**

N/A

• **Feedback Summary:**

Ideas used by other jurisdictions included:

- Various governance models
- Education of dispatchers to triage calls
- Strength of support services for those in crisis
- Careful analysis of jurisdictional needs

BUDGET IMPACT:

Total Cost:

Approximately \$905,000 was allocated in the 2023-2024 Budget for behavioral health support.

Approved in current biennial budget:

☒ Yes

☐ No

☐ N/A

Budget Offer Number:

Fire Medical Operations (00017), Police Patrol and Response (00015), Housing and Human Services (00037)

Budget Priority:

Safe and Resilient, Vibrant and Connected

Other budget impacts or additional costs:

☐ Yes

☒ No

☐ N/A

If yes, explain:

N/A

Funding source(s):

General Fund

Budget/Funding Constraints:

N/A

☐ Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
11/17/2022	Study Session	Provide Direction
12/6/2022	Business Meeting	Approve

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-368

Type: Committee Memo

Time Constraints:

There are no time constraints related to allocating the budgeted dollars, however providing additional support to the THRIVE program is a City priority.

ANTICIPATED RESULT IF NOT APPROVED:

Delays in providing additional support to THRIVE will result in a status quo program without the resources to provide additional follow-up care to community members in need.

ATTACHMENTS:

Attachment A: Mission, Vision, Values and Goals of Redmond's Community Health Program

Attachment B: Presentation

Attachment A

Community Health/Alternative Response Program

Mission

At the heart of our Community Health and Wellness Program is a commitment to promoting the physical, mental, and overall wellbeing of individuals residing in our communities. By supporting connections to resources that provide wraparound services to clients in need, we strive to break down barriers and provide accessibility to long-term resolution.

Vision

A thriving Community Health and Wellness Program aimed at providing resources that empower individuals of all ages and backgrounds to make positive lifestyle choices, build strong supportive social connections, and achieve positive outcomes of independence. This is achieved by fostering a culture of wellness and promoting community-wide health equity where everyone can live, work, and play to their fullest potential.

Values

A commitment to upholding the following values will promote a healthy, thriving, inclusive, equitable, and empowering community:

1. **Health and Wellness:** Prioritize our community members' physical, mental, and emotional wellbeing and work towards creating a culture of healthy living.
2. **Compassion and Empathy:** Approach our work with empathy and compassion, recognizing the unique needs and challenges of everyone in our community.
3. **Collaboration and Partnership:** Building strong partnerships with individuals, organizations, and community groups to achieve our shared goals of promoting health and wellness.
4. **Equity and Inclusion:** Committed to creating an equitable and inclusive community where everyone can access resources and opportunities to achieve their full potential.
5. **Innovation and Continuous Improvement:** Strive for continuous improvement through innovation and learning to provide the highest quality services to our community.
6. **Respect and Dignity:** Treat all community members with respect, dignity, and sensitivity, and value the diversity of perspectives and experiences that enrich our community.

Goals

A range of services is offered, including preventive care, chronic disease management, behavioral health services, housing insecurity, homelessness outreach, etc., to address the unique needs of our community members. A stronger, more resilient community is supported by providing a holistic, comprehensive, and compassionate approach that addresses not only physical and mental health but also its residents' social and emotional wellbeing.

1. **Improving the overall health and wellbeing of the community:** Implementing programs and initiatives that focus on preventing and managing chronic diseases, promoting healthy lifestyle habits, and reducing risk factors related to housing insecurity.

Objectives

1. Create Community Care Coordinator positions to address low-level calls and promote healthy lifestyles
 2. Partner/promote a centralized location for walk-up ITA's and people with thoughts of suicide, medical respite, hygiene and beds for other needs, substance use treatments, etc.
 3. Support cultural community-based organizations to promote well-being
 4. Provide NARCAN dispensaries in the community
 5. Combat opioid epidemic
 1. Partnering with external organizations for chemical dependency, mental health professional services, and case management
 2. Continue Northeast King County Mobile Integrated Health pilot leave at home Narcan program supporting patients and their families with recourse connections.
2. **Increasing access to healthcare and social services:** Improve access to healthcare services for underserved populations (vulnerable populations), such as low-income families, seniors, and people with disabilities.

Objectives

1. Provide resource navigation and referral
2. Partner with external health care and social service agencies and organizations to provide better service to the Redmond community
3. Integrate and leverage partnerships to increase access to services
4. Share data and communication between agencies
5. Create shared records management system for better coordination of care
6. Reduce the follow-up calls the co-responder mental health professional (Co-R MHP) currently handles that could be addressed by the community care coordinators
7. Reduce suicide, suicide attempts and overdose incidents
8. Community Care Coordinators dispatched to screened calls for service or at the request of first responders already on scene.

3. **Enhancing community engagement and participation:** Encourage community members' involvement in health-related activities and increase awareness of health issues in the community.

Objectives

1. Develop public education campaigns, workshops, and training in partnership with THRIVE (addiction and overdose, mental health suicide, teen suicide, gun access to teens and gun safety programs for the home)
 2. Support cultural community-based organizations to promote well-being
 3. Increase awareness about domestic violence support and programs
 4. Promoting medical literacy through multilingual, senior assistance, and understanding of appropriate care planning and goal setting for each client to support thriving independence.
 5. Enrolling all first responders in understanding Mobile Integrated Community Health and the importance of connection to services
 6. Health and safety presentations at the City of Redmond Senior Center and community events throughout Northeast King County
 7. Increase community outreach, including:
 1. Grow health screenings into schools and health fairs
 2. Conduct surveys from community and clients of mobile integrated health to confirm services are meeting the needs of the community and identify areas of improvement.
4. **Address social determinants of health:** Address root causes of socioeconomic conditions related to health, poverty, unemployment, housing inequity or insecurity, etc., that can have a significant impact on successful outcomes of independence.

Objectives

1. Keep people in their homes
 1. Reduce evictions
 2. Reduce displacement
 3. Support homeownership opportunities
2. Maintain low numbers of unsheltered homelessness and car camping
 1. Adequate shelter, housing and safe vehicles spaces
3. Continue and improve community court outcomes
4. Continue and improve access to community court resource center
5. Identify a community court liaison
6. Partner with school district to promote youth wellbeing and belonging
7. Support access to youth and senior centers
8. Support access to public transportation
9. Support City of Redmond's welcoming city principles and increase equitable outcomes
10. Monthly blood pressure checks at the Senior and Community Center in Redmond
11. Conduct home safety inspections

5. **Monitoring and evaluating program effectiveness:** Regularly monitor and evaluate program effectiveness in achieving its objectives to help program leaders identify areas for improvement and make necessary adjustments to ensure the program meets the community's needs.

Objectives

1. Share quarterly reporting to City Council
2. Reduce 911 calls for service
3. Regularly scheduled THRIVE meetings, including MHP, MIH, Outreach, and Community Care Coordinators
4. Determine outcomes of direct services provided such as, transportation, telehealth appointments, access to housing and shelters, energy and financial assistance, behavioral health and chemical dependency services, food insecurity, PT/OT, home health, crisis resources and long-term case management
6. Number of client visits and direct hours spent working with members of the community, including:
 1. Tracking number of home/site visits
 2. Track time spent working with the client and accessing resources
 3. Track resolved client cases
7. Track 911 calls six months before community health enrollment and 6 months after community health enrollment
8. Track community, Mobile Integrated Health Team and line first responders training hours
9. Long term care 911 call review, partnership with facilities and KCEMS to look for trends and solutions

Community Health Through THRIVE

July 18, 2023



THRIVE:

to prosper, flourish, grow, to progress
toward a goal despite circumstance

.....

- Homelessness Response
- Human Service Programs
- Mental Health Response
- Mobile Integrated Health
- Community Court



Community Health Program



Mission

At the heart of our Community Health and Wellness Program is a commitment to promoting the physical, mental, and overall wellbeing of individuals residing in our communities. By supporting connections to resources that provide wraparound services to clients in need, we strive to break down barriers and provide accessibility to long-term resolution.

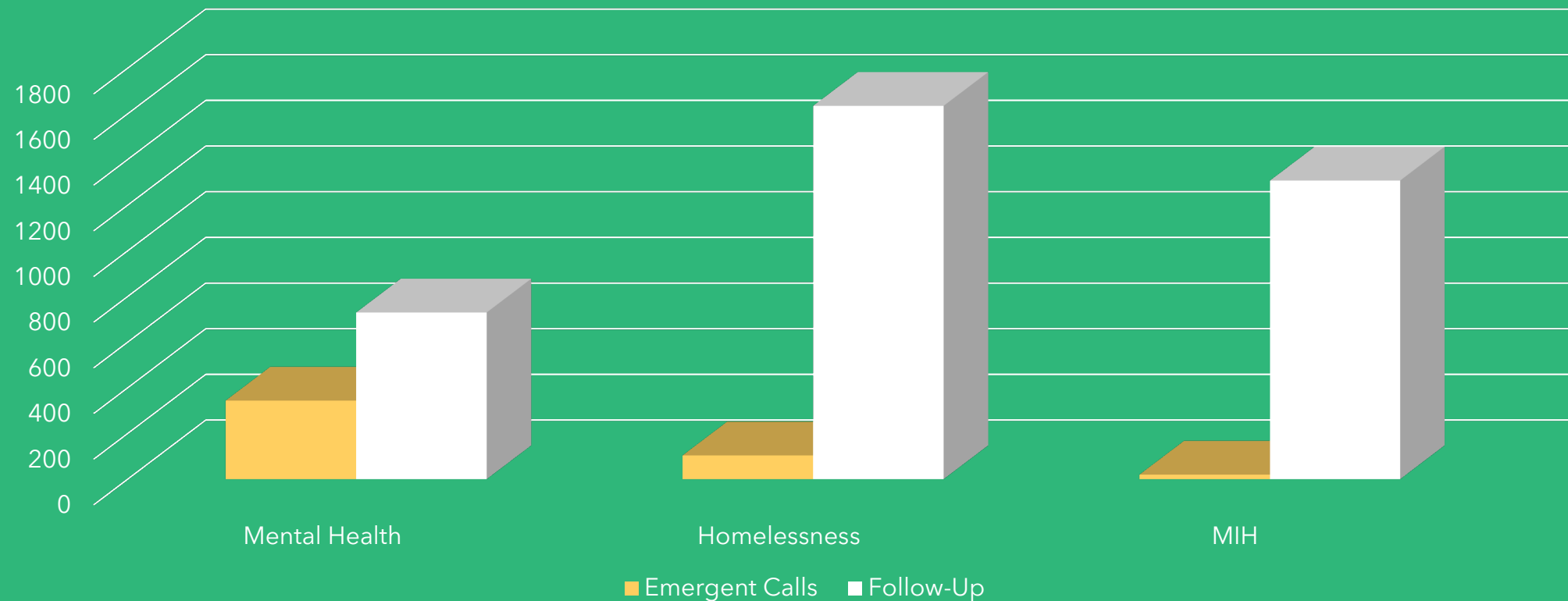
Vision

A thriving Community Health and Wellness Program aimed at providing resources that empower individuals of all ages and backgrounds to make positive lifestyle choices, build strong supportive social connections, and achieve positive outcomes of independence. This is achieved by fostering a culture of wellness and promoting community-wide health equity where everyone can live, work, and play to their fullest potential.



Emergent vs. Follow-Up Calls

2022 Call Volume



2023-24 Budget Allocation



Description	2023-2024	
	Budget	
Community Care Coordinators (2.0) FTE	\$	460,145
Public Safety Contingency	\$	409,855
Consultant Services	\$	35,000
Total	\$	905,000

Recommendation

.....

- 3.0 FTE Community Health Coordinators responsible for follow-up response
- Co-location of Thrive employees
- Technology
- Use of outside expertise where needed





Thank You

Any Questions?

<https://www.redmond.gov/1589/Redmond-THRIVE>





Memorandum

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-377

Type: Committee Memo

TO: Committee of the Whole - Public Safety and Human Services

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Fire	Adrian Sheppard	425-556-2201
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DEPARTMENT STAFF:

Fire	Jim Whitney	Battalion Chief EMS Division
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TITLE:

Amendment No. 1 to the October 2022 Agreement between People of Color Against Aids Network (POCAAN) and the City of Redmond

OVERVIEW STATEMENT:

Extend the current contract for services provided by POCAAN through June of 2024. POCAAN assists our Mobile Integrated Community Health (MICH) team with supportive wrap around care and case management for clients throughout Redmond and the surrounding communities. This includes mental health professional and substance abuse services, social services, wound care, and fall prevention resources that are accessible throughout the tri-county region.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
2022-27 Redmond Fire Department Strategic Plan objectives 1.2, 2.2, and 2.4.
2020-25 King County EMS Strategic Plan BLS Recommendation number 5.
- **Required:**
N/A
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

Through a partnership with POCAAN the Mobile Integrated Community Health program has become an increasingly valuable resource to assist residents throughout the region. The collaborative approach between the two entities allows for a community-specific process that includes multiple levels of public and private stakeholders working together to provide more effective long-term solutions for individuals. POCAAN provides increased understanding of tri-county community health fidelity and access to resources that were not previously available to support housing insecurity, mental health crisis, addiction, wound care, and aging disabilities, etc. This relationship ultimately provides for individuals within the community to become more successfully independent and less reliant on public safety emergency services.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:**Total Cost:**

Up to \$100,000 over twelve months.

Approved in current biennial budget:☒ **Yes**☐ **No**☐ **N/A****Budget Offer Number:**

136

Budget Priority:

Safe and Resilient

Other budget impacts or additional costs:☐ **Yes**☒ **No**☐ **N/A*****If yes, explain:***

N/A

Funding source(s):

General Fund

Budget/Funding Constraints:

N/A

☐ **Additional budget details attached**

COUNCIL REVIEW:

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-377

Type: Committee Memo

Previous Contact(s)

Date	Meeting	Requested Action
N/A	Item has not been presented to Council	N/A

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
8/2/2023	Business Meeting	Approve

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

Elimination of services by POCAAN.

ATTACHMENTS:

Attachment A - Amendment No. 1 to Agreement between POCAAN and the City of Redmond

Attachment B - Previously executed Agreement for Services between POCAAN and the City of Redmond

**AMENDMENT NO. 1 TO AGREEMENT BETWEEN PEOPLE OF COLOR
AGAINST AIDS NETWORK (POCAAN) AND THE CITY OF REDMOND
FOR CASE MANAGEMENT SERVICES**

This Amendment amends that certain Service Level Agreement Contract (“the Agreement”) entered into between POCAAN and the City of Redmond on October 4, 2022.

RECITALS

A. The Agreement provides that POCAAN will provide case management services to the City from the date of signature by both parties through May 30, 2023.

B. The City and POCAAN have agreed to extend the Agreement through June 30, 2024 and have agreed on payment terms for the extension. The City and POCAAN desire to reduce their agreement to writing.

NOW, THEREFORE, IN CONSIDERATION OF AND SUBJECT TO the terms and conditions set forth below, the parties agree as follows:

1. **Period of Performance.** The “Period of Performance” section of the Agreement is hereby amended to extend the Agreement through June 30, 2024, and to read as follows:

Period of Performance

This Agreement shall commence of the date of signature by both parties on or around November 15, 2022 and shall continue through June 30, 2024.

2. **Fee Schedule.** The first paragraph of the “Fee Schedule” section of the Agreement is hereby amended to increase the not to exceed amount of the Agreement to recognize the additional monthly payments of \$7,000.00 from May 30, 2023, through June 30, 2024, and to read as follows:

Fee Schedule.

PAYMENT. Redmond agrees to pay POCAAN for the service of the Case manager, 30 hours per week in monthly installments of \$7,000.00, not to exceed \$100,000.00.

3. **Remainder of Agreement Unchanged.** Except as expressly amended herein, the provisions of the Agreement remain unchanged and in full force and effect between the parties.

EXECUTED by the parties on the dates set forth below and effective June 1, 2023.

CITY OF REDMOND

PEOPLE OF COLOR AGAINST AIDS
NETWORK (POCAAN)

Angela Birney, Mayor

Stephen R. Sawyer, Executive Director

Date: _____

Date: _____



City Contract Routing Form

City Contract #: 10076

Section 1 – Attach Contract Documents



(multiple files can be uploaded)

Is an insurance certificate attached?

☐ Yes☒ No/Not applicable

Comments: _____

Section 2 – Fill Out Contract Details

Date: 11/03/2022 Department: Fire Division: ALS Mail Stop: FDADMProject Administrator Name: Dawn DeLoach Extension: 2244Project Manager Name (if different than above): Jim Whitney Extension: 2208Contract Type: Other (please specify) If other, please indicate: Service Level AgreementContract Title: Service Level Agreement for Case Management Services with MIHContractor/Consultant Business Name: People of Color Against AIDS Network (POCAAN)Contract Description: Case management services to assist with Redmond Mobile Integrated Health programProject ID #: _____ Budget/Account #: 122.61100.00410.52271

Council Approval Date: _____ Council Agenda Memo #: _____ RFP/IFB/RFQ #: _____ NIGP #: _____

☒ New ContractTotal Amount: NTE \$48,000Start Date: 11/15/2022 End Date: 04/30/2023Renewal Option (Y/N): N If yes, how many? N/A☐ Amendment/Renewal/Change Order #: _____ Original CC #: _____

New Start Date: _____ New End Date: _____

Current Contract Amount (including all previous amendments/change orders): _____

Amount of this Amendment/Change Order (proposed increase/decrease): _____

New/Cumulative Contract Amount: _____

Section 3 – Route Contract for Signatures and Approvals

☒ Department Director: Adrian Shppard Date: 11/3/2022 Comments: _____

☐ TIS Director: _____ Date: _____ Comments: _____

☒ City Attorney: James E. Haney Date: 11/6/2022 Comments: _____

☒ Risk Manager: Charles Corder Date: 11/9/2022 Comments: _____

☒ Mayor or Designee: Charles Corder (Mayor Designee) Date: 11/9/2022 Comments: _____

☒ City Clerk's Office: Cheryl Xanthos Date: 11/9/2022 Comments: Electronic Original - in Hummingbird
☒ Purchasing: no signature required – for copy only

Agreement Between People Of Color Against AIDS Network (POCAAN) And The City Of Redmond For Case Management Services

Date:

October 4, 2022

Services Performed By:

POCAAN
901 Rainier Ave, North
Renton WA 98057

Services Performed For:

City of Redmond Fire
Department
P. O, Box 97010
Mail Stop FDADM
Redmond, WA 98073 -9710

This Service Level Agreement Contract (hereinafter referred to as ("Agreement")) is entered into between the POCAAN, and the City of Redmond ("Redmond"), a Washington municipal corporation, for the purposes hereafter mentioned.

RECITALS

- I. The Redmond Fire Department currently manages the **Mobile Integrated Health (MIH) program** for NE King County ("the NE King County MIH"). The program is funded by the King County Emergency Medical Services Levy. The goal of the program is to help patients referred by EMS personnel navigate through the system and obtain the additional assistance they need.
- II. POCAAN Senior Mobile Medical Outreach Program (SMMO) provides such navigation services for patients. The POCAAN uses trained Case Managers to conduct assessments and provide patient assistance.
- III. Redmond desires to establish contractual services with POCAAN SMMO Case Managers to assist Redmond in the Mobile Integrated Health program.
- IV. POCAAN has agreed to provide the requested services under the terms and conditions set forth in this Agreement and Redmond has agreed to the terms.

IN CONSIDERATION OF and subject to the terms and conditions set forth below, the parties agree as follows:

Period of Performance

This Agreement shall commence on the date of signature by both parties on or around November 15, 2022 and shall continue through April 30, 2023.

Scope of Work

Contractor shall provide the Services and Deliverable(s) as follows:

- A. SERVICES TO BE PROVIDED.** POCAAN agrees to make a designated SMMO Case Manager available to work with Redmond's NE King County MIH team on cases related to Redmond and Duvall (the NE King County MIH region). The Case Manager will work with the MIH team approximately *three (3) days per week* with the actual days and hours to be agreed upon by Redmond and POCAAN. The Case Manager will review and respond to reports from the NE King County MIH team, will conduct patient assessments as appropriate, will coordinate referrals to services to support the health, safety, and well-being of patients, and work with the NE King County MIH team to improve support to vulnerable adults accessing emergency services through the NE King County MIH program and will participate in administrative functions. The POCAAN SMMO Case Manager and Administrative team will complete follow-up reporting forms in a form agreed upon by POCAAN and Redmond for all referrals from the MIH team in which the Case Manager is involved and will provide the reporting forms to Redmond. POCAAN SMMO Program Manager and Administration will also provide monthly reports to Redmond in a form agreed to by POCAAN and Redmond providing details on the number of referrals worked by the Case Manager and the services provided.

Fee Schedule

PAYMENT. Redmond agrees to pay POCAAN for the services of the Case Manager, 30 hours per week in monthly installments of \$7,000.00, not to exceed \$48,000.

Bill To Address	Client Project Manager	Client Cost Center
P. O, Box 97010 Mail Stop FDADM, Attn. MSA Redmond, WA 98073 -9710		

INVOICE

POCAAN shall submit monthly invoices and reports in arrears, referencing this client's scope of work. Invoices shall be submitted by the 5th of each month for the following month to Redmond detailing the days worked by the case manager/s on referrals from the MIH team. Redmond agrees to pay the invoice within 30 days of receipt unless Redmond disputes the invoice. If only a portion of the invoice is disputed, Redmond shall pay the undisputed portion of the invoice within 30 days. Disputed invoices shall be paid within 30 days of the resolution of the dispute. POCAAN will submit monthly status reports, detailing service months, days, and a summary of consultation services. Upon completion of this Performance Period, the contractor and client will have the option to renew this as an annual agreement.

INDEPENDENT CONTRACTOR

Each party is an independent contractor of the other for purposes of this Agreement. Nothing in this Agreement shall make any employee of one party an employee of the other party. Neither party assumes any responsibility for the payment of any compensation, fees, wages, benefits, taxes, electronic equipment, office space, vehicles to or on behalf of the other party's employees. No employee of one party shall be deemed, or represent themselves to be, an employee of the other party. The case managers will operate under the direction of POCAAN's Program Manager for this program and our Programs Director, in their sole discretion, shall assign them.

INDEMNITY

Each party shall protect, defend, indemnify and save harmless the other party, its officers, officials, employees, and agents while acting within the scope of their employment as such, from any and all suits, costs, claims, actions, losses, penalties, judgments, and/or awards of damages, of whatsoever kind arising out of, or in connection with, or incident to the services associated with this Agreement caused by or resulting from each party's own negligent acts or omissions. Each party agrees that it is fully responsible for the acts and omissions of its own contractors, subcontractors, their employees, and agents, acting within the scope of their employment as such, as it is for the acts and omissions of its own employees and agents. Each party agrees that its obligations under this provision extend to any claim,

demand, and/or cause of action brought by or on behalf of any of its employees, or agents. The foregoing indemnity is specifically and expressly intended to constitute a waiver of each party's immunity under Washington's Industrial Insurance act, RCW Title 51, with respect to the other party only, and only to the extent necessary to provide the indemnified party with a full and complete indemnity of claims made by the indemnitor's employees. The parties acknowledge that these provisions were specifically negotiated and agreed upon by them.

CHANGE OF ORDERS

Any changes to the scope of the services must be made in writing and signed by both parties ("Change Order"), or the receiving party will have five business days to reject the Change Order if made via email to the other party's designated contact person. If the rejection is not made within 5 business days, the Change Order is considered mutually accepted. Each accepted Change Order will be incorporated by reference into this Agreement and will be subject to its terms and conditions.

CONFIDENTIALITY

Redmond will obtain a signed consent form from patients referred by Redmond to POCAAN and POCAAN shall not access medical/mental health information received from patients unless a consent form has been obtained. The parties understand that Redmond, in its role as a EMS health care provider, will be providing health care information to POCAAN in accordance with the Washington State Uniform Health Care Information Act (RCW 70.02.050(1)(b)). POCAAN shall use the information solely for the purpose of providing the patient navigation services required by this Agreement and for no other purpose. POCAAN shall keep all patient information confidential and shall take all reasonable steps to secure access to such information so that such information is disclosed only to personnel with a need to know. POCAAN shall not use or disclose such information to third parties, including private individuals, organizations, or public agencies without the patient's consent and only for the purposes provided in this Agreement.

NO THIRD-PARTY BENEFICIARIES

This Agreement is solely for the benefit of the parties and gives no right or remedy to any other person or entity.

TERMINATION

Either party may terminate this Agreement, with or without cause, upon the giving of sixty (60) days advance written notice to the other party.

Notices: Any notice required to be given under this Agreement shall be in writing and shall be deemed given three (3) days after the same is deposited in the U.S. Mail, postage prepaid, addressed to the parties as follows:

To Redmond:

Battalion Chief Medical
Services Jim Whitney
Redmond Fire Department
P.O. Box 97010
Mail Stop FDADM
Redmond, WA 98073-9710

To POCAAN:

Steven R. Sawyer,
Executive Director
901 Rainier Ave North
Renton, WA 98057

The parties may designate others to receive notice from time to time and shall do so by providing written notice as described in this section.

GOVERNING LAW

This Agreement shall be governed by the laws of the State of Washington.

Attorney's Fees: If either party brings litigation against the other party to compel the performance of this Agreement or to redress any breach thereof, the prevailing party in any such litigation shall be entitled to recover its costs and reasonable attorney's fees.

ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties regarding its subject matter and supersedes all prior understandings, written or oral.

EXECUTED by the parties on the dates set forth below.

IN WITNESS WHEREOF, the parties hereto have caused this SOW to be effective as of the day, month, and year first written above.

**City of Redmond Fire
Department**

**People of Color Against AIDS
Network (POCAAN)**

By: 
DocuSigned by:
5D9FC672714C4E4...
Name: Angela Birney, Charles Corder (Mayor Designee)

Title: Mayor City of Redmond

Date: 11/9/2022

By: 
DocuSigned by:
7D4C5F61E1564AB...
Name: Steven R. Sawyer,

Title: Executive Director
People of Color Against AIDS
Network

Date: 11/3/2022



POCAAN Case Management MIH Project Monthly Report

Service Months	Dates	Summary of Consultations
Example:	1/5, 1/12, 1/21, 1/29	24 Face to face encounters, 3 Phone encounters, 10 email encounters, and 2 Referrals, Total hours
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		



Memorandum

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-386

Type: Committee Memo

TO: Committee of the Whole - Public Safety and Human Services

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Police	Chief Darrell Lowe	425-556-2521
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DEPARTMENT STAFF:

Police	Brian Coats	Captain
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TITLE:

\$32,000 Criminal Justice Training Commission Officer Wellness Grant

OVERVIEW STATEMENT:

The police department is seeking Council's approval to accept grant funding in the amount of \$32,000 to support Officer Wellness.

On May 15, 2023, the Criminal Justice Training Commission (CJTC) announced grant funding available to law enforcement agencies for the purpose of establishing or enhancing officer wellness programs. The police department applied for the grant to assist funding a comprehensive Total Wellness Program for commissioned police officers.

On June 13, 2023, the police department learned it was awarded \$32,000 to fund Nutritionist and Financial Planning Services for its officers. The term of the contract is from July 1, 2023 to June 30, 2024.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☐ **Receive Information**

☒ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Redmond PD Policy 1033: Wellness Program
- **Required:**
Council approval is required for grant acceptance.
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

The police department is interested in developing a comprehensive Total Wellness Program. It is well documented that first responders experience major health problems due to several factors, including a poor diet, shift work, repeated exposure to stress, and trauma. Through this grant funding, police staff will be provided the opportunity to consult with a registered dietitian to provide nutritional guidance and support.

Financial Wellness is an additional phase of the department's Total Wellness Program. Financial security and fear of impending costs police officers cannot afford leads to stress, impacts officer performance, burnout, and decision-making. Through this grant, officers will have the opportunity to consult with a certified financial planner.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:**Total Cost:**

No budget impacts.

Approved in current biennial budget:

☐ Yes☐ No☒ N/A**Budget Offer Number:**

228 Criminal Justice

Budget Priority:

Safe and Resilient

Other budget impacts or additional costs:

☐ Yes☒ No☐ N/A

If yes, explain:

N/A

Funding source(s):

General Fund

Budget/Funding Constraints:

N/A

☐ Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
N/A	Item has not been presented to Council	N/A

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
8/2/2023	Business Meeting	Approve

Time Constraints:

Term of contract is July 1, 2023 to June 30, 2024

ANTICIPATED RESULT IF NOT APPROVED:

The police department will not accept the award and will research other funding sources to support officer wellness.

ATTACHMENTS:

N/A



Memorandum

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-367

Type: Committee Memo

TO: Committee of the Whole - Public Safety and Human Services

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Police	Chief Darrell Lowe	425-556-2521
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DEPARTMENT STAFF:

Police	Brian Coats	Captain
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TITLE:

Redmond Police Department 2023 Q2 Crime Report

OVERVIEW STATEMENT:

This presentation provides a summary of policy activity, comparing quarter one with quarter two the previous three years.

This report is for the council to receive information.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☒ **Receive Information**

☐ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
N/A
- **Required:**
N/A
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

Police staff evaluate crime data from a historical and current perspective to develop crime reduction strategies.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:

Total Cost:
N/A

Approved in current biennial budget: ☐ Yes ☐ No ☒ N/A

Budget Offer Number:
N/A

Budget Priority:
N/A

Other budget impacts or additional costs: ☐ Yes ☐ No ☒ N/A
If yes, explain:
N/A

Funding source(s):
N/A

Budget/Funding Constraints:
N/A

☐ Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
N/A	Item has not been presented to Council	N/A

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-367

Type: Committee Memo

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

N/A

ATTACHMENTS:

Attachment A: 2023 Police Department Q2 Crime Report Presentation (Pending)



City of Redmond

15670 NE 85th Street
Redmond, WA

Memorandum

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-390

Type: Committee Memo

National Night Out Update