

AGENDA



Human Services Advisory Committee

Committee Members:

Shannon Matson, Chair
Linda Smith
Brook Dodd
Leslie Anderson
Ryan McIrvine, Vice-Chair
Chad Buechler
Amy Koehl
Kyle Burleigh
Henry Malphus

Staff Contacts:

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Tuesday, May 19, 2015

3:00 p.m.

Renton City Hall

*Council Conference Room
7th floor*

1. Approval of Previous Minutes Shannon
2. Welcome and Agenda Review Allegra, BERK
3. Draft Strategic Plan Allegra and Annie,
BERK
 - Overview Suite of Products – Needs Assessment, Public Engagement Summary, Strategic Plan, and Funding Plan
What are your general impressions?
 - Committee Exercise – time to review, comment, edit
 - Review Initiatives – *Are the strategies achievable over next four years? Is this too much, not enough, just right?*
4. Draft Funding Plan Annie/All
 - Review Funding Plan
Does the plan have the right balance of flexibility and structure to help with the allocation of funds? If not, what should be added?
5. Next Steps Annie/Karen
 - Finalizing funding and Strategic Plan
 - Funding analysis of other cities
 - Feedback from internal and external stakeholders
6. Draft survey of future meeting topics/tours Karen

Future Dates

May 18, 6pm, Council Committee of the Whole, Briefing on Kids First Levy
June 1, 9am to 1pm, Tour of Low Income Housing Institute (LIHI) projects in Ballard and Bellevue
June 8, 6pm, Council Committee of the Whole, 5-Year Plan to End Homelessness
June 23, 11:30am to 1:30pm South King Council of Human Services annual luncheon



CITY OF RENTON
HUMAN SERVICES STRATEGIC PLAN & FUNDING STRATEGY 2015-18

Addressing Renton's Community Needs



[PICTUREPLACEHOLDERS]



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Denis Law
Mayor

PROJECT BACKGROUND

The City of Renton completed its first *Community Needs Assessment for Human Services and Housing* in January 2015. The process used to develop the Community Needs Assessment widely engaged stakeholders to facilitate identification of Renton's priority needs. The process included interviews, service provider and resident focus groups, a visioning session with Renton's Human Services Advisory Committee, a workshop with a group of Renton's human service and housing providers, and a workshop with City management staff.

Using the information in the Assessment, the City then convened a series of five stakeholder engagement events attended primarily by providers to determine how best to address these priority needs. This Strategic Plan and Funding Strategy was developed out of this stakeholder engagement process, focusing on the City's role and how it could best help to address the needs.

KEY THEMES:

Stakeholder engagement was organized around the human services definitions and sparked wide ranging conversations. Throughout the course of the discussions, several key themes emerged.

- Childcare, housing, and transportation were identified as the most critical needs.
- Demand for services and support far exceeds the supply.
- In addition to capacity, barriers to service access must be addressed.
- Information and communication about existing services and supports should be improved.
- Employment and youth employment are viewed as long term solutions to many Renton community needs, but many job seekers require significant support.
- Partnering with existing organizations in Renton is a strategy for addressing community needs.

Acknowledgements

CITY REPRESENTATIVES

Human Services Advisory Committee

- ▶ Shannon Matson, Chair
- ▶ Ryan McIrvine, Vice Chair
- ▶ Leslie Anderson
- ▶ Chad Buechler
- ▶ Kyle Burleigh
- ▶ Dorothy Capers
- ▶ Brook Dodd
- ▶ Amy Koehl
- ▶ Henry Malphus
- ▶ Linda Smith

Staff

- ▶ Terry Higashiyama, Community Services Administrator
- ▶ Karen Bergsvik, Human Services Division Manager
- ▶ Dianne Utecht, Human Services Coordinator

VISION

All Renton residents have equitable access to basic necessities, available, quality housing, health services, and neighborhood and economic opportunity.

DEFINITIONS:

Human services are defined as those services provided directly to Renton residents to meet basic human needs for:

- **Basic Survival Needs**—food, shelter, and protection from violence, abuse, and neglect
- **Available, Quality Housing**—available, safe and healthy housing for low and moderate income households
- **Health and Wellness**—health equity and family wellness services including early childhood screenings; parenting support; and medical, dental, mental health, and substance abuse services
- **Neighborhood Opportunity**—access to affordable, high quality early childhood education; out-of-school opportunities for youth; and mobility and transportation options
- **Economic Opportunity**—sustainable employment and financial conditions

CITY OF RENTON ROLES:



Inspire: Highlight programs and providers that are making a difference and advocate for increased funding and attention to the issues.



Understand and Evaluate: Assess community needs on an ongoing basis, including through broad stakeholder engagement and tracking reported outcomes from agencies that receive funding.



Educate: Communicate an understanding of community needs to stakeholders, and promote available resources and solutions.



Connect: Build a network of internal and external stakeholders through convening and referrals, and advocate for and support a systems approach to meeting community needs.

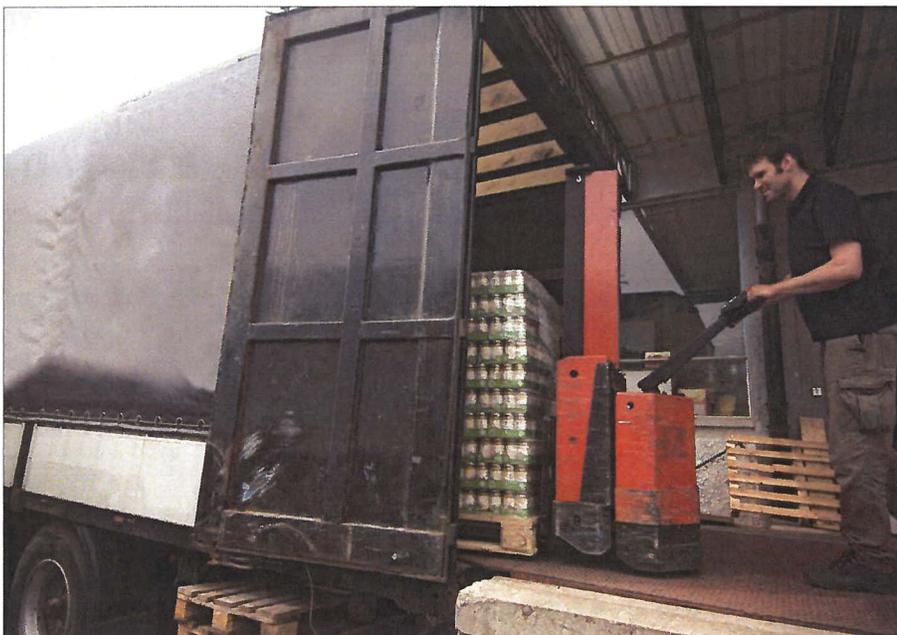


Invest: Prioritize the allocation of public funds to responsibly address community needs, with a focus on prevention and stabilization for residents in crisis.

INITIATIVES

Initiative #1: Understand, Measure, and Respond to Community Needs

- Establish a schedule for human services division planning and assessment. 🗨️ * \$
(Resources for these activities are addressed in the Funding Plan under Capacity Building)
 - o Community Needs Assessment: Updated every two years (completed ahead of funding cycle).
 - o Human Services Strategic Plan: Completed every four to six years.
 - o Funding Strategy: Refreshed every funding (every two years) cycle based on Community Needs Assessment.
- Align human services division planning and assessment documents with other City documents, including the Comprehensive Plan, biennial budget, and Business Plan. 📌
- Widely distribute Community Needs Assessment and updates to partners and stakeholders. 📄
- Measure and report on the indicators identified by the Community Needs Assessment as possible metrics for each community need identified; widely distribute this information to partners and stakeholders. 🗨️ 📄
- Celebrate progress toward meeting community needs as demonstrated by indicators; highlight programs or resources that are working well in Renton. 📄 *



"Quote from a Renton resident or human service provider."

-Name

or

Factoid about human service provider or provisions in Renton



Initiative #2: Foster a culture of inclusivity and community to reduce stigma around accessing human services

- **Make City programs as accessible as possible to all residents, regardless of income or other characteristics.** 🖥️ 🗣️ *

 - o Increase scholarship opportunities for City programs that charge fees. 💰
 - o Seek opportunities to provide child care and transportation options for City events.
 - o Seek opportunities to provide translation of materials and at events whenever possible.
 - o Focus on increasing accessibility of the City's preschool including through accepting the Washington State Department of Social and Health Services Working Connections Child Care subsidy program

- **Reduce barriers to access to services and referrals.** 🗣️

 - o Focus on customer service in all interactions with residents and act as navigators for those seeking human services.

- **Ensure that other City departments and staff are aware of human services resources and providers within the city and can make appropriate referrals.** 🖥️ 🗣️

 - o To better serve residents, ensure that staff are trained and able to make referrals to human services.

- **Raise awareness of the community needs in Renton.** 🗣️ 🗣️
- **Develop a new, searchable resource directory available online and updated on an ongoing basis.** 🗣️

 - o Within this new tool, provide additional information about service providers including, locations, services provided, eligibility requirements, and current availability of services.
 - o Ensure that the resource directory includes all relevant resources and services; some resources and services to add include: Child Care Aware and King County Metro ORCA LIFT.

Initiative #3: Partner to Address Human Services Priorities

- Participate in regional and King County wide conversations around Human Services to ensure regional and city priorities are aligned. 
- Provide networking opportunities for human services providers and facilitate relationship development among them. 
- Collaborate with other city departments to address changing needs and demographics in Renton.
 - o Work to align human services priorities with city policies and regulations - for example, zoning that limits housing production, unit size restrictions, uneven code enforcement.
 - o Participate in the Housing Strategic Plan to ensure that identified needs for available, quality housing and barriers to achieving it are taken into account.
 - o Educate Public Safety Services about resources in the community, how to partner with them, and how to make appropriate referrals.
- Strengthen the City's relationships with key partners (e.g., grantees, Renton School District, University of Washington Medicine Valley Medical Center, Renton Technical College) to enhance a systems approach to addressing changing needs and demographics in Renton. 

Related Regional and City Priorities:

- King County Best Starts for Kids
- King County Committee to End Homelessness
- *Others?*

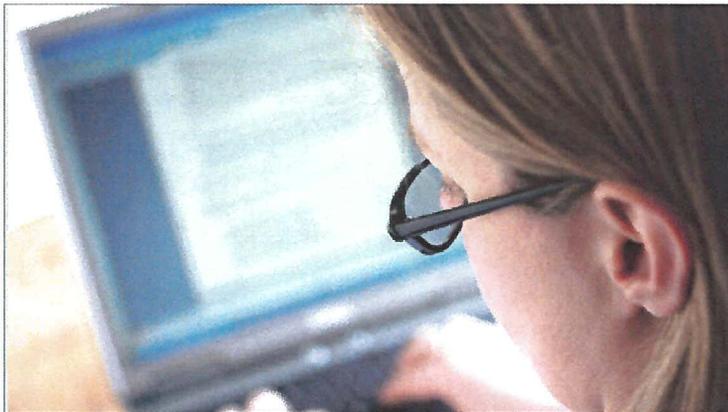
Initiative #4: Reprioritize Human Services Grant Funding Based on Identified Community Needs

- Invest in capacity building and shared resources for stakeholders, including stakeholder engagement, training, technical assistance, resource directory, convening, and Community Needs Assessment updates. 
- Tie funding strategy to identified community needs and demonstrated results as shown by indicators. 
- Allocate a share of human services funding to smaller human service organizations. 
- Advocate for additional grant funding to support human services in Renton. 
- Assess community support for supporting human services through other revenue sources, for example a levy.  
- Analyze City biennial human services grant funding to understand cycle over cycle funding trends, and organizations and people served. 
- Increase marketing and awareness of human services grant funding opportunities to organizations aligned with the City's human services funding strategy. 

Initiative #5: Special Initiative

EMPLOYMENT

- Advocate for the City to be a model employer in terms of wages, benefits, and hiring practices. 🗣️ *
- Collaborate with Economic Development and other departments to promote Renton’s assets, including the diversity of the community and Renton Technical College, to employers with a goal of increasing employment opportunities. 🗣️ 🗣️ *
- Partner with YouthSource, WorkSource, and others to hold employment events – covering topics such as how to look for a job, to matching job seekers with employers, and opportunities to match youth employment opportunities with senior citizens’ needs. 🗣️ *
- Work with employers around willingness to hire “non-traditional” candidates and offer internships.



EMPLOYMENT

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FUNDING STRATEGY

The City of Renton funds human services to best address basic needs and provide stability to those in crisis through collaboration and community support. Four main goals inform the City's funding plan. The City of Renton's investments:

1. Focus on basic needs; prevention and providing stability for those in crisis.
2. Respond to changing needs in Renton as shown in the Community Needs Assessment.
3. Align to regional priorities (see Initiative #3).
4. Are large enough to impact the indicators related to the need addressed by the investment.

FUNDING PROCESS

The City of Renton executes its Funding Strategy through a thoughtful, collaborative funding process. The Human Services Advisory Committee reviews all grant applications together and scores each one, identifying the funding pools for which each request is eligible. For example, grants for smaller organizations (10%) or community needs grants (80%, split on a percentage basis, predetermined by HSAC, between the five areas of community need). Grant requests are prioritized based on score, and funded in order as available funding in each category allows.

Every two years, ahead of the grant cycle, the City updates its funding strategy based on its goals and any updates to the Needs Assessment.

Area for Investment	Share of Funding
Invest in capacity building and shared resources for stakeholders	10%
(this might include shared stakeholder engagement, training, technical assistance, data collection, resource directory, convening, and Community Needs Assessment updates)	
Allocate some human services funding to smaller human service organizations	10%?
Community Needs	80%
<i>Basic Survival Needs</i>	<i>25%</i>
<i>Available, Quality Housing</i>	<i>20%</i>
<i>Health and Wellness</i>	<i>10%</i>
<i>Neighborhood Opportunity</i>	<i>5%</i>
<i>Economic Opportunity</i>	<i>20%</i>

APPENDIX A: Funding Framework

Area of Investment	Progress Indicators	Funding
<p>Invest in capacity building and shared resources for stakeholders (this might include shared stakeholder engagement, training, technical assistance, data collection, resource directory, convening, and Community Needs Assessment updates)</p> <p>Allocate some funding to smaller human service organizations</p> <p>Basic Needs for Families</p>	<p>Community Outcome: Improved access to nutrition support.</p> <ul style="list-style-type: none"> A direct measure of need for improved access to quality food would be families or individuals reporting that they do not have enough to eat, or that they have had to make trade-offs between food and other basic needs. An indirect measure is the number of families living in poverty or not earning enough to be self-sufficient. 	<p>10%</p> <p>10%?</p> <p>25%</p>
<p>Agency Outcome: Individual/families improve or maintain eating habits</p>	<ul style="list-style-type: none"> Dollar value of WIC/PEBT/SR voucher spent at Renton Farmer's Market 	
<p>Community Outcome: Service-rich day and night shelters for homeless families.</p>	<ul style="list-style-type: none"> Unsheltered and sheltered homeless counts. Renton School District McKinney-Vento-qualified students Eviction court filings as a leading indicator of housing instability. School enrollment turnover rate. 211 calls for shelter or emergency housing assistance from Renton residents. 	
<p>Agency Outcomes:</p> <ul style="list-style-type: none"> Individuals and families have access to and/or knowledge of community resources Individuals and families have secure housing <p>Available, Quality Housing</p> <p>Community Outcomes: :</p> <ul style="list-style-type: none"> More rental units available to very low income households (households earning 30% of King County AMI or less). More safe, energy efficient, and healthy housing available to low and moderate income households (earning 30% to 80% of King County AMI). 	<ul style="list-style-type: none"> % of clients that transition and stay in stable housing Number of subsidized housing units. Number of eviction warrant filing. Persons per room as an indicator of overcrowding. Housing stock rated "good" by the County Assessor in various value categories. 	<p>20%</p>

Area of Investment	Progress Indicators	Funding
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Health and Wellness	Community Outcome: Better access to health and dental care for low-income residents.	10%
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- Indicators of access to health care include points of health care service and the hours of availability. An indicator of financial access to health care includes those reporting that they could not see a doctor due to cost and the proportion of the adult population that is uninsured.

Agency Outcome: Individuals and families improve health (mental, physical and dental)	<ul style="list-style-type: none"> • 80% of 2 and 6 year old patients complete age appropriate immunizations on time • 75% of oral patients complete oral health treatment plan • 70% of abortion care clients return to clinic for birth control within one year 	
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Community Outcome: Early childhood screening and parenting support.	<ul style="list-style-type: none"> • A direct measure of the children who are receiving early childhood screenings would be the number of 1 – 4 year olds receiving annual medical assessments. For many, the dominant obstacle to receiving preventative medical exams is cost; therefore, the number of 1 – 4 year olds not covered by health insurance can act as a proxy. 	
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DRAFT: MAY 15, 2015

Agency Outcome: Improved ability to meet developmental milestones	Community Outcome: More mental health and substance abuse services.	<ul style="list-style-type: none"> • Disturbance arrests. • Substance abuse arrests. • Suicide rates. • Contacts with first responders.
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Neighborhood Opportunity	Community Outcomes:	5%
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- Improved mobility and transportation options.
- More high quality, out-of-school time opportunities for youth.
- Increased access to affordable, quality, early childhood education.
- Transportation cost. The cost of the average commute to work at \$0.50 per mile.
- Transit cost. The cost of the average transit fare.
- Access to transit. The percentage of the total area that is within 1/4-mile of an Express Bus Stop.
- Walkability. The percentage of workers who walk to work.
- Number of 13-19 year olds living in low-income households.
- Youth Participation in K-12 Sports and Arts Programs.
- Wait lists for Head Start and Early Childhood and Assistance Program (ECEAP) can reveal unmet need of lower income households for early educational opportunities.
- Total number of childcare slots in centers participating in Early Achievers can reveal the quality of childcare service supply.

Area of Investment	Progress Indicators	Funding
<p>Economic Opportunity</p> <p>Community Outcomes:</p> <ul style="list-style-type: none"> • Support for adults who face barriers to employment (childcare, transportation and affordable housing). • Access to living wage jobs and career advancement. 	<ul style="list-style-type: none"> • The number of persons who are persistently unemployed (unemployed for more than 27 weeks). • Disproportionality in employment rates among race, gender, age, language ability, or neighborhood. • Full-time workers earning less than a livable wage. • Participation in skills training programs of targeted populations. 	<p>20%</p>
<p>Agency Outcome: People acquire concrete jobs skills.</p>		



CITY OF RENTON

HUMAN SERVICES STRATEGIC PLAN

Public Engagement Summary.

FINAL: May 13, 2015

INTRODUCTION

The City of Renton is developing a Human Services Strategic Plan to address priority service needs identified in its January 2015 *Community Needs Assessment for Human Services and Housing*. The Community Needs Assessment identified thirteen priority human service and housing needs across five major categories, including:

- Economic Opportunity
- Basic Needs for Families
- Health and Wellness
- Available, Quality Housing
- Neighborhood Opportunity

The process used to develop the Community Needs Assessment widely engaged stakeholders to facilitate identification of Renton's priority needs. The process included interviews, service provider and resident focus groups, a visioning session with Renton's Human Services Advisory Committee, a workshop with a group of Renton's human service and housing providers, and a workshop of City management staff.

To develop the City of Renton's Human Services Strategic Plan, stakeholder engagement focused primarily on providers to determine how best to address these priorities needs. Our engagement strategy included five community conversations, each around a different category of need, using a modified World Café Conversation model.

The World Café Conversation Model facilitates dynamic conversation and knowledge sharing around a topic of interest. Participants started in conversation clusters around the room, and explored pre-set questions around the engagement topic, actively listening while sharing their own ideas verbally and visually. Facilitators moved from table to table, cross-pollinating their ideas throughout the room. Participants then converged for a large group discussion where we shared insights and discoveries made that day, allowing these smaller conversations to increase our collective knowledge around the engagement topic.

A summary of the five community conversations is below. Each category starts with the identified needs from the Community Needs Assessment and is followed by the questions posed at the conversation and the key findings.

WORLD CAFÉ CONVERSATIONS KEY FINDINGS

- Childcare, housing, and transportation were identified as the most critical needs.
- Demand for services and support far exceeds the supply.
- In addition to capacity, barriers to service access must be addressed. Participants described a range of barriers to accessing public services in Renton, including:
 - A complex web of services with differing and complicated eligibility requirements;
 - Lack of awareness of existing resources and how to access them;
 - Difficulty in accessing services due to transportation or childcare needs;
 - Inflexible supports and subsidies that do not always seamlessly meet actual needs;
 - Linguistic and cultural barriers;
 - Stigma around accessing services;
 - Identification requirements for undocumented immigrants;
 - Need for a permanent address for people experiencing homelessness; and,
 - Isolation, in the case of many older adults.
- Ideas for improving information and communication about existing services and supports include:
 - Advertising through Renton River days;
 - Creating an enhanced resource directory that provides eligibility, services, and locations for all affordable health services in Renton, is regularly updated, and available online;
 - Development of a Renton coalition of service providers;
 - Translating informational materials;
 - Encouraging partners to use a “go-to-them” approach in their service provision, including development of mobile services; and,
 - Marketing available services that address the highest need issues.
- Creating several geographically distributed one-stop-shops for accessing services would address many service barriers, but may not be feasible based on existing resources.
- High quality case management would be a major asset in supporting individuals accessing any kind of public service or support, and would reduce the barriers to access related to the complexity of the current system of services.
- Subsidies provided for any purpose should be flexible to increase the chances that they are useful, appropriate, and beneficial to users.
- Education could support residents experiencing many of these needs; topics where education could be a supporting strategy to meeting the community need include:
 - Parenting;
 - Nutrition;
 - Job skills and training; and,
 - Life skills.

- Educating Renton residents about the level of community need is a suggested strategy for reducing the stigma faced by Renton residents accessing services.
- Pursuing regional and system-level solutions, through conversation and collaboration with other public and private entities in and near Renton, was identified as the preferred approach to addressing community needs.
- Employment and youth employment are viewed as long term solutions to many Renton community needs, but many job seekers require significant support, which may not be available in Renton.
- Partnering with existing organizations in Renton was identified as one way to address many of these needs; participants suggested that the following partners, among others, should be engaged in these efforts:
 - Major Renton-area employers;
 - Other City of Renton departments including Parks and Recreation, Community and Economic Development, and Fire and Emergency Services.
 - Childcare providers
 - Faith Community
 - Other public agencies:
 - King County Best Starts for Kids;
 - Renton Youth Source
 - Housing Authority (Renton and King County),
 - Nonprofits and community based organizations:
 - Somali Youth Services
 - Rotary Medical Clinic
 - Kiwanis
 - Boys and Girls Club
 - Skyway Solutions
 - YMCA
 - Educational Institutions:
 - Renton School District
 - Meadow Crest Early Learning Center;
 - Renton Technical College
 - Green River Community College,
 - Renton Youth Advocacy Center (RYAC)

WORLD CAFÉ CONVERSATIONS SUMMARY

Economic Opportunity

Needs

- *Support for adults who face barriers to employment.*
- *Access to living-wage jobs and career advancement.*

Questions

1. If you could fund one project to support employment for unemployed Renton residents, what would you fund?
2. Thinking of a family member or friend who has faced a period of unemployment, what things would have (or did) made a big difference to them finding employment?
3. What job skills are most needed in your community?

Key findings

- Participants suggested several priority projects to support unemployed residents; these included:
 - An adult mentoring program
 - Assistance in choosing a career field
 - Better technology training
 - Career fairs
 - Entrepreneur assistance
 - Internships
 - Job application and search skills
 - Prior learning credits for immigrants
 - Workplace English Language Learner (ELL) supports
- Participants discussed how several supports could support unemployed Renton residents in finding new employment:
 - Additional education
 - Childcare for people actively job searching
 - Encouraging employers to hire people of varied backgrounds
 - Mental health and substance abuse prevention and treatment
 - Reducing stigma around GED and similar programs
 - Transportation to job interviews and services
- Participants identified soft skills, skills for service jobs, and child care skills as the most needed skills in their community
- Participants believe the city of Renton can promote economic opportunity in a number of ways, including:

- Better integrating city agencies and functions like employment, economic development, and human services
- Collaborate with the school district, Renton Technical College (RTC), and other partners
- Encouraging employers to take on interns and higher-risk hires
- Modeling best practices in non-discriminatory and inclusive hiring as a model employer
- Promoting Renton's assets, including diversity and RTC, to potential employers

Basic Needs for Families

Needs

- *Improved access to nutrition support.*
- *Service-rich day and night shelters for homeless families.*

Questions

1. Imagine that you were homeless and living and accessing a day or night shelter: what services would be most useful to you so that you could attain permanent housing?
2. What services should be co-located with day and night shelters?
3. What is the most important thing we could do to prevent hunger in Renton?

Key findings

- Participants described an array of services and infrastructure that would be most useful to people accessing a day or night shelter; these might include:
 - A one-stop-shop for submitting housing applications, with no fees
 - An address or mailbox
 - Assistance in applying for public housing
 - Childcare for those searching for jobs and housing
 - Financial management services
 - Grants to pay for background checks and security deposits
 - Increased availability of advocates for people without kids
 - Job readiness training and supports
 - Legal assistance for those with evictions, collections, warrants, civil, and family matters
 - Real-time information on shelters and permanent housing
 - Respite services and safe space to relax
 - Recreation and fun - physical activity and games
 - Substance abuse counseling
- Participants identified some basic needs that people experiencing homelessness and accessing a day or night shelter might need access to, which include:
 - Cell phones

- Computer, internet, and printers
- Kitchen supplies
- Laundry supplies and service access
- Postage and envelopes
- ⊙ Showers and hygiene supplies
- Transportation
- Storage for belongings
- Participants described a range of barriers to accessing food and nutrition services, including:
 - A complex web of services with differing and complicated eligibility requirements
 - Identification requirements for undocumented immigrants
 - Linguistic barriers
 - Isolation, in the case of many older adults
 - Difficulty using public transportation to transport groceries
 - Stigma around accessing services
 - Need for additional service hours
 - Need for additional weekend meal services for children
 - Inadequate SNAP benefits amounts for people on Social Security and Disability
 - Difficulty in accessing school services for children without permanent housing
- Participants described a variety of ways to prevent hunger in Renton, including:
 - Additional city funding for nutrition services
 - Better advertising of services
 - Changing the face of the EBT card to reduce stigma for users
 - Creation of partnerships between schools and farmers
 - Developing flexible subsidies like food gift cards
 - Development of a holiday meal program
 - Development of a more in-depth resource directory that shows eligibility for services, services provided, and locations
 - Development of subsidies and flexible buying options for produce
 - Ensuring services are available across the City, including by providing meals in users neighborhoods at their familiar institutions
 - Ensuring that quality grocery stores are located where people need them
 - Establishment of community gardens
 - Establishment of a permanent food services location in Renton
 - Kitchen space in community resource centers
 - Partnering with DSHS to provide nutrition education

- Providing school meals on weekends
- Providing transportation to services
- Provision of cookware and kitchen accessories to people experiencing homelessness
- Provision of free school lunch and breakfast for all

Health and Wellness

Needs

- *Better access to health and dental care for low-income residents.*
- *Early childhood screening and parenting support.*
- *More mental health and substance abuse services.*

Questions

1. How could access to health and dental care for low-income residents be improved?
2. As a parent, what kind of support would benefit you in parenting your children?
3. Thinking of a family member, friend, or acquaintance who suffers from a mental illness or substance abuse, what is needed to ensure they receive services?

Key Findings

- Participants' ideas for improving information and communication about existing health and wellness services in Renton include:
 - Advertising through Renton River days
 - Creating an enhanced resource directory that provides eligibility, services, and locations for all affordable health services in Renton
 - Development of a Renton coalition of service providers
 - Encouraging partners to use a "go-to-them" approach for in their service provision, including by developing mobile services
 - Marketing available student dental services
- Participants' ideas for improving health and wellness services in Renton include:
 - Co-locating services at places where people already gather, such as schools, community centers, and shelters
 - Creating a mobile (van) program for chemical dependency detox
 - Developing mobile health and wellness services
 - Empowering families to improve their own health and wellness through health education
 - Improving transportation to health and wellness services
 - Increasing capacity for preventative health services
 - Informing people about access times and costs for existing services
 - Supporting individuals navigation of the health system, including through case management and insurance sign-up assistance

- Challenges to accessing health and dental care for low-income Renton residents include:
 - Lack of affordability, even for subsidized services
 - Prohibitive copays and fees
 - Long wait times for accessing existing services
 - Over-subscription of existing subsidized services
- One specific suggestion heard in many conversations with participants about health and wellness, was to improve outreach to cultural communities to focus on improving their health outcome deficits. Some suggestions for doing this included:
 - Addressing language barriers
 - Ensuring that providers are aware of social barriers to health service attainment that may be present in some cultural communities
 - Helping remove barriers in accessing health and wellness services for undocumented immigrants
 - Partnering with small organizations with expertise and relationships with cultural communities to provide outreach
- Participants suggested that parenting supports should be family-oriented, celebratory in nature, and include children in the programming and/or provide childcare.
- Participants also had ideas for how to support parents, more generally. These include providing:
 - Child care assistance
 - Free ESL classes, technology training, parenting classes
 - Support for parents with children going through “Americanization”
 - Support for families with children in community diversion
- Participants also had many ideas for how to support children, more generally. These include providing:
 - Mixed-age programs
 - Employment for teens
 - General interest programs for teens (without a focus on sports or academics)
- Participants suggested that the following partners should be engaged in these efforts: King County Best Starts for Kids; major employers; Meadow Crest Early Learning Center; City of Renton Parks and Recreation, and faith-based organizations.
- Participant had many suggestions for how to support people suffering from mental illness or substance abuse. Their responses included:
 - Educating the public about mental health and substance abuse
 - Encourage collaboration and convening of these service providers
 - Ensure that there is capacity for serving all age groups
 - Focus on connecting veterans to services
 - Increase and improve overall access to healthcare

- Increase funding for existing mental health and substance abuse treatment programs and supports
- Increase the community conversation around mental health
- Partnering with housing authorities to identify and serve people in need of help
- Providing a sense of community to help make people affected feel safe
- Train first responders to effectively respond to these needs
- Participants also noted some barriers to accessing mental health or substance abuse services, including:
 - Constraints on interventions
 - Denial of problems/stigma/shame
 - Fear of facilities
 - Lack of monitoring
 - Prescription costs

Available, Quality Housing

Needs

- *More rental units available to very low income households (households earning 30% of King County AMI or less).*
- *More safe, energy efficient, and healthy housing available to low and moderate income households (earning 30% to 80% of King County AMI).*

Questions

1. What barriers to housing currently exist for the very low income? How are these different from the barriers low to moderate income households face?
2. How can we support developers and landlords in making more low income housing available to Renton residents?
3. Thinking of a family member, friend, or acquaintance who has struggled to attain safe and healthy housing, what service would help them the most to get their housing needs met?

Key Findings

- A range of barriers to obtaining quality housing for low-income and low to moderate income households were identified by participants, these include:
 - Overall inadequate housing supply
 - Lack of affordable units, compounded with many affordable units being occupied by higher income individuals
 - A housing stock with a preponderance of substandard housing
 - Background check disqualifiers like criminal records, drug use, unstable job history, credit history, debt to previous landlords, etc.
 - Fees for background checks and application fees

- Initial costs of security deposits and first/last months' rent, etc.
- Covenants preventing housing subsidies from being employed in new developments
- Fear of dislocating children from home/current schools
- Income discrimination
- Lack of knowledge about tenant rights and anti-discrimination laws that are supposed to prevent discrimination for low-income renters
- Language and cultural barriers that prevent some from applying to certain units
- Location of many affordable units in areas with poor transportation options
- Loss of supports when moving to another area
- Medical expenses and debt which make the rent-to-income standard unaffordable for some
- Stigma against low-income renters
- Participants had many Ideas for incentivizing developers and nonprofits to build additional affordable housing stock, which include:
 - Centralized tenant screening by the City with one fee or free
 - Free rental application services
 - Developing ordinances that would make background checks and credit applications valid for two years
 - City purchase of vacant or foreclosed properties to be retrofitted as affordable housing units
 - City-sponsored foreclosure assistance program
 - Educating renters about how to be a good tenant
 - Engaging employers to support affordable housing efforts
 - Impact (or other) fees to fund affordable housing
 - Improving the speed and predictability of development
 - Incentives such as tax deferrals or fee waivers
 - Land use and city code measures like density bonuses, inclusionary zoning, allowing smaller units, etc.
 - Providing home repair assistance program for renters to improve affordable unit housing quality
 - Public infrastructure improvements to lower development costs
 - Recruiting landlords who have had positive experiences
 - Repurposing city facilities/parcels as affordable housing units
 - Strategies to reduce risks of renting to low-income for landlords such as rent guarantees
- Participants also suggested that the City make an effort to solicit from developers and landlords, information about their perception of the barriers to affordable housing
- Suggestions made by participants, for how to help people experiencing homelessness to attain safe and healthy housing, include:
 - Additional day and night shelters for the immediately homeless

- Additional support/enforcement of fair housing laws
- Creating a landlord liaison service to support people in engaging with landlords
- Creation of an apartment inspection program, preferably modeled after the City of Tukwila's
- Safe and anonymous reporting of poor quality housing
- Development of a one-stop rental application process
- Establishment of a housing task force
- Improved code enforcement to help raise standards on affordable housing stock
- Income-based assistance for both upfront rental costs and rent
- Rental application support
- Moving assistance
- Laws to support rental units (i.e., allowing mother in laws, cohabitation of one unit, and accessory dwelling units)
- Requiring air quality assessments, like the American Lung Association's
- Support for older adults aging in place
- Using empty homes for affordable housing through bank incentives

Neighborhood Opportunity

Needs

- *Improved mobility and transportation options.*
- *More high quality, out-of-school time opportunities for youth.*
- *Increased access to affordable, quality, early childhood education.*

Questions

1. Thinking about your average day, what services, appointments, and events do you travel to? Which of these do you use a private vehicle for? How could your mobility and access to transportation options be improved?
2. If you could fund one project to support out-of-school time opportunities, including employment, for youth, what would you fund?
3. Who could benefit most from affordable, quality early childhood education? What do we need to do to ensure these services are culturally appropriate to those audiences?

Key Findings

- Participants identified many places that the average Renton resident has to go on a daily or weekly basis. These include social services, grocery stores, medical appointments, food banks, colleges and universities, work, the airport, downtown Renton, Seattle, and to visit friends and family. The diversity and breadth of places Renton residents need to go daily or weekly, shows how important the transportation challenge is.
- Participants identified many barriers to transportation and mobility in Renton:

- Difficulty in carrying groceries to and from the bus
- Difficulty in transferring between transit payment systems
- Difficulty in walking to and standing at bus stops for long periods
- Frequent tardiness of Access buses
- Need for additional accessible transit options for older adults or people with disabilities
- Inclement weather, which may preclude many from biking or walking
- Language and cultural barriers to using public transit
- Length (in time) of many bus trips in and from or to Renton
- Overcrowded buses
- Public safety concerns
- Unaffordability of public transit and limitations on low-income or free ticket options
- Ideas for improving mobility and transportation for Renton residents include:
 - Consolidating social services locations to reduce transportation need
 - Create a shuttle program for kids
 - Creating a ride-free zone in Renton
 - Develop walking school bus routes
 - Identify safe walking routes in and around Renton, and facilitate monitoring of those routes by Renton Police
 - Increase ADA parking in Renton
 - Increase Hyde Shuttle capacity for older adults
 - Increase public transit capacity in and around Renton
 - Increase traffic enforcement of speeding and unsafe drivers
 - Install more bike racks in Renton
 - Invest in better pedestrian infrastructure like sidewalks and crosswalks;
 - Provide assistance and instructions for how to use public transportation
 - Providing more discounted transit scripts to Renton residents
- Participants suggested many potential after school time opportunities that the City of Renton could support for young adults and teens. These included:
 - Affordable driver's education
 - Centralize programs
 - Community gardening
 - Employment through matching youth with senior citizens who have home support needs
 - Health education and access to health resources
 - Life and job skill workshops
 - Mentoring

- Tutoring
- Participants also suggested that the City of Renton reach out to young adults and teens to find out what programs they need and would be interested in
- Some models for after school programs that might benefit young adults and teens were identified, including: Bellevue Jubilee REACH; TIPS Teens in Public Service; CryOut; Salvation Army.
- Partners who could be engaged in supporting after school activities for young adults and youth include: Renton Technical College, Green River Community College, School District, Housing Authority (Renton and King County), RYAC, churches, Somali Youth Services, Rotary Medical Clinic, Kiwanis, Boys and Girls Club, Skyway Solutions, YMCA, and Renton Youth Source.
- One need for supporting after school time opportunities for young adults and teens, is additional transportation to those activities. It was suggested that those programs could be centralized to help consolidate this transportation need.
- Participants identified many benefits of early childhood education, including:
 - Breaks the cycle of poverty
 - Decreases the achievement gap
 - Helps prevent English Language Learners from starting out behind their peers in public education system
 - Helps promote economic stability for families
 - Improves children's educational outcomes
 - Provides needed childcare to single-parent households
- Participants had many Ideas for how early childhood education could be more culturally appropriate for all, including:
 - Choosing learning materials that reflect students and their families
 - Hiring bilingual teachers who speak a language, other than English, that is represented in the school
 - Hiring quality teachers
 - Making family engagement part of the curriculum, including through a parent academy and by supporting life skills and other continuing education for parents
 - Partnering with trusted people and institutions in all Renton communities
 - Childcare providers
 - Faith community
 - Nonprofits and community based organizations
 - Providing high quality case management to children and their families
 - Providing outreach to underserved populations to help spur enrollment of those people
 - Tailoring services to the communities, families, and students served
 - Translating curriculum and materials to engage all children and their families