

AGENDA Human Services Advisory Committee

Committee Members:

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

Staff Contacts:

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Katie McClincy

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425-430-7566

Jennifer Jorgenson

jjorgenson@rentonwa.gov

425-430-6600

Tuesday, April 21, 2015

3:00 p.m.

Renton City Hall
Council Conference Room
7th floor

1. **Approval of Previous Minutes** Shannon
2. **Meeting Topics for 2015** Karen
3. **Capacity Building Update** Dianne
 - Contract with The Alford Group
 - Contracts with the six agencies
4. **Contracting 101** Dianne
 - Regional versus local decisions
 - Contract process
 - Innovations and the future
 - Joint Memorandums of Understanding
5. **Suburban City Funding Analysis** Karen
6. **Items in the Queue**
 - Financial literacy classes
 - Day of Service at Vantage Glen
 - Coordinated response to Committee to End Homelessness (CEH) plan for South County
 - Veterans

Upcoming Meetings

May 18, 6-7 p.m. – Council Committee of the Whole Briefing
Kids First Levy

Tentative: Committee to End Homelessness (CEH) Five-Year Strategic
Plan

City of Renton Volunteer Event April 28th – need to RSVP by April 20th



Human Services Advisory Committee

2015 Meeting Topics

1. Tours of Agencies that we have not funded in past –
 - a) Take four meetings and all go. Consistency and all learning the same thing at the same time. Reserve City van and/or carpool
 - b) Or we divide into groups of two, and each group visits 2 agencies and reports back. Can be done during the meeting time.
 - Cry Out – After school program for Renton Youth – does not meet during summer
 - Margie Williams Helping Hands Food Bank – Open on Saturdays
 - Orion – Job training
 - Puget Sound Training Center
 - Renton Youth Advocacy Center – After school program
 - Ukrainian Center – Crisis family intervention
 - WA Cash
 - WA Poison

2. Presentations of services to the HSAC – for newly funded programs (when it does not make sense to do a site visit):
 - Auburn Youth Resources – Do outreach at Skate Board Park and proposing youth housing in Renton
 - Bridge Ministries – Guardianship
 - RAYS – Counseling – it is in schools
 - Sound Mental Health – Counseling

Topics

April: Capacity Building Report and recommendation for selection of contractor; Contracting 101

May: Human Services Strategic Plan; Quarterly Performance Report

June: Overview of the CEH Plan

July: Quarterly Performance Report

August: 2016 CDBG Funds

September: HS Funding Plan

October: - Quarterly Performance Report; work on mechanics of funding process

November: Work on mechanics of funding process

December: Work on mechanics of funding process; election of officers

Scheduled for April: Contracting 101 – now that the funds have been allocated to the agencies, what is next? We use a standard contract and require quarterly performance reports and annual outcome reports. How is all that information used? Evaluation of Agencies: desktop monitoring of agencies, staff site visits for compliance. South King County: what things are done with other cities

2015 Meeting Topics (continued)

in South County? Common application. Common reporting forms. Same desktop. Performance Measures. Joint Memorandum of Understandings. Joint site visits for MOU funded agencies.

Mechanics of funding process – somewhat unknown at this point. Will depend on how specific or non-specific the *Human Services Strategic Plan* and *Funding Plan* are. Will need to develop and agree on rating tool. How to read and rate applications. Needs to be done before the applications are available in March, 2016 – so October through December.

Local:

CDBG 101 – how does CDBG work for Renton and why does it matter? Understanding the programs that are funded off the top of our allocation – Housing Stability Program and the King County Housing Repair – and how Renton residents benefit. Since we are part of the King County Consortium – what does that mean?

What does it mean to be a joint agreement city? Not a priority, more of an overview. Take an hour or so.

Housing Repair Program overview – part of the Human Services division. Only direct service besides information and referral that the City does. Getting \$20,000 year from First Savings Bank to help fund it. What does it do, and how is it funded? Who does it serve? Proposed changes to policies/procedures. General education, not directly related. One hour?

Informational: Renton Farmers Market – Starting in July, taking EBT and WIC – learn about the upcoming changes and how it will work; new staff position. Go last part of the meeting/field trip. Part of an effort to coordinate food programs/ healthy choices. More fun/but educational. One hour?

City of Renton Comprehensive Plan – the Human Services Housing and Human Services Element is done. What changes were made, and what is next? How do we make it so that it is not just a plan sitting on a shelf? Committee gave lots of input on the Plan. The strategic plan will be how to get to the goals outlined in the Comprehensive Plan. CED will be starting to work on the housing strategic plan. Council has to adopt the Comprehensive Plan by June 15. Have presentation after adopted? July/August

Current Projects in Renton:

- A. The Sunset Area redevelopment and the Choice Neighborhood Grant to HUD – what does that mean for Renton and the Human Services Division? If we don't get the grant, what work is still going forward? People component of the grant that am involved in. We will know by end of September if we get the grant or not. October?
- B. The proposed Low Income Housing Institute housing on 2nd and Shattuck. Who will serve? How many units are being proposed? How work with local providers? When are they submitting pre-application? This is more of a FYI, since I will be scheduling a tour of two projects with Mayor and staff in May. Also will be applying for Housing Trust money and lobbying for tax credits. Partnering with REACH. HSAC members could go on tour and get information?

2015 Meeting Topics (continued)

- C. General interest about Renton economic development and how it might relate to job development for Renton residents: hotel and conference center on Lake Washington; two hotels by Coulon Park; senior housing by Fred Meyer. Lots of development going on and I think it is important to stay abreast of what is going on besides in Human Services

Renton Resource Directory – will be updated in 2015. What is the purpose, how is it used? We print over 50,000 copies. How should it be on the web? How do we update it in real time? How is the same/different than 211? Translating it in different languages – useful or not? A staff person for CS is being hired, and this will be part of their responsibility. Thinking October/November.

Regional

Committee to End Homelessness Five-Year Plan to end Homelessness briefing and Renton's response. Briefing May 18th and Sound Cities will be asked to endorse the plan in June. Like the Advisory Committee to review plans/responses prior to going to Council, as I can include it in the presentation. However, that is not always realistic. Soonest can do it is June

Kids First Levy – countywide levy. Talking about it being on the ballot in November. Briefing Council in May. Lots of unknowns still. My main thing is because early learning such a huge need in Renton – in the needs assessment – how can we use this to further the work that is needed in Renton? That means that we need to be at the table before decisions are made as to what/how funds are used. Also have HSAC experts on this topic that I can benefit from their input. Also HSAC could have a role in advocating for this levy??? Had planned to meet with County staff once I hear the overview on May 19 – so June – August?

The Suburbanization of Poverty presentation – Brookings Institute. Stay tuned. Meeting with Brookings and UW about the work being done, and what we can do specifically in South County. This also correlates to the social Equity initiative that King county has. This is ongoing work, and can wait until more specifics are known.

WA State Housing Trust Fund – what is it and how does it work? Seven projects in Renton have requested funding. Think it is nice to learn about the projects just to learn who some of the players are in Renton, and also how housing financing work. Some projects may come to fruition and others may not. Affordable housing is also a big need in Renton, so getting a big picture of need/providers would be good. Related to tax credits and who applies/gets credits as they are highly competitive. Could be a Housing Finance 101 class.

Other local, South King County or King County issues or initiatives want to learn more about?

CITY OF RENTON

Statement of Qualifications

Capacity Building Support for Renton Funded Agencies

The City of Renton Human Services Division is soliciting proposals for the purpose of evaluating consultants capable of providing professional services to improve the capacity/sustainability of non-profit agencies funded by the City of Renton.

The City has set aside a maximum of **\$7,000** for services in 2015, primarily to six agencies identified by the Human Services Advisory Committee. Consultant will conduct an organizational assessment with each of the agencies, analyze and summarize the findings, identifying key issues and develop recommendations.

Please provide the following information:

- Agency Name and Contact Information
- Agency Services provided
- Statement of Qualifications that describe the following:
 - Approach to organizational assessments
 - Areas covered in organizational assessment
 - Experience with projects of similar size and scope
 - Experience of staff providing the services
 - Proposed budget and units of services provided for contract amount

All agencies performing work with the City of Renton shall have insurance that meets or exceeds the minimum requirements and will submit an approved certificate of insurance to the City of Renton prior to signing a contract. The agency will also have a City of Renton Business License prior to signing a contract.

For questions regarding the Statement of Qualifications (SOQ), please contact Dianne Utecht, at 425-430-6655, or dutecht@rentonwa.gov.

The SOQ may be mailed, emailed, or delivered to:

Dianne Utecht
City of Renton
Sixth Floor, 1055 S. Grady Way
Renton, WA 98057

All submittals must be received prior to 5:00 p.m., March 6, 2015.

SOQ's will be evaluated by the Human Services Advisory Committee.

Proposal Scoring Sheet: Capacity Building Support

Reviewer: _____ Date: _____

Consultant: _____

Elements to Score	Possible Points	Reviewer Score
Approach to organizational assessments	30	
Notes:		
Areas covered in organizational assessment	15	
Notes:		
Experience with projects of similar size and scope	15	
Notes:		
Experience of staff providing services	20	
Notes:		
Proposed budget/units of service	20	
Notes:		
Total Score Possible	100	Reviewer Score: _____

Other Notes/Comments

2033 6th Avenue, Suite 700
Seattle, WA 98121-2573

206 548 0451
206 548 0150 (fax)



Statement of Qualifications for
**Capacity Building Support for
Renton-Funded Agencies**

Presented by
The Alford Group
to



March 2015

Primary Contact:
JoAnn Yoshimoto, CFRE
Senior Consultant
The Alford Group
(206) 548-0451
jyoshimoto@alford.com

The specifications of this proposal, including the professional fee and availability of the consulting team, are valid for sixty (60) days following submission of this proposal.



THE ALFORD GROUP

www.alford.com



THE ALFORD GROUP | Strengthening not-for-profits

February 27, 2015

Dianne Utecht
City of Renton
Sixth Floor, 1055 S Grady Way
Renton, WA 98057
Submitted via email to: dutecht@rentonwa.gov

Dear Ms. Utecht,

Thank you very much for inviting The Alford Group to submit a proposal for professional services. It would be our honor and pleasure to provide services to improve the capacity/sustainability of non-profit agencies funded by the City of Renton.

Utilizing both personal interviews and survey tools to elicit qualitative and quantitative information, The Alford Group will take an objective perspective of each agency's organizational structure and operations. We will engage staff, board and other leaders to explore and delve into organizational capacity, efficiency, leadership, financial management, funding strategies and more.

The Alford Group brings to this process more than 35 years of professional organizational and management experience; a commitment to excellence, creativity, and joyfulness; and familiarity with the not-for-profit community in the Puget Sound region and beyond.

It would be a pleasure to work with you and the nonprofit agencies to advance the important work benefitting the residents of Renton. I am available to begin work on this project as soon as you are ready.

Thank you again for consideration of The Alford Group's qualifications and proposal for services. I look forward to talking with you soon.

Sincerely,


JoAnn Yoshimoto, CFRE
Senior Consultant

Goal of Service

The primary goal of the assessment is to review existing information, analyze current programs and structures, gather input from staff and volunteer leaders and provide objective feedback to each agency with recommendations for increasing capacity in each area.

Areas of Analysis

Through interviews with the executive directors and board members, The Alford Group will assess the following key organizational areas:

- Governance
- Management and Staffing
- Strategic Planning
- Financial Management
- Systems and Operations
- Funding Strategies
- Evaluation

Timeline

We anticipate the assessment will be completed within approximately 10 weeks from the date a contract is signed by both parties. The Alford Group is available to begin immediately and will work with the City of Renton and each agency to complete the assessment as quickly as possible without compromising the quality of the finished product. This schedule depends on the availability of board and staff leaders from each agency.

Approach

Given the unique nature of this organizational assessment, and the fact that it is being conducted on behalf of multiple organizations, we have designed a process that meets the needs of the City of Renton and its six agencies and will result in identification of key issues and relevant and actionable recommendations.

The Alford Group will work both collectively and independently with up to six agencies throughout the assessment. The Alford Group will conduct the following activities:

- We will facilitate a meeting with the six agency executive directors to provide an overview of the assessment process and introduce the organizational self-assessment tool to be completed by each agency. Each agency's executive director or designee will be expected to be in attendance at this meeting.
- The Alford Group will administer the self-assessment tool. Each agency will be asked to assemble a team of key staff and board leaders to complete the assessment, synthesize the responses, and return the data to The Alford Group.
- The Alford Group will conduct a total of 12 interviews during this process, two with each agency. The first will be a private interview with the agency's executive director, and the



second with the agency's volunteer leadership, including the board president or designee and up to two additional participants.

- The Alford Group will interpret and analyze the data collected, identify key issues and develop actionable recommendations for each agency. This information will be presented in a written format.
- The Alford Group will conduct a 30-minute follow up phone call with each agency's Executive Director or designee to review recommendations and address questions.

Experience – Firm and Staff

The Alford Group has experience with organizational assessments with human services agencies and organizations all over the country. Of note is the work we did recently with the YWCA of the USA to conduct an organizational assessment and assist with implementation of a restructuring of the national network of local and regional affiliate structures. We have conducted many smaller assessments as well, including for volunteer-driven organizations, and often conduct assessments as part of other services including strategic planning. We have served over 3,000 clients in the past 35 years, the majority of those being human services organizations.

JoAnn Yoshimoto, CFRE, Senior Consultant, lead consultant for the City of Renton, has conducted organizational assessments for a number of human service organizations, including agencies in Washington and elsewhere. JoAnn is based in our Seattle office and has familiarity with not-for-profits in King County. We have included references for our work with four human services agencies in Washington; JoAnn worked as project lead for the first three agency contacts and as an engaged board member for the fourth.

Proposed Budget and Units of Service

Professional Fees

The professional fee for the organizational assessment will be \$7,000. JoAnn Yoshimoto will provide 33 hours of services on behalf of the City of Renton and its agencies. The fee includes time spent both on- and off-site for preparation, meetings, telephone calls, normal postage, materials preparation, training, planning, writing reports, research and any other assignment performed on behalf of the City of Renton or its agencies within the scope of this proposal. The Alford Group does not charge for travel time, however actual expenses for any project-related travel will be invoiced monthly (as described below).

One half of the fee is due upon execution of the contract; the other half is due upon delivery and presentation of the final evaluations and follow-up phone calls.

Expenses

The Alford Group will invoice the City of Renton for any reasonable out-of-pocket business expenses incurred during the course of providing the services described in this proposal. This includes, but is not limited to such expenses as mileage or gas, parking, tolls, project-related meals, and unusual clerical expenses. Mileage will be billed at the federally approved rate. Only the actual out-of-pocket expenses will be invoiced. The Alford Group will work closely with the City of Renton and its agencies and make every effort to keep expenses to a minimum.



*A man there was, though some did count him mad,
The more he cast away, the more he had.
--John Bunyan*



Ann Yoshimoto, CFRE
Senior Consultant

Experience and Skills

- Consultant to nonprofit organizations, working with diverse client projects, including capital campaign feasibility studies, capital campaign design & counsel, interim foundation executive director, interim development director, Board development and training, fundraising program development and training, major gifts program development and training, grant research and proposal writing, donor cultivation, solicitation and stewardship
- More than 20 years' experience in the not-for-profit sector
- Former Capital Campaign Director for Camp Fire USA, Central Puget Sound Council
- Former Executive Director of the King County Library System Foundation
- Former Associate Director, Major Gifts & Planned Giving for Planned Parenthood of Western Washington

Education

- B.A. in Anthropology from Beloit College

Professional and Community Affiliations

- Certified Fund Raising Executive (CFRE) 1999-present
- Member, Association of Fundraising Professionals/Washington Chapter (AFP) 1995-present; Vice President for Diversity 2003-04 and 2007-08
- Member, Washington Planned Giving Council, 1994-1999 and 2012-present
- Board Member, Bicycles for Humanity/Seattle Chapter 2010-present
- Graduate, Leadership Tomorrow, Class of 2000
- Trustee, Wing Luke Asian Museum 1995-2000
- Founding Board Member, Kauai Public Land Trust (Hawaii) 1988-90



THE ALFORD GROUP

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About The Alford Group

As a national full-service consulting firm serving not-for-profits since 1979, The Alford Group has empowered more than 3,000 mission-based organizations to grow, improve, fulfill their missions and change the world. Our mission is to strengthen the not-for-profit community. We offer customized solutions in fundraising, organizational strategy, assessment, governance and professional development, all based on sound principles, guidance, tools and structures that help organizations realize their dreams for the future.

Our approach centers on partnership and we involve and guide you in every step of the process. First, we tailor our consulting teams and services specifically to meet your needs. Second, our core values—creativity, diversity, excellence, integrity, joyfulness, leadership, and respect—infuse each project and activity on which we work. Third, we work with you throughout the service to ensure your organization is left stronger, with higher capacity and a greater sense of ease in your work as a result of our time with you.

Across the nation, The Alford Group's staff members are recognized leaders in the consulting and not-for-profit sectors. They frequently participate as presenters at local, regional, and national conferences and often serve in volunteer leadership roles for professional associations such as The Giving Institute, the Association of Fundraising Professionals, and strategic thought partners such as the University of Chicago's Science of Philanthropy Initiative and other higher education research organizations. Our consultants are attracted to The Alford Group not only for its dedication to the highest quality of service for its clients, but also for its core values and mission to strengthen the not-for-profit community.

We have offices in Chicago, New York and Seattle, and our consulting staff represents decades of experience in volunteer, staff and consulting roles with not-for-profit organizations. Our methodology, in theory and practice, is designed to advance the mission and vision of our clients. As a result, we distinguish ourselves by:

Empowering
staff and
volunteers...

...with the knowledge and resources to take that essential step beyond planning to implementation of projects;

Offering tailored,
responsive
services...

...by senior professionals who understand the local and regional philanthropic landscape and are supported by the resources of a national firm;

Employing
accomplished
consulting staff...

...each with a passion for exploration, assessment, and creativity, who have first-hand experience in the field and bring to consulting a diverse body of knowledge and understanding of the industry, its scope and challenges; and

Advancing best
practices in the
industry...

...The Alford Group has been a consistent leader in the field of philanthropy for 35 years. Members of our team often contribute to articles, research, and courses in addition to speaking engagements and conference presentations or panel discussions.



Services

The firm has extensive experience working with all segments of the not-for-profit community to enhance leadership, establish best practices in the field, and develop institutional capacity to meet strategic goals and objectives. Our service areas include:

Organizational Strategy

- Strategic Planning
- Strategic Visioning
- Strategic Implementation Counsel
- Mergers and Strategic Alliance Counsel
- Program Development
- Benchmarking

Fundraising

- Feasibility/Campaign Planning Studies
- Campaign Planning and Management
- Development Planning
- Major Gifts Counsel
- Planned Giving Counsel
- Other Philanthropic Program Planning & Management
- Key Messaging and Case Development

Assessment

- Development Assessment
- Governance Analysis
- Organizational Assessment
- Philanthropic Market Assessment
- Staffing and Infrastructure Assessment
- Surveys
- Benchmarking

Governance

- Board Development
- Bylaw Review
- CEO and Staff Evaluation
- Governance Analysis

Professional Development and Training

- Board and Staff Training
- Executive Leadership Coaching and Counsel

Corporate Impact

Corporate Giving Analysis
Corporate Philanthropy Program Design



Appendix A: References and Case Studies

Steve McGraw

Executive Director
Washington Business Week
253-815-6900
smcgraw@wbw.org

Planned and facilitated a full-day Board retreat with a goal of setting the stage for organizational culture shift, setting up for effective Board committee work, and establishing clarity on Board/ staff working relationships.

Molly Carney

Executive Director
Evergreen Treatment Services
206-223-3644
mcarney@evergreentx.org

Provide ongoing counsel to Executive Director on Board development, public awareness and fundraising strategy; provide training to Board of Directors on roles and responsibilities and principles of nonprofit fundraising.

David Fagerlie

Executive Director
RiteCare of Washington
206-324-6293
dfagerlie@ritecarewa.org

Conducted a Fundraising Assessment and developed a multi-year Fundraising Plan for a statewide organization with two primary locations and several satellite clinics. Provided Board training related to fundraising performance standards, financial projections, and roles and responsibilities for Board, Executive Director and development staff working as a team.

Frank Finneran

President, Board of Directors
Bicycles for Humanity
206-412-3711
ff@finneran.com

Ms. Yoshimoto serves on the Board of Directors of this 100% volunteer-driven organization. She has worked in program implementation and fund development, and is currently organizing a leadership transition effort.



Appendix B: The Alford Group Ethical Practice Statements

Mission

We strengthen the not-for-profit community

Vision

To be the trusted transformational leaders who empower our clients to change the world

Values

- | | | |
|--------------|--------------|--------------|
| ✓ Creativity | ✓ Excellence | ✓ Joyfulness |
| ✓ Diversity | ✓ Integrity | ✓ Leadership |
| | ✓ Respect | |

Ethical Practice Statements

The Alford Group will:

1. Serve our clients loyally and focus on their best interests throughout the scope of service.
2. Protect confidential or privileged information shared with us by clients.
3. Be honest and accurate about our own limitations and not make exaggerated claims of past achievement, nor guarantee results for clients.
4. Price our services fairly, based on the level and extent of professional services provided, and never for a contingent fee, commission, or percentage of charitable income raised.
5. Represent accurately to our clients the assignment of the service team.
6. Disclose any personal or professional relationships with any clients or prospects, including:
 - a. Third party interests.
 - b. Strategic partner relations.
 - c. Leadership positions where it may be influential to the hiring of the firm.
7. Develop recommendations for our clients utilizing both qualitative and quantitative analysis to substantiate conclusions.
8. Strive to inspire our clients through their own sense of dedication and high purpose with a goal of bringing credit to their organization.
9. Be committed to diversity and treat all people with respect and dignity.
10. Accept as clients only those causes and organizations that we believe we can best serve, believing that it is in the best interest of both parties.
11. Promote and encourage that it is in the best interest of our clients for gift solicitation to be undertaken by Board members, staff and other volunteers.
12. Affirm through personal giving and/or volunteering our commitment to philanthropy and its role in society.

Additionally, The Alford Group will adhere to the Codes of Ethics published by The Giving Institute, the Association of Fundraising Professionals, and the Association of Healthcare Philanthropy.



AGENDA Human Services Advisory Committee

City of Renton Overview Funding/Contracting Process

Background:

In 2010, cities in East, North, and South King County came together in a cooperative effort to use one common application to receive requests for funding. It is now online. Application questions and reporting criteria were aligned so that an agency applying for one program to multiple cities could write one application instead of several, and would be able to submit a single invoice/report to all the cities. The intent was to save agency staff time, so that they could spend more time providing services. Also many cities in King County have very limited human services staff, and they do a multitude of things; the more things can be standardized regionally, the more it can help the city staff, especially those of smaller cities.

We have a workgroup that works on the technical issues of the application that is comprised of human services staff throughout the region. This is done in addition to their regular job duties. Initially the application was done through Egov, and that was not satisfactory. Share One was selected to be the vendor, and this is the first type of application like this that they have ever done. Cities pay a proportionate share of the cost of the software/technical assistance. The city of Kent is the administrative agent for the contract. Some cities want to keep the cost of their share of the total cost very low – so the more tweaking or changes that are made to the master application, the more it will cost. There is also the question of the capacity of this working group as to how much time they can spend working on this – as in the years that we take applications, they spend a tremendous amount of time providing technical support.

The chart below shows the kind of decisions that are made regionally vs. locally for the funding cycle which occurs every two years. We are in the first year of a two-year cycle.

Regional	Local
Joint application: open and closing dates for application	Funding Priorities
Application content and attachments	Supplemental Questions to the application. Tend to discourage it for it defeats purpose of common application. Rating/review process
Maximum/minimum number of performance measures	Decisions on what agencies to fund
Service unit definitions and units of measure	City can request additional attachments with quarterly reports
Defined Outcome Statement	Contract boilerplate & scope of work
Invoice/Reporting forms	Negotiated Scope of Work with agencies
Reporting Deadlines	Payments to agencies
Term of contract (two years)	Monitoring (but moving toward a standard monitoring form)
Demographic report	Insurance requirements

AGENDA Human Services Advisory Committee

After the funding recommendations made by the Human Services Advisory Committee are adopted by Council (as part of the budget approval process October-December), the contracting process begins.

Contract Process

1. Contract Development

- January 1 – March 31 of the first year of the cycle, contract to be completed in time for first quarter invoice in April.
- Contracts are for a two-year period with the second year of funding contingent on funding availability and performance
- Development of Contract
 - Review of boilerplate/incorporate applicable changes by Risk Management or City Attorney/or other changes and get approval of templates if there are changes.
 - Negotiate performance measures with agencies based on application (unduplicated City residents is mandatory, along with at least one other performance measure). Agencies generally don't get what they asked for in the application, so the measures have to be negotiated to reflect the level of fund.
 - Provide technical assistance to agencies in selecting performance measures or outcomes if needed.
 - Determine how City funds will be used. Options are personnel, other, or both.
 - Agree on outcomes/indicators.

2. Contract Execution

- City generates and mails out contracts
- Agency signs contracts and returns to City
- Multi-step internal City process to get contracts signed and entered into contract management system.
- Department Administrator has signing authority up to \$35,000; amounts over that must be signed by the Mayor
- A signed original contract is returned to the agency

3. Contract Administration

- Contract training with agencies (frequently done during contract negotiations)
 - How do you determine who is a Renton resident?
 - What is an unduplicated user and how do you count them?
 - How do you count the services provided?
- Staff enters/verifies Scope of Work (funded amount, annual goals for performance measures) into the web based reporting system.
- Agencies complete one invoice/report for all cities funding them and upload any required attachments.
- Staff downloads reports, and completes a review prior to authorizing payment
 - Verify current insurance
 - Verify correct contract goals, performance measures and funding
 - Verify submittal correct mathematically
 - Verify required attachments submitted
 - Evaluate performance against goal. If agency is not meeting goals, develop a plan of action

AGENDA Human Services Advisory Committee

- Monitoring
 - Quarterly desktop monitoring
 - On site
- Joint Memorandums of Understanding (MOU's) – After funding decisions are made, the SKC cities review the list to determine who can be included in a joint contract. One city acts as the lead city, and will contract with the agency and administer on behalf of the other cities funding the program. Criteria for consideration include being issue free in terms of reporting, and being funded by at least 4 cities.

Changes and trends

- Monitoring
 - North, East and South King County cities are working on a monitoring protocol, with an agreed upon core monitoring form (cities may add additional items as needed), and a monitoring schedule; to minimize the disruption to the agency of having multiple monitoring visits, and make more efficient use of staff time.
 - Staff are encouraged to invite all interested cities to join in the monitoring, and upload completed monitoring forms on the website, where other cities may review and adopt them.
- We are moving toward electronic signatures for contracts, eliminating time needed to mail contacts back and forth.
- Ongoing standardization of reports and performance measures among cities
- Most agencies/programs are funded by more than one city. We are trying to be efficient and consistent in terms of performance measures and agency audits.
- Currently the application auto populates the scope of work form on the website. Staff only need to change if the City did not fund amount requested and/or the performance measures change.
- Renton is implementing Laserfiche which allows a contract and everything associated with that contract to be saved in one location electronically. It is accessible to different departments but requires less staff handling time and less drive space. It also makes the record retention/destruction easier to control/monitor by Clerk's office.

**Final
Calendar Year 2015**

Exhibit A to Memorandum of Understanding (MOU) between the Cities for planning, funding, and implementation of a joint human services application and funding program.

Name of Nonprofit Agency & Program	Participating Cities	Funding
Catholic Community Services for Emergency Assistance	Federal Way - Lead City	\$ 13,500
	Covington	8,500
	Burien	13,500
	Renton	11,600
	SeaTac	13,200
	TOTAL \$	60,300
Catholic Community Services for Volunteer Chore Services	Federal Way - Lead City	\$ 9,000
	Auburn	3,000
	Covington	3,150
	Renton	5,000
	SeaTac	6,000
	TOTAL \$	26,150
Child Care Resources for Education & Provider Improvements	Burien - Lead City	\$ 5,000
	Covington	3,545
	Renton	5,034
	SeaTac	5,309
	Tukwila	5,000
	TOTAL \$	23,888
Crisis Clinic for crisis line and 2-1-1		
	2-1-1 \$1,000; crisis line \$1,000	Auburn - Lead City 2,000
	2-1-1 \$8,500; crisis line None	Burien 8,500
	2-1-1 \$5,000; crisis line \$2,500	Covington 7,500
	2-1-1 \$2,600; crisis line \$2,500	Des Moines 5,100
	2-1-1 \$9,000; crisis line \$3,000	Federal Way 12,000
	2-1-1 \$5,000; crisis line \$6,000	Renton 11,000
	2-1-1 \$4,500; crisis line \$2,500	SeaTac 7,000
	2-1-1 \$1,500; crisis line \$2,620	Tukwila 4,120
	TOTAL \$	57,220

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Exhibit A to Memorandum of Understanding (MOU) between the Cities for planning, funding, and implementation of a joint human services application and funding program.

Name of Nonprofit Agency & Program	Participating Cities	Funding
Crisis Clinic for Teen Link	Auburn - Lead City	1,000
	Burien	1,000
	Covington	2,700
	Des Moines	500
	Federal Way	3,000
	Renton	5,000
	SeaTac	2,500
	Tukwila	1,500
	TOTAL \$	17,200
Domestic Abuse Women's Network (DAWN) for Community Advocacy Program (CAP)/Crisis Line	Covington - Lead City	\$ 2,000
	Burien	2,500
	Des Moines	1,250
	Federal Way	5,000
	Renton	8,500
	SeaTac	4,000
	Tukwila	4,000
	TOTAL \$	27,250
	Domestic Abuse Women's Network (DAWN) for Transitional Housing (Shelter)	Covington - Lead City
Auburn		10,000
Burien		\$ 8,000
Des Moines		5,000
Federal Way		10,000
Renton		19,000
SeaTac		8,000
Tukwila		7,000
TOTAL \$		73,000
Dynamic Partners/Children's Therapy Center for Children with Special Needs	Tukwila - Lead City	\$ 6,750
	Auburn	10,000
	Burien	6,000
	Covington	10,000
	Federal Way	10,000
	SeaTac	13,000
	TOTAL \$	55,750
HealthPoint - DENTAL	Covington - Lead City	\$ 5,000
	Des Moines	5,500
	Federal Way	25,178
	Renton	5,000
	SeaTac	14,000
	Tukwila	4,550

**Final
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Exhibit A to Memorandum of Understanding (MOU) between the Cities for planning, funding, and implementation of a joint human services application and funding program.

Name of Nonprofit Agency & Program	Participating Cities	Funding
	DENTAL TOTAL \$	59,228

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Exhibit A to Memorandum of Understanding (MOU) between the Cities for planning, funding, and implementation of a joint human services application and funding program.

Name of Nonprofit Agency & Program	Participating Cities	Funding
HealthPoint - MEDICAL	Covington - Lead City	\$ 5,000
	Burien	10,000
	Des Moines	7,250
	Federal Way	15,000
	Renton	28,350
	SeaTac	47,000
	Tukwila	5,000
	MEDICAL TOTAL	\$ 117,600
King County Sexual Assault Resource Center (KCSARC) for Comprehensive Sexual Assault Services	Renton - Lead City	\$ 31,982
	Auburn	22,500
	Burien	7,500
	Covington	5,156
	Des Moines	4,200
	Federal Way	25,000
	SeaTac	8,100
	Tukwila	8,300
	TOTAL	\$ 112,738
Multi-Service Center for Emergency Shelter and Transitional Housing	Burien - Lead City	4,500
	Auburn	8,000
	Des Moines	3,000
	Federal Way	38,000
	Renton	8,000
	SeaTac	8,000
	Tukwila	4,000
	TOTAL	\$ 73,500
Senior Services for Meals on Wheels	Renton - Lead City	\$ 10,000
	Auburn	7,000
	Burien	5,500
	Des Moines	3,800
	Federal Way	10,000
	SeaTac	12,100
	Tukwila	7,079
	TOTAL	\$ 55,479
Senior Services for Volunteer Transportation Services and Hyde/Senior Shuttles	Renton - Lead City	\$ 18,939
	Auburn	5,000
	Burien (Sr. Shuttle)	2,000
	Des Moines (Sr. Shuttle)	1,000
	Federal Way	10,000
	SeaTac	3,835
	Tukwila	2,048
	TOTAL	\$ 42,822

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Exhibit A to Memorandum of Understanding (MOU) between the Cities for planning, funding, and implementation of a joint human services application and funding program.

Name of Nonprofit Agency & Program	Participating Cities	Funding
YWCA - Adult DV Services	Renton - Lead City	\$ 5,000
	Auburn	20,000
	Covington	10,000
	Federal Way	5,000
	Tukwila	5,000
	ADULT TOTAL	\$ 45,000
YWCA - Children's DV Services	Renton - Lead City	\$ 8,473
	Auburn	5,000
	Burien	8,000
	Federal Way	5,000
	Tukwila	4,326
	CHILDREN TOTAL	\$ 30,799
<u>Summary of Lead Cities:</u>		
<p style="margin-left: 40px;">Auburn: Crisis Clinic - 2-1-1 & crisis line Crisis Clinic - Teen Link</p> <p style="margin-left: 40px;">Burien: Childcare Resources - Education & Provider Multi-Service Center -Emergency Housing</p> <p style="margin-left: 40px;">Covington: DAWN - DV Advocacy/Crisis Line DAWN - Shelter HealthPoint - Dental HealthPoint- Medical</p> <p style="margin-left: 40px;">Federal Way: CCS - Emergency Assistance CCS - Volunteer Chore Services</p> <p style="margin-left: 40px;">Renton: KSCARC Senior Services - Meals on Wheels Senior Services - Volunteer Transportation YWCA - Adult DV Services YWCA - Children's DV Services</p> <p style="margin-left: 40px;">Tukwila: Dynamic Partners/Children's Therapy Center</p>		