



AGENDA

Human Services Commission Regular Meeting

6:30 PM - Wednesday, February 13, 2019

City Hall Council Chambers, Sammamish, WA

Page		Estimated Time
	CALL TO ORDER	6:30 pm
	ROLL CALL	
	PLEDGE OF ALLEGIANCE	
	APPROVAL OF AGENDA	
	APPROVAL OF THE MINUTES	
3 - 4	1. January 9, 2019, Regular Meeting View Minutes	
	PUBLIC COMMENT	6:35 pm
	<i>3 minutes per person / 5 minutes if representing an organization</i>	
	CHAIR/VICE CHAIR ELECTIONS	6:45 pm
	PRESENTATIONS	7:00 pm
5 - 6	1. Sammamish Volunteer Website Preview View Memo	
7 - 23	2. Refresher on Advisory Boards View Presentation	
	NEW BUSINESS	7:45 pm
24 - 32	1. Review Commission Bylaws <i>Note: Due to the cyber attack on City computers, the City is unable to access files on its shared drives. The included copy of bylaws is the version adopted by the Commission on March 14, 2018.</i> View Bylaws	

33 - 37

- 2. [View Presentation](#)
2018 Grant Reporting
- 3. [View Memo](#)
Human Services Strategic Plan Update/Next Steps

NEXT MEETING AGENDA TOPICS

Panel on Youth Mental Health with Providers

ADJOURNMENT

8:30 pm

(NON-AGENDA) LONG TERM CALENDAR

[View Calendar](#)

Note: *This is an opportunity for the public to address the Human Services Commission. Three (3) minutes are granted per person, or five (5) minutes if representing the official position of a recognized community organization.*

If you are submitting written material, please supply 8 copies (7 for Human Services Commission; 1 for the record). If you would like to show a video or PowerPoint, it must be submitted or emailed by 5pm the day of the meeting to Janie Jackson at jjackson@sammamish.us.

THE COMMISSION MAY ADD OR TAKE ACTIONS ON ITEMS NOT LISTED ON THIS AGENDA.

Human Services Commission meetings are wheelchair accessible. American Sign Language (ASL) interpretation is available upon request.

Please phone (425) 295-0500 at least 48 hours in advance. Assisted Listening Devices are also available upon request.

Draft



MINUTES

Human Services Commission Regular Meeting

6:30 PM - January 9, 2019

City Hall Council Chambers, Sammamish, WA

Commissioners Present:

Larry Wright, Human Services Commissioner, Position 4
Jodi Nishioka, Human Services Commissioner, Position 1
Nushina Mir, Human Services Commissioner, Position 2
CJ Kahler, Human Services Commissioner, Position 5
Joyce Bottenberg, Human Services Commissioner, Position 7

Commissioners Absent:

Tom Ehlers, Human Services Commissioner, Position 6
Stanley Gunno, Human Services Commissioner, Position 3

Staff Present:

Community Services Coordinator Rita Badh
Management Analyst Mike Sugg
Executive Assistant Janie Jackson

CALL TO ORDER

6:30 p.m.

ROLL CALL

Roll was called.

PLEDGE OF ALLEGIANCE

Larry Wright led the pledge.

APPROVAL OF AGENDA

MOTION: Joyce Bottenberg moved to moved to approve the agenda. CJ Kahler seconded. Motion carried unanimously 5-0 with Tom Ehlers and Stanley Gunno absent.

APPROVAL OF THE MINUTES

December 12, 2018, Regular Meeting

MOTION: Joyce Bottenberg moved to approve the minutes as distributed. CJ Kahler seconded. Motion carried unanimously 5-0 with Tom Ehlers and Stanley Gunno absent.

Draft

PUBLIC COMMENT

Heather Choco, 22471 NE 9th Drive, Sammamish, spoke about a community dinner each Thursday night from 6 to 7 pm at the Sammamish Presbyterian Church in Sammamish that is open to anyone.

NEW BUSINESS

Human Services General Update

Rita Badh provided an update of her work in the last month including feedback she has received from the grant recipients and non-recipients, status of contracts, site monitoring visits, meetings she has attended and the upcoming homeless count.

2018 Year in Review

Mike Sugg presented a PowerPoint of the Human Services Commission 2018 year in review and talked about the process of electing the next chair and vice chair.

2019 Work Plan Discussion

Commissioners reviewed their 2019 long-term calendar.

NEXT MEETING AGENDA TOPICS

2018 Grant Reporting (if needed)
Review bylaws
Election of officers

ADJOURNMENT

The meeting was adjourned at 7:41 p.m.



Memorandum

Date: February 7, 2019

To: Human Services Commission

From: Chris Jordan, Recreation Manager

Subject: Galaxy Digital – Volunteer Management Software

Galaxy Digital is a mobile-friendly volunteer management software for non-profit organizations of all sizes. It's the single best tool for promoting, managing, engaging and reporting your organization's volunteerism and community impact.

The Parks and Recreation Department has been searching for a volunteer management software system throughout the past year. We were looking for system that allows us to track hours more easily, promote opportunities and be able to transition from paper wavier copies. There were several qualified software systems that provided those options, however Galaxy Digital surpassed expectations and more. Galaxy offered a way not as a city to track and promote volunteers but provided a platform for the whole community to use and benefit from.

CORE FEATURES:

- Web-based and mobile-friendly.
- List and promote volunteer opportunities, in-kind needs, and special events.
- Simple, customizable volunteer sign-up designed to capture exact details and get volunteers engaged fast.
- Built-in communication tools help you get the word out, stay in touch, and share across social media channels.
- Volunteers can browse needs and events, respond online, and share with friends.
- Volunteer profiles offer the ability to track hours, add reflections, and download a formatted volunteer resume.
- Manage volunteers with shift-based scheduling.
- Check-in feature with ability to process volunteers individually or in groups.
- Volunteer as an individual or with a team.
- Real-time tracking and reporting of volunteer activity and program impact that may be exported or shared online.

BENEFITS:

Community Connect provides user-friendly tools that help you get more exposure for your needs, build your volunteer database, and keep them engaged for the long-haul. With Community Connect you will:

Schedule and Manage Volunteers with Ease.

- Easily add and promote volunteer opportunities and events, schedule and manage volunteers in shifts, use our intuitive and mobile-friendly check-in tool, and manage ongoing volunteer communication.

Match Volunteer Passions with Specific Opportunities.

- Community Connect learns a Volunteer's passions & interests and provides ongoing recommendations of ideal service opportunities.

Promote the Impact You Are Making in Real-Time.

- Track volunteer engagement in real-time and generate live infographic style impact reporting that can be edited and easily shared on your website, via email, or across social media channels.

Our goal for the software is to provide a one-stop shop for the public to find volunteer opportunities throughout the community and give a platform for non-profits to recruit and track hours for their organizations.

The City is currently on schedule to launch the webpage in 2nd Quarter.

Human Services Commission

Refresher on Advisory Boards
February 13, 2019



Introduction to Advisory Boards

Presentation Outline

- Overview
- Purpose
- Bylaws



Commissions

Commissions advise the City Council on a wide range of policy issues

- Commission members are appointed by Council.
- Councilmembers do not participate on commissions.
- Allows for in-depth examination of topics.
- Commission members bring a broad range of ideas and expertise to public decision-making.
- Can you name all City commissions?



Commissions & Boards

Planning Commission

- Only City commission required by law.
- Advises Council on development regulations and Comprehensive Plan.

Parks & Recreation Commission

- Advises Council on issues relating to the delivery of parks and recreation services to citizens.

Arts Commission

- Advises Council on matters concerning the facilitation of public art in the community.

Sammamish Youth Board

- Advises Council on youth-related matters.
- 46 members for the 2018-2019 school year.



Human Services Commission

Duties and Responsibilities (O2017-443)

The Commission was assigned 6 duties and responsibilities:

1. Development and assessment of human services in the City.
2. Determination of priorities of human services needs within the City.
3. Evaluation and recommendation on funding requests submitted to the City.



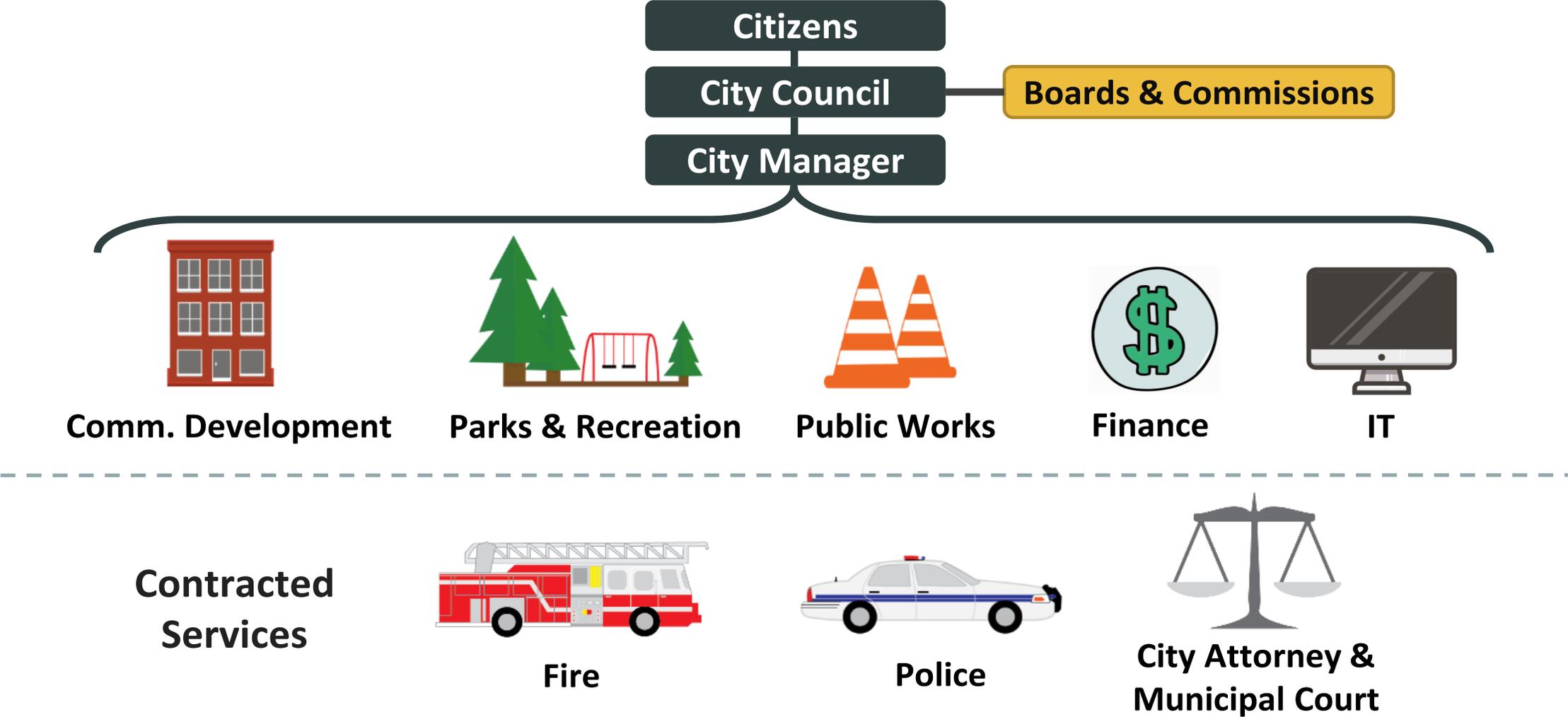
Human Services Commission

Duties and Responsibilities

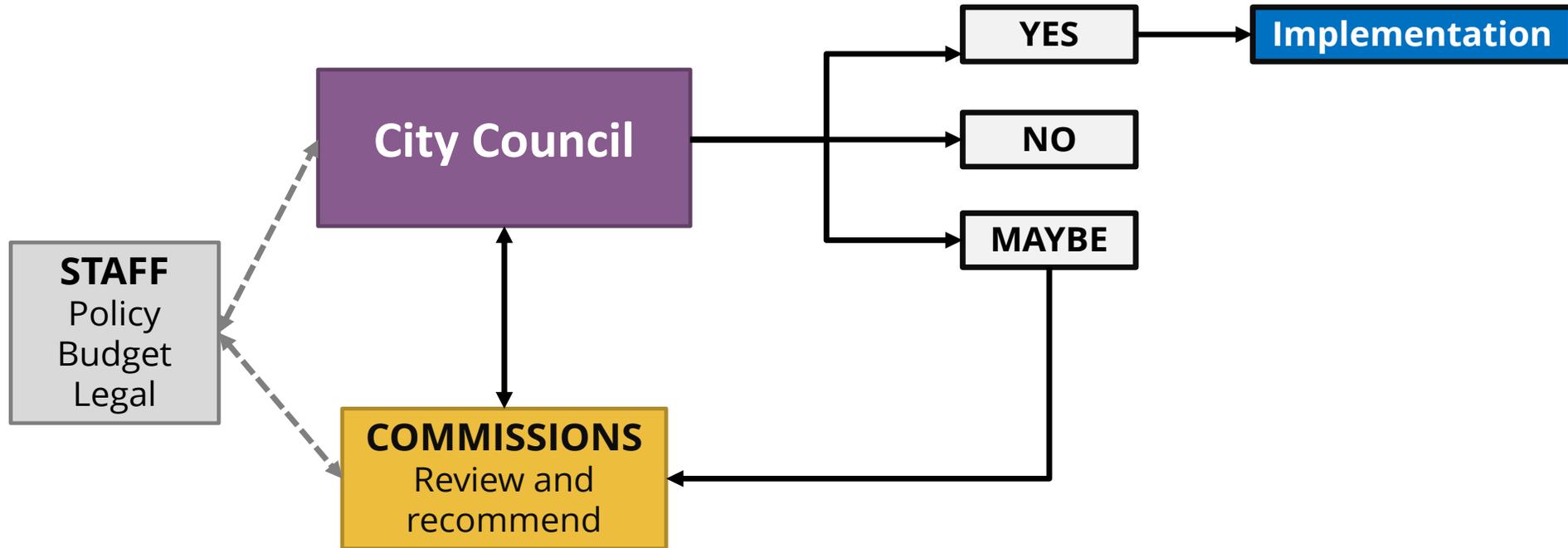
4. Review of City actions which may affect the availability and quality of human services provision in the City.
5. Coordination with other groups and human services planning agencies and organizations to pursue the goal of regional cooperation in the planning, funding and delivery of human services.
6. Commission may provide recommendations to the City council on emerging issues and concerns related to human services.



City Organization Chart



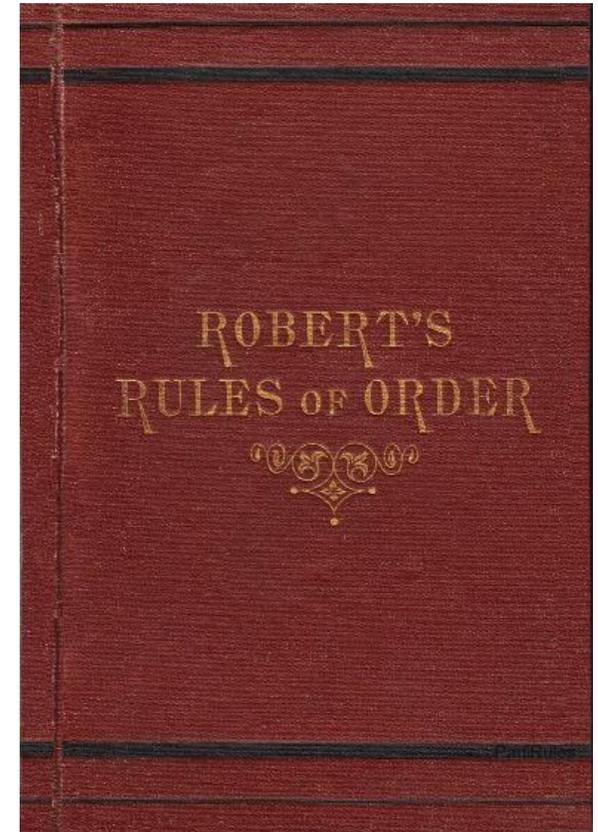
Commission Work Flow



Robert's Rules of Order

The most widely used manual of parliamentary procedure in the U.S.

- Parliamentary procedure provides the process for proposing, amending, approving and defeating legislative motions.
- Can make meetings more efficient.
- These rules will be used for Commission meetings.
- We hope to provide training on these Rules in the future.



Open Public Meetings Act (OPMA)

Requires that all meetings of a local government's bodies be open to the public

- A "meeting" under the OPMA occurs when a quorum (4 or more members) gathers with the collective intent of transacting the City's business.
- Meetings do not have to be in person to be subject to the OPMA. Meetings can occur by telephone, email, etc.
- **Includes social media!**



Public Records Act

Requires that all public records be made available to all members of the public

- A public record is any document in any format related to City business.
 - Includes texts, emails, social media posts, etc.
- There are limited exemptions, but records cannot be withheld to prevent embarrassment to a City official or employee.
- Please retain copies of your social media activities related to City business. Recommended method is to “screen shot” the post, comment, reply, etc.



City Email Accounts

All communications need to go through City email

- Any City business conducted on personal email accounts could be subject to public records requests.



Questions?



Commission Bylaws

Human Services
Commission
February 13, 2019



Bylaws

Formal bylaws govern the conduct of commissions

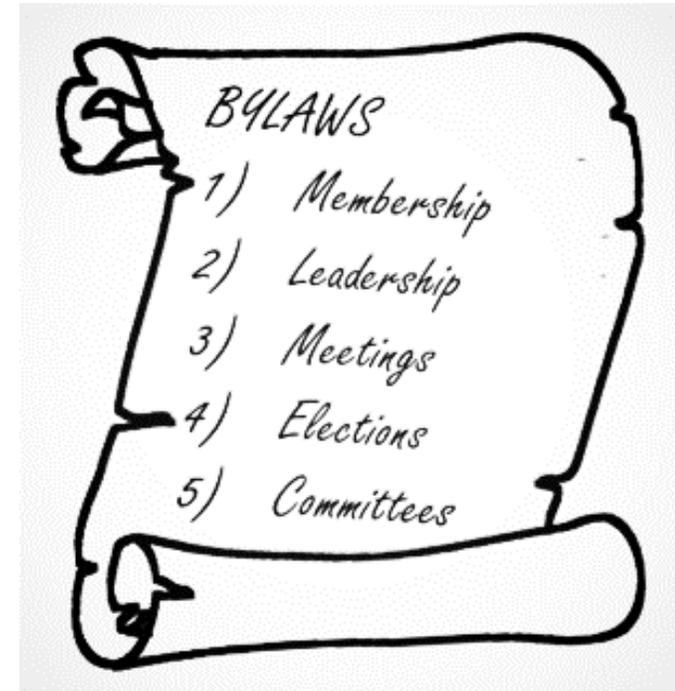
- Establishes common understanding.
- Helps ensure that meetings run smoothly and follows a generally accepted format.
- All City advisory groups have bylaws.



Bylaws

Major Topics

- Procedures for conduct of meetings
- Duties & responsibilities of Commission members
- Officer appointments
- Order of business
- Attendance requirements



Bylaws

Next Steps

- **Tonight:** Collect feedback on any necessary revisions.
 - The Commission should vote on any proposed revisions.
- **March Meeting:** Updated bylaws will be reviewed and adopted.



City of Sammamish

Human Services Commission Bylaws

ARTICLE I: MEMBERS

The Human Services Commission consists of seven (7) members who are appointed by the City Council, per the authorizing ordinance [O2017-443](#).

ARTICLE II: PURPOSE

The Human Services Commission serves in an advisory capacity to the City Council, providing guidance and recommendations in meeting the human service needs of the Sammamish community. The City Council reviews and approves all policy recommendations provided by the Commission.

ARTICLE III: DUTIES & RESPONSIBILITIES (O2017-443)

The Human Services Commission shall make reports and recommendations to the City Council concerning human services issues including:

1. Development and assessment of human services in the City.
2. Determination of priorities of human service needs within the City.
3. Evaluation and recommendation on funding requests submitted to the City.
4. Review of City actions which may affect the availability and quality of human services provision in the City.
5. Coordination with other groups and human services planning agencies and organizations to pursue the goal of regional cooperation in the planning, funding and delivery of human services.
6. May provide recommendations to the City Council on emerging issues and concerns related to human services.

As an advisory board, the Human Services Commission shall not direct significant staff work, nor is the Commission authorized to commit any funds of the City without approval from the City Council.

ARTICLE IV: OFFICERS

The elected officers of the Commission shall consist of a Chair and Vice Chair. The Vice Chair serves in the absence of the Chair. In the absence of both the Chair and Vice-Chair, the members present shall elect a Chair Pro-Tempore.

The term of office for Chair and Vice Chair is one (1) year with the possibility of reelection. For Chair Pro-Tempore, the term shall be only for the meeting at which appointed. In the event of a vacancy from office, a replacement Chair and/or Vice Chair shall be elected to serve the unexpired term of the vacant office(s).

Election Process

At the Commission's February meeting, the following process is conducted to elect the new Chair and Vice Chair positions:

- Motion to elect Chair and Vice Chair will be placed on the agenda.
- Each Commission member has the opportunity to nominate a candidate.
- Nominations do not require a second vote.
- If no further nominations, the Chair declares nominations closed.
- Voting takes place in the order nominations are made.
- Commissioners will be asked for a voice vote and a raise of hands.
- Once a nominee receives a majority vote, they are declared elected to the position.
- If none of the nominees receive a majority vote, nominations are requested again, and the process repeated until a candidate receives a majority vote.
- The process is repeated for Vice Chair.
- A tie vote will result in failed nomination.

One year terms for Chair and Vice Chair take effect at the 1st meeting in February. The election cycle is repeated annually.

Duties of the Chair and Vice Chair:

- Run/facilitate Human Services Commission meetings in a fair, efficient, productive and informative manner.
- Act as spokesperson to City Council and, when necessary, to the public and/or media.
- Work with City staff to schedule/calendar and meeting agendas.

The Vice Chair is to attend meetings with staff and Chair and to fulfill duties of the Chair in the Chair's absence.

ARTICLE V: MEETINGS

The regular meetings of the Commission are normally held on the 2nd Wednesday of every calendar month from 6:30pm to 8:30pm. at a time set in advance by the Commission so as to ensure reasonable public participation. Meetings are not held during the month of August. Staff is responsible for noticing meetings to the public and to generate and update a calendar for upcoming Human Services Commission meetings.

All regular and special meetings of the Commission are open to the public.

Limited-term working groups, composed of a subset of the whole Commission, may be formed to address specific tasks related to topics on the Commission's work calendar. The formation of any working group shall be approved by a majority vote or consensus of the Commission. Due to the

requirements of the Open Public Meetings Act (Chapter 42.30 RCW), a working group shall contain fewer members than a quorum of the whole Commission.

ARTICLE VI: AGENDA AND STAFF REPORTS FOR MEETINGS

A copy of the agenda and accompanying materials for each meeting should be provided to each member not less than four (4) business days prior to the date of the meeting.

The City Manager shall appoint appropriate staff to assist the Human Services Commission as necessary for the proper operation of the commission.

ARTICLE VII: MINUTES AND RECORDS

The approved action minutes serve as the record of actions taken. Draft action minutes will be provided to the Human Services Commission Chair for initial review and correction. The Chair's proposed final minutes will be distributed to the entire Human Services Commission for review. Approval will occur at a subsequent Commission meeting.

ARTICLE VIII: PUBLIC INVOLVEMENT

Public comment at the beginning of each meeting is limited to three (3) minutes per individual, or five (5) minutes per group. At the end of public comment and at the discretion of the Chair, the Commission may ask questions.

ARTICLE IX: PUBLIC REPRESENTATION AND STATEMENTS FROM THE COMMISSION

Any member of the Commission has a right to express personal views and opinions. However, statements representing the views or recommendations of the Human Services Commission must be authorized by a majority or consensus of the Commission. Consultation with staff on messaging is recommended.

ARTICLE X: EX-PARTE CONTACTS AND SHARING OF INFORMATION

It is in the public interest that, to the greatest extent possible, all members of the Human Services Commission have an opportunity to be aware of and act upon the information that is available to other members. All members should place upon the record of the Human Services Commission the substance of all ex-parte contacts that have occurred during the time a matter has been introduced and is still before the Human Services Commission for a recommendation.

ARTICLE XI: CONFLICT OF INTEREST

If an actual or perceived conflict of interest exists that affects the work of the Commission, it is each member's responsibility to openly describe the issue and refrain from any subsequent Commission participation, deliberation or voting on the subject.

ARTICLE XII: ORDER OF BUSINESS

The Chair may adjust or amend the order of business as needed. The Commission's regular meetings normally use the following format:

- Call to Order
- Roll call
- Pledge of Allegiance
- Approval of Agenda
- Approval of Minutes
- Public Comment
- Agenda Items
- Adjourn

The Chair shall conduct meetings in an open, fair and transparent manner. In the event of a procedural question, the Chair may refer to Roberts Rules of Order for guidance.

ARTICLE XIII: ATTENDANCE

Each Human Services Commission member should strive to attend all Commission meetings, to read materials beforehand and to participate fully. In-person attendance is preferred, but when this is not possible, attendance via conference call can be arranged. Commission members will strive to provide at least 24-hours of notice to the staff when a conference call is needed.

Except in instances of sudden illness or other unforeseen hardship, members should advise the staff and the Chair/Vice Chair, of their intended absence prior to 4:30 p.m. on the day prior to the meeting. Excused absences will be noted for the record at the roll call.

If a member misses three consecutive meetings, if a Commissioner's repeated absence hinders her or his ability to effectively contribute to the Commission, the Chair will have a discussion with said Commissioner and then determine whether or not to recommend to the City Council, in concert with City Staff, a new appointment for said Commissioner's position.

ARTICLE XIV: RECOMMENDATIONS OF THE COMMISSION

The goal of the Human Services Commission is to provide a ~~consensus~~ recommendation to the City Council. When a consensus cannot be reached, a majority vote is taken. Minority positions may be conveyed as well.

To document the actions taken by the Human Services Commission, staff will prepare a written statement or memorandum, including the facts, findings and rationale for the final recommendations. The Chair of the Human Services Commission will present the recommendations to the City Council on behalf of the Human Services Commission.

ARTICLE XV: REVIEW OF BYLAWS

The Human Services Commission shall review bylaws annually at the first Human Services Commission meeting in February.

ARTICLE XVI: CODE OF CONDUCT

The Human Services Commission has developed the following 'group norms' to define the expectations for conduct by Commissioners and the interaction among members. It is the intent that these be simple, self-explanatory and self-enforced. The Chair is empowered to remind members as the need arises to employ these norms. Commissioners will demonstrate respect for members of the public, staff and other Commissioners by:

- Attending each meeting and arriving on time (if late arrival is necessary, please call or email ahead).
- Reading materials in advance, coming to the meeting prepared and submitting questions in advance.
- Respectfully and attentively listening to the speaker (minimal side discussions).
- Speaking respectfully to and about the public, staff and other Commissioners.

Bylaws adopted by the Human Services Commission on [Date of Approval]

Human Services Commission Chair

Date

Commission Bylaws

Human Services
Commission
February 13, 2019



Bylaws

Formal bylaws govern the conduct of commissions

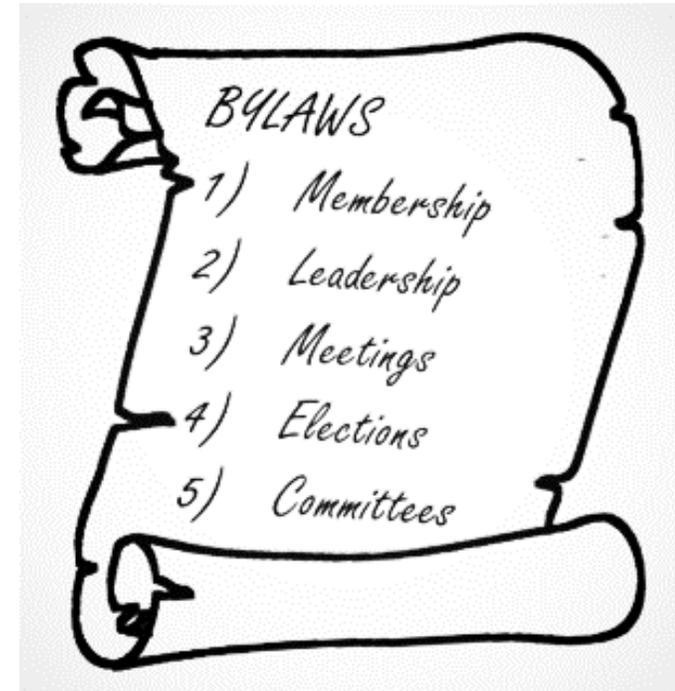
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Bylaws

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Bylaws

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Memorandum

Date: February 13, 2019
To: Human Services Commission
From: Rita Badh, Community Services Coordinator
Subject: Provider Narratives

The purpose of this memo is to provide information on 2018 human services grant reporting. Every quarter, organizations that the City funds are contractually obligated to provide quantitative data on service units based on the figures contained in their original application for funding. The City recently received final 2018 reporting from providers.

In 2018, the City allocated \$249,670 in grant funding to 39 providers. According to the final reports, these providers were able to serve a total of **7,377** unduplicated Sammamish residents in 2018. Unduplicated means that each resident who received services was only counted once, even if they visited a provider multiple times (e.g. weekly visits to the food bank would only be counted once).

Funded providers also have the opportunity to offer an open-ended narrative in their reporting - a selection of which have been provided for you to review.

Provider Narratives: Q4 2018 (Oct. – Dec.)

Lifewire:

“Lupita began working with LifeWire in early 2018. She lives in Renton, and a friend told her about LifeWire’s services. Lupita and her abuser have three children together, who are nine, seven, and four years old. Lupita works part time, but her abuser was the family’s main source of financial support. The violence had been quite severe, but Lupita was fearful of becoming homeless. LifeWire’s advocate worked with Lupita on safety planning and finding permanent subsidized housing for Lupita and her children. When the apartment was ready, LifeWire’s legal advocate helped Lupita obtain a Domestic Violence Protection Order. Lupita moved to her new home and has kept that address confidential. She and her children are feeling safe for the first time in a very long time. Lupita continues to have regular check ins with her LifeWire advocate, together they are working on continuing to increase her safety, working toward her goals, and finding supportive services for her children. Lupita has also worked with the legal advocate to start the process of divorce and a parenting plan, and she has started receiving child support with the help of her advocate.”

Eastside Friends of Seniors:

“Q-4 We are pleased that we are able to maintain a high level of service to the older adults in the City of Sammamish. We provided 97% of the ride requests we received in 2018. Those that we are unable to fill primarily fall into 2 main categories: late afternoon trips to Seattle and requests for transportation on a holiday. Our volunteers continue to receive high praise from our clients and it is not uncommon to receive unsolicited calls from our clients, who want to provide feedback about how wonderful our clients are. We continue to refine the information for our reports from our new database. Our data coordinator who orchestrated the move between our old and new data systems retired at the end of 2018. Our new data coordinator is available and scheduled for more hours, which is already had a positive impact as we look to further clean our database and the integrity of the data that we are providing you. We finished testing the volunteer time entry portal and continue to role it out to our volunteers. Full implementation of the volunteer portal is expected by the end of 2019 Q1. We are appreciative of the support that is provided by the city of Sammamish to provide us with the means to serve older adults in our community.”

YMCA – Camp Terry:

“The City of Sammamish Human Services funding was used this year to provide access to campers whose families were unable to pay the full cost of the summer day camp program at Camp Terry. Scholarships were awarded on a sliding scale, based on need and ranged from \$11.40-\$57.00 per day. A majority of the city award was used to support families in the Highland Gardens Apartment complex, providing full scholarships for 3 weeks to 10 campers ages 5-13, providing an opportunity that these families would not be able to afford on their own. Transportation was provided directly from the apartments, helping to accommodate the families scheduling issues. Because a greater amount was awarded for these campers, the number of days and residents served was lower than planned.”

NAMI:

“Service Unit 1 - NAMI Eastside's Peer Support Groups (for individuals diagnosed with a mental illness), Family Support Groups (for the family members, friends, and loved ones of individuals diagnosed with a mental illness), and Spirituality Support Groups (for all those affected by mental illness) continue to see record increases in attendance - growing over 30% in Q4 of 2018 vs. Q4 2017. We expect attendance growth at our Peer, Family & Spirituality Support Groups to continue at a rapid pace as our outreach efforts continue to pay dividends.

Service Unit 2 - As part of expanding NAMI Eastside's NAMI In The Schools program, our brand-new Ending The Silence mental health education presentations were given to high school students in Shoreline in Q4 2018. We expect to reach significantly more students in 2019 through NAMI In The Schools as part of the expansion of this program. Additionally, In Our Own Voice presentations were given at Fairfax Hospital on a weekly basis. We concluded our fall / winter Family-to-Family psychoeducational course cycle in Q4, boasting record attendance of 26 family members of individuals diagnosed with a mental illness attending the 12-week course.

We held three separate Mental Health First Aid training seminars in Q4 2018 to educate the parents, caregivers, and loved ones of those living with mental illness - as well as the general public on how to best handle individuals experiencing a mental health crisis. Feedback on the Mental Health First Aid program continues to be positive (with nearly 90 individuals having been trained over the course of Q4 2018), and we plan on offering these training seminars 8 times in 2019.

Service Unit 3 - We fielded 76 requests for information, assistance, and referrals to mental health-related services in Q4 2018. Our most common inbound request type continues to be parents of adult children (generally in their late teens and in their 20s) seeking information on resources available to help properly diagnose and treat their child exhibiting the signs & symptoms of a potential serious mental illness.”

Crisis Clinic – Teen Link:

“This quarter Teen link did multiple Suicide prevention presentations to 1436 students and 65 adults throughout King County. We also responded to 554 youth who reached out to our Teen link line for emotional support. We took many calls and chats and also responded to youth over email. 57% of our youth that reached out to us were between the ages of 14-17, 67% were female and 4% identified as transgender. 88% of calls and chats related to problem solving.

Teen link had some staff turnover this quarter and we are currently hiring for our Volunteer Coordinator and Training and Education specialist. We have also hired a new Coordinator to be able to be the face of Teen link. At the fall training we trained new phone workers and 2 Adult phone supervisors. “

Crisis Clinic – 2-1-1:

“An 89-year-old Sammamish resident called to ask about resources that could help them maintain their independence and continue living in their own home. Our caller was provided with a number of referrals, including assistance accessing a program where they can meet with a case manager to discuss their various options.”

Youth Eastside Services:

“At YES we have continued to work towards lowering barriers for youth and families seeking care for behavioral health issues. YES therapists continue to meet with students of the Bellevue and Lake Washington School Districts on site at their schools who are unable to access our services by coming in to Agency sites. YES is partnering with the County and School Districts to bring SBIRT--Screening, Brief Intervention, and Referral To services-- a universal screening program, to area middle schools with the goal of earlier intervention.

YES has implemented an Open Access Intake System to further remove barriers. Open Access allows walk in services for comprehensive assessments Monday through Thursday 10:00-4:00 pm. Our goal is to assess the difficulty that the youth and family is having, make recommendations, and set up a first appointment with a therapist for ongoing care if appropriate all in one walk in visit. This has effectively corrected a bottleneck at a time when the numbers of youth experiencing severe challenges in the areas of anxiety, depression, substance abuse, self-harm and suicidal ideation continue to increase. The volume of youth and families requesting services has continued to rise, challenging existing resources in terms of staff and space. Families are also struggling, impacted by addiction, domestic violence, and socioeconomic challenges. Many youth are being parented by grandparents or are in some form of foster care.

Our Youth and Family and Substance Use /Co-occurring Disorders Counseling Services continue to utilize Evidence Based Practices to address the highly complex needs of our clients. Trauma in all forms is often a part of what is impacting our clients and families. YES continues to support our therapists participating in intensive training for Cognitive Behavioral Therapy and Dialectical Behavioral Therapy -modalities that have been researched and demonstrated as effective to treat trauma as well as anxiety, depression, behavioral problems, substance abuse, self-harm, and suicidality. From Schools to Teen Centers, to the Agency we work to provide consistent integrated and effective high-quality care that wraps around our clients and families.”

Healthpoint Dental:

“HealthPoint is strengthening city communities and improving people's oral health by delivering quality dental care services, breaking down barriers and providing access to all. During the fourth quarter of 2018, our dental clinics participated in an annual health insurance enrollment campaign to help patients enroll in Medicare Advantage plans. A total of 559 patients were enrolled to receive additional benefits such as stipends for dental care needs, saving costs for patients and promoting better overall health. HealthPoint’s **Tukwila** dental clinic was the highest performing clinic for enrolling patients over the eight-week campaign. HealthPoint’s Redmond dental clinic and Midway dental clinic also exceeded enrollment goals.

HealthPoint’s **Bothell** dental center, **Redmond** dental center, **Federal Way** dental center, **Midway** dental center and **Tukwila** dental center continue to work in partnership with Arizona School of Dentistry and Oral Health (ASDOH) at A.T. Still University to provide clinical training and mentorship to fourth-year dental student externs. These students join our dental teams for four to six weeks to gain valuable knowledge in diagnosis and treatment planning, inter-professional care, operative dentistry, oral surgery and other general dental services. HealthPoint also partners with NYU Langone Dental to offer a one-year dental residency in Advanced General Dentistry.

HealthPoint's dental residency program passed accreditation with a perfect score. This stamp of approval from the Commission of Dental Accreditation attests to our residency's rigorous quality requirements and allows our residents to obtain their license upon graduation from our program.

For **Redmond, Bellevue, Issaquah and Sammamish** residents, HealthPoint's Redmond dental clinic focused on completing treatment plans for pediatric patients during fourth quarter. The dental teams led a Together Center sock and glove drive for the Friends of Youth shelter."

WA Poison Control:

"The Washington Poison Center (WAPC) received 29 calls from the residents of the City of Sammamish. Of the total calls we received, 28 (97%) concerned exposure to a poison and there were 3% (n=1) were information calls. Of those calls concerning exposure to a poison, 18 (64%) calls were concerning children 18 and under. Of the exposure calls, 43% (n=12) were regarding children under the age of 5 years. There was 4 (14%) call concerned adults 60 years and over.

The Washington State Hospital Association (WSHA) 2010 Emergency Room Use Report estimates that every time a resident calls the poison center first, they save \$1,245 per incident. When the residents of Sammamish called WAPC first (n=24), 95.8% of individuals were managed at home by WAPC staff, which helped save about \$29,880 of your community's health care dollars this past quarter."

Issaquah Food & Clothing Bank:

"Wrapping up 2019 the IFCB has brought in a record amount of donated food, financial support and grown our programs an average of 30%. In particular our Groceries to Go Program is currently serving 90 households a week. We have surpassed what we thought doable in our space in order to help more families in need. We moved our inventory to a warehouse in September and are working on stream-lining our systems to ensure we have the right amount of the right foods in our building to support all our programs. Our Power Pack Program is distributing a record-breaking number of 600 weekend packages of food each month to schools throughout the entire Issaquah School District. The support we receive from the City of Issaquah and the City of Sammamish provides us the support we need to grow our programs in order to support more of our community members. As our community grows and IFCB outreach increases we are filling more needs."