



2008 Annual Report

This report highlights the progress of the Health, Housing and Human Services Council (HHHS) on implementation of the Human Services Element in 2008. HHHS's purpose, as set forth in the City of Bainbridge Island Ordinance 93-44, is to support services and foster improvements in the range and quality of health, housing and human services programs provided in the City, to ensure access to all in need. The HHHS mission was expanded in 2000 with the passage of the **Human Services Element** of the City's Comprehensive Plan. HHHS was tasked as the official body of the City empowered to act on all matters pertaining to the implementation of the goals and policies of the Human Services Element.

COBI funding for human services is highly leveraged. The HHHS model is by design a **citizen involved model** with over 1200 volunteer hours provided by HHHS board members alone in 2008. Additionally, over 1500 volunteers are involved with the human service agencies providing approximately 30,000 hours of service annually.

I. City Funds: Service Contract Awards

In 2008, the HHHS Council's total budget from the City's human services fund was \$458,747 (\$300,920 for service contracts, \$152,625 for HHHS HSE Implementation, \$5,202 for Contingency Fund).

Service contracts for the provisions of core human services were awarded to 11 local, non-profit agencies through the HHHS Agency Funding Process. These services include domestic violence services, counseling, companionship services, parent child center social services, food bank management, transport to medical appointment for seniors, support services for young adults with profound disabilities, short-term rental assistance, child care, various after-school programming for youth of all ages, youth leadership and prevention services, youth and family counseling, and a youth jobs program. This amount is a small portion of the cost of providing human services on the island as the agencies all access additional public and private dollars. **City dollars represent approximately 9 % of the agency budgets in the aggregate.**

II. Human Services Element Implementation

HSE Goal 1. Implement the Human Services Element (HSE). Designate HHHS as the official body of the City empowered to act on all matters pertaining to the implementation of the HSE.

- 1.1 HHHS board monitored progress of HSE, contributing 1200 volunteer hours for HSE implementation and oversight. An Annual Report was provided to the City and the human service agencies. A more thorough HSE Annual Status Report was distributed to City Council, COBI funded agencies and the public via HHHS Enews and posted on the HHHS website.
- 1.2 A 2008 Human Services Budget was presented on behalf of HHHS and the human services community to the City for approval. HHHS acted in an advisory role in various meetings with the Mayor, Community Relations Committee and full City Council.

- 1.3 HHHS was staffed with .9 FTE Executive Director, .6 FTE Administrative/Program Assistant.
- 1.4 The Agency Funding Policy was used to guide the agency funding process, resulting in a fair, transparent process.
- 1.5 HHHS worked with City staff around common issues related to the Housing Element and with BI Arts and Humanities Council around the Cultural Element.
- 1.6 The Parks and Recreation District and the School District representatives participated in our monthly Directors Forum, which is focused on the human services delivery system.
- 1.7 Regional planners participated in our Healthy Community Check-up work.

HSE Goal 2. Services to Human Services Providers. Support and create opportunities that facilitate coordination, collaboration, communication and cooperation among human service organizations.

2.1 HHHS sponsored the **Community Connections** project, providing planning, facilitation, and financial support. Through this project 11 COBI-funded Bainbridge Island human service agencies, as well as representatives from the BI Metropolitan Parks District, BI School District, IslandWood and the BI Senior Center participate monthly in a Directors Forum.

2.2 **Healthy Community Check-up Project (needs assessment update)** was completed in May, 2008 and the Healthy Community Check-up Report came out in July, 2008. Over 650 Islanders participated through:

- Five focus groups (seniors, mid-life adults, parents, youth & on-island workers who live off-island)
- Presentations / survey completion with numerous community organizations
- Individual interviews with City Council members & the Mayor
- On-line survey
- Survey of service providers & key contacts to identify service gaps

Report has been shared with those who participated in the study, City officials, agency directors and board members, and a variety of other community groups. Outline of how community members can support a healthy community distributed through Chamber newsletter and shared at above presentations.

2.4 Our comprehensive **cross-agency services database** tracked service data from each of the 11 human service agencies receiving City funding. Each agency has a database to run internal reports. HHHS provides database support and technical assistance to each agency. Core data is exported from each agency to the HHHS database to create aggregate data reports that reflect hours of service, numbers served and categories of service provided across the various agencies. Trend data was developed and utilized to establish the levels of service provided and to inform the agency funding process. It was also included in the 2009 COBI budget request and shared with Directors Forum and HHHS board on half-yearly basis.

2.5 List of local and regional non-profit agencies serving seniors is included in Elder-Friendly Community brochure. Community Connections brochure, website & HHHS website lists agencies funded through HHHS.

2.6 Human service agencies collaborate through the HHHS sponsored Directors Forum to avoid duplication of services. Organizations serving similar populations each fill a different service niche. HHHS secured a Bainbridge Community Foundation grant to provide training/consultation for interested agencies to explore possibility of sharing of operations, mergers, etc.

2.7 Community Connections brochure, HHHS website, & Healthy Community Check-up report encourage readers to consider volunteering with human service agencies.

2.8 Community Connections brochure, poster and bookmark were dispersed throughout the community, with a brochure going into new resident welcome packets distributed by Island realtors. A bi-monthly *HHHS Enews* was sent to a broad segment of the population to increase public awareness of human services and community needs. The Community

Connections and HHHS websites, as well as the outreach and local press associated with the Healthy Community Check-up project also raised awareness of human services.

HSE Goal 2 Outcomes

Well-coordinated service delivery system

- HHHS sponsors an annual Directors Forum planning retreat, which results in a mutually agreed on vision, mission, and set of goals the group wants to work on collectively. The work plan goals are focused on increased individual agency capacity, improved public awareness of services, and the opportunity to identify and address certain service gaps through collaboration.
- Better knowledge of the programs each agency offers leads to more effective referrals.

More efficient human service delivery system

- Shared training for agency directors and board members of the human services agencies.
 - 2008 5th Annual Board Forum event was attended by 65 people (agency directors and board members) and included a speaker on strategic planning.
 - HHHS partnered with BI Arts and Humanities Council and Bainbridge Community Foundation to provide 2 trainings for non-profit agencies on financial planning and fundraising, serving over 125 participants.
- Jointly developed community education materials to promote the network of agencies (brochure, poster, bookmark, website, and Enews).

Less duplication of services / clear documentation of services

- Multiple agency database provides service trend data across the human service delivery system.

HSE Goal 3. Financial Resources. Develop the fiscal stability of Bainbridge Island's human services organizations.

- 3.1** Both human service agencies & HHHS participated in the One Call for All drive. HHHS obtained a grant from Bainbridge Community Foundation (BCF) to provide training to HHHS agencies.
- 3.2** HHHS BCF grant provides for training to HHHS funded agencies.
- 3.3** HHHS purchased Washington Foundation book/CD for use by all agencies; operated lending library of fundraising materials; and sponsored fundraising workshops.
- 3.4** HHHS co-sponsored training attended by 40 participants on financial planning practices for non-profits.

HSE Goal 4. Continuum of Services. Ensure that a range of services is available to people who need them by promoting and supporting a variety of affordable and physically accessible human services programs.

- 4.1- 4.8** A wide array of essential human services were provided to Bainbridge Island residents by 11 non-profit human service agencies utilizing COBI funding. These services ranged from programs to meet basic needs (such as food, shelter, access to emergency health care), as well as access to counseling and domestic violence services for adults; early intervention programs (job training, parenting, drug & alcohol prevention), childcare and after-school programs for children and youth; and preventative dental care for low income seniors, companionship and chore services for elders and respite services for caregivers.
- 4.7** Sound Teeth program sponsored by Helpline links resources from public and private sectors to address need for emergency dental care. Smile Partners program to provide preventative dental care for low-income seniors involves use of City facility.
- 4.8** Elder-Friendly Community Task Force has worked with non-motorized task force representatives on safe sidewalks. Healthy Community Check-up Report outlined transportation issues.

HSE Goal 5. Facility Development. Support coordination and co-location of facilities.

- 5.2 HHHS worked closely with Elder Adult Day Services to identify potential funding & location for adult day services center on Bainbridge.
- 5.3 BICCC, Boys and Girls Club, Just Know, Teen Center and Bainbridge Youth Services are currently all located on BI School District property. The Smile Partners program is contracting with the City to use the Health District space at the Commons. Bainbridge Island Senior Community Center plan includes probable co-location of Senior Center and the Interfaith Volunteer Caregivers.

HSE Goal 6. Housing and Human Services. Recognize the interrelationship between housing and human services.

- 6.1 Emergency rental assistance subsidies were provided using COBI funding allocated through the annual Agency Funding Process conducted by HHHS.
- 6.2 HHHS seated a Community Advisory Board for the Housing Trust Fund. HHHS Executive Director served on Housing Trust Fund Executive Committee in a liaison, non-voting position.
- 6.3 Impacts of cost and supply of housing on human services explored through L-5 group, discussions with agency directors, HHHS board discussions.
- 6.4 HRB home finder program provides data on those seeking housing; Helpline provides data on those seeking assistance related to housing issues; HRB rental assistance program tracks numbers served.
- 6.5 L-5 (the leadership of 5 organizations committed to a spectrum of diverse housing on Bainbridge Island - Helpline, Housing Resources Board, KCCHA, HHHS, and City Housing Planner) advocated for preservation of Quay apartments. HHHS advocacy was also provided around the COBI inclusionary zoning ordinance.

HSE Goal 7. Economic Health and Human Services. Recognize the interrelationship between the economic health of the community and human services.

- 7.1 HHHS works with the City to ensure that the non-profit human services safety net is in place for all community members (including City employees) who are in need of human services.