

## North Urban Human Services Alliance



Tools for Taking Action  
in a Tough Economy

# Tools for Taking Action in a Tough Economy

---

## GOAL #1

North King County residents have access to a stable network of human services covering all areas of need.

## GOAL #2

North King County residents enjoy living conditions associated with a "living wage" income and have the ability to handle life changes without falling into poverty.

## GOAL #3

North King County residents are housed in, and have access to, permanent, affordable housing.

## GOAL #4

North King County cities recognize that disparities exist among populations in our communities and strive to build environments that welcome and serve diverse populations.

---

In times of great need, citizens often turn to their local governments for help. This Tool Kit is a set of actions that city governments can take with their human service agency partners to promote the health and well-being of their constituents and communities. The Tool Kit was prepared by the **North Urban Human Services Alliance** as part of its mission to build the community's capacity to respond to human service needs in North King County, encompassing the cities of Shoreline, Lake Forest Park, Kenmore, Bothell and Woodinville.

To help local communities weather the current economic recession, the Tool Kit provides information on key programs and services offered by county, state and non-profit agencies to help citizens cope. A key theme is connecting citizens with information on resources, one of the important role's local governments perform. The reader will also find links to best practices and successful programs cities can implement on their own or through partnerships with other organizations.

The Tool Kit also describes four goals of a healthy community. These four goals are designed to focus everyone's efforts on actions to achieve healthy communities in hard economic times.

We hope that you will find this Tool Kit helpful and inspiring. We encourage you to let us know what additional actions your city is already taking or planning to help citizens facing tough economic challenges. Perhaps you have implemented a program or idea that has been successful? If so, let us know so we can share with others.

Thank you for your leadership, and we look forward to working with you!

**George Smith, President**

North Urban Human Services Alliance (NUHSA)

[nuhsa.staff@gmail.com](mailto:nuhsa.staff@gmail.com)

[www.nuhsa.org](http://www.nuhsa.org)

**GOAL #1**

North King County residents have access to a stable network of human services covering all areas of need.

**ACTION ITEM # 1**

Convene a commission or taskforce within city government that sets priorities and outcomes for human services provision in the community.

**Examples:**

City of Shoreline Human Services Program & Task Force: From time to time the City convenes citizens' Task Forces to advise the program on funding allocations by reviewing and suggesting goals, priorities, long-term plans, and implementation strategies.  
[www.shorelinewa.gov/index.aspx?page=522](http://www.shorelinewa.gov/index.aspx?page=522)

**Contact:** Rob Beem  
[rbeem@shorelinewa.gov](mailto:rbeem@shorelinewa.gov)  
206-801-2251

City of Redmond Human Services Division & Commission: The City of Redmond is in the process of creating a Commission to advise their Mayor and City Council on human services policy, to inform decision making, and to take part in the budget allocation process for human services.

**Contact:** Colleen Kelly  
Human Services Division  
[ckelly@redmond.gov](mailto:ckelly@redmond.gov)  
425-556-2423

**ACTION ITEM #2**

Sustain funding at or above current levels by setting a formula for the city's human services allocation. Dedicated funding can help create a sustainable network of human services that is able to meet the dynamic needs of residents in both good times and bad.

The City of Kent allocates 1% of its general fund for human services and intends to pursue increasing that amount over the next five years by .15% to .25% per year.

**ACTION ITEM # 3**

Plan for human services-related infrastructure in city development and land use plans.

**Example:**

The City of Issaquah is working to create a central area where people can access a range of human services in one place. The city has included the idea of a human services campus within long-term development plans, based on research from a group of non-profit, business and government representatives.

**Contact:** Steve Gierke, City of Issaquah Staff  
Liaison to the Human  
Services Commission  
[steveg@ci.issaquah.wa.us](mailto:steveg@ci.issaquah.wa.us)  
425-837-3022

**ACTION ITEM # 4**

Promote and provide links to resource guides for services and benefits in North King County using your city's and your office's website, newsletters, and TV channels. Highlight seasonally relevant hot topics.

**Recommended Links:**

- Northshore Community Services Directory: [www.northshoreresources.org/resourcedirectory.php](http://www.northshoreresources.org/resourcedirectory.php)
- Shoreline/Northshore Helpful Connections (available in 5 languages): [www.thirdplacecommons.org/care](http://www.thirdplacecommons.org/care)
- Crisis Clinic/211: <http://www.crisisclinic.org>
- Within Reach's ParentHelp123: [www.parenthelp123.org](http://www.parenthelp123.org)

**Suggested Hot Topics:**

Available on NUHSA's website at: [www.NUHSA.org](http://www.NUHSA.org)

## GOAL #2

North King County residents enjoy living conditions associated with a “living wage” income and have the ability to handle life changes without falling into poverty.

### ACTION ITEM # 1

Serve as a catalyst to connect local chambers of commerce and other local business organizations to organizations providing low-cost, essential banking services to low-income families and those without banks.

#### **Recommended banking programs:**

Express Credit Union is a federally insured financial institution which specializes in reaching out to and servicing the underbanked community by offering traditional and non-traditional products, including low-cost small dollar loans and remittance services. At the same time the affiliated nonprofit, Express Advantage, delivers educational services to help low-and moderate-income families become financially stable. The credit union runs a branch through the Hopelink Center in Shoreline every Wednesday. See: [www.expresscu.org](http://www.expresscu.org)

**Contact:** Dave Sieminski  
Express Advantage Managing Director  
[dave.sieminski@expresscu.org](mailto:dave.sieminski@expresscu.org)  
206-622-1973

**Contact:** Hannah Haag  
Hopelink Shoreline Express  
CU Representative  
[Hannah.Haag@ExpressCU.org](mailto:Hannah.Haag@ExpressCU.org)  
206-529-7937

The Bank on Seattle initiative has partnered with 22 banks and credits unions in King County that have agreed to offer free or low-cost checking and savings accounts to people who are currently unbanked or underbanked. The accounts have no minimum balance requirements, require only a small opening deposit, and have no or low monthly fees. See: [www.everyoneiswelcome.org](http://www.everyoneiswelcome.org)

### ACTION ITEM #2

Challenge other local cities in a competition to raise food and funds for local hunger-relief programs.

#### **Example:**

The “Mayor’s Day of Concern for the Hungry” is held annually in September. In East King County, this includes a month-long coordinated food drive, sponsored by the Emergency Feeding Program of Seattle and King County. Cities organize contests between cities, city government departments, work places, and schools to increase the amount of supplies and funds gathered. <https://volunteer.united-e-way.org/uwona/org/opp/19731532-printer-detailed.html>

### ACTION ITEM #3

Explore and foster creative ways to fill the growing gap in summer meals for North King County children in low-income families. Encourage school districts to apply for federal funds to serve kids in qualified neighborhoods. Connect local restaurants willing to donate meals to programs and low-income housing developments where kids learn and play in the summer.

- To find out which neighborhoods may qualify for federal matching funds by having more than 50% of children in poverty, use the easy mapping tool at: [www.fair-data2000.com/SummerFood/index.html](http://www.fair-data2000.com/SummerFood/index.html). Click on the map to zoom in to North King County neighborhoods and census blocks.

CONTINUED >>

- To explore potential summer meal sites in North King County and for more information on running a summer meal program, contact:
  - Schools Out Washington at 206-323-2396 or [schoolsoutwashington.org](http://schoolsoutwashington.org).
  - Donna Parsons, Office of the Superintendent of Public Instruction, [donna.parsons@k12.wa.us](mailto:donna.parsons@k12.wa.us) or (360) 725-6220.

#### **Examples of successful programs:**

The Auburn School District provides a Summer Food Service serving local, seasonal fruits and vegetables and a variety of hot and cold entrees at more than 40 sites, Monday through Friday during the months of July and August. Many of the meals are delivered using district school buses to sites including local parks, churches, apartment complexes and schools. Buses stop for 10-30 minute time frames, and serve children of all ages.

**Contact:** [childnutrition@auburn.wednet.edu](mailto:childnutrition@auburn.wednet.edu)  
253-931-4972

The St. Leo Food Connection food bank in Pierce County runs a Summer Meal Program for children of food bank clients and in local neighborhoods. Part of the program is implemented through a mobile food bank which delivers food to low-income neighborhoods.

**Contact:** Kevin Glackin-Coley  
Executive Director  
[keving@foodconnection.org](mailto:keving@foodconnection.org)  
253-383-5048 (ext.102)

The Thurston County Food Bank delivers meals to children during the summer at sites such as low income housing developments. During the summer of 2009, the food was provided in part by a local restaurant, for a reduced cost.

**Contact:** Robert Coit  
Executive Director  
[office@thurstoncountyfoodbank.org](mailto:office@thurstoncountyfoodbank.org)  
360-352-8597

#### **ACTION ITEM #4**

Host an employment resource fair or training workshop for local residents.

#### ***Recommended organizations to have at an employment resource fair or to provide employment training:***

WorkSource Seattle-King County provides North King County residents employment training services at various centers, including North Seattle Community College, and Shoreline Community College. Services include: career advising, training funding, English language classes, and connections to job/internship opportunities. See: <http://www.worksourceskc.org/locations/default.asp>.

Seattle Goodwill provides free workforce training and job-search assistance. The Shoreline Job Training and Education Center services include a retail and customer service training program, English-language training, computer literacy training, “soft skills” training, and job placement and retention assistance. See: <http://www.seattlegoodwill.org/jobtraining/centers/shoreline>.

**Contact:** David McIntosh  
[david.mcintosh@seattlegoodwill.org](mailto:david.mcintosh@seattlegoodwill.org)  
206-631-8457

Solid Ground’s Working Wheels program sells affordable, quality used cars (\$1,000-3,000) to low-income workers and job seekers who need job transportation. Vehicles are financed through Sound Community Bank with low-interest loans. See: <http://solid-ground.org/Programs/Transportation/Wheels/Pages/default.aspx#more>.

**Contact:** Merry Benson  
[merryb@solid-ground.org](mailto:merryb@solid-ground.org)  
206-716-3855

## GOAL #3

North King County residents are housed in, and have access to, permanent, affordable housing.

### ACTION ITEM #1

Join with NUHSA and other cities to develop a subregional plan to house formerly homeless individuals in North King County.

**Contact:** NUHSA Board President  
*Nuhsa.staff@nuhsa.org*

#### **Examples of other subregional plans:**

East King County and South King County have developed regional plans to complement King County's Ten Year Plan to End Homelessness. Highlights of the plans include: breaking down the number of units needed in the region, emphasizing regionally-specific concerns, and actualizing the goals to end homelessness. See: *East King County plan* at [http://www.cehkc.org/DOC\\_reports/EastKingCounty.pdf](http://www.cehkc.org/DOC_reports/EastKingCounty.pdf), and the *South King County plan* at [http://www.cehkc.org/DOC\\_reports/SouthKingCounty.pdf](http://www.cehkc.org/DOC_reports/SouthKingCounty.pdf).

**Contact on the South King County plan:**  
Jason Johnson  
City of Kent, Housing and Human Services  
*jajohnson@ci.kent.wa.us*

### ACTION ITEM #2

Many units of subsidized housing contracted with HUD (Department of Housing and Urban Development) will expire in the next 5 years. Work with ARCH or the Housing Development Consortium to identify these units in your city and to find a non-profit developer to purchase them. This work will preserve and improve affordable housing in North King County.

**Contact:** ARCH (A Regional Coalition for Housing)  
*www.archhousing.org* — or —  
Housing Development Consortium  
*www.housingconsortium.org*

### ACTION ITEM # 3

Host a forum of local landlords, real estate agents, low-income housing agencies, and potential tenants to discuss barriers and opportunities related to affordable housing for households with incomes under the area medium.

#### **Example:**

The South King County's Response to Homelessness Coalition hosted a successful forum on this issue in early 2009.

**Contact:** Jason Johnson  
City of Kent,  
*JaJohnson@ci.kent.wa.us*  
253-856-5070

#### **Recommended organizations to attend the forum:**

The Urban League of Metropolitan Seattle provides a wide variety of housing and homebuyer education services including pre-purchase counseling, information on landlord and tenant rights, mortgage intervention, rental search guidance, as well as continuing education classes for real estate agents on the needs of first time homebuyers. <http://www.urbanleague.org/housing.html>.

**Contact:** Linda Taylor  
*ltaylor@urbanleague.org*

El Centro de la Raza provides education to prospective homebuyers in the local Latino community, includes information on predatory lending, downpayment assistance, credit reports, real-estate agents/originators, and foreclosures. All services are offered in English and Spanish. <http://www.elcentrodelaraza.org/programs/homeownership.htm>.

**Contact:** 206-957-4610

**GOAL #4**

North King County cities recognize that disparities exist among populations in our communities and strive to build environments that welcome and serve diverse populations.

**ACTION ITEM #1**

Build partnerships with organizations that specialize in serving diverse populations, such as immigrants and minorities. Set-up meetings with leaders of these organizations and city community services staff, city managers, and council members to explore ways to best address the diverse needs of these constituents.

***Suggested organizations:***

- Asian Counseling and Referral Services – <http://www.acrs.org/>
- Center for Human Services – <http://www.chs-nw.org>
- Chaya- <http://www.chayaseattle.org/>
- El Centro de la Raza– <http://www.elcentrodelaraza.org/>
- Consejo Counseling and Referral Service – <http://www.consejo-wa.org/>
- Northwest Immigrant Rights Project – <http://www.nwirp.org/>
- Refugee Women’s Alliance - <http://www.rewa.org/>

**ACTION ITEM #2**

Use assessment tools or hold relevant workshops to assist city leadership and staff in identifying and reducing institutionalized racism. Circulate and publicize resource and training tools to local human service organizations.

***Sample tools and trainers:***

Seattle Human Services Coalition’s Identifying Institutional Racism Folio, helps municipalities and organizations to identify institutionalized racism. See: <http://shscoalition.org/idirgate.htm>.

Cross Cultural Connections of Renton, WA runs workshops on cultural competency and race dialogues, ranging from two-hours to a full day. See: <http://www.culturesconnecting.com/workshops>

**Contact:** Caprice Hollins  
[caprice.hollins@culturesconnecting.com](mailto:caprice.hollins@culturesconnecting.com)

The People’s Institute organizes Undoing Racism workshops and trainings based on the idea that social transformation comes from understanding where racism comes from, how it operates, and why it persists.

**Contact:** Anti-Racist Organizers  
[pinwseattle@yahoo.com](mailto:pinwseattle@yahoo.com)

**ACKNOWLEDGEMENTS**

**Primary Researcher/Author:** Anusuya Banerjee

**Secondary Researchers/Authors:** North Urban Human Services Alliance Policy Committee Co-Chairs Kelsey Beck and Rob Beem

**NUHSA Board Members:** George Smith, Lori Guifoyle Diane Kolb, Teresa Andrade, Dennis Worsham, Heather Fritts, Tema Nesoff, Susan Stoltzfus, and Kate Speltz.

*All the human service providers who volunteered their contact information for the toolkit and expressed enthusiasm for working with North King County cities throughout the toolkit development process.*

[WWW.NUHSA.ORG](http://WWW.NUHSA.ORG)