

## **Coordination of Benefits and Services Proviso Report: Advisory group input**

**Background:** The Department of Community and Human Services (DCHS) and Public Health – Seattle & King County have provisos in the 2019-2020 budget to report on the coordination of the most common benefits and services to low-income county residents. A Progress Report was submitted on Sept 30, 2019 and a Final Report is due on March 31, 2020. The report will:

- Assess coordination of the delivery of the most common benefits and services to low-income residents,
- Approach the effort through the perspective of the customers who are County residents who receive benefits and services and recognize the challenges customers might face, and
- Assess the role of technology in improving the coordination of benefits and services.

We are reaching out to specific boards and commissions and are excited to get feedback from members of the Health Care for the Homeless Governance Council. We had a rich discussion and obtained valuable insights from the Health Care for the Homeless Community Advisory Group on October 2, 2019.

### **Our questions are:**

1. How well do you think county-funded services are coordinated for low-income residents?
2. What gaps in coordination or examples of good coordination have you seen?
3. What ideas do you have about how to improve coordination so services can be more easily accessed by county residents?

### **Most common benefits and services delivered by the county to low-income residents:**

1. Behavioral health and recovery services,
2. Employment support and training,
3. Housing supports and homelessness prevention,
4. Other social services, including capacity building and youth programs,
5. ORCA LIFT,
6. Public health services, including health care and health promotion,
7. Property tax exemptions and deferrals, and
8. Public defense services.

## **Outreach to County Boards and Commissions in fall 2019:**

1. Behavioral Health Advisory Board
2. Children and Youth Advisory Board
3. Health Care for the Homeless Governance Council
4. Immigrant and Refugee Commission
5. Juvenile Justice Equity Steering Committee
6. Mental Illness and Drug Dependency Advisory Committee
7. Veterans, Seniors and Human Services Levy Advisory Board.

## **Analysis of recent community engagement data collection**

In addition to reaching out this fall to boards and commissions, the results of several recent robust community engagement efforts will be analyzed:

- **Road Map to Zero Youth Detention. September 2018.** 182 community meetings and focus groups. 2,132 King County residents and 142 employees responded to a digital survey. Nineteen parents/guardians and 12 youth participated in case examples.
- **Veterans, Seniors, Human Services Levy Implementation Plan. July 2018.** 72 community conversations and focus groups and four online surveys. 1,697 residents were engaged.
- **Maternity Support Services Focus Groups. April 2018.** 16 focus groups for new mothers, fathers and caregivers in English, Burmese, Somali and Spanish. 128 parents/caregivers interviewed about services they received and needed during pregnancy.
- **Mental Illness and Drug Dependency 2 Service Improvement Plan. November 2016.** Over 1,000 residents participated in five regional conversations and 14 focus groups involving specific communities, including individuals in the King County Jail. An electronic survey gathered 362 responses.
- **Best Starts for Kids Implementation Plan. December 2015 and November 2017.** Six large community gatherings and multiple community conversations, including focus groups and interviews, engaging over 1,000 community residents. Interpretation of survey results by seven cultural and linguistic groups: American Indian/Alaska Native, Somali, African American, Chinese, Latinx, LGBTQ, and Vietnamese.
- **Equity and Social Justice Strategic Plan, 2016-2022. September 2016.** 600 county employees and 100 local organizations offered expertise on areas of progress, where persistent challenges exist, and potential solutions toward achieving equity.
- **King County Youth Action Plan. April 2015.** Five regional community conversations with 225 attendees and a survey of over 1,000 King County youth.

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