Implementation Board
King County Regional Homelessness Authority

KCRHA Implementation Board Meeting Minutes

Wednesday,
April 13, 2022 **Roll Call:**

2:00pm to 4:00pm Virtual Meeting Link
Available at
https://regionalhomelesssystem.org/

Last	First	Present	Absent	Notes
Anderson	Carey	x		
Caminos	Nate	x		
Carvalho	Paula			
Chelminiak	John			
McHenry	Gordon			
Odom	Harold			
Pattenaude	Damien		x	
Quinn	Adrienne			
Ramos	Michael	x		
Rankin	Sara	x		Lamont Green for Sara Rankin
Reddy	Simha	x		
Spotted Elk	Juanita	x		

A quorum is present with 6 members.

Board recognizes Lamont Green joining as Board Member.

Land Acknowledgement - Zaneta Reid - Duwamish

Consent Agenda - Simha Reddy
- March & April Draft Minutes will be moved to the next Implementation Board meeting in May. Quorum is met, but not by two-thirds of members present.

Public Comment

- **Bill Kirlin-Hackett**

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KCRHA - CEO Report - Marc Dones

Current Budget Timeline - Driving Factors
- The City of Seattle's MSA specifies budget submittal by May 15th. The County MSA does not s;ecify a submittal date.
- KCRHA is currently treated as a City or County Department

KCRHA's Proposed Budget Timeline
- County Submittal Deadline: End of May 2022
- City Submittal Deadline: End of May 2022

KCRHA's Proposed Budget Timeline: Driving Factors
- Community Engagement Timeline and Scope:
    - System Redesign Engagement
    - Understanding Unsheltered Homelessness
    - Participatory Budget Process
    - Vehicle, Outreach & Encampment Workgroup scopes

Big Picture Planning: 2023 Work Plan
- Five Year Plan: August 2022
    - Informed by: Community Engagement Process
    - Includes: Sub-Regional Planning
- Five Year Budget Development
    - Informed by: Community Engagement Process and 2023 budget
    - Includes: Projected budgets through 2028

KCRHA Implementation and Policy; Code of Ethics Conflict of Interest Policy - Peter Lynn - Tiffany Brooks
- Authority - The King County Regional Homelessness Authority ("KCRHA" or "The Authority") was established on December 19, 2019 under the provision os Washington's Interlocal Cooperation Act, Section 39.347 of the Revised Code of Washington RCW
- Purpose - The officers and employees and agents of the Authority shall conduct themselves with the highest standards of ethical conduct and integrity when conducting the Authority's business.
- Authority - The ILA establishes a Code of Ethics (Article VIII, Section 4)
    - GC Members, members of the Advisory Committee or other committee, and officers, employees, and agents including but not limited to independent contractors and/or consultants, of the Authority shall conduct themselves in accordance with all applicable laws including:
        - Chapter 42.23 RCW (The "Code of Ethics for Municipal Officers")
        - Chapter 42.30 RCW (The "Open Public Meetings Act")

- Chapter 42.56 RCW (The "Washington Public Records Act")

KCRHA Finance Policy 09 Contracts and Documents Signing Authority - Tiffany Brooks
- **I - Scope** - This Contracts and Documents Signing Authority Policy ("Policy") applies toL
  - Any type of contractual agreement that obligates the Authority -
    (I) to provide or receive payments, services or goods to or from a third party and
    (II) requires the use of the Authority's property, facilities or other resources

  - Administrative, financial and human resources related to paperwork, documents, and forms, which are not considered as a contractual agreement as described above.

    This Policy applies to all personnel of the Authority
- **II - Policy Statement -** The purpose of this Policy is to establish the authority for the signature of contracts and documents on behalf of the Authority.
- **III - Policy -** Signing of contractual agreements and documents (see Contracts & Documents Signing Authority)

King County Regional Homelessness Authority Relocation Reimbursement Policy and Budget Authorization - MEMO
- **Purpose:** The purpose of the Relocation Reimbursement Policy is to provide a standard to reimburse newly hired employees for costs to relocate to Seattle, Washington. According to the policy, new employees may be eligible for relocation assistance if they move more than 100 miles away from their former home and their work with the RHA is planned to exceed 12 months. Relocation assistance will be approved on a case-by-case basis and will be capped at the equivalent of one month of the employee's salary. Approval of existing relocation funding by the Implementation Board (IB) specified that additional relocation funding would need to be approved by the IB. As such, we recommend approval of $72,000 for relocation expenses to be expended according to this policy. This amount is estimated to be sufficient to support relocation costs for up to eight employees based on a minimum salary of $80,000. Recommendation: That the Implementation Board approve the allocation of $72,000 for new employee relocation assistance, consistent with prior IB action

Sub-Regional Planning - The Sub-Regional Approach to Partnership - Alexis Mercedes Rinck
- Pooled funding by sub-region
- Affirming Sub-Regional Tables' Role

Jurisdictions' Impact
  $14 Million
  14 Cities over 50 Agencies

Applying to Sub-Regional Approach to funding
Originally looking to sign into separate ILAs with individual cities, we are applying the sub-regional approach to efforts to pool funding with the KCRHA: North King County ILA East King County ILA South King County ILA

Benefits to Pooling:
- **Eased administrative burden for service providers**
- **Dollars remaining in sub-regions**
- **Improved alignment in measurement**

Sub-Regional Tables' Role in Planning - Designate existing regional bodies as advisory to subregional planning through signing into existing MOA or create one.
- North King County Coalition on Homelessness
- South King County Homelessness and Housing Partnership and Homelessness Action Committee
- Eastside Homelessness Advisory Committee

Strengthening Sub-Regional Tables
- Representation particularly with lived experience and BIPOC and marginalized identities organizations
- Use of an equitable decision-making framework

Why this Approach?
- Formalizing involvement of a sub-regional body mutually benefits subregions and KCRHA.
- Preserve localized decision-making while also promoting place-based strategy development.
- Encourages regional engagement and co-development of strategy.
- Sub-Regional Planning Specialist could support the subregional bodies

Summary of Approach - A two-pronged approach:
- Acknowledge role of existing regional bodies as core informing bodies to sub-regional planning and KCRHA activities in that subregion
  - Support in expanding lived experience representation
- Funding focused ILAs for North King County, East King County, South King County

Understanding Unsheltered Homelessness Project (as part of the 2022 Point In Time)

Understanding Unsheltered Homelessness
 Qualitative interviews with people who are living unsheltered in King County in month of March

  - Interview questions developed through 12 design workshops with nearly 200 participants
  - Interviewers from LEC and RHA trained and in the field
- Unsheltered count to submit to HUD is built into methods and design of how we'll do interviews
- Roughly 661 interviews with people who are living unsheltered in King County

Design Workshop Outcomes
- **12 Workshops with 199 participants. Used themes below to design interview questions**
- **Self Determination/Identification:**
  - **What do you Need?**
  - **What are your three top needs right now?**
  - **What does a desired solution look like to you?**

- **Barriers**
  - **What makes it difficult to access shelter? -**
  - **What roadblocks have you had in receiving help?**
  - **Pets, partners, gender diverse resources, large families?**
- **Current Service Experience**
  - **-What has your experience been at shelter? -**
  - **What has your experience been with providers? -**
  - **Is someone helping you navigate the system?**

Meet the System Advocate Co-Directors - Building relationships to increase trust, improve data collection and encourage better outcomes.
- **Dawn Shepard**
- **Zaneta Reid**
- **Joe Conniff**
- **Elijah Wood**

Navigating the Current System
- **Intake protocols are repetitive and invasive, leading to unreliable data.**
- **The system does not provide people with the opportunity to form the lasting relationships with provider staff that assist in stability.**
- **Sweeps are a demoralizing and dehumanizing approach to people forced to live outside.**
- **System fragmentation makes it difficult to drive towards particular outcomes**

System Advocates
- **Continuity of Services**
  - Stay with people over time, throughout every stage of their journey from homelessness to permanent housing.
- **Coordination admidst Fragmentation**
  - Support people experiencing homelessness with a deep understanding of what they need in order to navigate across service systems.
  -

The Current System Experience: Discontinuity of Services
- **Initial Engagement**
  - OutreachWorker
  - HealthClinic Social Worker
  - Legal System Social Worker or Parole Officer
  - Regional Access point, food bank, or hygiene facility Case Manager
  - School based Care Manager
- **Shelter**
  - Shelter Based Case Manager
  - Behavioral Health Case Manager
  - Specialist Case Manager RRH, Benefits, Housing Navigation
- **Permanent Supportive Housing**
  - On Site Case Manager

Office of the Ombuds - Katara Jordan
Presentation Roadmap
- **High level overview of the Ombuds role and the different types or models of Ombuds Offices.**
- **The Ombuds model adopted by the KCRHA Ombuds.**
- **Current progress and next steps**

What is an Ombuds?
"Ombuds receive complaints and questions from individuals concerning people within an entity or the functioning of an entity. They work for the resolution of issues and, where appropriate, make recommendations for the improvement of the general administration of the entities they serve. Ombuds protect: the legitimate interests and rights of individuals with respect to each other; individual rights against the excesses of public and private bureaucracies; and those who are affected by and those who work within these organizations. ~ American Bar Association, 2004 Resolution

Essential Characteristics of an Ombuds
- **Independence**
- **Impartiality**
- **Confidentiality**

Types of Ombuds
- Classical – investigates complaints and concerns regarding government actions and can help address issues informally. They advocate for fair and efficient processes and policies, not for individuals.
- Organizational – designated neutral person who is appointed by an organization to facilitate informal resolution of concerns within the organization with internal constituents or customers, or both.
- Advocate – evaluates complaints, problems, and issues objectively, but advocates for fair process on behalf of specific individuals or groups.

What type is the KCRHA Ombuds?
Classical - Organizational - Advocacy

The KCRHA Ombud's Hybrid Approach

KCRHA's Ombuds will:	Classical	Organizational	Advocate	KCRHA
Conduct investigations	X		X	X
Hold the KCRHA accountable to the public	X		X	X
Collaborate with the agency to make programs better				X
Issue Reports	X	X		X
Support people served by KCRHA service providers as well as providers, contractors, and employees	X			X

Advocate for change within the agency	X	X		X
Represent constituents' interests regarding policies and services implemented and provided by the KCRH			X	X

Functions of the KCRHA Ombuds
- **Customer Service**
- **Community Engagement**
- **Systems Change**

KCRHA Ombuds Standards of Practice
- **Independence**
- **Impartiality in Context**
- **Confidentiality**
- **Racial Equity and Justice**
- **Restorative and Transformative Justice**

Ombuds Office Charter
- **History**
- **Purpose**
- **Scope**
- **Standards of Practice Authority and Limits of Ombuds Office**
- **Office Structure**
- **Reporting and Oversight**

Establishing the Ombuds Office
- **Organizational Strategy**
  - **Determine how the Ombuds Office should interact with 211**
  - **Referral management**
  - **Community engagement**
  - **Determine role of Ombuds data**
  - **Further define Ombuds roles**
- **Core Infrastructure**
  - □ **Consolidate informational resources for service navigation**
  - **Procure or develop technology**
  - **Developing Charter**
  - **Establishing Ombuds Office Protocols**
- **Evaluation Criteria**
  - **Standards of care**
  - **Criteria to warrant an investigation**
  - **Criteria to evaluate a case**

Next Steps

- **Hire Team**
- **Finalize Charter**
- **Develop and Finalize Investigation and Issue Resolution Protocols**
- **Procure Complaint Management System**
- **Develop and Implement Community Engagement Plan**

Adjourn
Next Regular Meeting of the Implementation Board is May 11, 2022 - 2:00pm - 4:00pm.