

Governing Committee Business Meeting Agenda



Meeting Date: November 6, 2023

Time	Item
2:00pm - 2:10pm	<p>Welcome and Settling In Welcome, Roll Call of Implementation Board - Members, Mission Statement, and Theory of Change (Dow Constantine)</p> <p>1. Land Acknowledgement (Dow Constantine)</p> <p>2. Public Comment Sign-Up (Dow Constantine) - Public Comment will be 15 minutes - Public Comment must directly address a portion of the agenda. - Each person will have 1 minute for public comment.</p> <p><i>Result: Everyone feels welcomed and participants are confirmed.</i></p>
2:10pm - 2:15pm	<p>Consent Agenda (Dow Constantine)</p> <p>1. July 2023 Meeting Minutes</p> <p><i>Result: Board members vote to approve/disapprove.</i></p>
2:15pm - 2:25pm	<p>CEO Updates (Helen Howell)</p> <p><i>Result: CEO Helen Howell provides updates to the Board.</i></p>
2:25pm - 2:40pm	<p>Public Comment (Austin Christoffersen)</p> <p><i>Result: Public comment is heard.</i></p>
2:40pm – 2:50pm	<p>Resolution 2023-16 & 2023-17- IB Confirmations (Austin Christoffersen)</p> <p><i>Result: The GC will vote on the Confirmation of Zsa Zsa Floyd to the Implementation Board and Marvin Futrell as an Alternate to the IB.</i></p>
2:50pm - 3:15pm	<p>Discuss & Vote on Resolution 2023-04 Operational Workplan . (Andrew Lewis)</p> <p><i>Result: The GC will hold a vote on Resolution 2023-04.</i></p>

3:15pm - 3:35pm	<p>Discuss & Vote on Resolution 2023-11 Welcoming Resolution (Lisa Herbold)</p> <p><i>Result: The GC will hold a vote on Resolution 2023-11.</i></p>
3:35pm - 3:55pm	<p>Coordinated Entry Updates Briefing (Alex Ebrahimi)</p> <p><i>Result: The Governing Committee will hear an update about our Coordinated Entry program.</i></p>
3:55pm-4:00pm	<p>Adjourn (Dow Constantine)</p> <p>The next meeting of the Governing Committee will be held on December 21st, 2023. The physical meeting location will be announced on the KCRHA website prior to the meeting.</p>

Board Chair: Dow Constantine

Clerk: Austin Christoffersen

November 6, 2023 (2:00pm – 4:00pm)

Mission: The mission of the King County Regional Homelessness Authority is to significantly decrease the incidence of homelessness throughout King County by centering customer voices to respond to needs and eliminate inequities.

Theory of Change: If we create a homeless response system that centers on customer voice, then we will be able to focus on meeting needs and eliminating inequities, in order to end homelessness for all.

NOTICE: The Board can be called in to Executive Session as needed, pursuant to RCW 42.30.110.

Governing Committee

King County Regional Homelessness Authority

KCRHA Governing Committee Meeting Minutes

Thursday, July 20, 2023

10:00pm to 12:00pm

Chair: Dow Constantine

Chair Pro Tempore: Claudia Balducci

Roll Call:

Last	First	Present	Absent	Notes
Constantine	Dow	X		
McDermott	Joe	X		
Balducci	Claudia	X		
McQuarter Jr.	Roosevelt	X		
Birney	Angela	X		
Prince	Ed	X		
Backus	Nancy		X	
Lewis	Andrew	X		
Harrell	Bruce	X		
Herbold	Lisa	X		
Salcedo	Felicia		X	
Hemphill	Jonathan		X	

A quorum is present with 9 members

Welcoming – Dow Constantine

Theory of Change – Dow Constantine

Land Acknowledgement – Dow Constantine

Public Comment- Austin Christoffersen

- *Andrew Castin*
- *Anitra Freeman*

Motion to have Member Claudia Balducci serve as Chair Pro Tempore when chair is vacated

- *Motion by Member Lewis, Seconded by Member Herbold*
 - *Passes Unanimously via voice vote*

Motion to Amend the Agenda have Resolutions 2023-12 & 2023-13 to after consent agenda

- *Motioned by Member Birney, Seconded by Member Prince*
 - *Passes Unanimously via voice vote*
 -

Consent Agenda; approving the February Meeting Minutes – Dow Constantine

- *Motioned by Member Herbold, Seconded by Member Birney*
 - *Passes unanimously via voice vote*

Resolution 2023-12 – Dow Constantine & Bruce Harrell

Governing Committee

King County Regional Homelessness Authority

- *Motioned by Member Harrell, Seconded by Member Birney*
 - *Amendment by Member Herbold for Clarity*
 - *Motioned by Member Herbold, Seconded by Member Prince*
 - *Resolution Passed unanimously via roll call vote*

Resolution 2023-13 – Dow Constantine & Bruce Harrell

- *Motioned by Member Prince, Seconded by Member Balducci*
 - *Amendment A; Authored by Member Balducci- Mission Clarity and Best Practices*
 - *Motioned by Balducci, Seconded by Member Herbold*
 - *Amendment passed unanimously via voice vote*
 - *Amendment B; Authored by Member Harrell- Section 4 extending the duration of subcommittee*
 - *Motioned by Harrell, Seconded by Member Constantine*
 - *Amendment passed unanimously via voice vote*
 - *Resolution Passed Unanimously via roll call vote*
 - *Note: The intention is to include the CoC in Governance Review*

Chair Pro Tempore Balducci takes the gavel; Member Braddock fills in for Chair Herbold

CEO Updates—Helen Howell

Public Comment Re-opened – Austin Christoffersen

- *Tamara Bauman*

Sub Regional Plan Update – Alexis Mercedes Rinck

Meeting Adjourned – 11:10pm

Resolution 2023-16

A RESOLUTION OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY
CONFIRMING ZSA ZSA FLOYD TO THE IMPLEMENTATION BOARD

WHEREAS, Implementation Board Member Sara Rankin resigned her seat on October 11th at 5:00 P.M. after 3 years of service, as an appointee of the caucus of Lived Experience; and

WHEREAS, The Interlocal Agreement that established the King County Regional Homelessness Authority Article VIII Sec. 2.c.(vi) outlines seats of Lived Experience are to be appointed by the Advisory Committee and confirmed by the Governing Committee pursuant to Section 1.b.(i); and

WHEREAS, On May 3rd, 2023 the Advisory Committee nominated Zsa Zsa Floyd to fulfill a vacancy to the Implementation Board if one is to arise; and

WHEREAS, Zsa Zsa Floyd has been an advocate for people of Lived Experience and has held many positions to end homelessness in King County, and currently serves as the Co-Chair of the Advisory Committee.

NOW THEREFORE, IT BE RESOLVED BY THE GOVERNING COMMITTEE OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY:

Section 1: Confirms the nomination of Zsa Zsa Floyd of Washington state to serve and complete the term of former Implementation Board member Sara Rankin.

Section 2: This resolution will become effective immediately upon passage.

Resolution 2023-16 was introduced on and [Passed/Failed] by a majority vote of the Governing Committee pursuant to the terms of the Interlocal Agreement at a special meeting held this 6th day of November, 2023.

Resolution 2023-16

[Results]

Yea:

Nay:

Present:

Excused:

KING COUNTY REGIONAL HOMELESSNESS AUTHORITY
GOVERNING COMMITTEE
KING COUNTY, WASHINGTON

x _____

Dow Constantine, Chair

ATTEST:

x _____

Austin Christoffersen, Clerk of the Authority

Attachments: N/A

Resolution 2023-17

A RESOLUTION OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY
CONFIRMING MARVIN FUTRELL AS AN ALTERNATE TO THE IMPLEMENTATION
BOARD

WHEREAS, The Bylaws of the Implementation Board of the King Country Regional Homelessness Authority Section II.04 states that Alternates for Members of the Board representing those with Lived Experience shall be appointed and confirmed in a manner similar to the primary Member; and

WHEREAS, The Interlocal Agreement that established the King County Regional Homelessness Authority Article VIII Sec. 2.c.(vi) outlines seats of Lived Experience are to be appointed by the Advisory Committee and confirmed by the Governing Committee pursuant to Section 1.b.(i); and

WHEREAS, On May 3rd, 2023 the Advisory Committee nominated Marvin Futrell to sit on the Implementation Board as an Alternate; and

WHEREAS, Marvin Futrell has been an advocate for people of Lived Experience and has held many positions to end homelessness in King County, and currently serves as the Co-Chair of the Advisory Committee.

NOW THEREFORE, IT BE RESOLVED BY THE GOVERNING COMMITTEE OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY:

Section 1: Confirms the nomination of Marvin Futrell of Washington state to serve a four year term as alternate on the Implementation Board of the King County Regional Homelessness Authority.

Section 2: This resolution will become effective immediately upon passage.

Resolution 2023-17 was introduced on and [Passed/Failed] by a majority vote of the Governing Committee pursuant to the terms of the Interlocal Agreement at a special meeting held this 6th day of November, 2023.

[Results]

Yea:

Nay:

Present:

Excused:

KING COUNTY REGIONAL HOMELESSNESS AUTHORITY
GOVERNING COMMITTEE
KING COUNTY, WASHINGTON

x _____

Bruce Harrell, Chair

ATTEST:

x _____

Austin Christoffersen, Clerk of the Authority

Attachments: N/A

AN AMENDMENT TO RESOLUTION 2023-04 REQUESTING THE DEVELOPMENT AND
REVIEW OF AN OPERATIONAL WORK PLAN

Rational: Due to an error in file management and adjustments to the adoption timeline for this resolution, the file distributed to the Governing Committee of the KCRHA, as well as the public, reflected errors. This amendment is to serve as an adjustment to three sections to correct those errors. The first point in this amendment provides the KCRHA a reasonable time to produce an Operational Workplan following delayed consideration of this resolution. The second and third points correct the date and Chair of this Governing Committee meeting.

1. Section 2(a)
 - a. STRIKE: “The Implementation Board and Governing Committee should receive a draft plan by January 2024 for review and feedback..“
 - b. ADD: “The Governing Committee will receive an update on the Authority’s progress on developing the plan during a Governance Committee meeting held during the first quarter of 2024.”
2. Section 4:
 - a. STRIKE: “19st day of October”
 - b. ADD: “6th day of November”
3. Chair Signing Line:
 - a. STRIKE: “Bruce Harrell”
 - b. ADD: “Dow Constantine”

RESOLUTION NO. 2023-04

A RESOLUTION OF THE GOVERNING COMMITTEE OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY REQUESTING THE DEVELOPMENT AND REVIEW OF AN OPERATIONAL WORK PLAN

WHEREAS, Article IV, Section 4(b) of the Interlocal Agreement (“Interlocal Agreement”) establishing the King County Regional Homelessness Authority (“Authority”) requires that the Authority develop a Five-Year Plan (as defined in the Interlocal Agreement) within the first 18 months of the Authority’s operations; and

WHEREAS, the Authority is responsible for ensuring that public funds are used efficiently and effectively in the fight against homelessness; and

WHEREAS, the creation and review of an operational work plan that outlines discrete activities to achieve the Five-Year Plan and the key timelines and implementation steps associated with those activities will promote transparency and accountability within the Authority; and

WHEREAS, an operational work plan is crucial to the effective and efficient implementation of the Authority's Five-Year sub-regional plans, re-procurement of homelessness services, Ombud activities and initiation of newly funded services, such as tiny home villages and safe lots, in an expeditious and timely manner that maximizes the expansion of services; and

WHEREAS, Article VIII, Section 2(i) of the Interlocal Agreement authorizes the Implementation Board to develop and recommend for approval “Goals, Policies, and Plans” (as defined therein) to the Governing Committee; and

WHEREAS, Article VIII, Section 1(b)(ii)(1) of the Interlocal Agreement authorizes the Governing Committee to approve or amend by an affirmative vote of at least a 2/3 majority Goals, Policies, and Plans recommended by the Implementation Board; and

WHEREAS, development of an operational workplan and regular reporting on implementation of such a workplan is consistent with Article IX, Section 5(c) of the Interlocal Agreement, which states that “at the request of the Governing Committee or on at least a quarterly basis, the Chief Executive Officer shall provide a written report to the Governing Committee and seek input from the Governing Committee on the performance of the Authority, to include an evaluation of the implementation of the Five-Year Plan or successor planning document, as well as reporting on other performance metrics that may be adopted by the Authority”; and

WHEREAS, the Authority is currently developing sub-regional implementation plans but not a unifying operational work plan to holistically present the Authority’s upcoming activities or an explanation of how such actions will achieve the Five-Year Plan;

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING COMMITTEE OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY:

RESOLUTION NO. 2023-04

Section 1: Operational Work Plan. Authority staff is hereby directed to develop an operational work plan (referred to herein as the “plan”) which details the Authority's objectives and activities for the period beginning on June 1, 2023, when the Governance Committee approved the Authority’s Five Year Plan, and ending on December 31, 2025.

- (a) The plan will outline key milestones and/or deliverables, by quarter and year, that indicate progress towards the goals outlined in Authority’s Five-Year Plan and sub-regional plans. The plan should be updated yearly with quarterly progress updates. The Implementation Board and Governing Committee should have a chance to review and comment on a draft plan prior to finalizing.
- (b) The plan will provide metrics by which it intends to measure the progress or success in implementing the Five-Year Plan, including but not limited to items listed in Section 1(c) below.
- (c) The plan will address, but not be limited to:
 - (i) Expenditure of new funding provided in 2023 and 2024, including progress toward identifying sites, provider partners, and, if applicable, additional intergovernmental, non-profit, and private sector resources to support further expansions and improvements;
 - (ii) Contracting Updates:
 - (1) Impacts, if any, of the expiration of one-time funding;
 - (2) Re-procurement of homelessness services contracts;
 - (3) Decision-making process for allocating funds;
 - (4) Steps taken to improve the Authority’s contracting processes and ensure timely and efficient completion of annual contracts;
 - (iii) Commencement of the Ombuds office and its related work;
 - (iv) Major initiatives and deliverables, such as:
 - (1) Actions taken by the Authority to increase wages for employees at agencies who are contracted to provide homelessness services;
 - (2) Progress on increasing Medicaid reimbursement to help fund KCRHA’s operations.
 - (3) The implementation of a tracking system for real-time bed availability.
 - (v) A functional staffing plan/org chart noting any vacancies

Section 2: Plan Submission Dates

~~(a) The Implementation Board and Governing Committee should receive a draft plan by January 2024 for review and feedback.~~ The Governing Committee will receive an update on the Authority’s progress on developing the plan during a Governance Committee meeting held during the first quarter of 2024.

(b) KCRHA should propose a final plan for approval by the Implementation Board and Governing Committee no later than six months after the passage of this resolution and shall be

RESOLUTION NO. 2023-04

presented to the Governance Committee at the next following regular or special meeting of the Governance Committee after Implementation Board approval.

Section 3: Quarterly Reporting

(a) Following passage of the plan by the Governance Committee, the Authority shall report the following to the Governance Committee every quarter following its adoption. The plan should be updated annually as needed. and ending on December 31, 2025, if applicable updates are available.

- (i) Progress towards achieving the Key Actions of the Five-Year Plan;
- (ii) Analysis of any challenges and opportunities for improvement;
- (iii) An update on each of the objectives and activities in the plan, as described in Section 1, for which implementation has not been completed; and
- (iv) Progress on achieving the metrics included in the plan

(b) The final quarterly report submitted under this resolution will include an overall evaluation of progress on implementing the items in Section 1b, and the report will include any additional actions that need to be taken to complete implementation.

Section 4: Effective Date. This resolution shall take effect immediately upon passage.

Resolution 2023-04 was introduced on and [Passed/Failed] by a two-thirds majority vote of the Governing Committee pursuant to the terms of the Interlocal Agreement at a regular meeting held this ~~19st day of October~~ 6th day of November 2023.

RESOLUTION NO. 2023-04

[Results]

Yea:

Nay:

Present:

Excused:

KING COUNTY REGIONAL HOMELESSNESS AUTHORITY
GOVERNING COMMITTEE
KING COUNTY, WASHINGTON

x _____

~~Bruce Harrell~~ Dow Constantine, Chair

ATTEST:

x _____

Austin Christoffersen, Clerk of the Authority

Attachments: N/A

RESOLUTION NO. 2023-04

A RESOLUTION OF THE GOVERNING COMMITTEE OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY REQUESTING THE DEVELOPMENT AND REVIEW OF AN OPERATIONAL WORK PLAN

WHEREAS, Article IV, Section 4(b) of the Interlocal Agreement (“Interlocal Agreement”) establishing the King County Regional Homelessness Authority (“Authority”) requires that the Authority develop a Five-Year Plan (as defined in the Interlocal Agreement) within the first 18 months of the Authority’s operations; and

WHEREAS, the Authority is responsible for ensuring that public funds are used efficiently and effectively in the fight against homelessness; and

WHEREAS, the creation and review of an operational work plan that outlines discrete activities to achieve the Five-Year Plan and the key timelines and implementation steps associated with those activities will promote transparency and accountability within the Authority; and

WHEREAS, an operational work plan is crucial to the effective and efficient implementation of the Authority's Five-Year sub-regional plans, re-procurement of homelessness services, Ombud activities and initiation of newly funded services, such as tiny home villages and safe lots, in an expeditious and timely manner that maximizes the expansion of services; and

WHEREAS, Article VIII, Section 2(i) of the Interlocal Agreement authorizes the Implementation Board to develop and recommend for approval “Goals, Policies, and Plans” (as defined therein) to the Governing Committee; and

WHEREAS, Article VIII, Section 1(b)(ii)(1) of the Interlocal Agreement authorizes the Governing Committee to approve or amend by an affirmative vote of at least a 2/3 majority Goals, Policies, and Plans recommended by the Implementation Board; and

WHEREAS, development of an operational workplan and regular reporting on implementation of such a workplan is consistent with Article IX, Section 5(c) of the Interlocal Agreement, which states that “at the request of the Governing Committee or on at least a quarterly basis, the Chief Executive Officer shall provide a written report to the Governing Committee and seek input from the Governing Committee on the performance of the Authority, to include an evaluation of the implementation of the Five-Year Plan or successor planning document, as well as reporting on other performance metrics that may be adopted by the Authority”; and

WHEREAS, the Authority is currently developing sub-regional implementation plans but not a unifying operational work plan to holistically present the Authority’s upcoming activities or an explanation of how such actions will achieve the Five-Year Plan;

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING COMMITTEE OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY:

RESOLUTION NO. 2023-04

Section 1: Operational Work Plan. Authority staff is hereby directed to develop an operational work plan (referred to herein as the “plan”) which details the Authority's objectives and activities for the period beginning on June 1, 2023, when the Governance Committee approved the Authority’s Five Year Plan, and ending on December 31, 2025.

- (a) The plan will outline key milestones and/or deliverables, by quarter and year, that indicate progress towards the goals outlined in Authority’s Five-Year Plan and sub-regional plans. The plan should be updated yearly with quarterly progress updates. The Implementation Board and Governing Committee should have a chance to review and comment on a draft plan prior to finalizing.
- (b) The plan will provide metrics by which it intends to measure the progress or success in implementing the Five-Year Plan, including but not limited to items listed in Section 1(c) below.
- (c) The plan will address, but not be limited to:
 - (i) Expenditure of new funding provided in 2023 and 2024, including progress toward identifying sites, provider partners, and, if applicable, additional intergovernmental, non-profit, and private sector resources to support further expansions and improvements;
 - (ii) Contracting Updates:
 - (1) Impacts, if any, of the expiration of one-time funding;
 - (2) Re-procurement of homelessness services contracts;
 - (3) Decision-making process for allocating funds;
 - (4) Steps taken to improve the Authority’s contracting processes and ensure timely and efficient completion of annual contracts;
 - (iii) Commencement of the Ombuds office and its related work;
 - (iv) Major initiatives and deliverables, such as:
 - (1) Actions taken by the Authority to increase wages for employees at agencies who are contracted to provide homelessness services;
 - (2) Progress on increasing Medicaid reimbursement to help fund KCRHA’s operations.
 - (3) The implementation of a tracking system for real-time bed availability.
 - (v) A functional staffing plan/org chart noting any vacancies

Section 2: Plan Submission Dates

(a) The Implementation Board and Governing Committee should receive a draft plan by January 2024 for review and feedback..

(b) KCRHA should propose a final plan for approval by the Implementation Board and Governing Committee no later than six months after the passage of this resolution and shall be presented to the Governance Committee at the next following regular or special meeting of the Governance Committee after Implementation Board approval.

RESOLUTION NO. 2023-04

Section 3: Quarterly Reporting

(a) Following passage of the plan by the Governance Committee, the Authority shall report the following to the Governance Committee every quarter following its adoption. The plan should be updated annually as needed. and ending on December 31, 2025, if applicable updates are available.

- (i) Progress towards achieving the Key Actions of the Five-Year Plan;
- (ii) Analysis of any challenges and opportunities for improvement;
- (iii) An update on each of the objectives and activities in the plan, as described in Section 1, for which implementation has not been completed; and
- (iv) Progress on achieving the metrics included in the plan

(b) The final quarterly report submitted under this resolution will include an overall evaluation of progress on implementing the items in Section 1b, and the report will include any additional actions that need to be taken to complete implementation.

Section 4: Effective Date. This resolution shall take effect immediately upon passage.

Resolution 2023-04 was introduced on and [Passed/Failed] by a two-thirds majority vote of the Governing Committee pursuant to the terms of the Interlocal Agreement at a regular meeting held this 19st day of October 2023.

RESOLUTION NO. 2023-04

[Results]

Yea:

Nay:

Present:

Excused:

KING COUNTY REGIONAL HOMELESSNESS AUTHORITY
GOVERNING COMMITTEE
KING COUNTY, WASHINGTON

x _____

Bruce Harrell, Chair

ATTEST:

x _____

Austin Christoffersen, Clerk of the Authority

Attachments: N/A

A RESOLUTION OF THE GOVERNING COMMITTEE OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY ESTABLISHING A WELCOMING POLICY FOR LESBIAN, GAY, BI-SEXUAL, TRANS, QUEER AND/OR QUESTIONING, INTERSEX, ASEXUAL, TWO-SPIRIT PLUS (LGBTQIA2S+) CLIENTS OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY AND ITS CONTRACT PROVIDERS, AND OTHER MATTERS RELATED THERETO.

WHEREAS, the mission of the King County Regional Homelessness Authority (“KCRHA”) is to center care around people who have lived experiences of being homeless, unhoused or unsheltered, which includes supporting all individuals within the region and eliminating inequities within the homeless response system; and

WHEREAS, Article IV, Section 3 of the Interlocal Agreement establishing the KCRHA (the “ILA”) explicitly describes the following guiding principles:

- (i) Establishing ongoing procedures, policies and mechanisms to ensure accountability to its customers, its contract agencies, its funders, and the public.
- (ii) The Authority shall address racial-ethnic and other statistical disproportionalities amongst the population of people experiencing homelessness.
- (iii) The Authority shall proactively seek to eliminate disproportionalities in the population experiencing homelessness by directly addressing structural racism, ableism, homophobia, transphobia, misogyny, and other sources of inequities; and

WHEREAS, the National Library of Medicine reports that Lesbian, Gay, Bisexual, Transgender, Intersex, and Queer community members account for 20%-40% of the population experiencing homelessness¹; and

WHEREAS, in February 2016, the Seattle LGBTQ Commission made recommendations² to the City of Seattle to ensure homelessness policies adequately address the needs of LGBTQIA individuals experiencing homelessness, including developing inclusive policies for shelters, allowing individuals to self-identify when accessing services, eliminating barriers to services for the LGBTQIA community, and training staff and service providers to ensure compliance; and

WHEREAS, in 2019, Seattle City Council requested that its Human Services Department provide guidelines for homeless service provision to the LGBTQIA community, which resulted in a report including recommendations from Ingersoll Gender Center entitled, “Improving Conditions for Transgender and Gender Diverse Communities within Seattle Shelter Systems”; and

WHEREAS, the Human Services Department created an Action Plan to implement these recommendations, but due to the disruption of the COVID-19 pandemic and transfer of the City

¹ Available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6695950/>

² [Seattle LGBTQ Commission made recommendations](#)

of Seattle’s homelessness investments to the KCRHA, the Action Plan was never implemented; and

WHEREAS, transgender individuals in particular are impacted by violence and discrimination in ways that both contribute to their homelessness and keep them from accessing necessary shelter and services³; and

WHEREAS, a 2015 study by the National Center for Transgender Equity found that transgender people of color face barriers to accessing stable housing and employment at disproportionate rates compared to their white counterparts. Transgender women of color, including Black, American Indian, multiracial, and Latina women, were substantially more likely to report being homeless because of being transgender; and

WHEREAS, welcoming policies for LGBTQIA2S+ (Lesbian, Gay, Bisexual, Transgender, Non-Binary, Queer and/or Questioning, Intersex, Asexual, Two-Spirit Plus) clients are considered a best practice and have been in place for years in jurisdictions including New York City, Central Arizona, and Massachusetts; and

WHEREAS, KCRHA will continue its collaboration with the U.S. Department of Housing and Urban Development (“HUD”) and use the LGBTQI+ Youth Homelessness Initiative⁴ implementation process to relay community concerns about Coordinated Entry for LGBTQIA2S+ communities who are unhoused in King County; and

WHEREAS, KCRHA’s 5-Year Plan states that “the existing [homelessness] system does not have sufficient welcoming, safe, and appropriate services for particular subpopulations, specifically the LGBTQIA2S+ population. Promoting connections and filling gaps within the network of services requires urgent attention, action, and leadership” and that “culturally responsive services are critical to make people feel safe, understood, and accepted by fully seeing and valuing the whole person and all aspects of their identity, background, and experiences”; and

WHEREAS, KCRHA’s 5-Year Plan contains the following key action items:

- a. Develop standards of best practices to be included in contract requirements in serving the needs of Black, Native, LGBTQIA2S+, immigrants and refugees, people living with disabilities, older adults, survivors of gender-based violence, and people exiting incarceration;
- b. Regularly evaluate the level of funding and percentage of investment into organizations and programs designed to support the needs of needs of Black, Native, LGBTQIA2S+, immigrant and refugee, people living with disabilities, and people exiting incarceration;
- c. Develop inventories of successful approaches and best practices to serve historically marginalized communities; and

³ Available at: https://nhchc.org/wp-content/uploads/2019/08/Increasing-access-and-quality-of-care-for-TGNC_FINAL090816.pdf

⁴ Available at: <https://www.usich.gov/news/hud-launches-lgbtqi-youth-homelessness-initiative/>

- d. Prioritize expansion of emergency housing options for Transgender, and gender non-conforming individuals; and

WHEREAS, it is the intent of the KCRHA ombuds office to implement grievance procedures that are tailored and supportive to disproportionately impacted communities including LGBTQIA2S+, and is enumerated as a key action in KCRHA's 5-Year Plan as "Develop and implement a grievance process that is accessible, safe, and responsive to resolve client or funded partner concerns, problems, or complaints"; and

WHEREAS, the Governing Committee of the KCRHA now desires to ensure that clients who identify as LGBTQIA2S+ receive equitable access to and benefit from welcoming, safe, and appropriate services throughout their experiences using KCRHA-funded services;

NOW THEREFORE BE IT RESOLVED BY THE GOVERNING COMMITTEE OF THE KING COUNTY REGIONAL HOMELESSNESS AUTHORITY:

Section 1. Contractors, Providers and Staff:

All KCRHA contractors, providers, and staff are expected to abide by these standards of inclusivity, and in good faith enact policies and procedures centered on these standards.

Section 2. Standards of Inclusivity:

The following section outlines the standards of inclusivity, which all staff of KCRHA and any organization under contract with or providing services for or on behalf of KCRHA shall be expected to abide by:

- a) Names, Titles, and Pronouns
 - a. Once a preferred name has been established, staff should always address individuals by their preferred name in addition to their preferred title [e.g., Mx. /Ms./Miss/Mrs./Mr.], and their pronouns [e.g., he/she, him/her, his/hers, they/theirs].
 - b. This should occur regardless of the sex assigned at birth, whether the individual has undergone a legal name change or what their gender expression is at the time, and without requiring identification or other forms of "proof" of gender identity.
 - c. For purposes of intake data collection, providers will include the option "X" as a gender marker to signify unspecified or another gender identity.
- b) Use of Inclusive language
 - a. KCRHA and providers' staff shall use appropriate, inclusive language in communication, publication, and training that affirms KCRHA's and providers' commitment to serving all people who are experiencing homelessness.
- c) Anti-Harassment

- a. The United States Equal Employment Opportunity Commission (“EEOC”) has established guidelines for employers regarding behaviors that create a hostile work environment and require correction. Homeless providers are considered workplaces, including but not limited to congregate and non-congregate housing, shelter, outreach, day centers, and all other homelessness facilities, programs, and services funded by KCHRA. As defined by the EEOC, harassment can include:
 - i. Offensive jokes, slurs, or epithets or name-calling
 - ii. Physical assaults or threats
 - iii. Intimidation, ridicule, or mockery, insults, or put-downs.
 - iv. Offensive objects or pictures
 - v. Interference with work performance

Harassment can also include repeated and/or intentionally misgendering clients.

- b. Contractors and Providers must place signage with anti-harassment expectations and guidelines in common areas. Signage must be visible to all clients.
- c. Contractors and Providers must establish protocols for addressing discriminatory behavior including harassment towards all clients.
 - i. Such protocols may range from trauma-informed interventions that prioritize client safety, working with the person being abusive to address and alter their behavior, and disciplining or expelling the person being abusive if they do not alter their behavior.
 - ii. In no instance should interim or final steps involve expulsion of the harassed client.
- d) Professionalism and Staff Conduct
 - a. It is the expectation that all staff will model appropriate, welcoming, and always affirming behavior. Discomfort felt by staff and/or clients about the gender identity or expression, or sexual orientation, or perceived gender or sexual orientation of LGBTQIA2S+ children, youth, adults, and families, will not affect the respectful offering and provision of appropriate services, or the respectful treatment of clients.
 - b. Under no circumstances is any staff member to attempt to convince an LGBTQIA2S+ client or fellow employee to reject or modify their gender identity, sexual orientation, or gender expression.
 - c. It is not appropriate to ask any staff member or client questions about their sexual practices, except as necessary for clinical assessment or reporting abuse.
 - d. It is not appropriate to ask any staff member or client questions about their physiology, anatomy, genitals, surgical status, or any gender affirming care they have received, except as necessary for clinical assessment or reporting abuse.
 - e. Authorized staff may inquire about sexual orientation, transgender status or intersex status only for the purposes of collecting demographic information or as necessary to provide affirming customer service. Clients must be told that

disclosure of this information is voluntary and will not affect eligibility for programs or services.

- e) Confidentiality and Privacy
 - a. Staff must not share a client's transgender status, non-binary status, intersex status, sexual orientation, or medical history without the client's direct permission. This applies to both private and professional settings, including conversations with other staff members.
 - b. If necessary to ensure that staff and clients respectfully address the client, staff may share a client's preferred name and their gender pronouns.
 - c. Staff may not ask questions or otherwise seek information or documentation concerning a person's anatomy or medical history related to their gender identity or expression.

- f) Healthcare
 - a. All medications must be labeled with a client's legal name. However, clients can, in addition, label medication with their preferred name and use that preferred name when requesting access to their medication.
 - b. A client's medication and supportive tools must be accessible at all times.
 - c. Staff must refrain from making assumptions about patients' contraceptive plans, sexual orientation and gender identity and expression.
 - d. Staff must offer all clients access to the same reproductive health information and services regardless of client's appearance or gender, and must not make assumptions about a client's reproductive status or functions based on the client's appearance, behavior or any other trait. Information on reproductive status must come only from the client.

- g) Grievances and Complaints
 - a. Staff shall provide clients, upon request, a copy of their employer's policies and procedures developed in accordance with the Resolution.
 - b. Staff shall inform clients, upon request, about their options to file a grievance or complaint related to policies and procedures developed in accordance with this Resolution. These options shall include grievance and complaint procedures within the organization, and those offered by the KCRHA, including information about the Ombuds Office. Staff shall also inform clients that they may file claims with the City of Seattle Office for Civil Rights or the Washington State Human Rights Commission for being denied services or being treated differently as part of a protected class.

Section 3. Access to Gender Affirming Facilities, Programs, and Services:

The following section outlines equal access to resources, which all staff of KCRHA and any organization under contract with or providing services for or on behalf of KCRHA shall be expected to abide by.

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- a. All parties must allow access to facilities, programs, and services for eligible clients without discriminating based on sex, gender identity, or sexual orientation.
- b. All parties may not deny access to a single-sex facility, program, or service because the client's gender expression, personal grooming choices, or identity documents indicate a sex different than the gender with which the resident or potential client identifies.
- c. All parties may not consider the client or potential client ineligible for any facility, program, or service because their appearance or behavior does not conform to gender stereotypes.
- d. Staff may not request that a client change clothing or appearance in order to fit gender stereotypes.
- e. Access to a gender-affirming amenity shall be provided upon request. Clients are not required to formally request a "reasonable accommodation" when requesting gender-affirming amenities (e.g., proximity to a single occupancy bathroom).
Staff approve requests based on the facility, program, or service's layout and availability of amenities. If such amenities do not exist, all parties shall make a good faith effort to establish them. At no time are staff permitted to require a transgender, non-binary, or gender non-conforming client to accept an accommodation because of their transgender, non-binary, or gender nonconforming status.
- f. Some transgender, non-binary, and gender diverse people wear prosthetic devices as part of their gender expression. Gender-affirming prosthetics or products are not considered contraband; therefore, clients are permitted to possess gender-affirming prosthetics in all facilities, programs, and services. Examples of gender-affirming prosthetics and non-prosthetics include:
 - a. Homemade or manufactured breast prosthetics, hair prosthetics, wigs, hair systems, specialized underwear, adhesive tape, binders, homemade or manufactured packers, stand-to-pee devices, makeup, syringes, and supportive tools used for gender affirming care.

Section 4. Next Steps:

The KCRHA shall provide training and support to its funded nonprofit providers to support with their implementation of this Resolution through the following activities:

- a. KCRHA shall provide a minimum of two trainings per year focused on Equal Access and the requirements outlined herein;
- b. KCRHA shall create an implementation plan to effectuate the requirements outlined herein; and
- c. KCRHA staff shall provide technical assistance to nonprofit partners to clarify any questions related to the requirements outlined herein.

Section 5. Accountability and Compliance:

The KCRHA shall ensure accountability and compliance with the requirements of this Resolution through the following activities:

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- a. KCRHA shall communicate, train, and include the requirements included herein within the boilerplate language of its grant agreements with nonprofit partners by January 1, 2025;
- b. KCRHA shall engage nonprofit partners through provision of technical assistance when becoming aware of noncompliance with the requirements included herein to create a plan for the nonprofit partner to become compliant; and
- c. KCRHA shall continue to refine its framework to manage compliance for all funded nonprofit partners to adhere to contract requirements including those included in this Resolution throughout fiscal year 2024.

Section 6. Effective Date:

This Resolution shall take effect immediately upon

passage.

DRAFT

[Results]

Yea:

Nay:

Present:

Excused:

GOVERNING COMMITTEE OF THE KING COUNTY
REGIONAL HOMELESSNESS AUTHORITY
KING COUNTY, WASHINGTON

x _____
Bruce Harrell, Chair

ATTEST:

x _____
Austin Christoffersen, Clerk of the Authority

Attachments: N/A



KCRHA

King County Regional Homelessness Authority

Coordinated Entry

Governing Committee Presentation 11.06.23

Opportunities for Improvement



Previous Process

Expand the pathways into resources:

- Previous process limited housing referrals to a small subset known as the Priority Pool
 - Delays in engagement and rapport building
 - Scarcity of available housing Navigators system wide



Learning from Emergency Housing Voucher pathways

- Multiple pathways into housing placement
- Reverse Matching – providers nominate those who they are already working with AND help navigate them into housing



Sticking Points

- Chronic Homelessness verification is a significant documentation challenge
- Lack of middle-path options for those with low to medium needs who cannot afford the housing market
- Inconsistent knowledge base about housing resources in our community



Sharing Knowledge

Create trainings for:

- Housing type and the nuances of the portfolio within those types
- Chronic Homelessness documentation
- Document qualitative data on Unsuccessful Referrals in HMIS
- Monthly onboarding for CE processes



Next Steps - Prioritization

- Collected input during CE Community Conversation and through CE Prioritization Input form from September 15th to October 1st
- Input used to shape planning



Next Steps - CE Committee

- Collected CE Committee applications from September 15th to October 13th
- Applications reviewed with members of the CoC Board from October 16th to 17th
- Presented potential member cohort to CoC Board October 19th
- First CE Committee meeting Thursday, October 26th with regular meetings every fourth Thursday of the month ongoing



Next Steps - Links

- CE Contact List Form, ongoing:

<https://app.smartsheet.com/b/form/0197807a8e2945cfb7c82218c27e886a>

<https://kcrha.org/resources/about-coordinated-entry/>





KCRHA
King County Regional Homelessness Authority

Thank you.

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Scan this QR code to sign up for KCRHA emails →



@KingCoRHA



@KCRHA

