



City of Lacey, Washington Human Services Workgroup Agenda

Refer to the bottom of the agenda for meeting information.

Thursday, July 11, 2024

5:30 PM

Council Chambers and Online

1. Call to Order

2. Roll Call

3. Land Acknowledgment

We, the City of Lacey, are on the ancestral land of the Tribal People of the Treaty of Medicine Creek, including the Nisqually Indian Tribe and Squaxin Island Tribe. We acknowledge, and remember those Tribal People not recognized today who were absorbed or relocated into other tribes for survival. We recognize the ancestors and their descendants who are still here. We recognize and respect the Tribal People of the Treaty of Medicine Creek as the traditional stewards of this land since time immemorial and their role today in taking care of these lands in perpetuity. We recognize and have the responsibility to call attention to the histories of dispossession, forced removal, and abridged treaty rights that allowed our nation, state, and city to develop as they have today. We recommend that community members read the Medicine Creek Treaty of 1854.

4. Approval of Agenda, Previous Meeting Minutes, and Consent Items

- A. Approval of Agenda
- B. Approval of June 13, 2024, meeting minutes
- C. Approval of June 20, 2024, meeting minutes

5. Public Comment

Refer to the bottom of the agenda for instructions on how to provide public comment.

6. Business Items

- A. **Introduction to Human Services Needs Assessment**
Michelle Chavez, Human Services Coordinator
- B. **Human Services Grant Program Workshop Update**
Michelle Chavez, Human Services Coordinator

7. Adjourn

Attendance and Public Comment

Attend Remote or In-Person

There are several ways to attend the Human Services Workgroup Meeting:

- In-Person: Council Chambers at Lacey City Hall
420 College Street SE, Lacey, WA 98503
- Zoom: https://us02web.zoom.us/webinar/register/WN_esa0VNMBSti2XZqJUT2bBA
- City Website: <https://cityoflacey.org/government/public-meetings/>
- YouTube: <https://www.youtube.com/watch?v=MGq18i-VUlc>
- Phone: (888) 788-0099 or (877) 853-5247 (Webinar ID 865 9510 7699)

Verbal Public Comment

The opportunity for verbal public comment is available in-person or by Zoom:

- In-Person: Use the sign-up sheet located in the Council Chambers.
- Zoom: Preregister using the following Zoom link no later than two hours prior to the meeting:
https://us02web.zoom.us/webinar/register/WN_esa0VNMBSti2XZqJUT2bBA

Instructions and access details will be provided once registration is complete.

Written Public Comment

Please email written public comments to HumanServices@cityoflacey.org by 4:00 p.m. on Thursday, July 11, 2024. Members will receive all written public comments provided by this deadline. Comments may not be addressed during the meeting. All comments are part of the official record.





City of Lacey, Washington
Human Services Workgroup Minutes
Thursday, June 13, 2024 - Council Chambers and Online

1. Call to Order

Human Services Coordinator Michelle Chavez called the meeting to order at 5:32 p.m.

2. Roll Call

BOARD MEMBERS PRESENT: James Broman; Nathaniel Clay; Nancy Dihle; Juliet Lawson-Hall; Dalia Martinez; Brandon Stephens; and Tiffany Walker

STAFF PRESENT: Shannon Kelley-Fong, Assistant City Manager; Michelle Chavez, Human Services Coordinator; Elissa Fontaine, City Clerk; and Paul J. White, Deputy City Clerk

3. Land Acknowledgment

Chavez presented the Abbreviated Land Acknowledgment.

4. Welcome to the Workgroup

Members of the Workgroup and staff introduced themselves. Kelley-Fong welcomed the new workgroup members and introduced key initiatives of the work group

5. Approval of Agenda

Board Member Stephens moved to approve the agenda and consent agenda. Board Member Walker seconded. The motion carried.

6. Public Comment

Verbal Public Comment

No one signed up to speak at the meeting in person or via Zoom.

Written Public Comment

No written public comment was received.

7. Agenda Items

A. Advisory Board Stipend Program and City Email Addresses

Shannon Kelley-Fong, Assistant City Manager
Elissa Fontaine, City Clerk

Kelley-Fong described the Advisory Board Stipend Program for which board members can opt-in. Fontaine presented the CivicClerk Board Portal, by which the City publishes meeting materials, provides meeting media, and records workgroup attendance. It was explained that board members have been issued City email addresses that are to be used for official City business. Kelley-Fong summarized the City's collection of voluntary demographic data, which is saved in aggregated form separate from other advisory board information.

B. Open Meeting Law and Public Records

Michelle Chavez, Human Services Coordinator
Elissa Fontaine, City Clerk and Public Records Officer

Lesson 1: [Open Government Overviews and General Principles](#) (13 min)

Chavez and Fontaine presented overview training on Open Government in Washington State prepared by the Washington State Attorney General's Office.

Lesson 2: [Public Records Basics - RCW 42.56](#) (30 min)

Board members received video training on Public Records Basics prepared by the Washington State Attorney General's Office.

Lesson 3: [Open Public Meetings Act - RCW 42.30](#) (18 min)

Board members received video training on the Open Public Meetings Act (OPMA) prepared by the Washington State Attorney General's Office. Upon completion of this lesson, board members were compliant with the training required within 90 days of appointment pursuant to RCW 42.30.205.

Lesson 4: [Records Management and Retention Basics - RCW 40.14](#) (18 min)

This optional lesson was not reviewed live during the meeting and workgroup members were invited to review it on their own.

C. Workgroup Overview, Boards and Commissions Handbook, and Draft



Workgroup Rules of Procedure

Michelle Chavez, Human Services Coordinator

Advisory Board Handbook Overview

Chavez provided an overview of the Human Services Workgroup and presented the Boards and Commissions Handbook. Officers will be elected at the next workgroup meeting, after which rules of procedure and minutes can be approved.

Draft Workgroup Policies and Procedures

Chavez presented the draft Workgroup Policies and Procedures, including the following components:

- a. Conflict of interest
- b. Roberts Rules of Order
- c. Excused absences
- d. Election of officers
- e. Public comment
- f. Meeting times

D. **2024 Draft Meeting Calendar**

Chavez announced the next workgroup meeting would be June 20, 2024, at 5:30 p.m. and an additional meeting would be scheduled July 11, 2024. The workgroup will not meet the first Thursday in July because that is the Independence Day holiday.

8. Adjourn

Board Member Walker moved the meeting adjourn. Board Member Lawson-Hall seconded. The motion carried, and the meeting was adjourned at 7:17 p.m.





City of Lacey, Washington
Human Services Workgroup Minutes
Thursday, June 20, 2024 - Council Chambers and Online

1. Call to Order

Human Services Coordinator Michelle Chavez called the meeting to order at 5:30 p.m.

2. Roll Call

BOARD MEMBERS PRESENT: Brandon Stephens (Chair); James Broman (Vice Chair); Nathaniel Clay (remote); Nancy Dihle; Juliet Lawson-Hall (remote); Dalia Martinez (remote); and Tiffany Walker

STAFF PRESENT: Shannon Kelley-Fong, Assistant City Manager; Michelle Chavez, Human Services Coordinator; and Elissa Fontaine, City Clerk

3. Approval of Agenda, Previous Meeting Minutes, and Consent Items

A. Approval of Agenda

Board Member Broman moved to approve the agenda. Board Member Walker seconded. The motion carried.

4. Public Comment

Verbal Public Comment

No one signed up to speak at the meeting in person or via Zoom.

Written Public Comment

No written public comment was received.

5. Business Items

A. Election of Presiding Officers

Board Member Walker nominated Brandon Stephens as Chair. Board Member Dihle seconded. Board Member Stephens was elected Chair by unanimous consent.

Board Member Dihle nominated James Broman as Vice Chair. Board Member Lawson-Hall seconded. Board Member Broman was elected Vice Chair by unanimous consent.

B. Rules of Procedure

Michelle Chavez, Human Services Coordinator

Chavez presented the draft Rules of Procedure, highlighting elements, including workgroup meetings, terms of office, duties of officers, quorum, conflicts of interest, public comment, organization, and responsibility.

Board Member Broman moved to approve the draft Rules of Procedure for the Human Services Workgroup. Board Member Lawson-Hall seconded. The motion carried.

C. Human Services Grant Program Overview

Michelle Chavez, Human Services Coordinator

Chavez presented an overview of the Human Services Grant Program, including a detailed review of the draft policies, application, scoring rubric and workshop presentation. Board members provided feedback on the scoring rubric.

Board Member Broman moved to amend section 1.7 as discussed and agreed. Board Member Walker seconded. The motion carried.

Staff advised future motions were not required for edits, and the Workgroup proceeded with discussion and review.

D. Human Services Needs Assessment Introduction

Michelle Chavez, Human Services Coordinator

Chavez presented an introduction to the Human Services Needs Assessment, and reviewed assessment examples from neighboring jurisdictions. The assessment is intended to determine the priority areas for future funding cycles and to inform strategic planning.

6. Adjourn

Chair Stephens adjourned the meeting at 6:52 p.m.







HUMAN SERVICES WORK GROUP

JULY 11, 2024

SUBJECT: Human Services Needs Assessment Overview

RECOMMENDATION: Provide feedback on draft stakeholder list, draft community participation plan, draft survey, draft needs assessment outline

STAFF CONTACT: Shannon Kelley-Fong, Assistant City Manager *SKF*
Michelle Chavez, Human Services Coordinator *mjc*

ORIGINATED BY: City Manager's Department

ATTACHMENTS:

1. Draft Community Participation Plan
2. Draft Needs Assessment Outline

FISCAL NOTE: 2024 budget includes \$300,000 for the Human Services Grant Program.

PRIOR REVIEW:

- [City Council Worksession – March 12, 2024](#)
- [City Council Meeting – March 19, 2024](#)
- [Commission on Equity – March 25, 2024](#)
- [Human Services Workgroup – June 20, 2024](#)

**WORK PLAN GOAL:
AND STRATEGY**

Vibrant Place to Live, Work and Play
D. Finalize Homeless Response Plan and Enhance Social Services

An Engaged Community
L. Enhance Communication and Engagement Efforts

BACKGROUND: The City of Lacey (City) will be performing a needs assessment of human services gaps in the community to help inform future HSGP funding rounds, if budgeted in future years. The needs assessment will also help inform the City’s Community Development Block Grant (CDBG) program. This preparation involves research, survey development and creating a community engagement plan. This assessment can be performed in a number of ways, including combinations of surveys, in-person focus groups, on-on-one interviews, hybrid meetings, workshops, etc. Performing a needs assessment can take up to six months or more, see **Table B**.

Activities included in the engagement plan would be:

- Interviews with community partners, particularly in the non-profit sector serving Lacey low income and special needs community members;
- An on-line survey for all community members;
- Focus groups with public safety workers, health care (including mental health care) professionals;
- Focus groups with non-English speakers and recent immigrants;
- Interviews with clients receiving direct services; and
- Focus groups with youth, school staff, and older adults.

Table B	
Proposed Human Services Needs Assessment Timeline (2024)	
March to May	Research and Development
June to September	Outreach and Engagement
October	Writing Draft and Presenting to Work Group
November	Present Draft Report and Recommendations to City Council

Next Steps: The purpose of tonight’s discussion is for the Work Group to review the following draft HSGP materials and provide feedback to City staff:

1. Draft Community Participation Plan
2. Draft Needs Assessment Outline

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Human Services Community Participation Plan



INTRODUCTION

In order to assess future human services needs in the community, it is important to highlight existing and potential stakeholders and survey their experiences, opinions and recommendations for setting human services priorities. Through this engagement, the City can identify gaps, learn what is working well, improve quality and increase access to services.

It is important to approach this work with an equity lens and continue to merge the City's existing work on Diversity, Equity, Inclusion and Belonging (DEIB) with human services. This process begins by creating an equitable engagement framework. The City's recommends encouraging participation and the involvement of all community members by:

- Connecting with them in meaningful, non-performative, ways.
- Finding and engaging with community members in ways they feel comfortable.
- Reducing barriers to access and participation.

The goal of this Community Participation Plan is to engage with a broad perspective of community stakeholders. This includes people whose voices have not traditionally been recognized or heard. This approach uses a wide variety of methods such as surveys, one-on-one meetings, and focus groups. Importantly, this work is done through meeting people where they are to ensure that their voices are heard and included as part of future City decisions about funding and policies.

EXISTING HUMAN SERVICES STRATEGIES

The City provides and supports a broad range of local human services to community members. The services are targeted to alleviate hardships and help individuals in need to access community resources. The City engages in this work in four (4) distinct ways:

1. Direct social service outreach and clean-up response
2. Coordinated efforts with regional and community partners
3. Providing funding to support the work of non-profit and other governmental entities
4. Advocacy for more comprehensive solutions to homelessness at the state and federal level.

In 2024, the City invested around \$1.2 million into a variety of Human Services. Through this work, the goal of the City is to provide and support services in the community built on compassion, public safety, and enhancing the wellbeing of all. Programs and services supported prior to the needs assessment are:

- Affordable Housing and Houseless Services
- Early Learning and At-Risk Youth Services
- Senior Services
- Veterans Services
- Food Insecurity and Nutrition Services
- Hazardous Weather Sheltering Services
- Substance and Alcohol Abuse Treatment Services
- Crime Victim Advocate Services
- Dispute Resolution Services

The City continues to invest in human services by establishing a local Human Services Grant Program (HSGP). With initial funding of \$300,000, the program will provide resources to those in need in our community through an annual comprehensive, transparent and competitive application and award program (pending City Council budget approval).

As part of establishing the new HSGP, the City created an ad hoc Human Services Work Group to evaluate 2024 Grant Applications, assist with a Human Services Needs Assessment, make recommendations on future funding priorities and a future, permanent advisory board.

For the initial program year 2024, the City Council established the following priority areas:

Housing: Expanding and Upgrading Affordable Housing Programs, Emergency Rental Assistance, Housing Education, Creating and Maintaining Supportive Housing Services

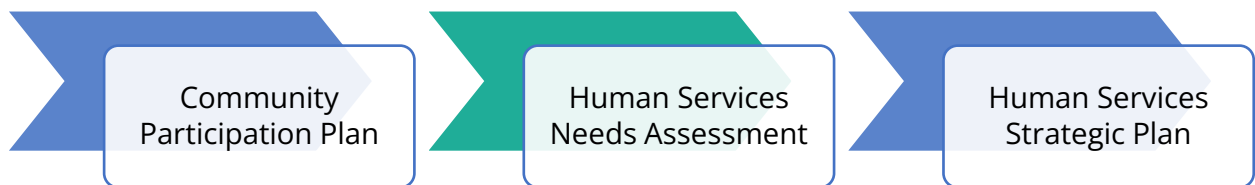
Survival: Access to Food, Water, Shelter, Sleep, Clothing

Security: Job training and placement, mental and physical health care, drug and alcohol recovery services, support in times of personal or family crisis, and transportation.

INTENDED OUTCOMES OF COMMUNITY PARTICIPATION PLAN

The City aspires to include all community members in conversations, decisions, and planning that affects them. While the City has long invested in human services in many ways, a comprehensive human services strategic plan has not been completed. The first step in designing a strategic plan is to do an analysis of stakeholders and existing resources in the community.

The **Community Participation Plan** will help the City gather feedback from community members and stakeholders, including the Human Services Workgroup. The feedback will inform the **Human Services Needs Assessment** which will result in a **Human Services Strategic Plan**.

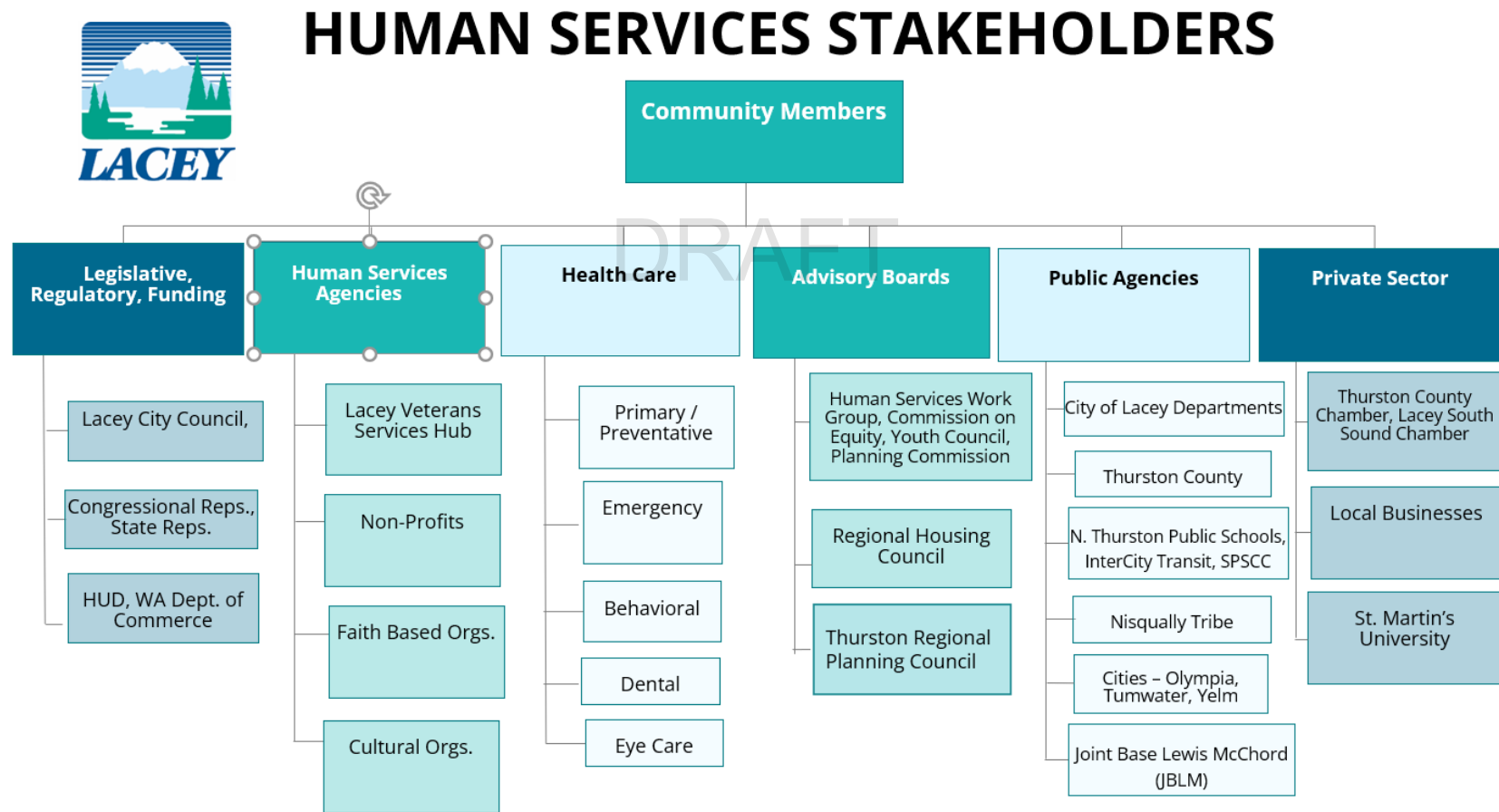


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IDENTIFYING AND ENGAGING STAKEHOLDERS

City staff created a list of stakeholders and resources that exist in in the Lacey community. Resources were added to this list based on existing City contracts and relationships, internet research, and information from Thurston County Community Connections, Thurston County Resource Hub, Lacey Veterans Services Hub, Family Resource Guide of Thurston County, and The Crisis Clinic of Thurston and Mason Counties.

Figure 2. Lacey Human Services Stakeholders



COMMUNITY PARTICIPATION STRATEGIES

Survey

The City developed a survey of human service needs to be open to the public online for several weeks. This survey will focus on community needs and household needs. A copy of the survey is included in **Appendix A**.

Focus groups

City staff will hold focus groups with a variety of stakeholders, such as those identified in **Figure 2** and the potential participants listed in **Table 1**.

Table 1. List of Potential Focus Group Participants

	Focus Group	Potential Participants (not exclusive and subject to change)
1	Human Services Agencies	Family Support Center, United Way, CYC, Salvation Army, Catholic Charities, CAC of Lewis, Mason, Thurston County, Homes First
2	Public Safety Agencies	Lacey PD, Lacey Fire District #3, Thurston County Sherrif
3	Cultural Orgs. / Immigrant Orgs.	CIELO (Centro Integral Educativo Latino de Olympia), COE (Commission on Equity), KWA (Korean Women’s Association), Polynesian Association of Thurston County, Fred U. Harris Lodge #70., Phillipino American Community of South Puget Sound, Nisqually Tribe
4	Veterans Groups	LVSH (Lacey Veterans Services Hub), Disabled American Veterans (DAV), Thurston County Veterans Services
5	Transportation Orgs.	LVSH, Intercity Transit, Dial a Lift, Thurston Regional Planning Council
6	Schools	North Thurston Public Schools (Elementary, High School, Middle School), Pope John Paul, Homeschool
7	Seniors	Senior Services of South Sound
8	Youth	Lacey Youth Council
9	Physical / Behavioral Health Care	KP, Delta, Providence, Olympic Health and Recovery Services
10	Private Sector Employers	Lacey Chamber, South Sound Chamber, Economic Development Center
11	City Departments	Parks, Planning, Public Works
12	Government Agencies	Timberland Regional Library, Thurston County, Olympia and Tumwater
13	Post Secondary Education	SPSCC, St. Martins, Makers Space, ANEW

Focus Group Questions are listed below:

1. Tell me about your experience with human services in Lacey?
2. Do you feel that there are gaps in human services in Lacey? If yes, explain where you see the gaps.
3. Where do you feel Lacey is doing well in terms of human services? What are the strengths in government, non-profit, and other community services?
4. Think back to a time when you were searching for services for a Lacey community member or yourself. Were the services readily available? Were you able to successfully refer the community member and get them the help they needed?
5. Thinking through this conversation, what do you feel are the highest priority human service needs in Lacey?

One-on-one questions

The City will try to interview community members who are receiving human services directly to learn more about needs, gaps and strengths within the community. One-on-one interview questions include:

1. Tell me about your experience getting help in Lacey?
2. Where do you think there are gaps in services in Lacey?
3. What do you think the highest need for human services are in Lacey?

NEXT STEPS

The next steps are direct outreach and engagement as outlined above. The City will then analyze the findings, plan implementation strategies, and determine ways to evaluate progress. Analysis of findings will be shared with the Lacey Human Services Workgroup and the Lacey City Council.



2024 Lacey Human Services Needs Assessment

Section 1. Community Needs

These questions are regarding the Lacey community overall. The results of this survey will help inform the City of Lacey on future human services funding, programming, oversight and performance measurements. All answers will remain anonymous. The results will be used as part of a final report.

* 1. Which of the following human service needs do you feel are the most needed Lacey?
Select all that apply.

- Preventative Health Care
- Emergency Health Care
- Behavioral Health Care
- Dental Care
- Eye Care
- Housing
- Food
- Clothing
- Employment and Training
- Emergency Financial Assistance
- Transportation
- Child Care
- Domestic Violence Services
- Low or No Cost Legal Services
- Other (please specify)

* 2. What specific barriers do you see to accessing human services in Lacey?

* 3. Regarding health services, which area do you think needs the most improvement in Lacey? (Map of City Boundaries)

- Preventative Health Care
- Emergency Health Care
- Behavioral Health Care
- Dental Care
- Eye Care
- None/ Unknown
- Other (please specify)

* 4. Regarding basic needs, which of the following is the most urgent need in Lacey?

* 5. How would you rate the accessibility of employment and training services in Lacey? For example; help finding a job, receiving training for a new job or career, getting help after a layoff, etc.

- Very Accessible
- Somewhat Accessible
- Somewhat Inaccessible
- Very Inaccessible
- None / Unknown
- Other (please specify)

* 6. How important is improving transportation to meet the community's human service needs?

- Very Important
- Somewhat Important
- Neutral
- Somewhat unimportant
- Not important at all
- None / Unknown



2024 Lacey Human Services Needs Assessment

Section 2. Household Human Services Needs

These questions are regarding human service needs in your household. The results of this survey will help inform the City of Lacey on future human services funding, programming, oversight and performance measurements. All answers will remain anonymous. The results will be part of the final report.

* 11. How satisfied are you with your family/ household's access to quality health care in Lacey?

* 12. Do you feel your family / household has the resources they need to be healthy, happy and safe in Lacey?

- My family/household has all the human services we need.
- My family/household has most of the services we need, but could use a bit more.
- Neutral
- My family/household could use several more services.
- My family/household does not have the human services we need.
- Please share comments of what additional resources would be helpful to your family / household.

* 13. How often do you or your household members access human services resources in Lacey?

- Very often (weekly)
- Somewhat often (monthly)
- Not often (annually)
- Never

* 14. Please select your household's most urgent human service needs. (Select all that apply)

- Preventative Health Care
- Behavioral Health Care
- Emergency Health Care
- Eye Care
- Dental Care
- Child Care
- Emergency Financial Help
- Domestic Violence Resources
- Housing
- Food
- Clothing
- Employment and Training
- Transportation
- Low or No Cost Legal Services
- Other (please specify)

15. Please give an example of human services you have accessed in Lacey. How did it go? Would you recommend those services to others?

* 16. Please tell us your relationship to the City of Lacey. Check this [map](#) if you would like to see the City boundaries. (Select all that apply)

- I live in Lacey
- I work in Lacey
- I visit Lacey
- Other (please specify)

DRAFT Needs Assessment Outline / Human Services Strategic Plan

Land Acknowledgment

1. Executive Summary

Intro to Plan – Vision, Goals, Strategies

2. City of Lacey Overview

- a. Lacey Work Plan and City Priorities
- b. Lacey Overview and Demographics
- c. Commitment to Equity (draft DEIB plan for review in July)
- d. Human Services Roles and Functions

3. What is the Purpose of the Needs Assessment?

- a. Increasing Community Engagement
- b. Setting Priorities for Human Services in Lacey
 - 1. Allocations for Funding
 - 2. Identifying Gaps in Services
 - 3. Identifying Opportunities for Improvement
 - 4. Demonstrate what is working well
- c. Establishing and Maintaining Excellent Relationships and Services

4. What did we learn about Lacey Human Service Needs? (Distinct needs across segments)

- a. Physical Health Care
- b. Behavioral Health Care
- c. Emergency Health Care
- d. Eye Care
- e. Dental Care
- f. Child Care
- g. Emergency Financial Help
- h. Domestic Violence Resources
- i. Housing

- j. Food
- k. Clothing
- l. Employment and Training
- m. Transportation
- n. Low or No Cost Legal Services

5. Where are we going?

- a. Human Services Vision
- b. Priority Service Areas 2025-2030
- c. Goals, Strategies, and Actions 2025-2030
- d. Measuring Success

6. What is Next and Future Planning

- a. Funding Human Services
- b. Updating the Strategic Plan

7. Acknowledgments

8. Appendices

- a. Human Services Needs Survey and Results
- b. Focus Group Survey and Results
- c. Individual Interviews
- d. Human Services in Lacey Resource Summary
- d. References