September 30, 2019

The Honorable Rod Dembowski

Chair, King County Council

Room 1200

C O U R T H O U S E

Dear Councilmember Dembowski:

This letter transmits a proposed motion which would acknowledge receipt by the King County Council of a Progress Report on the Coordination of the Delivery of Benefits and Services for Low-Income King County Residents, as called for by Ordinance 18835, Section 62, Proviso 2. This report is due to the Metropolitan King County Council by September 30, 2019.

As required, the Progress Report identifies progress made by the King County departments of Community and Human Services (DCHS) and Public Health – Seattle & King County (PH) to date on work to produce the final report. The Progress Report includes a summary of work completed to date and the approach we are taking to complete the final report. As required in the proviso, the final 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 – County residents who receive benefits and services – and noting the challenges these customers might face
* Include feedback and suggestions from focus groups of both County residents and frontline staff
* Assess the role of technology in improving the coordination of benefits and services.

An interdepartmental team comprised of representatives from DCHS, PH, Office of Performance, Strategy and Budget, and the Executive’s Office is working together to fulfill the requirements of the proviso. Progress to date by the interdepartmental team includes:

* Developing shared operational definitions of key terms in the proviso, including “most common benefits and services,” “residents in poverty,” and “customer perspectives” so that a shared lens may be used across different departments.
* Compiling an inventory of the array of County services provided directly or through contracts by community partners that meet the operational definitions.
* Collecting and an analyzing feedback from residents in poverty regarding common benefits and services previously gathered by the County.
* Planning community engagement activities gather residents’ perspectives regarding common benefits and services inform the final report.
* Understanding and analyzing the information technology needs related to the coordination of benefits and services.

The King County departments of Community and Human Services and Public Health – Seattle & King County collaborated on this report and continue to work together to complete the final report, which is due to the Council on March 31, 2020.

This Progress Report aligns with the King County Strategic Plan Health and Human Services goal of improving the health and well-being of all people in our community.

The cost of producing the progress report is approximately $10,000.

Thank you for your consideration of this Progress Report and for your commitment to the needs of King County’s most vulnerable residents. If your staff have any questions, please feel free to contact Patty Hayes, Director, Public Health – Seattle & King County at 206-263-8255.

Sincerely,

Dow Constantine

King County Executive

Enclosures

cc: King County Councilmembers

ATTN: Carolyn Busch, Chief of Staff

Melani Pedroza, Clerk of the Council

Rachel Smith, Deputy Executive, King County

Shannon Braddock, Deputy Chief of State, Executive’s Office

Dwight Dively, Director, Office of Performance, Strategy and Budget

Patty Hayes, Director, Public Health – Seattle & King County