



## King County

### **Dow Constantine**

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May 29, 2020

The Honorable Claudia Balducci  
Chair, King County Council  
Room 1200  
C O U R T H O U S E

Dear Councilmember Balducci:

This letter transmits the Coordination of the Delivery of Benefits and Services for Low-Income King County Residents Report, in response to Ordinance 18835, Section 62, Proviso P2.

The King County Department of Community and Human Services and Public Health – Seattle & King County worked collaboratively to complete the requirements of the proviso. As required, the enclosed report assesses and makes recommendations about the coordination of the delivery of the most common benefits and services through the perspective of customers, and includes a summary of findings from focus groups and other community engagement, and an assessment of the role of technology in improving the coordination of benefits and services.

For this report, the departments used a multi-pronged approach to community engagement to gather customer perspectives on coordination of delivery of most common benefits and services. Actions included convening focus groups, analyzing community engagement results from seven previous King County community engagement efforts, and offering an online survey.

The enclosed report demonstrates that King County has designed and implemented many effective systems to coordinate delivery of benefits and services to low-income customers, and highlights examples including Public Health's Access and Outreach Program, the King County Veterans Program in DCHS and the Executive's Customer Service Relationship Management platform. The report also finds that coordination gaps, particularly across departments, can create challenges for customer access to benefits and services. Based on customer and community feedback, the report offers four recommendations to improve the coordination of delivery of benefits and services:

1. Tailor service combinations in ways that work best for specific population groups.
2. Integrate projects across the most common programs that serve the same customers.
3. Prioritize more coordination across county departments that serve the same customers.
4. Support cross-sector countywide and statewide efforts to coordinate systems.

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The report does not recommend overlaying or adding a new system that would coordinate all services and benefits for low-income residents through a single location or single method.

This work furthers the goal of the King County Strategic Plan to improve the health and well-being of county residents by improving the coordination and delivery of benefits and services. It also aligns with the King County Equity and Social Justice Initiative and the County's pro-equity policy agenda to invest where needs are greatest and in community partnerships to ensure access to critical human services in order reduce disparities throughout King County.

It is estimated that the report required 150 hours by PHSKC and DCHS staff to produce, costing approximately \$12,000 in staff hours and \$25,000 in consultant costs.

Thank you for your consideration of this report. I look forward to continuing to work with the Council to assure that services and benefits are easily accessible to eligible residents. If your staff have any questions, please contact Leo Flor, Director of the Department of Community and Human Services, 206-477-4384.

Sincerely,

A handwritten signature in black ink, appearing to read "Dow Constantine". The signature is fluid and cursive, with a small "DC" monogram at the end.

Dow Constantine  
King County Executive

Enclosure

cc: King County Councilmembers  
    ATTN: Carolyn Busch, Chief of Staff  
          Melani Pedroza, Clerk of the Council  
Shannon Braddock, Deputy Chief of Staff, Office of the Executive  
Karan Gill, Director, Council Relations, Office of the Executive  
Patty Hayes, Director, Public Health-Seattle & King County  
Leo Flor, Director, Department of Community and Human Services