

**CITY OF LYNNWOOD
HUMAN SERVICES COMMISSION MINUTES
February 12, 2021 Meeting**

Call to Order

The meeting was called to order by Chair Collier at 12:34 p.m.

Commissioners Present:	Staff:
Chair: Chris Collier	Lynn Sordel, PRCA Director and Staff Liaison
Vice Chair: Vanessa Villavicencio	Mary-Anne Grafton
Pam Hurst	Misty Burton-Burke
Michelle Reitan	Leah Jensen
Mary Anne Dillon	
Kris Hildebrandt	

Community Partners

Nancy Bud – Verdant Health	Rosario Reyes - LETI
Chris Eck – Volunteers of America	Janet Bruckshen – WVS
Melissa Johnson – Project Access NW	David Jordan - VOA
Cynthia Andrews – Homage	Richard Robinson - Homage
Tom Tocher – CHC Snohomish County	Steve Corsi - VOA
Mara Marno-Bianco - ESD	Huynh Chhor – Swedish Edmonds
Suzanne Pak - KWA	

Welcome and Introductions

Director Sordel introduced himself as the staff liaison to the Human Services Commission. Members of the Human Services Commission were introduced. Members of the City of Lynnwood staff were introduced. Community stakeholders/partners were asked to provide an introduction through the chat function in Zoom.

Citizen Comments

None

DISCUSSION/ACTION ITEMS:

HS Needs Assessment Report:

Director Sordel began the discussion by providing background on the Human Services Commission’s mission and purpose, and an overview of how the meeting with community healthcare partners was developed.

Community partners were provided with pages 16-20 of the report developed by Dr. Robin Fenn. Four areas related to the gap in health and dental care accessibility in

1 Lynnwood is the basis of the February 12th meeting. The following areas of focus were
2 identified:

- 3 1. Development of a legislative agenda for the upcoming legislative agenda.
- 4 2. To expand outreach to health and social services organizations for
5 broader participation in City events.
- 6 3. Consider the development of a health and human services community
7 event.
- 8 4. To inform the Mayor, council members and city staff of health issues and
9 help the City to define its role in improving the issues.

10
11 Commissioner Collier defined the Human Services Commission's role as the liaison
12 between the City and community partner organizations. He also defined expectations
13 for the nature of assistance that the City can provide as partners in the community's
14 healthcare needs.

15 16 **Discussion: Human Services Needs in the Community**

17 18 **Topic: New gaps in healthcare service delivery caused by COVID?**

19
20 Community partners shared some of the challenges that were a result of the COVID
21 public health crisis. Technology posed challenges in many ways. Stress related
22 problems and food insecurity were other challenges expressed by community partners.

23
24 Increasing access to technology, assistance with managing communications and
25 continued convenings of community partners were identified as opportunities for the
26 City to provide support.

27 28 **Topic: What worked well for service delivery during COVID and what are the 29 opportunities to improve on the success?**

30
31 Organizations that provided space in parking lots for mobile services such as food
32 delivery or testing sites was identified as helpful. Adapting service delivery to technology
33 platforms and providing information through social media were also identified as
34 successes.

35 36 **Topic: How can the City help to reach the most impacted people to increase 37 equity in healthcare delivery?**

38
39 Mistrust of someone outside of the community posed a challenge for providers serving
40 immigrant populations. Fear and mistrust of government agencies and retaliation from
41 other authorities poses a problem in many marginalized communities.

42
43 Hiring practices within the City was offered as a solution to combat mistrust in the
44 communities. Community members are more likely to engage and build trust with
45 agencies that employ a workforce that reflects the diversity of the community that they
46 live in. Coordinating communication and providing information in multiple languages

1 was also offered as an opportunity for the City to build trust in marginalized
2 communities. Including smaller communities in healthcare networking and information
3 sharing was also identified as a need and opportunity for improvement.
4

5 **Topic: Considering social determinants of health, what are the emerging**
6 **concerns in healthcare that the City should know?**
7

8 In the interest of remaining on schedule, this question will be posed at a subsequent
9 meeting.
10

11 **Topic: How can the City effectively improve healthcare outcomes in Lynnwood?**
12

13 Access to information and improving communication channels emerged as areas of
14 opportunity.
15

16 **Next Steps**
17

18 Next meeting will be held in mid-March. Participants will send Director Sordel an email
19 with the names of members of other organizations that should be invited to subsequent
20 meetings and any thoughts or ideas resulting from this meeting.
21

22 **COUNCIL LIAISON REPORT:**
23

24 None
25

26 ***NEXT MEETING: The next regular meeting of the Human Services Commission***
27 ***will be held via Zoom on Thursday, March 4, 2021 at 6:30pm***
28

29 **ADJOURNMENT**
30

31 The meeting was adjourned at 1:58 p.m.
32

33 ***SUBMITTED BY Chris Collier, CHAIR***
34

35 *Recorded by Executive Assistant Leah Jensen*
36