



COMMUNITY SERVICES, HOUSING, AND COMMUNITY DEVELOPMENT DEPARTMENT  
Kathleen Torella, Director

**HOUSING AND COMMUNITY DEVELOPMENT ADVISORY COMMITTEE  
MINUTES  
Public Hearing  
March 7, 2019**

**Note to persons reviewing this document: This is not a verbatim transcript. While an attempt has been made to document pertinent points, these Minutes contain only a summary of the discussion and voting. A recording of the meeting is on file and available for review from the Housing and Community Development Division.**

**Members of the Committee:** Dee Cragun, Vice Chair, City of Deer Park; Rusty Barnett, Member at Large; Tim Norwick, City of Spokane Valley; Jamie Paden, Town of Fairfield; Tom Richardson, Member at Large; Clyde Sample, Town of Spangle; Gary Wagner, Town of Rockford; and Arne Woodard, City of Spokane Valley

**Members of the Staff:** Kathleen Torella, Director; Tim Crowley, Division Manager; Richard Culton, Project Administrator; Christy Jeffers, Project Administrator; Melissa Holten, Senior Accountant; and Tami Landsiedel, Secretary

**Call to Order:**

Dee Cragun called the meeting to order at 6:00 P.M.

**Welcome and Purpose of the Hearing:**

Dee Cragun, Vice Chair, Housing and Community Development Advisory Committee (HCDAC), welcomed attendees and thanked the audience and the committee for coming. Ms. Cragun explained that the purpose of the public hearing is to receive public comment regarding administration of the HOME and CDBG Programs, activities recommended or not recommended for funding in 2019, Consolidated Plan Program Policies, Procedures and Priority Needs, and Spokane County's Citizen Participation Plan.

**Invitation to Provide Comments:**

Approximately 21 people were present in the audience. (Sign-In sheet with attendees is on file in the Community Services, Housing, and Community Development Department).

**Janeen Leachman, New Hope Resource Center; 4211 E. Colbert Road Colbert, WA** – I just want to say thank you to the committee. We are coming up on our sixtieth year of funding and I know you guys spend a lot of time on these applications and I want to tell you one thing that really isn't in the application. We have a lot of client volunteers now that are coming in and looking after the success of New Hope. We have two special needs clients that come in now. One of them can be very cantankerous and likes to do his own and isn't always in a good mood but he wrote me a letter saying that the volunteers made him feel like a family, more than any one has in his whole life had. He comes in once a week, so that says a lot about my volunteers. We have another volunteer one can't write but he comes in every Tuesday and Thursday and yells out how wonderful somebody is and they are the best person in the world and how he loves his job. It's brought a lot of joys and also some challenges that are a real nice unique change. Thank you again.



**Kelly Morrow, SNAP EHR; 212 W 2nd Ave. Spokane, WA** – I want to take a minute to thank you for the funding you provide to support this program. It helps so many of our low-income neighbors address health and safety issues in their home. It helps our Spokane County seniors stay in their place. I made a quick handout to show you where and how our funds are spent. 49 % in Spokane Valley, 12% in Mead, 8% Newman Lake, and 31% in other areas of the County. I wanted to share a story about Linda and her husband Sam who just moved to the Spokane area from Boulder, CO. With her mother now in a long-term care facility they take over the ownership of her home. Linda had come into SNAP looking for energy assistance and found out about our home repair program for low-income homeowners. SNAP was able to replace their washing machine, repair the oven, and address plumbing. Thank you.

**Chris Pasterz, SNAP Financial Access; 500 S. Stone Spokane, WA** – I came to you today to thank you for the decisions that you make. You have a lot of hard decisions. A guy once told me the five C's. Courageous Conversation Create Caring Communities. I come to you as a representative of the homeowners in Spokane County. We have the HUD approved housing counseling team at SNAP Financial Access and we see hundreds and hundreds of families coming through our program. We help them with anything from home ownership, pre-purchase counseling, all the way to foreclosure prevention. We are able to meet their needs with education. We are also able to meet their needs with investment of loan funds to either stabilize their home or buy a home. There is a growing problem that nobody wants to talk about and that is foreclosure. Nobody is ever happy when that can't afford their home. They are looking at eviction or looking at rental places. What can we do? We're seeing over 200 families in foreclosure in Spokane County that are under 80% AMI. Those are our folks we serve. The majority we are able to help and keep in their housing. I come to you on behalf of all the families looking to buy a home or looking to save a home, looking to continue their life despite any hardship they meet. We have a problem that is coming. The government says that foreclosures are down nationwide big time so we have reduced funding by 65% over the last five years. The feds aren't interested in our County when it comes to homeownership retention. Because foreclosures are down nationwide. So, it leaves us in a place of, what can we do for each other? To support one another? So, I come to you today to say we have an issue that is coming. It's one of those issues that no one really wants to talk about. But as leaders of our County, thank you for hearing our plight, hearing our need, hearing what's out there. Thank you for your consideration, your hard work, and your leadership in our county.

**Karen Campbell, SNAP Financial Access; 500 S. Stone Spokane, WA** – I have the privilege of working with this fine team at SNAP Financial Access and I am the lead on reporting outcomes and grant writing for all of the Spokane County CDBG request that we put before you for economic development. I am also a former small business owner, so this program has special meaning for me. I would like to start by thanking the Housing and Community Development staff for their support and guidance. They do an amazing job and they are very responsive whenever we have a question or a new idea we would like to run by them. We also want to thank you, the committee, in believing in the work you do at SNAP Financial Access, for believing in our clients. I know you face many agonizing choices about how to allocate funding every year. I got to see for myself the time and care you put into every decision you make to fund or sometimes not to fund. You don't have an easy job and I applaud your commitment to increasing economic outlook for our community. Thank you. Tonight, is a night we look forward to because we think it is critical that you to see the impact firsthand the Spokane County CDBG funding makes possible. I wish I could bottle that joy that we see and feel when our County beneficiaries gain the skills and the confidence that they need to start and expand their business through training or sometimes they gain access to loan funds to make their dream a reality, after they have often been denied a loan elsewhere. Better yet, checking in with them after they have started their business and are able to hire

employees. We get to track those job creations for you or launch a new marketing program, finally master Quick Books, expand product line, and sometimes they even shares with us that they can finally afford a new car or vacation at long last. That is the long-term results of that funding. It is a cause for celebration and we are happy in celebrating two of our clients with you tonight. But first some stats. Year to date, we have served 88 low/mod income beneficiaries in the program and we have already exceeded our target 76 beneficiaries count for the entire program year. So here we are with number at the end of February and we have already succeeded. Forty percent (40%) of those beneficiaries' year to date live in Spokane Valley. Equal smattering across the rest of the County, including Mead, where one of our speakers is from tonight, Airway Heights, Green Acres, etc. It's kind of an equal split after that 40% in Spokane Valley. This translates to \$35,000 worth of investment in Spokane Valley, with the current grant amount t at about \$88,000. Last year we served a total of 124 low/mod beneficiaries. You can see with the 88, that we are well on our track to exceed that number once again. Last year we created 34 jobs, while the target was 18 and we trained 177 entrepreneurs. Last year we financed 8 County businesses in the program year, already this year we have financed 7. In the program year 2017/2018, the funding we received was exhausted by end of the third quarter. We continued to serve those county residents utilizing agency reserves to keep programs operating. This year we will likely run into the same scenario by the end of this grant period. Now for you to hear from two of our clients. One from the Valley and the other from Mead. One received training and technical assistance to start his business directly utilizing the CDBG funds, as well as a SBA backed loan. The other did not directly receive assistance via CDBG funds due to income levels however, this client did receive technical assistance and financing through our business center. The business center was funded in part by a grant from SBA that requires a one to one match every year in order to operate. So, while he did not directly benefit from County CDBG, he and his wife did receive services made possible by the CDBG grant that the match unlocks. Without that match, we couldn't provide that long range of services. We get 1\$50,000 from SBA only is we get that match of local money, including our request from this committee. Why is this important? SNAP's funding and Technical assistance allowed this particular client to retain ownership of his business without seeking Angle investors that would have taken equity shares of his business. Maintaining control of his business means, he and his wife can keep the price of his medical device within range for all incomes and eventual bring production home to Spokane County and create local jobs. CDBG funding for SNAP Financial Access Microenterprise activities, ensures that the climate rating favorable locally to encourage entrepreneurs, like our clients, to launch businesses with support from SNAP that is made possible by this allocation that you generously designate year after year.

**Douglas Williams,, Soul Food; 1109 E 3<sup>rd</sup> Ave Spokane Valley, WA** – When I first moved back to Spokane I was already aware of SNAP from when I previously lived here. I moved back with my five-year old son and I needed to do something so I went back to SNAP. With Miss Nicole, I started a small dealership, SNAP spoke the language to help we with that. My mom wanted to retire and she owned a Soul Food restaurant in Alabama and I didn't want to see all that go to waste. So, I turned around and go back to SNAP and they helped me start this from an idea and now you see it. We are in seven stores in Spokane. It is made and processed in Spokane. Everything is done in Spokane. I took all the classes that were offered to me. I had a five-year old so it was nice that is was one stop. I didn't have to go here and there. Without them I don't know where I would be. .Soul Food wouldn't be here in front of you. I didn't have to worry about my son, this is on the market, I still got the dealership, all because of them. I just want you to know I really appreciate it.

**Kris Maynard, Glucose Revival; P.O. Box1332 Mead, WA** – This first thing I want to say the organization that they have and the people that they have are just amazing. The hearts and the improving upon the community is something that goes such a long way. My company is Glucose Revival and I am coming from Mead. As a diabetic myself and after working as a firefight and EMT for the past twenty

years, I've able to witness the most common problem that diabetics face, low blood sugar. When I lost my job for two years because of that, I wanted to make sure that it wouldn't happen to anyone else. We made a medical alert necklace containing the same thing we as EMT's use by putting it in a necklace so that all diabetics can have it on them or within reach at all times. It's simple and affordable. When a diabetic's blood sugar starts dropping their cognitive thinking deprecating, they need something right away. Through SNAP's help I was able to secure a loan ion a matter of three weeks, something a bank couldn't do and something an investor wouldn't do. Now, while I didn't received help from the County CDBG money because of income levels, I was still able to receive technical assistance and a loan from the Business Center. This has allowed me to retain ownership of my company. My goal from the beginning was to keep consumer cost down and here's why; insulin to a diabetic is similar to everybody's water. It's need by every type one and more and more type two's whenever we eat or get stressed, or forty other reasons. The cost to purchase medication and supplies to live has tripled in the last decade. Diabetes with effect 1 out of every 3 by the year 2050. The disease has skyrocketed causing people to sacrifice their health Our product is 1/10<sup>th</sup> the price of what our competitors offers. Taking on investors would have caused me to raise the price of our product. SNAP prevented this. With SNAP's help, I am closer to being able to bring production home to our county to produce jobs and grow our economy, We recently mailed out a small number of 600 this week to diabetics and response has gone above and beyond what we expected. Seeing their faces and the money they can save is something we've never seen before. When I learned what SNAP offered, it changed everything for us and will continue to change other entrepreneurs in Spokane County. After talking to so many others in Spokane who need assistance bringing their passion and products to the market and help better Spokane. SNAP has made it possible and has been extremely generous ensuring my dreams of building a business will continue and offer some much hope for others year after year. Continuing their continuity of services. Our looking into purchasing our own clean room for the production of our product and also make available to others and help small businesses move forward. Without SNAPS's generosity this wouldn't be possible. I appreciate your time.

**Marts Harrington, Greater Spokane County Meals on Wheels; Spokane Valley, WA** – I have been Director for about a year and a half. I wasn't sure what to expect tonight so I just wanted to share and recap the year that we've had then go into numbers in our grant. I started in the middle of winter and which is our busiest time of year. We deliver meals in cars to homebound people who can't plow or shovel. Probably 65% of our volunteer base, over 100 volunteer's day, are seniors. So, we don't want them out over burns and lugging throw snow. Most of my winter was getting snuck on mountains, pulling drivers out. We went into audited and found we were out of compliance. We brought our organization back into compliance in two months. We have remarkable staff. We've built a community. At the end of the year we underwent two single federal audits and five funding audits. We uncovered a major fraud and embezzlement case, I think through our efforts we engaged all the right people and within one week had the FBI forensic accounting from another state and the top Department of Justice Attorney's working with us because of our organization and all the members and the people that are connected to what we do. That was an incredible gift because that was eight months long of us working confidentially with every single one of our funders, this room in particular, Christy and Richard I want to say thank. All of the County and the City and all of the grantors supported us and worked through with us in understanding the grants itself. We hired a Care Manager, first time ever in our organization. We served over 3,000 seniors this year. Over 300,000 meals. I have 7 staff, the rest volunteers. We total 34 kitchen and congregated sights, 12 senior sights around the county. We can't do that without that without community. We hired a Care manager because we knew we needed to start assessing people, getting to the homes and build trust and understand the situations they are dealing with. We learned a lot in that one year. I can't thank everyone enough for helping us get through that. The stats are staggering. We are the only organization that literally to homes and touch every other community services agency that there is. Thank you for the

gift that we got this year. Next year will be back with stats to show you the financial impact that we also have. We will be able to show the rest of the county that we are sending frozen meals to because we don't have enough volunteers in that area and can't yet afford staff. Thank you.

**Joe Ader, Family Promise of Spokane; 904 E. Hartson, WA 99202-** I am the new Executive Director. We had applied the last funding cycle and were not funded. Some confusion with our application, I wanted to come here today to introduce myself and to tell you guys about some stuff that's happened since we last applied. One thing that's been happening trend wise since 2000, poverty been moving from urban core out into the suburbs and outside city limits. Which means homelessness is moving out of those cores. We work specifically with families. The school report for last year, said there were more homeless students in the county than in the City limits. That is a total 1,659 out of 3,108 in the County. For the past four years the Valley school districts have grown by over 200 homeless students a year. This past year a big jump in Cheney, Mead, and Deer Park, 790 of that 1,659. Somethings when you last heard from us; we used to just run the BRIDGES program which served about 64 people a year, 85% move into permanent housing. The needs was greater than that program so two years ago we started Open Doors Emergency Family shelter which is the first and only walk in family shelter in Spokane County. The day you become pregnant or with children you can walk into that shelter 24/7, 365 days to received emergency services. We went from serving 64 a year to 1,109 a year. Today I just signed papers on a new building to accommodate the need not just for the City but the County for years to come. We will be opening that shelter on the corner of Mission and Napa sometimes in the end of June and July. We will be coming to you for funding in the future, especially if the trend continues, which it is. You will hear more and more about homeless you've never heard before, especially the hidden homeless which is the kids. Thank you.

**Diana Davis, Cheney Outreach; 616 3<sup>rd</sup> Street Cheney, WA 99004-** Good evening. I just want to say thank you for the recommendation that you made for Cheney Outreach center. We are seeing new clients just about weekly and it really enables us to help with those basic needs and services. Thank you.

**Marley Hochendoner, Northwest Fair Housing Alliance; 35 W Main Spokane, WA -** I want to thank you for supporting our proposal to provide fair housing training and counseling directly to low income tenants in Spokane County. We support the County and other partners by putting on a fair housing conference every year, which I hope you all will come to. We found that when providing fair housing training for low income tenants we need to go to them. So this proposal will allow us to go to or near federally assisted housing complexes and low income tax credit complexes throughout the County. NWFHA has been fortunate to have HUD grants over the years but that has been decreasing and the caps in what they provide despite the rising costs for those services. Those grants require us to serve 17 counties and we do that with 4 full time, 2 part time and a volunteers and volunteer board. It's a tough time to be a tenant right now; low vacancy rates, rising rents, lack of affordability, lack of accessibility, and we also have that coupled with our state law that which allow 20-day termination no cause for tenants have been in the same place for ten or more years. So tenants with low-income, fixed income, disabilities, seniors on social security, veterans, families with kids. These people are so vulnerable right now. Knowing your fair housing rights, knowing who to go to for help, knowing how to advocate for yourself, knowing who to contact with abuses is really critical because fair housing violation can flourish in this kinda of climate. Landlords can be more selective in who they choose, less tolerant in maybe not the perfect tenant but when they know they have replacement tenants available, they can get rid of them quite easy. They can discriminate and hide because there are so few vacancies out there. Fair housing is an esoteric concept, it's civil right that is hard to explain what it looks like. I wanted to give you an examples of some of our work in the county, what we do, and how we partners with those in the county. We had a woman in Cheney contact us, she was living in a condemned building. She was seeking

alternative housing so she went to apply at another multifamily building and the manager observed that she used a walker and so made the determination for her that she could not move in unless grab bars were installed in the bathroom. She didn't ask for them, she didn't say she needed them, she didn't have funds for them, and the manager didn't want to put them in. He used that as a reason to not have her move in. She contacted our office and she worked with aging and long term care to find alternative housing but she had to stay in that condemned housing longer than she should have. Aging and Long-term Care found her alternative housing. NWFHA helped her file a complaint against that manager that denied her that housing and she received \$2,000 and Aging and Long-term Care got a donation of \$500. Another example from Spokane Valley; a man with cognitive issues and HIV was about to lose his housing. He had fallen behind in his rent a little bit and was compounded by all the late fees that add up and he was very confused as to what he owed. We worked with a case worker from the Health District to get more time from the manager to sort out what was actually owed, come up with a payment plan for reasonable accommodation, get a payee, and save his Section 8 voucher from being terminated. Another one in Green Acres; we had a woman, quite typical of our clients, gets \$820 a month in disability income, rent of \$737 a month. She did have a voucher. She had a change in her medication which led her to be hospitalized. During that hospitalization, she was not able to get her paperwork turned in on time to maintain her voucher, so she was on the cusp of losing her voucher and her housing. We intervened there and asked for an informal hearing with the Housing Authority and she was able to maintain her voucher and get her paperwork in. We have systemic problem, a familial status discrimination in one of your communities where families with children are up against rules that don't allow children under 18 to go out of their units without being unattended ever. We've encounter families who've been stuck inside for ear not being able to go outside to play and make friends. They can't take laundry down to the laundry. We have several families we are working with and are advocates for on that. So a lot of need out there. We really appreciate the support and we look forward to going out there to give more information and support to these tenants.

**Melyssa Noriega-Lopez, New Hope; 20815 N. Saddler Rd. Mead, WA 99021-** I am a client and volunteer up at New Hope. I thought I would come up and say a few things about what they've done for me and their resources to the community. They've helped me out so much and I see the way they help others. I went first went to New Hope I had my own home years ago and I was on the cusp of needing SNAP's support but they had run out over funding and they sent me to New Hope. They are really truly a great resource to have because they helped me with a few other things. Shortly after that was when we had the wind storm that took out Riverside power. I was going back to school for my paraeducators and I actually had medical things happen and they help me get clothing and re really kinda with me. I had a job interview with Mead school district and from there I worked with the ECAP program working with low-income families. Now I've referred a lot over families over there to get coats to our low-income kiddos. I volunteer up there now because I've seen how much it just made me feel better when they treated me like a human being. When I first started up there, there was a woman name Denise and she was teaching kinda of the ropes. She had told me that she was a veterinarian and any towels or something that couldn't be recycled because she works with dogs. My dog, who was my little life partner for 17 years, got this little cyst on his leg and it really bad. I am a single mom with two little boys and I couldn't afford to get it fix. I sent her an email and ked what she think I should do. She gave me so much with medication and help me when we knew he wasn't gonna make it. It was hard on me to let him go and she helped. They have a Christmas party every year and my boys are always excited that the Santa every year remembers their name. They are amazing up there. A lot of the clients that comes into New Hope have transportation issues and they provide gas vouchers. They really are a God send to the people up there. Thank you.

**Chaz Bates, City of Spokane Valley; 10210 E Sprague Spokane Valley, WA** – First off, I want to thank you for all of the things you do. You hear all these stories tonight that is really amazing about the work and the things you do and the help provide to communities. I like to think staff. They are always helpful and responsive. I want to thank you specifically for fully funding our first priority sidewalk. In comparison to what you've heard, you think, oh sidewalks, but the city grew up under the County authority and a very suburban style. Not a lot of sidewalks, not a lot of places to walk and certainly not a lot of opportunities for kids to safely get to school. All the funding you've giving us in the last three years and even before that have contributed to provide people safe and accessible routs to school and access to transportation. It's truly appreciated and without it, we wouldn't have these routes at all. Thank you for your work and time and I appreciate it.

**Adjourned: 6:59 p.m.**