

## MEETING SUMMARY

### REDMOND HUMAN SERVICES COMMISSION

Monday, March 9, 2026 - 6:30 pm

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**1. Call to Order**

Commissioners present: Michaelene Fowler, David Poe, Kathleen Reynolds, Ted Thornhill, Shravani Salgaonkar, Vartika Gupta

Staff present: Brooke Buckingham, Alaric Bien

**2. Items From the Audience:**

There was one comment from the public.

**3. February 9 Meeting Summary**

Summary approved by acclamation.

**4. Ice Breaker**

Kathleen asked everyone to share where they grew up and what was special about that place. Next month Ted will led the activity.

**5. 2025 Program Performance**

Staff shared an [infographic](#) providing a high-level overview of program performance and outcomes and discussed programs that did not meet their annual service or outcome targets. Staff also reviewed the quarterly and annual reports that programs submit to the cities so these data can be collected.

**6. Strategic Plan**

Commissioners brainstormed activities that the Human Services Division should or could pursue over the next five years. Staff will use this input to inform the next strategic plan, identifying core and essential activities, initiatives that could be undertaken with additional resources, and longer-term aspirational goals. Ideas included:

- Change the funding model from reimbursement of service units to something else
- Incubate more mentorship programs
- Bring more awareness to services provided via open houses, resource fairs, or other means
- Foster a caring, connected community across generations
- Find more ways to take a pulse on what is needed as needs change
- More resources for youth especially for career and education
- Encourage volunteerism for nonprofits including for high school youth
- Develop more wrap around services

- Expand outreach and access to funded programs
- Increase the sense of safety and belonging for all residents
- Implement small grants for youth who want to affect change in Redmond
- Collaboration with other Redmond commissions like parks
- Share innovative ideas from other cities outside WA
- Develop an online portal and database that tracks all organizations' outcomes and performance over time, including the amount of funding they receive from other sources, to better demonstrate our work to the public.
- Collaborate with other cities' human services commissions
- More focus on seniors leaving Redmond because of affordability, lack of connection
- Publicize what is going to happen with affordable housing
- Engagement/outreach for not just people in need of services
- Develop a system using artificial intelligence that answers the most common questions about human services

**7. Equity 101**

Commissioners shared their impressions from the equity training pre-work assignment which will be discussed in further detail at the joint commission equity training on Saturday from 8:30 am to 12:00 noon.

**8. Commissioner & Staff Updates**

- Staff announced that this is Kathleen's last meeting and thanked her for her four years of dedicated services. Commissioners joined in with their acknowledgements.
- Staff announced that Marilyn has stepped down from the commission due to health reasons. There are now two vacancies that we are looking to fill.
- We have received over 20 applications for the two vacant commission seats. Michaelene and David will work with staff to schedule initial interviews soon.
- Brook will be presenting on housing and homelessness at a Council study session. Commissioners are invited to watch via teams or have a presentation at the next commission meeting.

**9. Adjourned** at 8:27.