

MEMORANDUM



Bellevue Parks &
Community Services

DATE: February 02, 2026

TO: Human Services Commission Members

FROM: Saada Hilts, Human Services
Planner, Parks & Community
Services

SUBJECT: Monitoring of City-Funded Human Services Agencies

Background

Staff will provide a presentation to the Human Services Commission outlining the process used to monitor City-funded human services agencies and summarizing key findings. Over the past year, in collaboration with other cities, staff conducted more than 80 onsite visits across over 100 programs to assess performance, compliance with contract requirements, and service delivery while reducing duplicative visits and minimizing the burden on agencies. Overall, agencies are meeting expectations and providing critical services to community members. Common themes identified include high service demand, staffing capacity challenges, and the need for adequate space to deliver services and expand program capacity.

Staff provided technical assistance as needed and will continue monitoring and support throughout the contract period to ensure accountability, sustainability, effective stewardship of public funds, and strong working relationships with funded agencies. This ongoing, relationship-based monitoring helps inform contract amendments and continuous improvement, while supporting the Commission's oversight and ensuring that community services remain effective and responsive to resident needs