

PIKE MARKET SENIOR CENTER – Support Senior Centers application

PART ONE: Senior Center Experience & Qualifications

1. If you answered “Yes” to Question 5, please describe your organization’s work as a Senior Center by addressing each of the following:

Mission: In Downtown Seattle, the Pike Market Senior Center (PMSC) strives to make each day better and safer for older adults; the Pike Market Food Bank* serves people of all ages who face hunger. Together, we provide services, activities, and support to promote healthier, more self-sufficient and fulfilling lives. (*Food Bank programming is not covered in this proposal.)

PMSC serves people age 55 and up. PMSC is located in Council District 8 at 85 Pike Street, on the fourth floor of the LaSalle Hotel building. The ADA-compliant facility has a large multi-purpose room, activity spaces, offices, restrooms, and a commercial kitchen. PMSC has three programs:

- Meals: free breakfast and lunch served daily.
- Social Services: long-term social work case management to help homeless seniors find and retain housing, in-home chore support, and Information & Assistance (I&A) to help clients resolve simpler issues.
- Activities: fitness, dance, and art classes; trips, games, films, medical screenings, cultural celebrations, and more – offered at no cost.

Seniors can congregate at PMSC during all open hours: Monday-Friday from 8am to 4pm and weekends from 8am to 2pm.

PMSC served 1,202 unduplicated seniors in 2023. Our services are designed for the diverse population of seniors who visit PMSC and reflect a focus on low-income and unhoused seniors. Here are select demographic details of the client population:

General:

28% are unhoused

72% live alone

39% live with a disability

Income:

59% below federal poverty line

31% between FPL and 30% of the King County median income

6% between 31-50% of the median income

Gender:

68.7% male

31.2% female

0.1% transgender, non-binary, other

Age:

13% - 55 to 59
67% - 60 to 74
17% - 75 to 84
3% - 85+

Race:

4.6% American Indian or Alaska Native
20.0% Asian, Asian-American
13.9% Black, African-American, African
30.8% White
0.4% Hawaiian Native, Pacific Islander
1.3% Multi-Racial
12.7% Other
16.3% Unknown/no answer

Ethnicity:

25% Hispanic

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PART ONE: EQUITY, RACE & SOCIAL JUSTICE

2. King County declared racism a public health crisis on June 11, 2020 ([link](#)). This declaration recognizes that governments need to work towards dismantling centuries of systemic racism by equitably investing in Black, Indigenous and People of Color communities. King County intends to partner with organizations that lead with race, equity and social justice, and incorporate an intersectional approach to reduce health disparities and increase wellbeing among older adults in King County.

Please share your senior center's equity, inclusion, and diversity values.

Equity Statement: The Pike Market Senior Center & Food Bank believes that systemic racism is prevalent and acknowledges our role within those systems. Systemic racism has harmed many people and its eradication would greatly benefit our society.

We will demonstrate our commitment to equity by examining our policies and practices to eliminate bias, and by collaborating with community partners to promote the equitable interests and well-being of staff, clients, and the community at large.

Our commitment to diversity is codified in our 2018 strategic plan that includes a pillar for Diversity, Equity, and Inclusion and a pledge to “examine agency policies and practices through lens of racial equity; identify and amend practices that promote or extend bias” and to “provide trainings that address issues of systemic racism and bias.”

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4. What are specific goals you have to build your organization's capacity to embody these values? What is the plan to achieve these goals?

PMSC has years of experience serving an exceptionally diverse population.

In the last several years, we have been working to strengthen and codify our values around diversity, equity, and inclusion. Our goal is to meet welcome people as they are and create an environment where everyone knows they are valued. We plan to continue training opportunities for the staff and are now exploring ways to introduce DEI/ESJ concepts to the client population. We will approach this delicately. PMSC is a refuge for many and conversations around racism and prejudice can be re-traumatizing for people who have lived it. But we also see a huge upside to increasing the amount of understanding PMSC members have for one another.

We are updating our pay scale and hiring practices to expand on the ways our staff reflect the diversity of the clients we serve. Our primary tool is a wage increase adopted in November 2023. We set our minimum wage at \$28/hour and significantly raised pay for entry-, coordinator-, and assistant manager-level staff. Before this, staff at those levels often struggled to make ends meet unless they were from more privileged backgrounds. The wage increases are designed to bring human services work within reach of people from more backgrounds.

Our new pay scale also reflects the value we place on staff who can speak multiple languages. The ability to assist clients in a language other than English is a factor for increasing a person's wages. Given the prevalence of Spanish speakers at PMSC, we are proud to have bilingual English-Spanish staff in client-facing positions in our Activities and Social Services programs.

When hiring, we accept relevant experience in lieu of college degrees, we advertise job openings in media that serve racially and economically diverse populations (e.g., *South Seattle Emerald*), and we will extend candidate searches to ensure that a diverse group of applicants are considered.

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5. Please describe how your senior center has:
 - a. worked to advance the delivery of equitable services to Black, Indigenous and People of Color communities including multicultural/multi-ethnic and/or non-native English-speaking seniors; and
 - b. worked to include underrepresented groups within your community; and
 - c. addressed the intersection of age with race, class, disability, national origin, sex, gender identity and expression, and/or other identities and lived experiences including rural identities.

Attachment B

PMSC has always served a diverse group of seniors. No single race or ethnicity comprises a majority of the client population. That said, our commitment to delivering equitable services to BIPOC seniors gained urgency in 2020. From 2021-2023, we conducted a series of training sessions with Cultures Connecting focused on overcoming racial bias. We are building a staff who understand the impact of white supremacy, who can overcome their own biases, and who can competently serve a diverse clientele.

PMSC has offered social work in English and Spanish for decades. When possible, we have English-Spanish speaking staff available to the clients throughout the day.

Representation matters. We have built a calendar of festive events that celebrate the many cultures and backgrounds present at PMSC. In 2023, we invested significantly in cultural celebrations, beginning with Women's History month. To help women feel more welcome at our largely male senior center, we hosted a celebration honoring women in leadership roles here in the Pike Place Market. In June, our Pride celebration honored the LGBTQIA+ members of the PMSC community with music, refreshments, and speakers. The Hispanic Heritage Month party featured Latin American cuisine, clients shared the aspects of their heritage that they love (primarily in Spanish with live translation), and Mariachi Monarcas performed. The Native American Heritage Month celebration began with a special meal, followed by blessings and presentations from Native leaders, and a set from DJ Big Rez. We celebrated Black History Month with soul food, presentations on the Black roots of rock'n'roll, the Gullah Geechee people, and a performance by the Central Area Senior Center Sliders. The celebrations have been hugely popular!

We have been working with GenPride through the hub network since 2019, conducting surveys of our staff and membership, and seeking guidance on how to make PMSC a more welcoming place for LGBTQIA+ seniors.

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6. If a participant, volunteer, or staff of your Senior Center makes a comment or behaves in a manner that could be experienced as prejudiced, what is the response? If you have an example from past experience, please share one.

All members of PMSC sign on to behavioral guidelines that state (in part):

The Senior Center provides opportunity and access for all persons... across differences of race, age, color, ethnicity, gender, sexual orientation, gender identity, gender expression, religion, national origin, migratory status, disability/abilities, political affiliation, veteran status and socioeconomic background. Senior Center members behave toward one another with respect and civility. Disrespectful, violent, and disruptive behavior is not tolerated.

If prejudiced behavior by a member is observed, a staff person will intervene immediately, identify the behavior, and respond. The response will be determined by

the nature of the incident and can range from a constructive conversation up to a suspension of membership. We also check in with those targeted by the prejudiced behavior to acknowledge that it happened, that it was not okay, and that we are available to discuss it further and look for ways to reduce prejudiced behavior.

Staff are subject to our employment policies which state, “...we do not discriminate on the basis of race, color, creed, religion, gender, sexual orientation, age, national origin, marital status, sensory or physical or mental disability, political ideology, or any other categories protected by federal, state and local laws.”

Incidents where staff engage in prejudiced behavior are especially troubling for their potential to undermine clients’ trust in PMSC. The content and context of the behavior are factors in the response, but the ladder of escalation is steeper since staff are expected to be impeccable in their interactions with clients and coworkers. Following an investigation by HR, consequences can range from referral for training, to verbal and written reprimands, and can lead to termination. Incidents with volunteers are handled roughly the same as with staff but consequences may be more expedient as the protections of employment are not in play.

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PART ONE: DATA COLLECTION & EVALUATION

7. Describe your organization’s capacity to collect and report data to King County. If your organization currently uses data for Continuous Quality Improvement (CQI), please give examples (i.e., type of data, systems used to collect, how it has informed programming, etc.). If your organization has not used data for CQI previously, please give examples of ways that you would like to use data to inform programming in the future.

PMSC uses a Salesforce database to collect and analyze client and program data. Each PMSC member has a unique client ID and is given a membership card with this number. We track each meal, activity participation, I&A encounter, and instance of social work case management. We use collected data to provide both client-level and aggregate information to government partners. All new members are required to fill out a membership form to determine their name, proof of age, and the ZIP code where they reside or shelter. In the optional part of the form, we request detailed data on income, living situation, gender identity, sexual identity, race, ethnicity, and the languages they speak. Each senior is asked to update their membership form annually.

Data is collected at meals – PMSC’s highest volume service - by members presenting their membership cards while a staff person scans the barcode. The collected barcodes are uploaded to an online spreadsheet and then entered into Salesforce. For other activities, client participation at each specific activity (field trip, dance class, film, etc.) is collected via sign-up sheets and entered in Salesforce. For I&A, we capture the client ID along with the need category on paper sheets and enter them into Salesforce. PMSC

social workers enter individual client cases directly into Salesforce, noting the need category and case notes.

Our database supplies the information we need to make decisions about our services. Since establishing our database, we have used service and client information to justify the addition of a daily breakfast to our Meals Program, hire additional social workers, and to recruit bilingual staff. Detailed client demographic data help us better understand the people who are visiting PMSC and to spot trends in the client population. Though unfamiliar with the term CQI, collecting and analyzing data helps us make smarter decisions and put our limited resources to best use.

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PART ONE: FISCAL MANAGEMENT & BUDGET

The Department of Community and Human Services (DCHS) has an interest in ensuring organizations have equitable access to public funds. DCHS also has a responsibility to be a good steward of public funds, foresee risk when possible, and work with entities to mitigate that risk.

8. Has your organization ever contracted with King County or another public entity?
Please select from the below:

- Yes, with King County or another public entity.**
 No, never with King County or another public entity.

9. Please describe how you intend to manage public funds should you be awarded VSHSL funding, including the organization's ability to produce a detailed general ledger separated by fund source.

PMSC takes our responsibility to properly manage public funds seriously. Our commitment to accountability and openness have been a positive factor in our ability to secure government contracts since 1995. We currently hold six contracts with the City of Seattle Human Services Department (HSD) and one with King County DCHS. Since the pandemic, we have also accessed ARPA money through DCHS and other partners to maintain our programs during the public health emergency. All of the ARPA contracts and most of our HSD contracts require detailed general ledger reports on a monthly or semi-annual basis, which we consistently provide. Our preferred method to track restricted funding is to give all related income and expenses a special account code or class code so that reports (like general ledgers) can be generated easily.

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10. Describe any audit findings or concerns during the last 24 months as well as the resolution of each (this can be a financial statement audit, federal single audit, monitoring site visit by King County or another federal, state or local agency). If

Attachment B

there was a summary report of the outcome produced for any audit, please upload this report to the Required Documents tab in ZoomGrants.

Every year, we contract an independent accounting firm to audit our financial records and generate financial statements. Our finances have been stable for many years, as evidenced in the audited financial statements prepared by Francis & Company (2021) and Greenwood Ohlund (2022). Both sets of statements represent an unqualified or “clean” opinion. The 2021 and 2022 audits have been uploaded to ZoomGrants. The 2023 audit is underway and will be available in the spring.

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11. Explain how your organization handles its finances by addressing the following:
How do you make sure your accounting follows good practices and that there are checks in place to prevent errors or misuse of funds? If your organization is newer, describe how you plan to set up these financial systems. Will you use experienced staff in-house or out-source the work?

PMSC uses an accrual accounting system in QuickBooks Online. Our bookkeeping controls, compliance with general accepted accounting principles, and financial position are reviewed annually during a full audit by an independent accounting firm. Our internal controls are updated on the advice of our auditors with input from the Finance Committee of our Board of Directors. Our bookkeeping software tracks the income and expenses of each program to ensure that any funds awarded under restricted terms are allocated and spent correctly. The Board of Directors reviews a set of self-produced financial statements every month which include a ledger of all transactions for the month, a balance sheet, and a budget versus actual report. Also, select members of our Finance Committee can review our bank accounts online to provide oversight and make sure the reporting matches the bank activity.

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12. Please provide a detailed proposed 12-month budget for Part One: Foundational funding using the Part One tab of the budget template in Attachment C.