

ECCO/ECCC Evaluation – Community Meeting

Date: Tuesday, September 14, 2016

Time: 5:30PM-7PM

Location: East Central Community Center

- What is ECCO/C's vision & mission statement?
 - Chris Venne: The mission is to make the East Central neighborhood whole because it is divided by many physical barriers (i.e. the east/west freeway and next the north/south freeway)
- Several of the ECCO Board members were in attendance at the meeting Chris Venne, LaVern Biel, Betsy Williams, Eric Robison.
- Rick Rathdrum: has been involved with ADA for a very long time. All of the Community Centers in Spokane need to have better ADA accessibility especially for those that are hearing impaired or have hearing loss. How will ECCO/C accommodate people with disabilities at the center?
 - The best thing to do is to be accommodating with all types of disabilities
- Eric Robison: Would like to hear from the panel. Those that are partners with ECCO/C who are sitting on the panel what do they see happening at the Center? Would like to hear the panelists from the past evaluation speak to this.
 - It is too soon to answer this question as the panel will need more time to review materials from past process and current process.
- Brad Rafford: would like to hear an overview of the process and of the materials included in the process. Had trouble finding information that pertained to the ECCO Board. (i.e. members, contact info, meeting information...etc.) There has been limited public input.
- Jonathan Mallahan: The panel will determine one of three outcomes; 1. Renew the ECCC operating contract with ECCO without contract modifications. 2. Renew the ECCC operating contract with ECCO with contract modifications. 3. Do not renew the ECCC operations contract and should seek a new operating partner through a competitive process.
- JJ Jelinek: ECCC/ECCO wants to be as transparent as possible. There have been lots of great changes over the last two years. Positive attitudes at the center, the center feels welcoming to the users.
- Rick Rathdrum: Create a barrier free community. No barriers for people/families.
- Eric Robison: ECCC/ECCO Board has dealt with very difficult challenges over the last two years. The leadership has been working together very well and making positive changes.
- Breean Beggs: Senses there are bigger problems and challenges at the Center than what has been presented in the materials. Breean is very interested in figuring out what that is and what the needs are. He requests to know what the experience of ECCC was when the City of Spokane managed the center vs. ECCO's management.
- Chris Venne: Sustainability of the community is a high priority. The Board has reviewed the challenges to the food bank and devised methods to address those challenges. Another challenge is the building is 40 years old, not only is the configuration not accommodating but there are major things that need repair.
- Heather Trautman (Facilitator): Are there questions from the panelists?
- Jonathan Mallahan: The panelists are not only focusing on the contract. What ideas does the community have on ways to improve?

- Rick Rathdrum: The ECCO Board has been working towards getting a Dental Clinic established at the Center. Their dream is to have health care and community programs available at the center.
- Betsie Williams: Greater transparency. More voices need to be heard, places to be seen in the community. Increased cultural experiences at the Center. More ECCO Board members.
- Breean Beggs: What does greater cultural experiences feel and look like?
- Betsie Williams: Greater transparency across various ethnicities in the area. Need to create more cultural events (i.e. Multi-Cultural Day) to welcome more people in. The Center should focus around health and more social events.
- Carol Davis, Senior Program Director: The Center has a diverse senior program. Better community outreach would benefit the program however there is not enough staff to accommodate this b/c she is a full time employee and has a part-time employee for coverage which is not enough.
- Ben Cabildo: Response to Betsie question. What strategies does the board have to increase diversity?
- Betsie Williams: Better commitment of a greater presents of diversity on the board. To have greater voice in the community. Need more people to come and serve on the ECCO Board or at ECCC. The budgets are tight and to have service from the community would be beneficial. ECCO/C should address the culture of the community (i.e. grandparents raising grandchildren). How does the community see how the culture should change?
- Mark Kinney: What has ECCC/O done to survey the community and what are the wants of the community?
- Carol Christnacht: The center did do a community outreach survey. Where there were concerns from the community the Center addressed them.
 - The Center has community events that are Multi-Cultural, i.e. the International Potluck at Christmas.
- Sydney Pin, AmeriCore Vista: Volunteers at the center and helps run one of their programs. She helps by bringing Ferris High School students to the center for the after school program. The program is striving to accommodate more age groups. She would suggest more programs/events that are culturally diversified.
- Brad Rafford: Quality of being.
- Heather Trautman: What are today's challenges at the Center? What are the solutions?
- LaVerne Biel: The barriers are the age of the building and how the building is configured. There is a study that was produced that identifies challenges of the building and ways to resolve those challenges.
- Ben Cabildo: When there are challenges throughout the transitions it is useful/helpful to build trust by getting the community involved. How is the community getting involved?
- JJ Jelinek: She has a 12 month goal to get the community involved by adding activities/events/programs for the community that are low cost/free to participate by doing so she would like to create the opportunity for the new user to learn about the center and how they may become more involved. This will create opportunity for staff to communicate with the public better and gather a greater understanding of what the community needs are. The Center needs a greater partnership with local agencies.
- Nancy: Her church is interested in renting the Center on Sundays. JJ and Nancy have been working to make the relationship a two way street where the center is available for the churches use but the church does its part in being a part of the community and inviting to the public.
- Betsie W.: Community sharing: making the center more accessible to everyone.

- Chris V.: Board has asked ECCC staff to recommend people at the Center who could be on the board. One person was recommended and she is now a new Board member. This is beneficial because they have a relationship with both the Center and the Board, this helps to get a better understanding of what the needs are of the center and the community.

Timeline of the evaluation process:

- 10/13/16 - Final evaluation panel meeting.
- 10/27/16 - Final recommendation announced and made to the City of Spokane.

Next Meeting:

Monday, September 27, 2016

11AM-12PM

City Hall, Conference room 5A