

*Snohomish County
Human Services
Department*

*2013
Annual Report*



*Serving Our
Vulnerable
Populations*

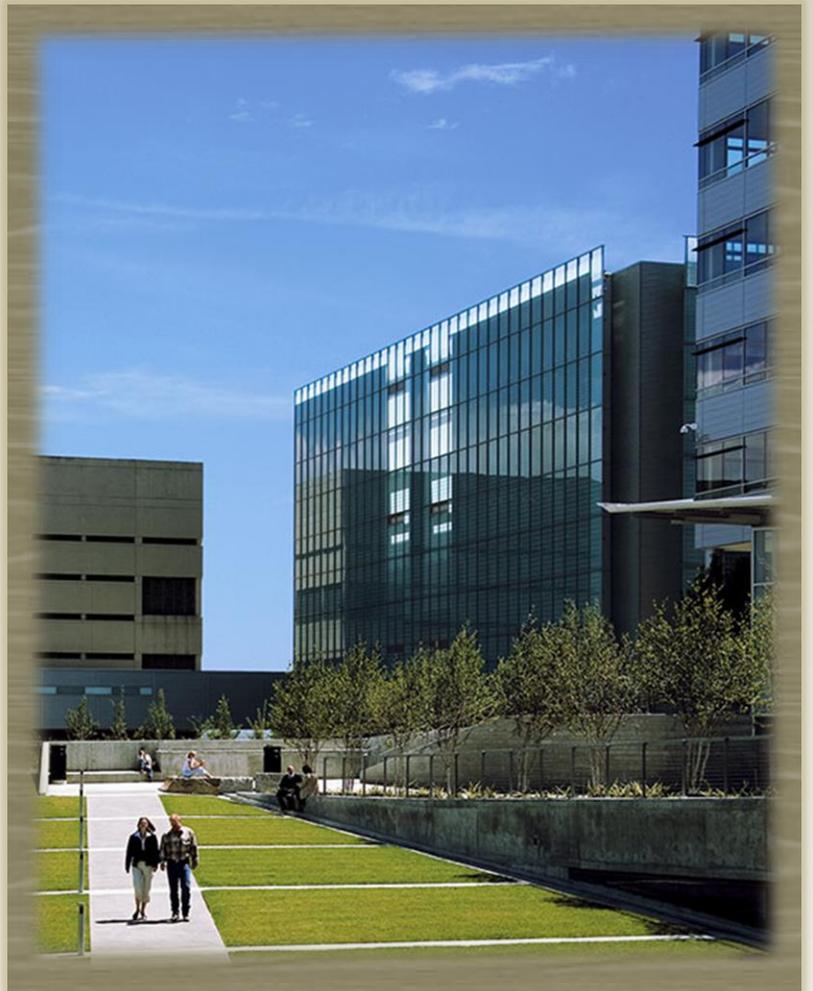


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SNOHOMISH COUNTY 2013 LEADERSHIP

County Executive Office

John Lovick	County Executive
Mark Ericks	Deputy Executive
Peter Camp	Executive Director
Gary Haakenson	Executive Director

Snohomish County Council

Stephanie Wright	Council Chair, District 3
Brian Sullivan	Council Vice Chair, District 2
John Koster	Council Member, District 1
Dave Gossett	Council Member, District 4
Dave Somers	Council Member, District 5

Human Services Department

Ken Stark	Director
Mike Fulcher	Division Manager, Administrative Services
Curt Moulton	Executive Director, Washington State University, Snohomish County Extension
Janet Jayne	Supervisor, Washington State University Extension
Linda Moss	Division Manager, Aging and Disability Services
Cammy Hart-Anderson	Division Manager, Chemical Dependency, Mental Health and Veterans Services
Joe Varano	Division Manager, Early Learning
Mary Jane Brell-Vujovic	Division Manager, Housing and Community Services
Robin Fenn	Research Manager

LETTER FROM THE DIRECTOR

The Snohomish County Human Services Department is a complex organization serving a diverse array of residents in the county who are considered low income and our most vulnerable. Over two-thirds of the department budget is supported through federal and state dollars with the remainder being county funds, most of which is provided through the tenth of a percent sales tax increase passed by the County Council in late 2008. The department has approximately 200 employees, some of whom provide direct services to people in need, while other employees manage contracts with our community partners.

The Human Services Department has been extremely busy throughout 2013. Continuing fiscal challenges at the state level have resulted in many programs tightening their belts in an effort to create as many efficiencies as possible. And, with the ongoing federal and state policies ever changing related to health reform, we anticipate many changes in 2014 including:

- Phasing out the Washington Medicaid Integration Partnership (WMIP) between Molina Healthcare and the state for persons on Supplemental Security Income (SSI),
- Preparations to implement the Medicaid/Medicare Duals managed care project which will integrate financing for physical health, mental health, chemical dependency and long term care, and
- Legislation integrating financing for physical health, mental health and chemical dependency for all populations.

As our workforce continues to age, we are experiencing increased retirements. This not only presents a challenge with the loss of experience and institutional memory, it provides an opportunity for incorporating new ideas as we fill those positions.

Finally, we continue to focus on being a data-driven organization committed to improved efficiency and effectiveness. Our 2013 report includes much new information telling the story of what we do, who we serve and the impacts of those services.



Kenneth D. Stark, M.Ed., MBA
Director

Snohomish County Human Services Department

THE MISSION, VISION, AND VALUES OF THE SNOHOMISH COUNTY HUMAN SERVICES DEPARTMENT

MISSION

To help all persons meet their basic needs and develop their potential by providing timely, effective human services and building community.

VISION

We will be a mission-driven organization guided by a core set of values, and will act as a catalyst to enhance our communities' own intrinsic abilities to support and care for their residents.

WE WILL:

- Use an organizational structure that is flexible, integrated and collaborative;
- Support and empower each other to be effective, creative, and caring professionals;
- Use the best tools that are available to effectively carry out our jobs;
- Work in partnership with local communities and other organizations;
- Advocate for equal opportunities for all persons;

AND,

- Reflect and embrace in our own organization the full diversity of the communities we serve.

VALUES

Accountability
Embracing
Diversity
Integrity

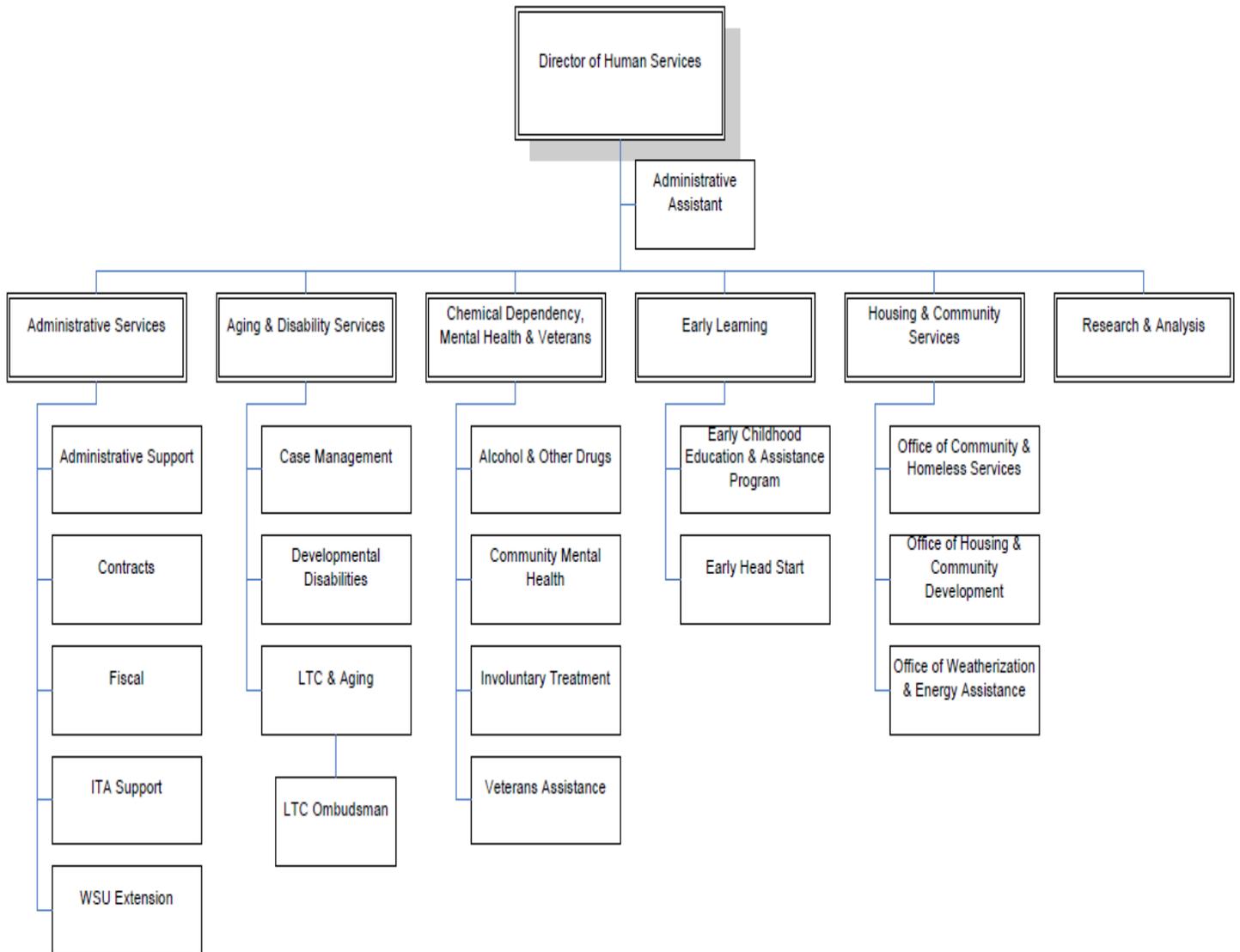
Fairness
Risk-Taking
Stewardship

Compassion
Public Service
Respect

Creativity
Partnership
Wellness
Humor

SNOHOMISH COUNTY

DEPARTMENT OF HUMAN SERVICES

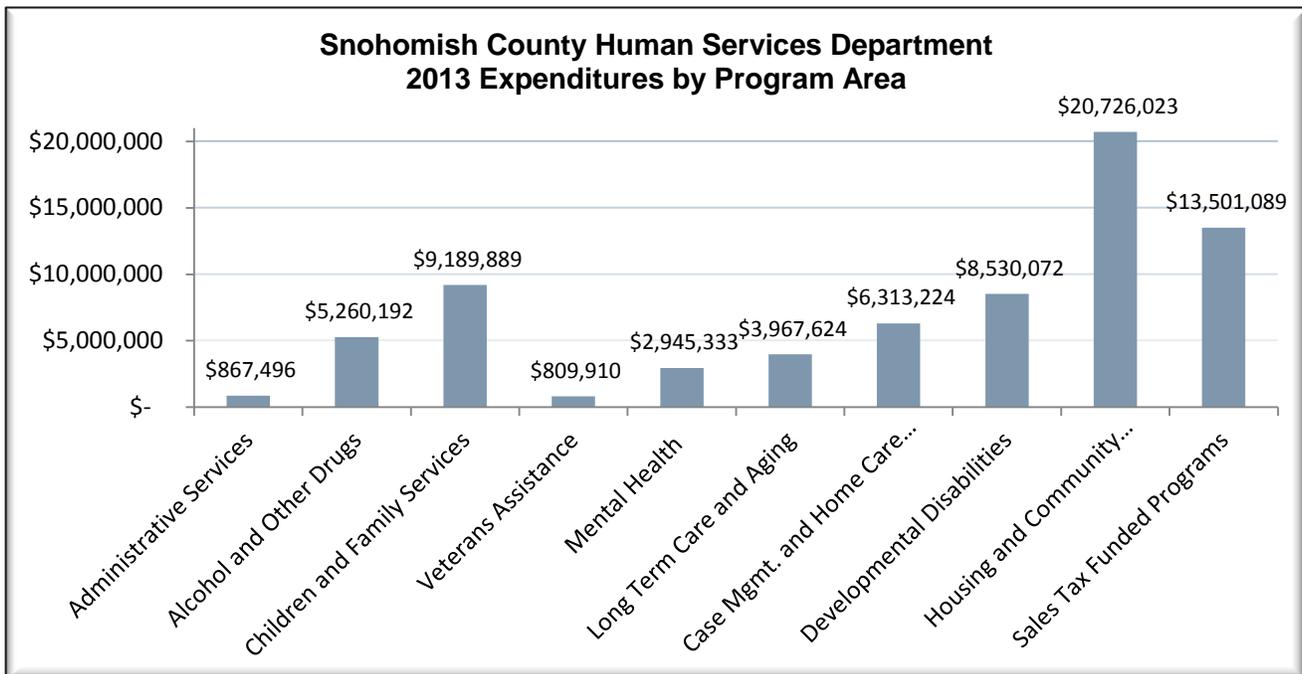
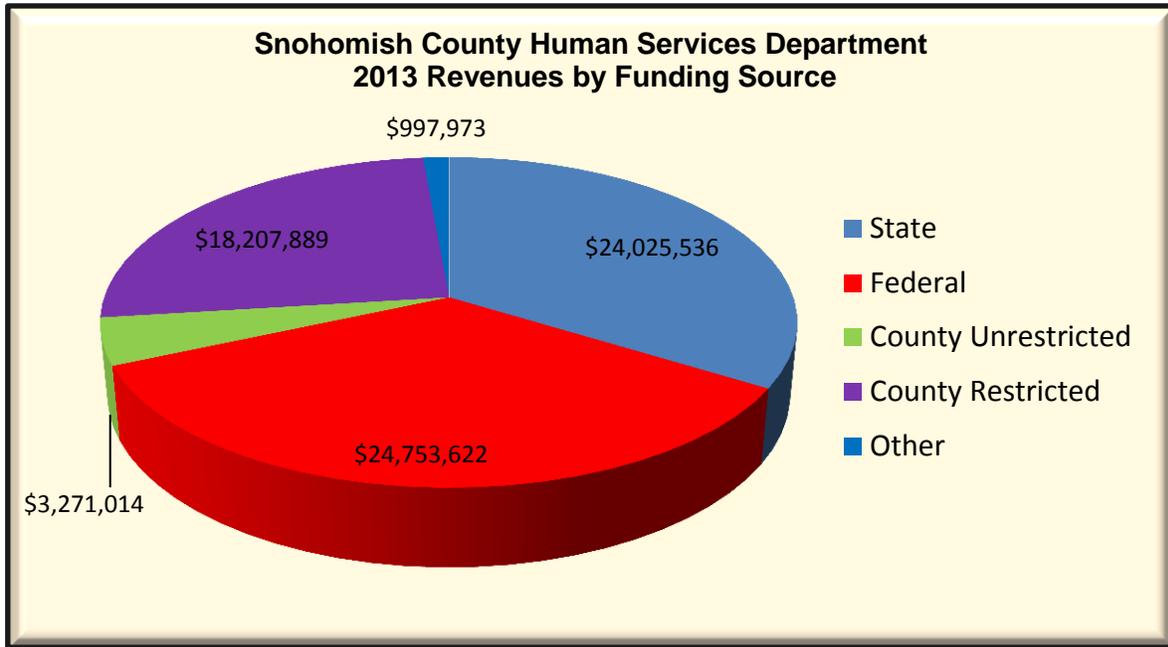


SNOHOMISH COUNTY DEPARTMENT OF HUMAN SERVICES

2013 Human Services Department Financial Report

2013 Total Revenues: \$71,256,034.00

2013 Total Expenditures: \$72,110,853.00



SNOHOMISH COUNTY Human Services Department



ADMINISTRATIVE SERVICES

- Administrative Support
- Contracts
- Fiscal
- ITA Support
- WSU Extension

ADMINISTRATIVE SERVICES DIVISION

Who We Are: The Administrative Division is staffed with thirty-three (33) employees.

What We Do: The Administrative Services Division supports all of the programs and staff within the Human Services Department.

Major areas of responsibility include:

Accounts Payable	Database Management
Accounts Receivable	Financial Analysis
Application Development	Office Management
Board Support	Payroll
Budget Development	Receptions and Information
Claims Processing	Public Disclosure Requests
Clerical Services	Records Management
Contract Processing	Staff Recruitment

While maintaining these varied areas of responsibilities on a day-to-day basis, the Administrative Services Division staff is committed to developing and instituting changes that will improve efficiency, enhance service to our customers, and comply with all local, state and federal regulations.

Our Impact:

During 2013, the Administrative Services Division:

- Executed **660** contracts and amendments with **205** grantor and provider agencies
- Provided clerical support, including scheduling logistics and minutes for **87** Board meetings involving **10** separate Boards and Commissions
- Conducted **43** staff recruitments for vacancies within the department
- Processed over **16,350** invoices from **1,808** different vendors
- Accounted for over **100** state and federal grants involving over **75** different funding sources totaling over **\$48** million in services
- Assisted an average of **1,960** walk-in customer and phone calls per month at the lower level reception area

Snohomish County Human Services Boards and Commissions

- Alcohol and Other Drugs Advisory Board (AOD)
- Chemical Dependency/Mental Health Program Advisory Board (CDMH)
- Children's Commission
- Community Services Advisory Council (CSAC)
- Council on Aging (COA)
- Developmental Disabilities Advisory Board
- DUI Task Force
- Mental Health Advisory Board
- Veterans Assistance Fund Executive Board

WASHINGTON STATE UNIVERSITY SNOHOMISH COUNTY EXTENSION

Who We Are: The Washington State University (WSU) Snohomish County Extension is staffed with 8 employees who are Snohomish County employees, 16 employees of WSU who are funded in part by County funds and 9 employees who are WSU supported only, for a total of thirty-two (33) employees.

Washington State University (WSU) Extension engages people, organizations and communities to advance knowledge, economic well-being and quality of life by fostering inquiry, learning, and the application of research.

WSU Extension is the front door to the University. It builds the capacity of individuals, organizations, businesses and communities, empowering them to find solutions for local issues and to improve their quality of life. It is recognized for its accessible, learner-centered, relevant, high quality, unbiased educational programs.

Extension collaborates with communities to create a culture of life-long learning. Descriptions of the programs operated through Extension are listed in the following pages.

What We Do:

Through its many programs, Washington State University (WSU) Extension focuses on youth development, healthy living, home horticulture, agriculture and natural resources.

4-H Youth Development Program: Assists youth in developing leadership, STEM and life skills through hands-on learning and community service. 4-H programs reach youth through clubs, school programs and events such as the Evergreen State fair. There are more than 3 dozen projects that guide learning for ages 5 – 19 years old. Project choices include expressive arts, mechanical science, computer science, natural resources, family living and a variety of animal science projects. Under the direction of faculty and staff, trained volunteers facilitate the events and hands-on activities for the youth.

Family Living / SNAP Education: Provides youth and adults with limited incomes an opportunity to develop skills and behaviors to eat healthfully. Nutrition and exercise are taught to 2 – 6 grades in elementary schools

with 50% or more students eligible for free or reduced priced lunches. In addition, some

ECEAP pre-school sites receive nutrition education through a school garden program. Parent nutrition classes are also offered. In collaboration with the Community Horticulture program, the Growing Groceries Project builds the capacity of families and communities to grow healthy foods through community gardens.

Agriculture and Community Horticulture Programs: Provides farmers, home gardeners and community gardens sites with education opportunities and technical assistance. On-farm research that identifies new crops, plant varieties and production methodologies for local farmers is conducted. Workshops and conferences are conducted on farm production and management topics. Grants are written and partnerships developed to fund the research and education. Community Horticulture trains and manages a cadre of Master Gardener volunteers to conduct educational outreach to home gardens. The volunteers staff a phone clinic, community-based clinics and event clinics to provide education and

technical assistance to home gardeners. In addition, some volunteers take additional training to become Growing Grocery volunteers supporting community food gardens or Rain Garden Mentors / Natural Yard Care volunteers supporting community education on reducing pollution of storm water run-off. In addition, the program trains pest management and landscape professional on a broad range of topics including controlling household and garden pests, installing rain gardens and using Natural Yard Care practices.

Natural Resources: The WSU Extension Natural Resources Program takes a comprehensive “mountains to sound” approach to addressing four key priorities of the Puget Sound Action Agenda including; protecting and restoring ecosystem processes (including forest, watershed, and marine systems); preventing water pollution (especially storm water runoff); mitigating climate change; and working collaboratively with a wide array of landowners, volunteers, and partnering departments, agencies and organizations. Education and technical assistance have been shown to be highly effective tools to help landowners implement good stewardship practices. The outcomes of these practices improve the quality of life for everyone in the County.

The forest stewardship program teaches a Forest Stewardship Course that helps landowners to develop written stewardship plans to qualify for property tax reductions and cost-share assistance. In addition field days are sponsored to give hands-on educational experiences. Specialty workshops such forest health, habitat restoration, harvesting, tool safety and succession planning are offered in classrooms, on farms and online to help owners keep the land in forest use and implement restoration projects.

Beach Watchers, Sustainable Community Stewards and Residential Compost Programs train volunteers to provide education and technical assistance to help families manage their land, forests and coastal areas sustainably; prepares today’s youth to be tomorrow’s land stewards; and trains volunteers to work with families, neighborhoods, schools, businesses and local government to develop protection strategies to conserve natural resources. Beach Watchers focus on stewardship activities that protect the Puget Sound. Recycling, energy conservation and climate change education are the focuses of Community Stewards. “Food cycling,” using the yard waste bin to send food waste and yard waste for composting, then purchasing compost to grow food and ornamental gardens at home, is the topic addressed by the Residential Compost Program.

The Need: WSU Extension addresses priority issues in the community. Programs are developed around needs assessments that identify the audience and focus the programs.

4-H and Youth Support

In **2011**, Snohomish County was higher than the state average for arrests for property crimes for 10 to 14 year olds, arrests for property crimes for 10 to 17 year olds, and unexcused absences in grades one through eight. Snohomish County was worse than other counties like us for arrests for alcohol and drugs for 10 to 14 year olds, arrests for vandalism for 10 to 14 year olds, and total arrests for 10 to 14 year olds.

Washington is a national leader in Science, Technology, Engineering and Math (STEM): we rank first in the concentration of STEM jobs, first in the creation of software companies, and second in the “New

Economy” index for innovation and entrepreneurship. Within Snohomish County we have **170** manufacturing companies and workforce surveys show most plan to hire more engineers and technicians.

However, in the next five years, projections estimate that Washington will have at least 5,000 STEM jobs that go unfilled because of a lack of qualified candidates. Many youth have small business aspirations. The 2013 Gallup-HOPE Index reports that **42%** of all youth say they plan to operate their own business, minority students are slightly higher at **49%**. Studies indicate that “**45%** of Washington’s fourth-graders and **40%** of eighth-graders scored proficient or above in math on the 2011 National Assessment of Educational Progress. Just **35%** in both grades scored that well in science in 2009, less than half of our high school students have completed the necessary credits to apply to a Washington state four-year college. Lack of math courses is the biggest barrier to college for most students: only **21%** of students had the needed math credits compared to **64%** in English.” The Washington State Board for Community and Technical Colleges report that too many students in Washington are unprepared for college-level work. Every year, **48%** of community college students enroll in remedial—meaning non-credit bearing—math classes. In 2007-08, this was estimated to cost the state **\$59 million**.

Family Living / SNAP Education

The Health District’s “The Health of Snohomish County: Community Report Card” identifies obesity and lack of exercise as major contributors to chronic diseases in the County. Obesity doubled in adults between 1994 and 2010. Youth obesity increased **18%** between 2002 and 2010. For exercise, only **50%** of adults and **23%** of youth meet the recommended standard. Only **25%** of adults and youth eat the recommended **5** servings of vegetables and fruit. The impact of limited income puts families at risk for consuming foods of low nutritional quality and getting less physical activity. Consequently, they are at increased risk for nutrition-related health issues, including obesity and chronic disease. Compared to other groups, low-income families consume fewer fruits, vegetables, and low fat milk and more high fat foods, sweetened beverages and other non-nutritive foods. Many lack the skills to select and prepare healthful diets within their income. There are **94,938** Basic Food Clients in Snohomish County. Hunger causes many families to have to make difficult choices. The Snohomish Community Food Bank reported that in Western Washington:

- **37%** of the people served by Food Lifeline were children
- **12%** of the people served by Food Lifeline were seniors
- **47%** of the people Food Lifeline served had to choose between food and paying for heat or utilities
- **42%** of the people Food Lifeline served had to choose between food and paying for rent or mortgage
- **29%** of the people Food Lifeline served had to choose between food and paying for medicine or medical care

Additionally, hunger can contribute to absenteeism from work or school, decreased school performance and lead to poor health. In **2011**, Snohomish County had a food insecurity rate of **14%** meaning that **14** of every **100** Snohomish County residents were unsure about where their next meal was coming from.

Agriculture and Community Horticulture

Food security is an issue community-wide. Snohomish County imports more than 75% of its food, so is very susceptible to a food shortage in the event of a natural disaster that cuts major transportation routes. However, the County has a healthy farm sector raising a diversity of food products and an estimated 50% of county residents grow some kind of garden. The major issue outside of an adequate land base facing commercial and noncommercial growers is appropriate incentives for increasing production. For commercial growers, the price of inputs and the price they can get in the marketplace influence how much of what they grow. In a home

or community gardening setting, it is often availability of gardening time. Having plant varieties that grow well, having local availability of plant and soil nutrients such as those found in local compost and having technical assistance to solve production problems help keep production costs down and growing efficiencies up. Not every community has equal access to healthy foods in Snohomish County. Not all communities have supermarkets, places to buy culturally-appropriate foods or community gardens. These communities have been described as “food deserts” by the Snohomish Health District.

Natural Resources and Quality of Life

Snohomish County is home to some of the most productive forest and farmland, and diverse fish and wildlife habitat of anywhere in the United States, according to *Futurewise*. Healthy ecosystems not only support economic drivers such as agriculture, forest production and fisheries, but they cleanse the air, store and filter water and protect land from the ravages of flooding.

Snohomish County has the highest number of small forest land owners of any county in the state, with approximately 23,000 owners managing over 150,000 acres. These forests, which contribute significantly to environmental, economic, and social well-being, are at risk due to land-use conversion, landscape fragmentation, poor health, degraded habitat, and invasive species. This results in increased water pollution, storm water management problems, elevated wildfire risk, species and biodiversity loss, destabilized hillsides and stream banks, economic losses to property owners, and degraded aesthetics and quality of life for property owners as well as the broader community. Landowners face a lack of technical expertise to understand and implement best practices to improve land stewardship and economic returns to their land.

Puget Sound is in distress according to the US Environmental Protection Agency “Health of the Salish Sea Ecosystem Report.” In the Salish Sea, fresh and marine water quality are impaired, southern resident orca, chinook salmon and marine bird populations are declining and shellfish beaches are closed. These are all among the signs that restoring the health of Puget Sound is necessary. For Snohomish County, many ecosystems measures have trended downward. The impacts of this decline are a diminishment of ecological services that support human quality of life. These ecological services provide us with food, water, fiber and fuel; regulate climate, water movement, disease prevention and remedies; offer cultural and spiritual renewal; and, support primary production of soil formation, climate conditions and vegetation growth.

Our Impact:

4-H

Club Program Volunteer Training: Knowledge and skill gain was measured using the Life Skills Evaluation System. Statistical analysis was extended by performing paired T-tests to determine significance of increases. Additionally, follow-up discussions were held to determine application of newly acquired knowledge and skills. Two topic areas were selected for evaluation in 2013: Program/Event Leadership and Delegation. Volunteers reported a significant increase in knowledge of **2.85** on a 5 point Likert scale (n = 26) in the area of program/event leadership. Club leaders reported an increase in tasks delegated to club volunteers and an increase in responsibility delegated to club officers. Participants reported a significant increase in knowledge of **3.12** on a 5-point Likert scale (n = 34) in the area of delegation. **93%** of all leadership workshops indicated they would adopt some of the strategies learned during the class. **84%** of delegation participants indicated a likelihood of **234** adult direct contacts made **95%** of participants who demonstrated increased knowledge and skills.

Club Program Youth Leadership: Curriculum for the Youth Leadership Summit was revised to address the areas that were found to be lacking. Each activity was developed to incorporate experiential elements and target the social/emotional development of the youth involved. Initial evaluation of the Leadership Summit revealed an increase in knowledge, feeling comfortable standing up for oneself or others, and skills for leadership. Further outcomes will be obtained in 2014 after a formal evaluation and 6-month follow-up to determine behavior change/adaptation of skills.

Family Living/SNAP Education

SNAP Ed: Growing Groceries with Families:

A collaboration between Family Living and Community Horticulture, worked with **5** Early Childhood Education and Assistance Program

(ECEAP) gardens educating low income families with children how to grow food in the garden, use it for food and preserve for future use. An estimated **1500** pounds of produce was harvested by families for home use. Based on 2012 results, **95%** of participants now eat vegetables/fruit at least twice a week with **80%** of participants reporting they now feel comfortable starting their own garden/container garden.

Clients reached in Snohomish County and Tulalip Community: **4666** participants enrolled in direct education, **100%** were reported as actual, unduplicated counts; **96%** are SNAP recipients; and **60%** were people of color; with **26%** Hispanic.

Educational Contacts in 2013: **693** educational contacts through WIC fair and food bank demonstrations. These displays/activities focused on lowering sugar and increasing nutrition, introduction to the new MyPlate, and Food Safety.

Adult programming: **489** adults completed a series of nutrition lessons. The Everett Justice Center, ECEAP sites, low income housing sites, **5** elementary schools, and WIC Clinics played key roles in providing space and clients for those classes.

Youth programming: Of the **4177** youth enrolled in the program, most of them were taught as part of school enrichment programs. The remaining youth were taught through a Boys and Girls Club summer program and Camp Fire Mega Club summer youth program.

489 adults in single event classes completed pre/posttests, **73%** now use MyPlate to plan meals, **70%** use label when shopping; **67%** use a list when shopping; **40%** eat fruits and vegetables as snacks.

Of **4177 youth** in school enrichment or after school programs who received 6 or more nutrition lessons **33%** improved in their ability to identify recommended number of servings needed from each food group daily; **57%** classified food into groups according to MyPlate;

33% increased physical activity to 60 minutes most days of the week; **22%** understand concept of keeping hot foods hot and cold foods cold; **44%** reports eating breakfast that includes **3** food groups; and **26%** understand the relationship between nutrients and health.

Agriculture

Snohomish County Agricultural Compost Research and Outreach Project (SCACROP):

Since 2011, **60** farms have participated as demonstration sites and six on-farm research trials have been implemented. Results include a **20%** increase in pumpkin yield per acre (two consecutive years), a doubling of organic triticale yield, a **14%** increase in digestible protein and a **7.5%** increase in phosphorus uptake in wheat haylage, while over **3,000** tons of compost have been utilized in cropping systems and diverted from our local waste stream. Prior to the implementation of this program, only **20%** of the participants reported that they had used food and yard waste compost on their farm. With funding from a grant co-authored with Snohomish County Solid Waste Division, the program was expanded by hiring a full-time Compost Outreach Coordinator. **150** acres were directly impacted by the project research and **86%** of evaluated participants demonstrate increased skills.

The Tillage Reduction and Cover Cropping Program

sponsored a reduced-till symposium and workshop in which **88%** of stakeholders increased or greatly increased their knowledge in general no-till strategies. Knowledge of the impacts of soil tillage and cover cropping increased or greatly increased in **87%** and **90%** of stakeholders respectively. Over **150** stakeholders have since participated in our research trial field days with **99** indicating they plan to implement immediate changes in their strategies of soil fertility, weed management and cover cropping, positively impacting over **300** organic acres as a direct result of our team's outreach efforts. Focus groups conducted in

three western Washington locations have indicated the need for further information, research and demonstration.

Innovative Cropping Systems: Of the **72** attendees of the small grains workshop, **76%** planned to adopt new practices in the areas of planting, harvest, storage, variety selection, end usage, and organic production. **5** area producers planted nearly **200** acres of triticale and produced **500** tons as a direct result of attending this workshop. All triticale was sold to local Snohomish and Skagit County dairies. On average, dairy producers saved **\$30** per ton on that portion of the ration represented by triticale, which represented **\$15,000** in savings among five producers. On-farm trials also showed an **\$11.65** per acre savings on production costs to the producer with a **1000** pound per acre increase in yield over their normal management practices, representing a nearly **\$600** per acre increase in gross revenue to the producer. The high enthusiasm among farmers to produce small grains for the local market is confirmed by the nearly **700** participants in our new Kneading Conference West (2011, 2012) and the Cascadia Grains Conference (2013) where growing grains west of the Cascade Mountains and contributing to local grain infrastructure were among the top subjects farmers indicated they were there to learn. **19** Snohomish County producers have adopted High Tunnel technologies as a result of our programming efforts. Workshop Program: Over **900** people have attended the WSU Extension and FoF workshops, field days and seminars in 2013. Two Cultivating Success courses were attended by **61** students, representing **30** possible new local farming operations. **40%** of Cultivating Success students indicated an increase in farm income as a direct result of the course. Educational events generated over **\$20,000** for the WSUE Snohomish County agriculture program, which was reinvested in the program to support facilitators, guest speakers and farmer stipends.

Community Horticulture

Master Gardener Program: There were **340** MGs last year. We provided **12** all-day training classes for **48** new trainees and **15** mentors (veteran Master Gardener volunteers).

Workshop Program: At least **87%** of participants can identify 2-3 new things they learned about pesticide safety, managing pests or protecting water quality. Of the total participants in all programs **35% (457)** learned about ways to improve water quality by reducing storm water runoff and pesticide use. **624** Master Gardeners increased their ability to identify pest problems and provide environmentally friendly pest management alternatives. Most, **78%**, of the participants said that they planned to put their new knowledge directly to use and would also tell others in clinics. **47%** of those trained directly were Master Gardeners. Overall, there were **28** workshops reaching **1307** people with **87%** of program participants enhanced their knowledge of natural resource management and **70%** applied the new found information.

Rain Garden and Natural Yard Care Program: **5** rain garden workshops for landscape professionals in the private and public sector were held with approximately **218** participants where **73%** of participants reported that they were much more confident now to design and install rain gardens. Twelve rain garden mentor trainings were held for Master Gardener volunteers. **5** natural yard care workshops were held with **115** participants and **80%** reported that they would implement what they had learned. An updated Rain Garden Manual was authored by the WSU Stormwater Center. Program support and collaboration came from Surface Water Management, Stewardship Partners, City of Everett and the Snohomish Conservation District.

Growing Groceries Program: Attendees rate the training program highly (4.5 out of 5) and recommend it to friends. All volunteers (approximately **30**) helped establish a new or engaged an existing community garden. A school garden was added to the list of food bank gardens. Over **15,000** pounds of food was donated to food banks. Gardeners implemented food safety measures including use of organic production techniques. Additionally we raised **\$4,612** to pay expenses, and speaker fees with a small surplus going forward. The program has been featured on radio, presentations for the State Master Gardener Advanced Education Conference.

Natural Resources

Forest Stewardship Program:

Post-event survey found that Coached Planning participants showed significant knowledge gain across 12 core topics. By extrapolating 1-year follow-up survey data from the 2012 classes, it is estimated that **93%** of participants will implement new practices, resulting in approximately **1,400** acres treated. **78%** will be more likely to retain their land as forestland, **91%** will have increased enjoyment of their land, and **90%** will be more likely to employ a professional forester when harvesting timber. They will share knowledge with an average of seven other people per year. For the field day, **96%** reported learning something new that was applicable to their

property, with **85%** reporting an intention to implement new or different practices.

Snohomish County Beach Watchers have furthered the protection of Puget Sound through research, education and community leadership by offering over **8400** hours of volunteer labor for environmental protection activities. Implementation of specific grants and projects have also furthered conservation work by addressing specific needs identified in the Port Susan Marine Stewardship Area Conservation Action Plan, Washington Department Fish and

Wildlife Conservation Regulations, Near shore Washington Department of Ecology notification of polluted beaches to protect public safety. As educators, **90** active Beach Watchers have reached **14,308** individuals in formal programs and awakened an appreciation for Puget Sound, educated audiences on basic Puget Sound ecology and threats, and shifted audience behaviors towards conservation actions. They have organized and hosted evening lectures (Our Puget Sound, IN Depth) and a day-long conference (Sound Living). They have engaged with over **2400** recreational crabbers at boat launches, marinas, crabbing derbies, festivals and sailing and yacht clubs. They have developed and run a youth education program that provides credible information to classrooms, beach events and libraries to over **1500** students each year. Beach Watchers and Beach Naturalists provide educational support to two shoreline parks during busy summer days by hosting interpretative walks and art activities, reaching over **5000** Puget Sound residents. Beach Watchers also are citizen scientists. They have participated or led research projects that document bacterial levels in the marine waters off of public swimming beaches, collect near shore sediment samples and process them to collect surf smelt and sand lance eggs and complete intertidal biotic, sediment, vegetative and topographic surveys of five public beaches in Snohomish County. This data furthers the research and monitoring needs of state regulators and biologists, county agency restoration staff and program establishment of baseline beach conditions. Many Beach Watchers also become community leaders. They bring their enhanced knowledge and connections back to agencies and organizations in their communities, often in leadership roles. In total, **72** Extension workshops, demonstrations, field days, and conferences were held reaching **10,429** Adults and **4,719** youth directly. The retention rate for volunteers since the first training in 2006 is **62%**. Of the **135** people trained, **84** are still

Habitat and Forage Fish Restoration Plans and active. Of those **51** who are inactive, **35%** completed their 100 hour pledge commitment and the others volunteered and reported **998** hours before they departed the program. **75%** of all trained Beach Watchers are active or met their pledge commitment.

Sustainable Community Stewards began 2 new projects in 2013 in collaboration with the Public Works Department. The Can You Sort Game was developed to give people the opportunity to practice the learned behavior of sorting waste in the three bin system. Participants left with more information and a better idea of how to sort their items in a three bin system. The second program was Waste Mitigation Outreach: Foodcycling is becoming more prevalent in Snohomish County, yet many fairs and festivals do not offer the 3 bin system to their attendees. SCS volunteers set up and monitored 3 bin systems at 2 fairs. The program reached directly **1710** adults and **1821** youth. **80%** of evaluated participants demonstrated increased knowledge and skills relative to recycling.

Human Services, Public Works and Private Industry Collaboration: We continued to increase efficiency and quality of services to County residents in food and yard waste recycling and stewardship of water resources by teaming Human Services WSU Extension programs with Public Works Solid Waste and Surface Water Management (SWM) programs. We have also added grant-funded support. The Extension Agriculture, Natural Resource and Master Gardener programs collaborate on the "Food Cycle" Program that stimulate the demand for compost made from local food and yard waste through education and outreach. Compost produced by a local company is going to farms and gardens to produce more local food, completing the food cycle. Also, in collaboration with SWM and experts from private industry, specially trained Extension Master Gardener volunteers are educating County residents and landscape professionals about tools for reducing storm water run-off

from residential properties and the flooding and pollution it causes downstream.

Washington State University became the lead partner in the University Center for North Puget Sound at Everett Community College. Degree programs have continued to be added. Mechanical and Electrical Engineering were the first degree programs. Hospitality and Agriculture will soon follow. With the support of the state legislature, we hope to see further expansion of programs that support development of business opportunities, jobs and the human services. The County can play a

major role partnering with the Economic Alliance, their investor businesses, educators, other jurisdictions, community members and WSU to develop relevant degree and research programs for the residents of Snohomish County. An example of a program that could help local youth get into local engineering jobs is to have the Human Services Extension 4-H program train mentors from businesses to volunteer in STEM classrooms and programs. Both businesses and youth would benefit in this type of partnership.

In 2013, there were:

- **1,847** 4-H club participants and **2,100** individuals participating in special projects
- nearly **500** registered 4-H volunteers provided over **30,000** hours of volunteer service.
- **4,111** youth and **496** adults participating in Food \$ense
- **77** Early Childhood Education & Assistance Program families receiving nutritional education through the Growing Groceries program
- **1,500** pounds of produce was harvested by families or home use and **100%** of participants report eating vegetables at least twice a week
- Over **900** people attended agricultural presentations
- **433** people attended horticulture presentations
- over **800** youth and **7,952** adults receiving education through Beach Watchers and Sustainable Community Stewards.
- **1,066** youth and **7,900** adults attended Master Gardener clinics and outreach activities
- **4,868** pounds of food from gardens donated to community food banks
- **261** Forest landowners stewarding **1541** acres received information on sustainable practices

SNOHOMISH COUNTY Human Services Department



DIVISION OF AGING AND DISABILITY SERVICES

- Case Management
- Developmental Disabilities
- Long Term Care & Aging
- Long Term Care Ombudsman

DIVISION OF AGING AND DISABILITY SERVICES

Who We Are: The Division of Aging and Disability Services is staffed with seventy-eight (78) employees.

What We Do:

There are three primary components of the Division of Aging and Disability Services:

- Long Term Care and Aging Services
- Developmental Disabilities Services
- Case Management of in-home Medicaid personal care services.

There are two citizen advisory boards for the Division:

The Council on Aging and the Developmental Disabilities Advisory Board

State and federal funding sources provided approximately \$22 million to the Division in 2013 which was distributed to almost 100 contracted agencies providing services throughout the county.

Collectively, the services funded or provided by the Division touch the lives of over 70,000 Snohomish County residents every year. Disabilities affect people of all ages; clients range in age from birth to 109 years old. Long Term Care and Aging and Disabilities Services administer, manage and provide a network of services which enable individuals with disabilities to live with dignity and independence in the least restrictive and most cost-effective settings for the clients, their families and the community. Many of the services allow individuals to remain in their own homes and avoid the need for more expensive institutional care.

CASE MANAGEMENT

The Need:

Between 2005 and 2010, the largest percent change in population in Snohomish County was for those age **60 to 64** and those age **65 to 69 (44.5% and 42.5%, respectively.)** Those age **85** and older increased by **17.2%** for the same time period. It is projected that there will be an increase of **42.8%** between 2010 and 2015 for those age **65 to 69** and an increase of **43.1%** for those age **70 to 74**. Currently, those age 60+ comprise **15.7%** of the Snohomish County population; by 2025, it is anticipated that **24.8%** of the population (almost quarter of a million people: **223,453**) will consist of those in this age group. In 2009, for those Snohomish County residents older than **65** years, over half (**56.0%**) were female. More than half (**54.8%**) had at least some college education. About one half (**54.3%**) were married and about one quarter (**27.4%**) were widowed. A small proportion (**4.5%**) lived with their grandchildren. A

very small proportion (**0.5%**) had no telephone service available. Over one third (**38.4%**) had a disability. One-tenth (**10.8%**) spoke a language other than English in their homes. In 2009, there were **4,079** residents over the age of **65** who reported that they spoke English “less than very well.” This is an increase of **190.9%** from those indicating such in the 2000 US Census.

The Elder Economic Security Index for 2013 was created through a partnership between the Washington Association of Area Agencies on Aging and Wider Opportunities for Women. This index allows for a quick snapshot of the costs that older adults in Snohomish County face. The Index provides a benchmark for the minimum income older adults will require to make ends meet and live in their own homes.

2013 Elder Economic Security Index

Adding Home and Community-Based Long-Term Care Costs to the Elder Economic Security Standard Index for Elders in Poor Health							
Annual Expenses							
	LTC Cost Per Year	Elder Economic Security Standard Index plus Cost of Long-Term Care					
		Elder Person (age 65+)			Elder Couple (both age 65+)		
Need for Long-Term Care (hours/week)		Owner w/o Mortgage	Renter, one bedroom	Owner w/Mortgage	Owner w/o Mortgage	Renter, one bedroom	Owner w/Mortgage
Low (6 hrs)	\$9,265	\$29,756	\$33,380	\$40,736	\$40,784	\$44,408	\$51,764
Medium (16 hrs)	\$24,593	\$45,084	\$48,708	\$56,064	\$56,112	\$59,736	\$67,092
High w/ADC (36 hrs)	\$40,423	\$60,914	\$64,538	\$71,894	\$71,942	\$75,566	\$82,922
High w/o ADC (36 hrs)	\$50,868	\$71,359	\$74,983	\$82,339	\$82,387	\$86,011	\$93,367

The 2009 American Community Survey indicates that approximately one-third (**38.2%**) of Snohomish County households of those over age **65** have income related to earnings. Almost all (**93.4%**) of these households receive Social Security Income with the average annual amount being **\$17,548.00**. About half (**52.6%**) receive an average annual retirement income of **\$22,946.00**. Only **3.6%** receive Supplemental Security Income of an average of **\$8,161.00** per year. Even fewer (**3.2%**) receive cash public assistance and those who do, receive on average **\$7,090.00** annually. Almost one-tenth (**8.2%**) of seniors age 65+ years was at or below 100% of the poverty level in the past 12 months.

What We Do:

Case Managers assist functionally impaired adults at risk of institutionalization obtain necessary services that enable them to maintain the highest level of independence in the least restrictive setting. Clients receive a thorough assessment of their physical and mental health, economic resources, family supports and ability to accomplish activities of daily living.

Case Managers coordinate and manage the publicly-funded services such as personal care, home health, transportation or home meals to supplement what is available from clients and their families. In addition to arranging for services, monitoring service quality and watching clients closely for changes in health and abilities, Case Managers develop individualized service plans that outline those things necessary to safely maintain an optimal level of independence at the most reasonable cost.

Respite Program services provide relief to unpaid caregivers including those who provide in-home care, Adult Day Health or Adult Day Care.

Background Checks are provided to determine the eligibility of in-home caregivers hired directly by vulnerable or disabled adults. In addition to determining successful criminal background checks, reviews of compliance with state-mandated trainings are also conducted.

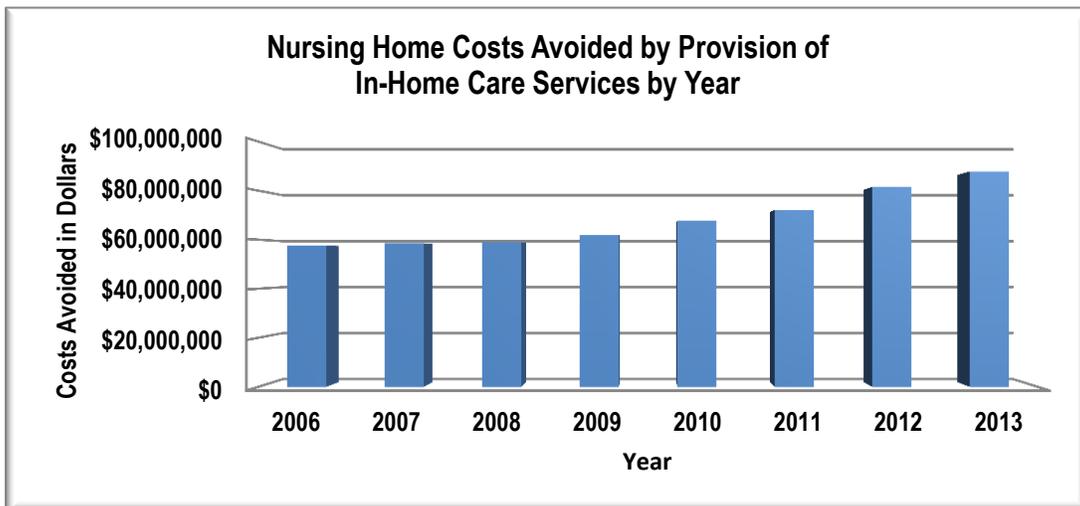
Our Impact:

In **2013**, in-home care services were provided to **3,800** adults allowing these individuals to remain in their homes instead of being placed in nursing facilities.

As a result of these in-home care services, more than **\$7.2 million** was saved per month — **\$87,800,000.00** total in 2013—in nursing home costs.



BETWEEN 2006 AND 2013, THE PROVISION OF IN-HOME CARE SERVICES RESULTED IN OVER HALF A BILLION DOLLARS IN AVOIDABLE NURSING HOME COSTS TO MEDICAID.



In **2013**, background checks were completed for **1,620** caregivers hired directly by vulnerable or disabled adults.

Over **10,255** hours of in-home respite services were provided to **90** unduplicated caregivers.

A total of **8,168** hours representing **242** days of adult day care and adult day health services were provided.

Over **99%** of clients receiving in-home care services under **COPES** and **Medicaid Personal Care** programs were able to avoid a nursing facility placement in 2013.

DEVELOPMENTAL DISABILITIES SERVICES

The Need:

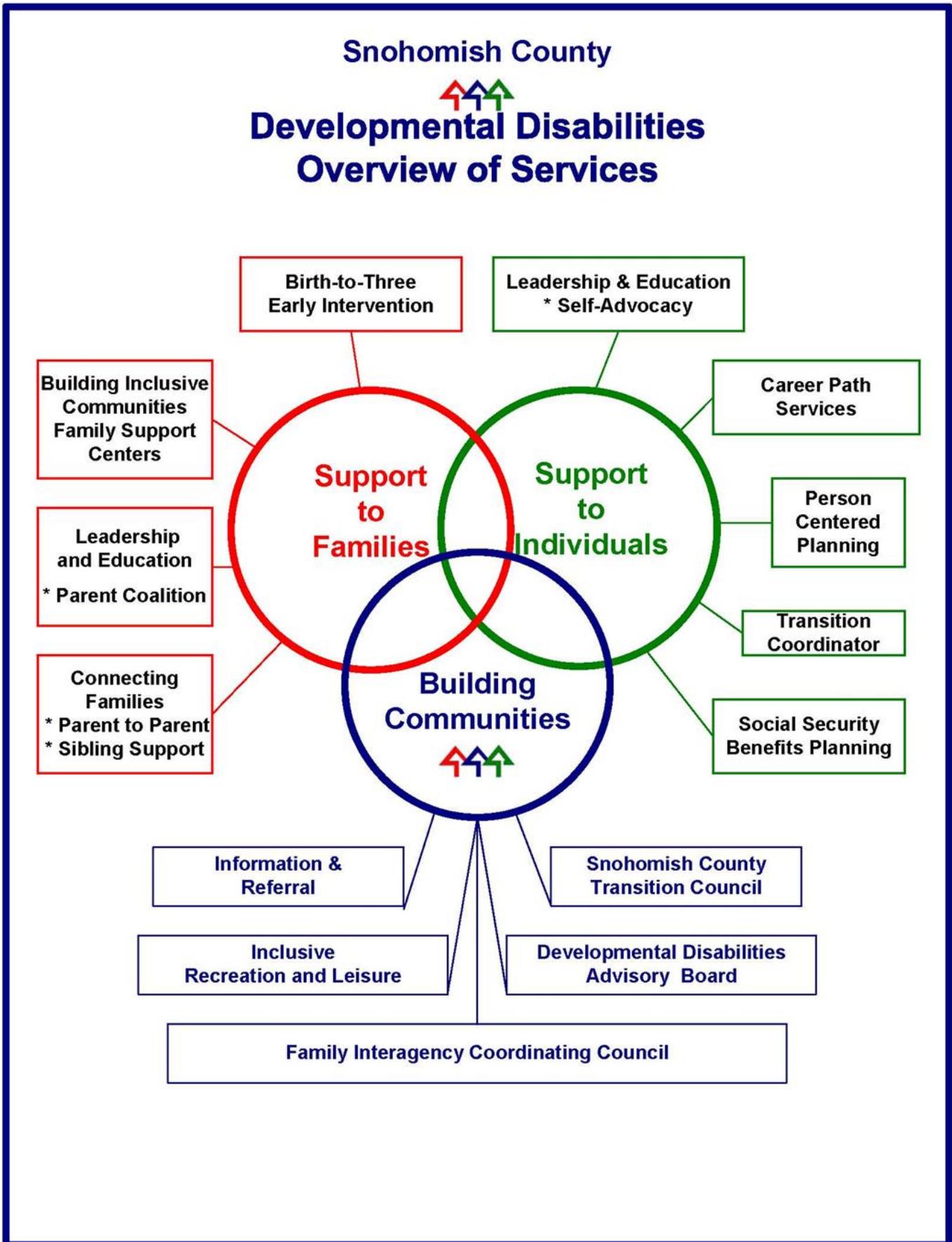
Washington State is ranked near the bottom at 37th in the nation in public “fiscal effort” for its citizens with developmental disabilities. (Data from *The State of the States in Developmental Disabilities* by David Braddock, University of Colorado. “Fiscal effort” is a measure of the state spending for developmental disabilities services per \$1000.00 of aggregate statewide personal income.)

- There are approximately **733,036** Snohomish County residents.
- It is estimated **8,796*** **Snohomish County residents have a developmental disability.** The majority of these individuals live at home and receive support from their families. (*1.2% is used by the State DDD/DSHS to determine the segment of general population that may have a developmental disability.)
- Only **4,180** individuals in Snohomish County are connected and have been determined eligible for the State DSHS Division of Developmental Disabilities (DDD). Due to budget restraints only **2,575** of these individuals receive a paid service through DDD (State DDD statistics April 2013.)

Persons with disabilities face many barriers – personal, social, emotional, and economic. They are less likely to access services, although they often need assistance with housing, transportation, employment, socialization, personal care, and medical access.

Parents, siblings, grandparents and extended family members are the primary caregivers for individuals with disabilities of all ages. There are limited resources available and families have a broad range of support needs including respite, medical expenses, behavioral support, personal care assistance, education/training of caregivers, and both in and out of home crisis resource supports.

What We Do:



Developmental Disability (DD) Services offers direct assistance for adults and children with developmental disabilities and their families. The program also contracts with community service providers for supported employment services for adults and early intervention services for children age birth to three years. Additionally, the program sponsors a wide range of grants and projects within Snohomish County to develop more inclusive, welcoming communities and to increase access to information and resources for individuals with developmental disabilities and their families. Program staff work closely with a Citizen Advisory Board as well as other community councils in developing and implementing public policy and services.

Information and Education By providing individuals with disabilities, their families, and the community at large with information about resources and gaps in services, families are able to plan ahead for their future and become a valued resource to other families, as well as their home community. As a result, individuals and families become more resourceful in meeting some of their own needs, assisting other families locate resources, and thus relieving the demand on public funds/resources for support. Families also begin to appreciate their role and responsibility as active, informed partners to service providers and community agencies.

Snohomish County Developmental Disabilities (DD) has several regularly scheduled community meetings to provide the community with updates, information, and the opportunity to have input. These include DD Citizen Advisory Board, the Snohomish County Transition Council, the Family Interagency Coordinating Council, and the Coalition for Inclusive Communities.

The Early Intervention Program develops individualized plans for children age birth to three who have developmental delays and health

concerns. Early intervention services provide support to families to enhance each child's development and increase the quality of life for the individual and family. Services are critical and cost-effective, and save many times over the initial investment in public funding. As the designated Local Lead Agency the County's Early Intervention program is responsible for assuring the services for children and families, training and the coordination of direct service providers, public schools and other community partners engaged in providing early intervention services.

Snohomish County Family Support Centers (FSC) are focused on building strengths, creating a sense of community, collaborating and connecting to the community at large, and promoting inclusion for ALL. The centers support individuals with developmental disabilities to access and fully participate in their communities by providing volunteer opportunities and peer support as support individuals in connecting to community resources. The centers work for social change by engaging families in addressing issues that affect their lives. There are eight centers throughout Snohomish County.

Leadership and Education provides support, training and advocacy skills to individuals with disabilities and their families to become local leaders who educate and advocate for individuals with disabilities. Additionally, individuals and family members are supported to participate on community boards, advocacy groups, trainings and in leadership roles. The current areas of focus are inclusive recreation and leisure, affordable and safe housing, transportation, health care and education.

Connecting Families addresses the unmet needs of families by providing outreach, support, training and information to families who have a child with a developmental disability. Provide monthly support groups for families with similar interests to obtain up to date information and

meet other families. Information and support is also provided to siblings who have a brother or sister with a disability as they often provide long term support.

Individualized Vocational Services are provided based on a Career Path Service Plan designed to support all eligible students and adults who want to work to pursue and/or maintain community employment. Employment is a critical component of a full, productive life, and assists in the stabilization of families.

High School Transition Coordination provides support to persons with developmental disabilities age 18 to 21 years to prepare them for successful transitions from school to adult services and employment. The Coordinator also provides networking opportunities and information to schools, and coordinates

employment services with Snohomish County, Division of Developmental Disabilities (DDD), Division of Vocational Rehabilitation (DVR) and Division of Services for the Blind (DSB).

The Social Security Benefits Assistance Program assists individuals with developmental disabilities to understand how being employed affects their Social Security benefits and provides support in navigating and understanding the Social Security system.

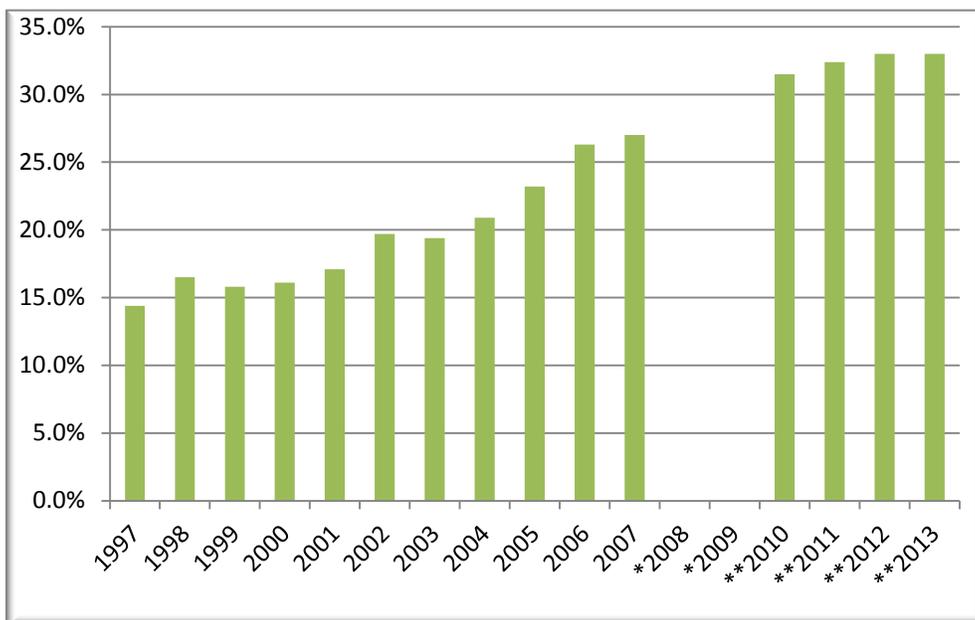
Independent Planning Services provide individualized person-centered planning that provides support to individuals with developmental disabilities who want to work, volunteer and participate in their community. Developing a personal plan for the future also assists individuals in building personal networks and circles of supports.

Our Impact:

Early Intervention

- An average of **749** children/families received Early Intervention Services each month in 2013
- **100%** of the children received services in natural environments including family home, neighborhood or community setting in which children without disabilities participate.

Percentage of Children Who Had Received Early Intervention Services Who Did Not Require Special Education at Age 3 Years



*2008-2009 data are not available due to changes made to federal reporting categories during this time period.
 **2010 and onward data reflect transition results based on new federal reporting categories.

Connecting Families

- **483** people attended **38** trainings

Leadership and Education

- **45** family members and self-advocates from Snohomish County went through leadership training. Leaders are actively participating on community boards and advisory Committees (**15** local committees and **5** statewide committees)

Building Inclusive Communities—Snohomish County Family Support Centers

- An average of **40** individuals with developmental disabilities volunteered **3,371** hours in **2013**)

Social Security Benefits Assistance Program

- **124** new individuals received benefits planning and assistance
- **426** individuals attended **22** Social Security trainings

Transition Coordinator

- **134** students/families met with transition coordinator for planning and system navigation
- **182** people attended **15** trainings at the school
- **300** people attended the Annual Transition Fair in March (**9** workshops and **72** agencies represented) Participants received information about post-school services and resources through series of workshops, met directly with post-school service providers and obtained information to assist them in making informed choices.

Independent Planning Services

- **37** Person Centered Plans were completed to assist individuals to connect and contribute to their community

Career Path Services

- **844** people on average were supported each month to obtain community employment, of which **400** have jobs and are supported to maintain employment in the community
- **\$2,429,190.00** total wages earned by individuals working community jobs in Snohomish County

 **BETWEEN 2008 AND 2013, \$116,260,302.00 TOTAL WAGES WERE EARNED** 

Information and Education

- **2,077** people attended educational opportunities/trainings in 2013.
- **2,690** resource books were distributed, including the Community Plan, Resource Guide, Career Path Plan and Building a Successful Future Book.
- **483** people attended disability awareness events.
- **1,500** visitors per month access the DD website which includes resource materials, calendar of events, position papers and up to date information

LONG TERM CARE AND AGING SERVICES

The Need:

People who live in long-term care (LTC) facilities are more vulnerable than people who live independently. In 1987, the U. S. Congress recognized this fact and passed The Nursing Home Reform Act that gave nursing home residents additional legal protections, including a set of Resident Rights. In 1995, the Washington State Long-Term Care Ombudsman was successful in persuading the Washington legislature to extend Resident Rights to other LTC facilities: boarding homes ("assisted living facility"), adult family homes, and state operated veterans' homes. "The overall purpose of the ombudsman program is to promote the interests, well-being, and rights of long-term care facility residents." (Washington Administrative Code: WAC 365-18-010).

According to a recent Institute of Medicine report, one in five American seniors has a mental health or substance abuse problem (Institute of Medicine, *The Mental Health and Substance Use Workforce for Older Adults: In Whose Hands*, July 2012. www.iom.edu/agingandmentalhealth). Depression and other mental health disorders are not a normal part of aging. Long Term Care and Aging (LTCA) funds mental health programs in order to reduce the number of Snohomish County older adults suffering from treatable mental illness and to support the capacity of older adults to lead fulfilling lives.

Transportation is an essential service for connecting seniors to medical care, groceries, employment, volunteer opportunities, and social activities including family and friends. As older adults age, they may be unable to drive due to physical limitations, no longer feel comfortable driving, or be unable to afford a car. Although some seniors can rely on public transportation, others live in parts of the county without bus service. Seniors need transportation options that meet their particular situation.

Family members are often the major providers of long-term care for loved ones. Caregiving, however, can take an emotional, physical and

financial toll. One research study suggested that the stress of caregiving for a person with dementia can impact a caregiver's immune system for up to three years after their caregiving ends thus increasing their chances of developing a chronic illness (Glaser & Glaser, 2003.) Other research shows that **63%** of caregivers report poorer eating habits than non-caregivers and **58%** report worse exercise habits (National Alliance for Caregiving and Evercare, 2006.) Provision of information, respite and other support services to caregivers helps to alleviate some of the stresses and negative impacts associated with caregiving.

As people age, spouses and friends age and die often leaving seniors feeling alone and isolated. A senior center is a place where these seniors can go to find support, services and activities. Numerous studies have demonstrated that senior centers help to reduce social isolation, improve physical health, improve cognitive health, increase self-esteem, improve nutrition status, prevent falls and other avoidable injuries, and improve mental health. A senior center is not just a place to play games.

The Meals on Wheels Association of America Foundation found that nearly **6** million seniors nationwide faced the threat of hunger in 2007 and over **750,000** suffered from hunger due to financial constraints. They forecasted that nationwide, in 2025, **9.5** million senior Americans will experience some form of food insecurity with an estimated **3.9** million seniors at risk of hunger. As a result, seniors facing some form of food insecurity are significantly more likely to have lower intakes of energy and major vitamins, significantly more likely to be in poor health and are more likely to have limitations in activities of daily life.

What We Do:

The Long Term Care Ombudsman Program promotes the interests, well-being and rights of vulnerable adults living in nursing homes, assisted living facilities and adult family homes. Ombudsmen work with residents, their families and staff to achieve high quality and compassionate care. They receive, investigate and resolve complaints about quality of life and care issues. They also provide information, consultation and presentations to residents, their families, staff and the public.

The Geriatric Depression Screening Program provides in-home depression screening and short-term treatment to Snohomish County residents age 60 and older. It offers outreach to and early intervention for isolated individuals who may be suffering from depression as well as medication management, screening and education to prevent incorrect medication and adverse drug reactions.

The Family Caregiver Support Program provides high quality supportive services to unpaid family caregivers residing in Snohomish County. Through the provision of counseling and support groups, unpaid caregivers are given the emotional support necessary to increase confidence and competency and decrease stress in the role as caregiver.

Nutrition Services are provided either in-home or congregate to individuals age 60 or older who are unable to prepare meals for themselves because of disabling conditions, lack of knowledge to select and prepare nourishing meals or lack of means to obtain or prepare nourishing meals.

The Senior Centers Program provides for the operation of community facilities where older persons can meet together, receive services, and participate in activities that will enhance their dignity, support their independence, and encourage their involvement in the life and affairs of the community. Some centers include social services, health and nutrition programs, educational classes, trainings, and workshops and classes in personal growth. All Snohomish County residents aged 55 and older are eligible to participate in senior center activities and services. Funding is provided by a variety of sources including County general revenues.

The Transportation Assistance Program (TAP) provides paratransit or specialized transportation services for people with disabilities and older adults. It serves Snohomish County residents who are not serviced by Everett Para Transit or Community Transit's DART (Dial-A-Ride Transportation). Wheelchair accessible TAP buses pick up riders in unserved areas and bring them to bus stops where they connect with Everett Para Transit or DART to complete their journey. Priority is given to riders traveling for medical appointments, work or education.

The Volunteer Transportation Program recruits, screens, and trains volunteer drivers using their own vehicles to provide rides to older adults age **60** and older who have no other access to transportation. Seniors may use this program because their health problems make it hard to tolerate the longer shared rides available through paratransit. Importantly, the volunteer drivers will transport seniors across county lines, taking them to doctors and hospitals in Mt. Vernon or Seattle if needed.

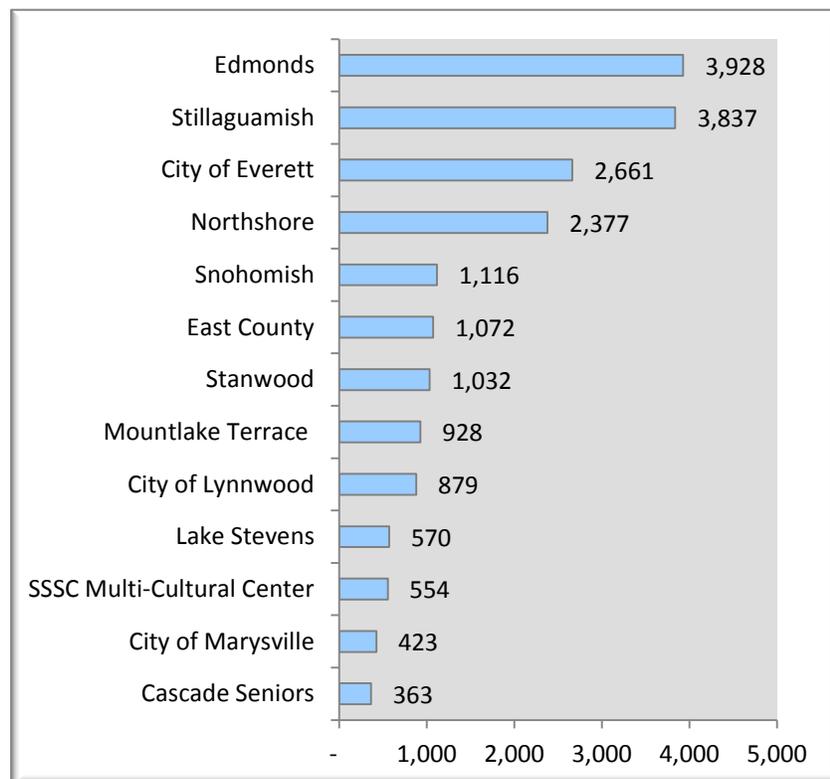
Our Impact:

In **2013**, over **19,359** unduplicated Snohomish County senior citizens participated in activities at one of 13 senior centers within the County. Over **124,909** volunteer hours were provided by volunteers at the senior centers with a value of **\$2,834,191.00**.

The **13 Senior Centers in Snohomish County** provide a variety of programs targeting older adults (age 55 and up). These programs are aligned with the needs of the community and range from traditional craft groups to community-based physical fitness programs. In **2013**, thousands of individuals participated in activities at these centers. An unduplicated count across all centers is not possible because some individuals may have attended programs at multiple centers (for unduplicated counts by individual senior center, see Figure I.)

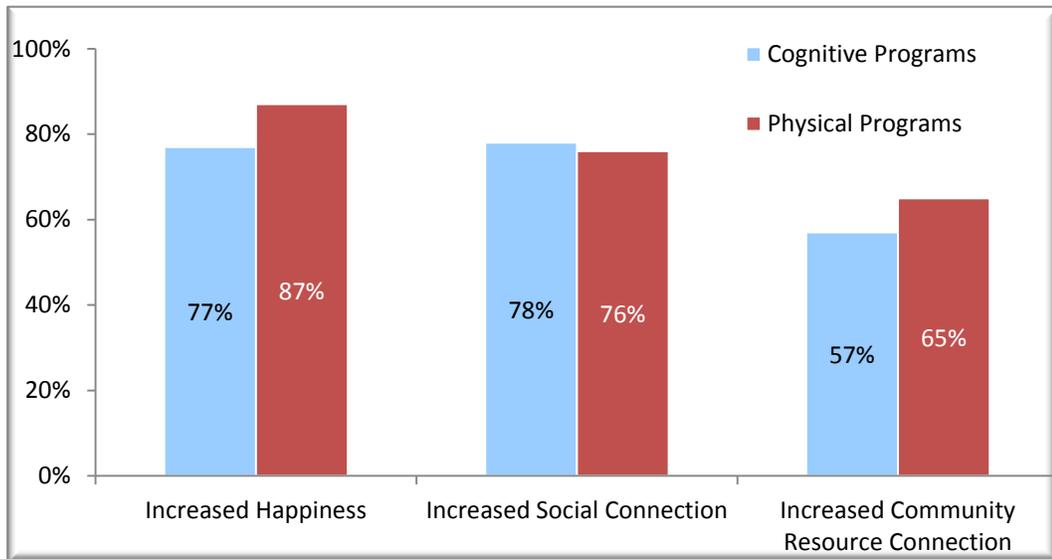
Certain programs at senior centers reduce the risk factors and improve the protection factors associated with mental health issues. For example, numerous studies have shown that stimulating cognitive programs and activities, including games, crafts, and social interaction, reduce the risk of cognitive impairment in older adults. Examples of these activities include the Sound Singers Group, quilting, and genealogy. In **2013**, Senior Centers reported details on the direct impacts of **10** such programs. Of the participants who responded to the surveys, **77%** reported being happier since becoming involved with the program and **78%** reported feeling more connected to others and **57%** felt better able to connect with other community resources.

Figure I: Participants at Snohomish County Senior Centers, 2013



Senior centers also provide a host of activities that encourage physical exercise, which has also been shown to reduce the risk of mental disorders in older adults. In **2013**, such programs included Zumba, the Carl Gipson Table Tennis Club, and an evidenced-based program called Enhance Fitness Program. In the **11** programs where information was collected during the year, **87%** of respondents reported increased happiness, **76%** reported feeling more connected to others, and **65%** reported an increased connection to community resources (see Figure II.) Additionally, **86%** of those participating in physical programs stated their overall health had improved.

Figure II: Percentage of Respondents Reporting Positive Changes after Participation in Senior Center Programs, 2013



In **2013**, the **Transportation Assistance Program (TAP)** provided **18,780** one-way trips so that people with disabilities and older adults could travel to medical appointments, work or education.

In **2013**, the **Volunteer Transportation Program** provided **1,908** one-way trips to **133** unduplicated clients, traveling **48,069** miles. **Eighty-seven percent** of these trips were for medical services.

Family Caregiver Support Program:

- 175 Caregivers received counseling
- 163 Caregivers attended at least one of the 1,380 support groups provided
- 79 Caregivers were provided with 12,000 hours of respite
- 389 Caregivers received information and referrals

Nutritional Services:

- 92,253 congregate meals were provided to 2,572 Snohomish County seniors.

Of these seniors:

- 51% reported that it was their main meal of the day
- 55% were over the age of 75
- 68% reported that because of the senior dining program, their health has improved and they feel better
- 88% reported that because of the senior dining program they eat a more balanced diet
- 84% reported that their level of independence has stayed the same or improved



**99,340 IN-HOME
MEALS WERE
PROVIDED TO 733
SNOHOMISH
COUNTY
SENIORS.**

Of these seniors:

- 48% were 75+ years of age
- 94% reported that they eat healthier foods
- 82% believed that their health improved
- 91% don't worry as much about having enough food to eat

In 2013, the **Long Term Care Ombudsmen** made over **1,000** visits to nursing homes, boarding homes and adult family homes to assist in resolving quality of care and quality of life issues.

2,767 ombudsmen volunteer hours were provided at a value of **\$62,783.00**

The **Long Term Care Ombudsman Program** conducted a survey of its volunteers in 2013. Results of this survey showed that the majority of volunteers:

- contributed between **10 to 19** hours a month performing their volunteer ombudsman duties,
- believed that investigating and resolving complaints, interacting with residents and interacting with program staff to be the most satisfying aspects of the job,
- believed they were very effective in working with the residents, and
- stated that impacting the quality of life of long-term care residents had “a lot of influence” on their decisions to stay involved with the program.

Mental Health Services:

- **52** Snohomish County seniors were matched with Peer Counselors through Snohomish County Senior Services to address issues of caregiver stress, loss of loved ones, coping with chronic pain or illness, managing depression, stress or anxiety, and dealing with other life changes or losses. In **2013**, participating seniors reported the top three impacts of the program were 1) regaining confidence; 2) having an opportunity to make a worthwhile contribution and 3) instilling a sense of purpose.
- **267** depression screenings were provided to senior citizens

SNOHOMISH COUNTY Human Services Department



CHEMICAL DEPENDENCY, MENTAL HEALTH & VETERANS SERVICES

- Alcohol & Other Drugs
- Community Mental Health
- Involuntary Treatment
- Veterans Assistance

DIVISION OF CHEMICAL DEPENDENCY, MENTAL HEALTH AND VETERANS SERVICES

Who We Are: The Division of Chemical Dependency, Mental Health and Veterans Services is staffed with thirty-six (36) employees.

What We Do:

Chemical Dependency Services

Approaches to addressing the problem of substance use fall along a continuum beginning with prevention efforts, moving toward treatment interventions and ending with recovery support. In Snohomish County, our prevention efforts are aimed at developing and utilizing partnerships and collaborations with neighborhood-level coalitions to increase knowledge and awareness of substance use in the community to reduce the risk factors related to the substance use and address the barriers to accessing treatment that may exist for some citizens.

Through the provision of both direct treatment services and funding to local treatment agencies, the County is able to provide comprehensive and culturally appropriate substance use treatment to its low income and indigent residents. Special efforts are made to include in treatment those who are most vulnerable and at the highest risk for substance use-related problems including those offenders housed within the County jail, intravenous drug users and veterans.

While treatment may take place in a number of different settings, the County is able to provide public funding for detoxification, outpatient treatment, intensive outpatient treatment, recovery house and medication assisted treatment. We are also able to provide long term residential inpatient treatment to pregnant women. Recovery support services are services that help those who have completed drug or alcohol

treatment to maintain their sobriety and lead productive lives. In Snohomish County, these services are either provided by County staff themselves or by community agencies who receive funding from the County.

Mental Health Services

In addition to providing direct crisis response services and involuntary commitment for persons of all ages in Snohomish County with mental illness, the Mental Health Program provides funding and technical assistance to community agencies to provide residential treatment, community support, case management and counseling services. The program also works with the Snohomish County jail to support those releasing from jail to access mental health services within the community. In 2008, the program expanded its services to include youth being served at the Snohomish County Denney Juvenile Justice Center.

Veterans Assistance Services

Veterans Assistance Services provides emergency assistance to eligible veterans and their dependents in Snohomish County. In addition to providing emergency financial assistance for honorably discharged veterans, their widows and other qualified dependents, the Veterans Assistance Program arranges for mental health and substance abuse assessment and treatment through federally funded veterans' programs at a VA Medical Center, provides outreach to veterans at home and in jail and helps veterans in filing for their VA benefits.

CHEMICAL DEPENDENCY SERVICES ~PREVENTION~

The Need: Every year, the Research and Data Analysis Division of the Department of Social and Health Services, in conjunction with the Division of Behavioral Health and Recovery produces a ***Risk and Protection Profile for Substance Abuse Prevention*** for each county in Washington that compares the risk and preventive factors that exist in each county. From this profile, it is possible to compare Snohomish County's factors to those in Washington State as a whole as well as to counties that are most like us. The counties that are considered to be most like Snohomish County are Pierce and Spokane counties.

Snohomish County fared worse than other counties like it for:

- Number of alcohol violation arrests age 18+
- Number of drug law violation arrests age 18+
- Number of alcohol violation arrests age 10 to 17
- Number of drug law violation arrests age 10 to 17
- Number of vandalism arrests age 10 to 14
- Number of total arrests age 10 to 14
- Number of weapons incidents in schools
- Number of unexcused school absences

Snohomish County fares worse than the State of Washington overall for:

- Number of property crime arrests age 18+
- Number of property crime arrests age 10 to 17
- Number of divorces
- Number of alcohol or drug related deaths

Risk & Protection Profile for Substance Abuse Prevention

Domain/Factor

Indicators

■ Snohomish County ■ Counties Like Us

Community Domain (continued)

[Low Neighborhood Attachment and Community Disorganization](#)

[Prisoners in State Correctional Systems \(Age 18+\)](#)



[Population Not Registered to Vote](#)



[Registered and Not Voting in the November Election](#)



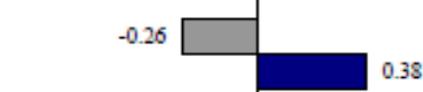
Family Domain

[Family Problems](#)

[Divorce](#)



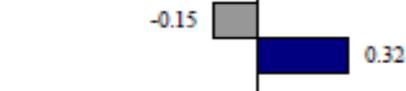
[Victims of Child Abuse and Neglect in Accepted Referrals](#)



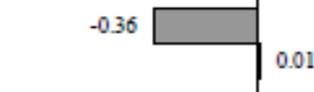
School Domain

[Academic Achievement](#)

[Poor Academic Performance, Grade 10 \(Age 15\)](#)



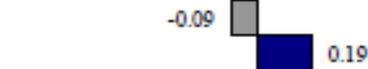
[Poor Academic Performance, Grade 7 \(Age 12\)](#)



[Poor Academic Performance, Grade 4 \(Age 9\)](#)



[High school Cohort \(Cumulative\) Dropouts](#)



[Annual \(Event\) Dropouts](#)



[On-time Graduation](#)



[Extended Graduation](#)

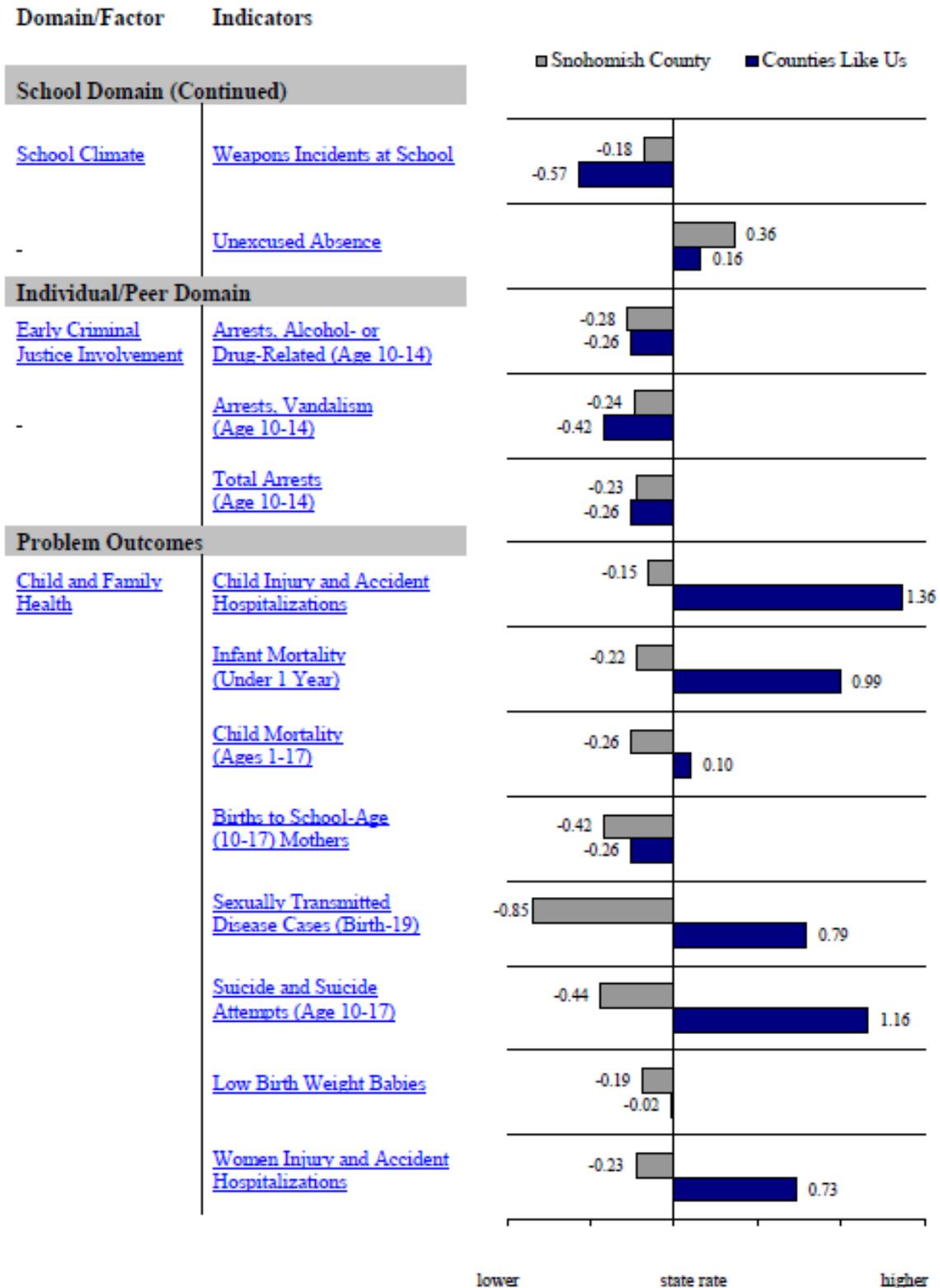


lower

state rate

higher

Risk & Protection Profile for Substance Abuse Prevention



Risk & Protection Profile for Substance Abuse Prevention

Domain/Factor

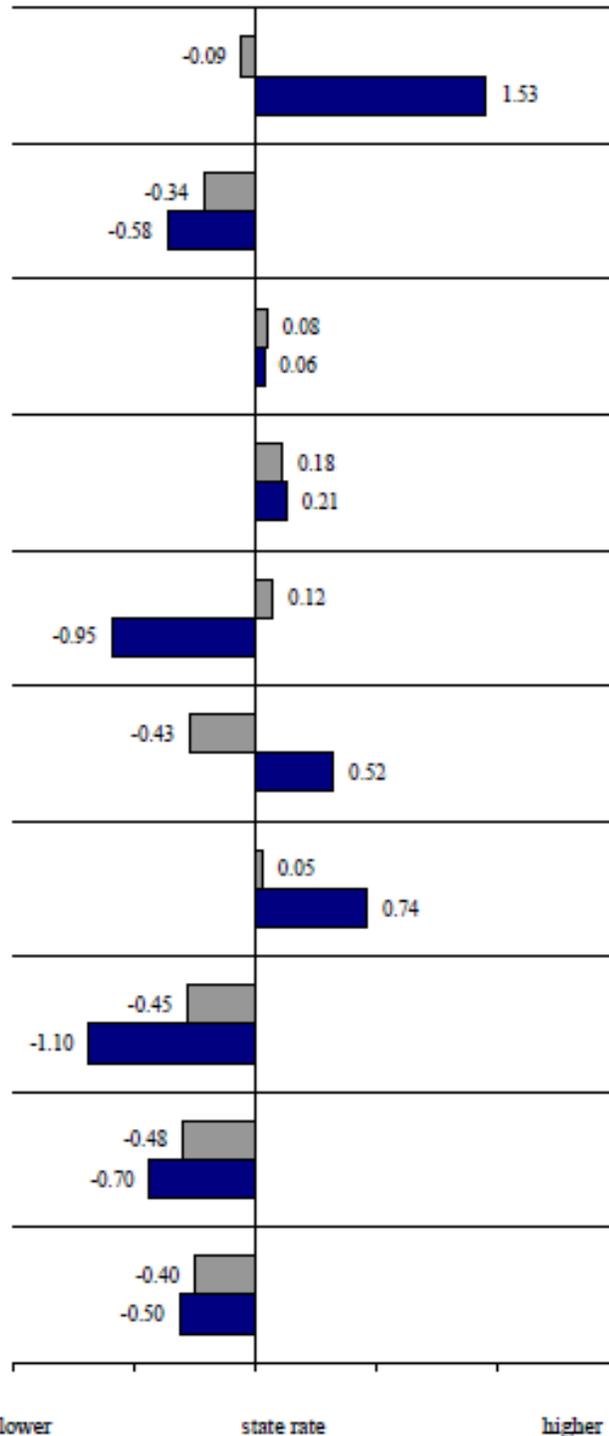
Indicators

Problem Outcomes

Criminal Justice

Offenses, Domestic Violence

■ Snohomish County ■ Counties Like Us



Substance Use

Alcohol-Related Traffic Fatalities Per All Traffic Fatalities

Arrests, Alcohol Violation (Age 10-17)

Arrests, Drug Law Violation (Age 10-17)

Clients of State-Funded Alcohol or Drug Services (Age 10-17)

Note: Check other Domains for substance use of community adults and early teens.

What We Do: The Alcohol and Other Drugs Prevention Program emphasizes the development of effective programs that utilize researched-based core components to address alcohol, tobacco and other drug issues in the County. This investment in prevention will reduce substance abuse and the harm it causes to individuals, families and communities by using evidenced-based programs to reduce risk factors for substance abuse (such as early first use of drugs) and increase protective factors (such as bonding to community, family and healthy peers).

Alcohol and Drug Prevention Specialists:

- Manage contracts for primary prevention services
- Work with schools, community groups and other organizations to address alcohol, tobacco and other drug strategies
- Provide presentations for groups in the community around alcohol, tobacco and other drug issues
- Provide technical assistance for community needs assessments around alcohol, tobacco and other drug issues
- Maintain information on parenting issues for public use

The Alcohol and Other Drugs Prevention Program provides or contracts for the following:

- Based on local data indicating high rates of underage substance use, Darrington, Marysville and Monroe were chosen to participate in an evidence-based practice called the Prevention Redesign Initiative (PRI) to receive State funding to target and leverage limited resources for school-based prevention education and services
- Partners in PRI communities include a local coalition comprised of community members, the county, local school districts, and Office of the Superintendent of Public Instruction for long-term support for positive community change
- Local prevention programs for youth and families include Big Brother Big Sisters Mentoring, Nurturing Parenting, Kid Futures, GLOBE (for gay, lesbian, bisexual, transgender & questioning (GLBTQ) youth), Homework Club, Youth Coalitions, Developing Capable Young People, Parenting Wisely, Social Development Strategy projects, and more.
- Other local community coalitions in Snohomish County include Granite Falls Community Coalition, Sky Valley Community Coalition, Casino Road Stakeholders, North Everett Stakeholders, and Drug Free Stanwood

Additionally, through the one-tenth of one percent sales tax monies, the Prevention Program contracts with area agencies and local high schools to provide outreach and prevention services for high-risk and homeless youth.

Our Impact: In **2013**, the Prevention Program Assisted **11** different community partnerships working to reduce alcohol and other drug use in Snohomish County. At least **200** volunteer citizens coordinated activities to empower thousands of County residents to join them in reducing the risk factors that contribute to substance abuse.

In collaboration with its local prevention providers, the program implemented **1,297** prevention-focused events serving **1,884** total participants including **608** unduplicated participants in recurring programs focusing on parent education, tutoring, mentoring high-risk youth and other youth-oriented programs.

Snohomish County fares better than the state average in many categories of risk:

- Fewer alcohol related arrests for those age 18+
- Fewer drug law violation arrests for those age 18+
- Fewer violent crime arrests for those age 18+
- Fewer students with poor academic performance in grades 4, 7 and 10
- Fewer incidents of weapons in school
- Fewer alcohol or drug related arrests for children age 10 to 14 years
- Fewer total arrests for children age 10 to 14 years
- Fewer births to school-age (10 to 17 years) mothers
- Lower availability of drugs (alcohol retail licenses and tobacco retail and vending machine licenses)

The **Youth Services Network Program** through **Cocoon House** provides outreach and advocacy services to connect with youth who are homeless or at risk for homelessness. These youth no longer live at home, are at risk of leaving their homes or lack access to essential services.

In 2013, this program:

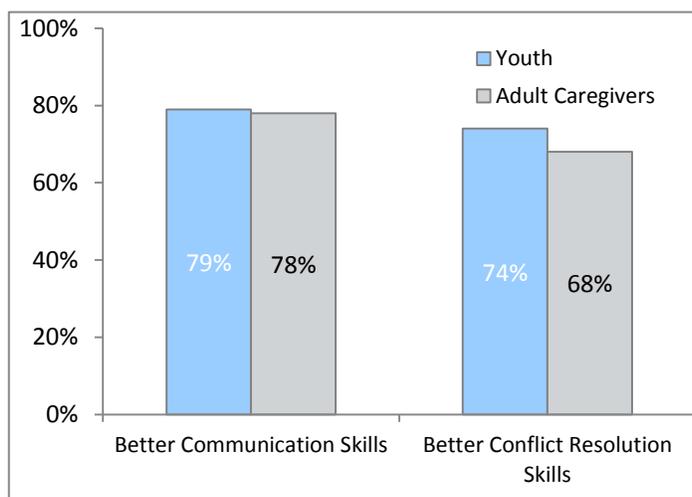
- Made street outreach contacts with **2,068** homeless youth
- Made **3,093** contacts with youth at the U-Turn Drop-In-Center
- Provided outreach to **622** youth who are in gangs, exposed to violence, sexually exploited and/or substance abusers
- Provided case management to **306** unduplicated youth

Across all of the programs activities, there were **9,790** contacts with homeless or at-risk for homelessness youth.

WayOUT is a 13-hour prevention seminar that serves at-risk youth offenders and their families. Participants are referred to the program through the Juvenile Court, Project SAFE and other local agencies. The seminar, which is administered by Cocoon House, teaches health life skills, strengthen familial bonds, and links participants to community resources. The program is based on a model that research suggests may help reduce recidivism.

In **2013**, **148** youth and **147** adult family members completed the program. Most participants who completed a follow-up survey of the program reported better communication and conflict resolution skills (see Figure III.)

Figure III: Participants Reporting Improvements from WayOUT Program, 2013



CHEMICAL DEPENDENCY SERVICES

~TREATMENT~

The Need: Alcohol and other drug abuse and addiction can lead to poor school and work performance; increased acute and long term medical care cost; increased risk for accidents, injuries and poisoning; interpersonal and social problems; loss of children; increased involvement in the criminal justice system; and increased reliance on public assistance. Studies by the Research and Data Analysis Division of the Department of Social and Health Services show that untreated low-income adults earned **\$1,494.00** less per month compared to those who received treatment, had a **16%** higher relative risk of developing cardiovascular disease and had higher rates of arrest for crime. In 2010, it was estimated that **10.7%** of the adult household residents and **8.7%** of youth in Snohomish County had a need for chemical dependency treatment in the past year.

What We Do: The Alcohol and Other Drug Treatment staff are committed to combating these important social issues and to increase the likelihood that substance users will complete treatment. In addition to providing technical assistance and funding to local treatment providers, the Alcohol and Other Drug Programs Treatment program regularly coordinates efforts with law enforcement, the courts, corrections and various state agencies.

The Chemical Dependency Treatment program provides or contracts with community agencies for the following services:

- Detoxification from alcohol and other drugs
- Drug Court treatment
- In-jail treatment
- Opiate medication assisted treatment
- Outpatient treatment
- Recovery support services
- Residential treatment

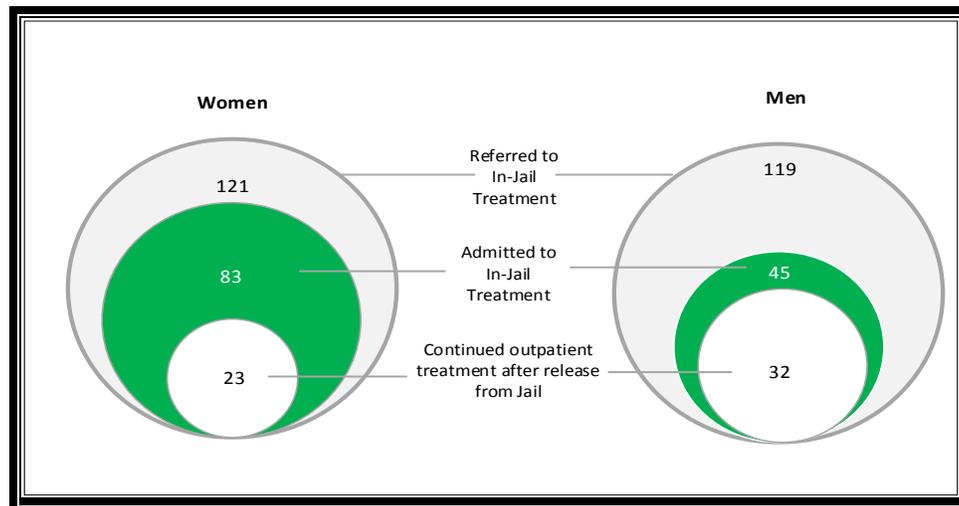
Our Impact: Through the one-tenth of one percent sales tax monies, funding was provided to continue or expand chemical dependency treatment services in the county including legal support and services for clients participating in the County's Drug Court programs. Funds for **the Office of the Public Defender, the Snohomish County Clerk's Office, Snohomish County Superior Court and the Snohomish County Prosecuting Attorney's Office** were provided to hear **1,159** Drug Offender Sentencing Alternative (DOSA) cases and supported the **Prosecuting Attorney's Office** and the **Clerk's Office** to hear **10,711** juvenile, adult and family drug court hearings (excluding DOSA.) Additionally, funding was provided for a social worker at the **Office of the Public Defender** to work with **109** cases needing additional information and support.

Evergreen Manor offers a number of substance abuse treatment programs. Through its **Adult Outpatient Treatment and Drug Testing** program, they provided outpatient chemical dependency treatment to **105** clients of Family Drug Court.

Through the **In-Jail Treatment program**, **Evergreen Manor** provided **127** chemical dependency assessments and over **6,600** hours of group treatment to men and women incarcerated in the Snohomish County Jail. **Evergreen Manor** also provided **317** hours of individual case management to jail inmates. In addition to receiving intensive outpatient treatment for their conditions, inmates receive intensive case management to connect with treatment in the community after their release.

In **2013**, **121** women and **119** men were referred to the **In-Jail Treatment program** by jail staff. The numbers of women and men referred, admitted to the program, and who continued treatment after release from Snohomish County Jail are provided in Figure IV below.

Figure IV: Referrals, Admissions and Continuation of Outpatient Treatment for the In-Jail Treatment Program



The **Women/Men’s Recovery and Prevention Services program (WRAPS)** was conceptualized in March 2007 by the Homeless Policy Task Force as a means to collaboratively increase the number of homeless families moving to permanent housing. In Snohomish County, it is estimated that **350** homeless families are being served in emergency and transitional housing programs. Approximately 60% of these families have at least one family member with a history of addiction. These adults face multiple challenges to recover: addiction from an early age, histories of trauma and abuse and significant mental health needs. A comprehensive, integrated approach to housing and recovery is critical to these families maintaining housing and moving towards self-sufficiency. In addition to providing mental health services, **WRAPS** screened **107** clients for chemical dependency issues and provided **48** weekly recovery groups.

Sales Tax helped fund the **Human Services Chemical Dependency Liaison**. This specialist works across **7** County housing programs and shelters to provide stabilization services to those suffering from chemical dependency addictions. In **2013**, the liaison provided chemical dependency screenings to **86** clients.

The **Snohomish County Sales Tax Housing** program provides housing vouchers to Snohomish County residents with chemical dependency and/or mental health issues in order to provide the support they need to move towards self-assuming their own rent while addressing their substance use and mental health concerns.

In **2013**, **408** clients were served by the program of which **333** were individuals and **115** were families. Of these, **344** had chemical dependency issues, **74** had mental health issues and **91** had co-occurring chemical dependency and mental health issues.

At the end of 2013:

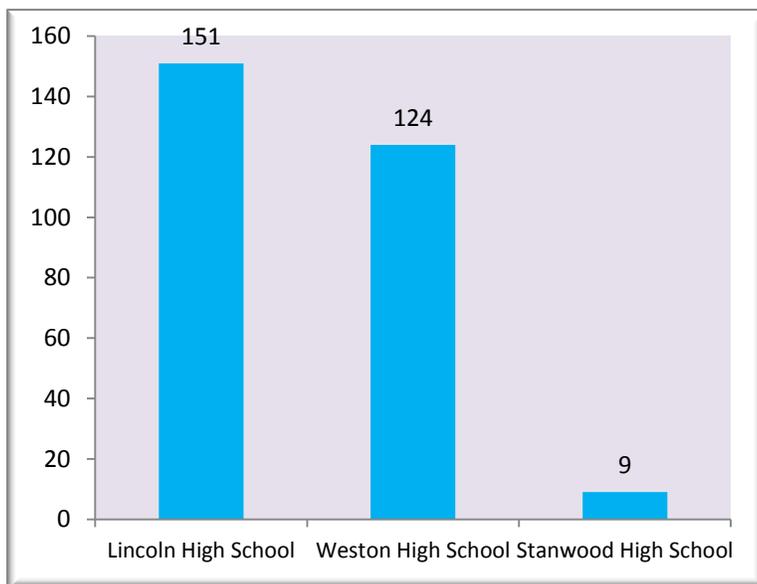
- **46%** had successfully completed the program
- **39%** were still active in the program

In **2013**, **Therapeutic Health Services** provided youth community outpatient chemical dependency treatment to Snohomish County youth. Services included chemical dependency outreach, early intervention and education, outpatient treatment, intensive outpatient treatment, aftercare and family counseling services. The participants in these services are low-income youth (ages 10 through 17) who reside in the County. In **2013**, this program provided over **1,862** hours of service to **160** youth with **66** assessments completed and **54** youth being admitted to treatment. In December 2013, the treatment retention rate was **93** percent, considerably higher than the state 90-day threshold rate of **70** percent. This means that many of the youth served by this program are staying in their treatment programs, and that they are more likely to stay in treatment than other Washington youth served by such programs.

The **Catholic Community Services Youth Inpatient Integration Services (YIS)** provides a range of services which help Snohomish County youth access and complete inpatient chemical dependency treatment. In **2013**, the YIS specialist assisted **256** youth with tasks including treatment applications, transportation, and coordination of stakeholders involved in the child's care. Using motivational interviewing and the Stages of Change model, the specialist motivates and engages youth to enter inpatient treatment. During the year, **69** youth were referred to the program and **48** of these new referrals (**70%**) entered an inpatient chemical dependency facility. Results of the program are promising—in less than one year, **22** of the new referrals completed the inpatient therapy and re-

engaged with outpatient chemical dependency treatment.

Figure V: Number of Youth Served by Catholic Community Services at Three Schools



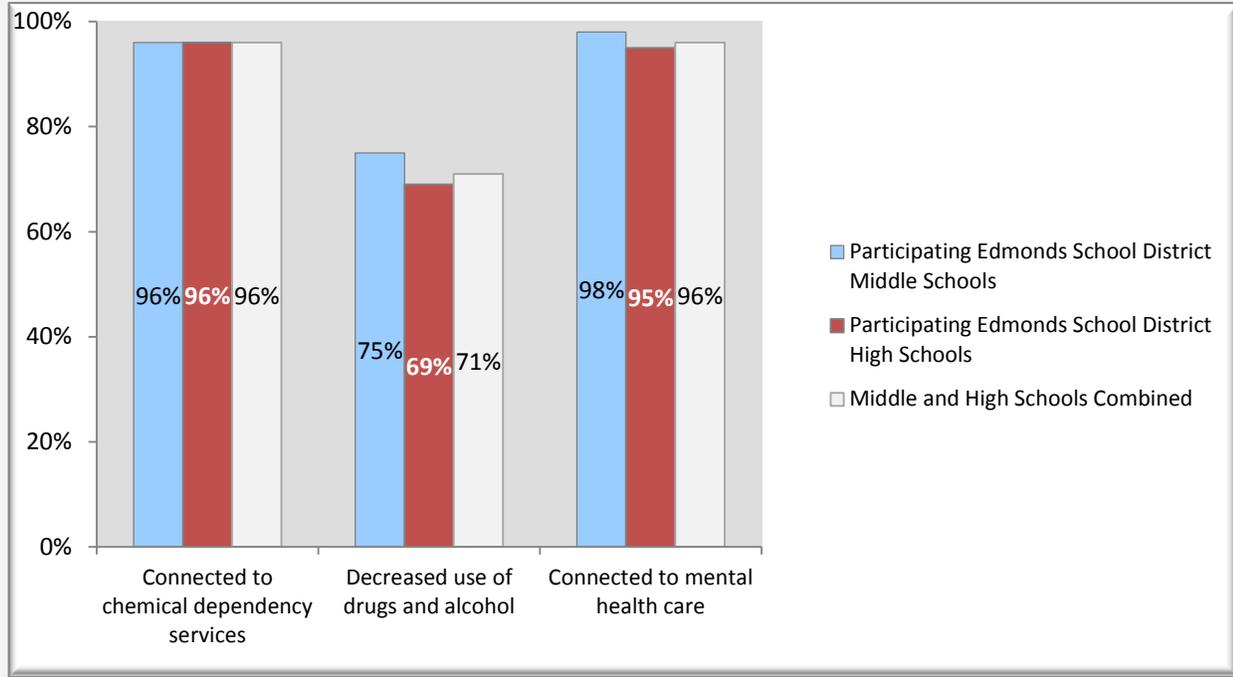
Catholic Community Services also provided youth community outpatient chemical dependency treatment. In **2013**, these services expanded to Stanwood High School and continued at Lincoln High School (in Stanwood) and Weston High School (in Arlington). The unduplicated number of youth served by school is provided in Figure V. Through this program, chemical dependency counselors provide group and individual substance abuse treatment to youth at these three schools as well as others in the Arlington, Stanwood, and Sultan areas. The counselors also conduct assessments and facilitate admissions to other substance abuse programs, and

provide educational information for parents, teachers, and others. In **2013**, counselors conducted **62** assessments resulting in **55** youth being admitted to chemical dependency treatment.

The **Student Support Advocate (SSA)** Program continued at eight schools in the Edmonds School District and expanded to three schools in the Mukilteo School District Student. The SSA Program places Student Support Advocates into these schools, and the advocate helps students connect to vital services, including mental health and chemical dependency assessments and treatment. In the Edmonds School District, SSA program served **605** students with a range of challenges including chemical dependency, mental health, housing, and school-related issues. Through the program, the majority of students reported improvements in attendance (**65%**), discipline (**70%**) and grades (**64%**). Of the **113** students with an identified chemical dependency issue, a majority (**71%**) reported decreased

drug and alcohol use after participation in the program. Additionally, those that needed chemical dependency or mental health services reported that they were able to access those services through the SSA program (96% for both program types). A summary of program impacts on chemical dependency and mental health issues, by participating school type in the Edmonds School District, is shown in Figure VI.

Figure VI: Impacts of the Student Support Advocate Program on Chemical Dependency and Mental Health Issues



Notes: Percentages show the number of students who needed the service who were connected to the service or reported a decrease in adverse behavior. Participating Edmonds School Districts middle schools include: Alderwood Middle School, Brier Terrace Middle School, College Place Middle School, and Meadowdale Middle School. Participating Edmonds School District high schools include: Edmonds Woodway High School, Lynnwood High School, Meadowdale High School, and Mountlake Terrace High School.

The SSA Program began operating in Mukilteo School District in September 2013. Three schools (Explorer Middle School, Mariner High School, and Voyager Middle School) were chosen because of the large share of students living at or below the poverty level. In its first three months, the program has built connections with community resources. For example, as a result of Student Support Advocates:

- all three schools now have drug and alcohol assessment and treatment services, and
- a certified mental health therapist provides care at two of the schools and plans to expand care to the third in the near future.

Through the one-tenth of one percent sales tax monies, the **Screening, Brief Intervention and Referral to Treatment (SBIRT)** program was delivered to patients at the **Community Health Center** by **Evergreen Manor** treatment staff and at the **Providence Hospital Emergency Department**. **SBIRT** is recognized by the federal government as a comprehensive, integrated, public health approach to the delivery of early intervention and treatment services for people with chemical dependency or mental health issues as well as those who are at risk of developing these disorders. The community settings provide opportunities for early intervention before more severe consequences occur.

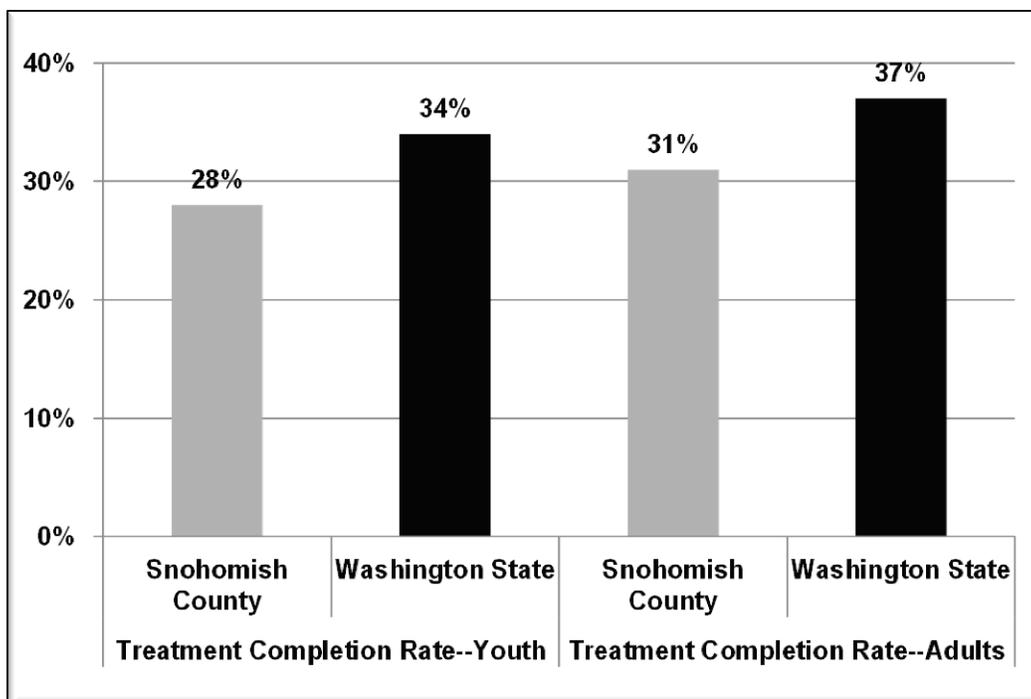
In **2013**, **Evergreen Manor** conducted **501** brief interventions and helped place **56** people in chemical dependency treatment. **Providence Regional Medical Center in Everett** served **2,036** unduplicated SBIRT clients, and **99%** received a follow up call after discharge from the Emergency Department.

Chemical dependency detoxification services helped low-income Snohomish County residents needing a safe and supportive environment to withdraw from alcohol and other drugs. According to the TARGET database, a comprehensive state treatment database, the detoxification program at **Evergreen Manor** had **1,055** total admissions in 2013 for **940** unduplicated individuals. In **2013**, **35%** of all beneficiaries discharged from detoxification received follow-up treatment within 30 days. This was nearly the same rate as in 2012. In **2013**, **Opiate Substitution Treatment** provided by **Therapeutic Health Services** helped **126** clients suffering from the withdrawals from heroin and prescription drugs.

Evergreen Manor and **Catholic Community Services** provided **outpatient chemical dependency services** that prioritize veterans and the aging population. **Catholic Community Services** reported serving **17** veterans and **42** older adults in 2013. **Evergreen Manor** served **36** veterans and **82** aging adults.

Numerous studies have shown that people who complete chemical dependency treatment are more likely to maintain their sobriety and return to productive lives. The cost savings to the community by providing chemical dependency treatment are great. For adult Medicaid disabled clients, medical savings are estimated to be **\$295** per month per each client receiving treatment. Similarly, the estimated nursing home savings are estimated to be **\$58** per month per treated adult Medicaid disabled client. In the first year after receiving treatment, the risk of dying is **48%** lower for those low-income adults who received treatment. For women who receive Medicaid and are diagnosed as substance abusers during the prenatal period, the average Medicaid expenditures for outpatient services was approximately twice that for other Medicaid women (**\$658** vs. **\$346**) demonstrating that the women are following through with their prenatal care once they are engaged with chemical dependency treatment.

Comparison of Treatment Completion Rates between Snohomish County and Washington State for Clients Discharged from Outpatient Treatment in 2013



First Steps Clinic Based Program is a Washington State program for Medicaid-eligible pregnant women, mothers and infants (from birth to their first birthday). **First Steps** assists women with targeted risk factors (including mental health issues, chemical dependency, domestic violence, and other health issues) in order to deliver full term, healthy infants. Public health nurses and other clinical specialists provide and direct participants to appropriate care.

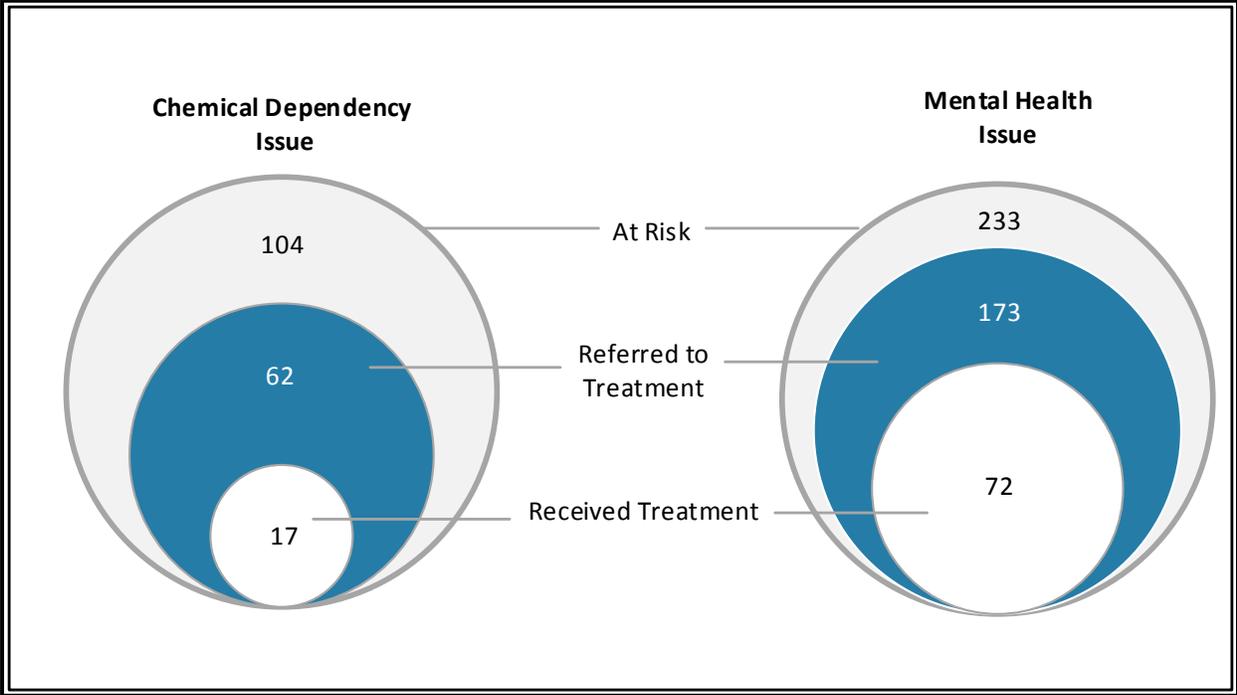
In **2013**, **First Steps** made **9,845** contacts with thousands of pregnant or postpartum women. From these outreach efforts, **2,254** women enrolled in the program. Many women who participated in the program had risk factors for mental health and chemical dependency issues. For example, **613** women were categorized as high risk of mental health issues, and **403** women had a high risk of substance abuse. During the year, **460** women successfully completed the program and evidence from beneficiaries suggest that the program had a dramatic impact on their lives.

Nurse Family Partnership is an evidence-based, community health program that serves low-income women pregnant with their first child. Each vulnerable new mother is partnered with a registered nurse early in her pregnancy and receives ongoing nurse home visits. Ongoing home visits from registered nurses are intended to provide women with the care and support they need to have a healthy pregnancy, provide responsible and competent care for their children, and become more economically self-sufficient.

In **2013**, the **Nurse Family Partnership** program, housed and operated through **Child Strive** (formerly called the Little Red School House) served **593** pregnant or parenting women, enrolled **67** new participants, and welcomed the birth of **57** children. Nurses provided over **629** visits to women during pregnancy, **805** visits to women while their children were infants and **213** visits to women while their children were toddlers. In **2013**, **104** participants were identified as at risk of chemical dependency issues, and **62** were referred to treatment (60 percent). **233** participants were identified as at risk of mental health issues, and **173** were referred to treatment (74 percent). Data provided by Nurse Family Partnership show that less than half of all women referred to treatment reported receiving it. See

Figure VII below.

Figure VII: Number of Nurse Family Partnership Participants At Risk, Referred, and Treated for Conditions, 2013



CHEMICAL DEPENDENCY SERVICES

~DRIVING UNDER THE INFLUENCE (DUI)~

The Need: The number of arrests for alcohol impaired driving in Snohomish County has varied between 2005 and 2010; however, there have been at least 4,300 arrests per year. Between 2007 and 2010, arrests for DUI decreased by **17.3%** (from **5,206** arrests in 2007 to **4,306** arrests in 2010.) 2010 had the fewest arrests of all six years considered in the analysis. While the total number of arrests for DUI for Snohomish County is at its lowest in six years, the proportion of females arrested for impaired driving is at its highest. In 2010, women constituted **29.2%** of all impaired driving arrests; this is an increase of **23.7%** over the 2007 rate of **23.6%**. Throughout the time period 2005 through 2010, drivers under the age of 21 years have constituted between **6.9%** and **10.2%** of those arrested.

What We Do:

The Snohomish County DUI Countermeasure Program:

- Provides DUI education to high schools, court-ordered offenders, drivers education classes and the community at large
- Coordinates victim panels to educate court-ordered defendants and other community members
- Manages federal and state traffic safety grants and works closely with law enforcement agencies to enforce DUI laws and promote traffic safety
- Staffs the DUI and Target Zero Task Force bringing together community stakeholders who collaborate to implement traffic safety projects
- Plans strategies to address impaired driving, safety belt use, bicycle safety and pedestrian safety based on local data
- Provides information to the community and coordinates the DUI Victims Memorial Wall

Our Impact:

In **2013**, because of the **Driving Under the Influence (DUI) Countermeasure Program:**

An estimated **6,085** youth and **1,360** adults received prevention messages at school assemblies, driver's education classes, and specialized community presentations.

An additional **1,825** people also received DUI prevention messages by attending court-ordered DUI Victim Panels.

The DUI Countermeasure program also coordinated **32** DUI traffic safety emphasis patrols in 2013. These patrols resulted in the removal of **139** drivers suspected of intoxication and **15** drug arrests.

There were zero traffic fatalities in November and December of 2013. This is a significant accomplishment as typically about 7 people are killed on Snohomish County roadways every year during the winter holiday season.

MENTAL HEALTH

The Need: Mental illness affects 1 in every 5 adults in the United States, regardless of age, race, religion, or socioeconomic status. Individuals with mental health issues experience disruption in their ability to think, feel, and relate to others, and often result in changes in daily functioning. Serious mental illnesses include mood disorders like major depression and bipolar disorder, anxiety disorders such as post-traumatic stress disorder and obsessive compulsive disorder, thought disorders such as schizophrenia, and personality disorders, such as borderline and dependent personality disorders. There are untold consequences of untreated mental illness: short-term and long-term disability, unemployment, homelessness, disrupted family relationships, substance abuse, inappropriate incarceration and death are regularly experienced by individuals without access to treatment. Fortunately, treatment for mental illness, often a combination of psychosocial support and psychotropic medication, is proven to be effective. In the United States, the National Institute for Mental Health (NIMH) reports that between 70 and 90% of individuals experience a significant reduction in symptoms and improved quality of life after engaging in mental health treatment services.

What We Do: The Mental Health Program in conjunction with the North Sound Mental Health Administration plans and contracts for community-based mental health services for persons with mental illness of all ages who meet the statutory definition of "acute", "chronic" or "seriously disturbed."

The program:

- Contracts for community services
- Monitors services
- Plans for and develops new programs
- Provides direct services
- Offers discharge planning for patients of the state hospital
- Advocacy for clients
- Problem solves with clients and their families
- Planning for and coordination of services for difficult-to-serve individuals
- Mediation of consumer/customer complaints
- Outpatient mental health counseling and treatment for low-income adults, residents of subsidized housing, low income youth, and adults in licensed residential facilities
- Mental health screening and brief intervention at the Community Health Center and Providence
- Hospital Emergency Department



**MENTAL ILLNESS
EFFECTS
1 IN EVERY 5
ADULTS IN THE
UNITED STATES**

The Involuntary Treatment Program serves individuals in a mental health crisis and conducts investigations for involuntary psychiatric treatment on individuals who may be dangerous to themselves, others or property or who may be gravely disabled. Snohomish County Mental Health Professionals conduct these evaluations and determine if detention grounds have been met. They arrange admissions to the evaluation and treatment facilities and psychiatric hospitals if needed and arrange for less restrictive alternatives to hospitalization whenever possible.

The **Jail Transition Services (JTS) Program** works with inmates with mental health issues who are releasing from the Snohomish County Jail back into the community. The program links inmates to community providers (Catholic Community Services, Compass Health and Sunrise Services) who address additional needs and work with inmates towards rehabilitation, recovery and reintegration. By linking these inmates with community mental health treatment and additional support services, JTS aims to reduce recidivism by these inmates.

The **Mental Health Program at the Denny Juvenile Justice Center (DJJC)** provides mental health services to youth in residence at the DJJC regardless of their ability to pay. The program is open to youth who are enrolled in alternative to detention programs, enrolled in drug court or at-risk drug court, or are status offenders.

In June 2011, a subgroup of the County's Law and Justice Committee began meeting to develop the County's first **Mental Health Court**, a collaborative problem-solving court designed to promote public safety and reduce recidivism by offenders with mental health issues. In October 2012, the Mental Health Court saw its first client. The goal of this court is to bring long-term stability, sobriety and safety to mentally ill offenders while ensuring the security and well-being of the community. The Snohomish County Mental Health Court program draws on the expertise and cooperation of Snohomish County and Municipal Courts, Snohomish County Human Services, Snohomish County Prosecuting Attorneys and public defender agencies, law enforcement, public mental health providers, local advocacy and support agencies, and private providers of mental health, substance abuse and ancillary services. It offers an intensive program of evaluation, treatment and frequent monitoring of compliance. Funding provided by the 1/10th of 1% Sales Tax supports a mental health court liaison (housed and employed through Bridgeways), a District Court clerk and a Prosecutor.

Our Impact:

The Involuntary Treatment Program

The **involuntary treatment program** serves people who may require emergency psychiatric hospitalization, arranges admission to relevant treatment facilities, and assists with emergency mental health situations. Sales Tax funds have supported court-related involvement in the program since 2010, including the **Snohomish County Public Defender's Office, Prosecutor's Office, and Clerk's Office.**

In **2013**, there were:

- **3,771** crisis events addressed by program staff
- **2,035** face-to-face investigations
- **774** detentions and revocations
- **1,399** hearing evaluations resulting in **1,101** court proceedings

The Jail Transition Services Program

In **2013**, there were:

- **498** screenings provided for jail inmates of which **165** resulted in enrollment in the program
- **550** reconnections made to community mental health services upon release for jail inmates who had previously been engaged in community mental health treatment
- **83** inmates received release planning while still in jail

The Mental Health Program at Denny Juvenile Justice Center

In **2013**, **151** unduplicated youth were served by the program. The program provided

- Mental health counseling to **149** youth
- **1** case management service
- **16** suicide screens
- **42** crisis intervention episodes

Snohomish County Mental Health Court Pilot Program

Between 1 May 2012 and 31 December 2013, there were **54** defendants referred to and screened for eligibility for Mental Health Court. Of these **54** defendants, **10 (18.5%)** were accepted into the program. In **2013**, the Snohomish County Human Services Research Division conducted a preliminary analysis of the Mental Health Court Pilot Project. The study examined crisis services used by eight clients in the six months prior to admission into the program and the six months post admission. Because the Mental Health Court is so new, these clients were the only cases with six months of experience in the program. While not conclusive, the study found that the program appears to have positive impacts on recidivism and decreased use of crisis services. For participants, the number of arrests and amount of jail time generally decreased after entering in the program. Use of emergency services such as Emergency Medical Services (EMS) and emergency departments also fell dramatically—the aggregate number of emergency department visits dropped by about one third, and no participants used EMS after entering the program. While it is still too early to ascertain the longer term effects of the Mental Health Court, the trend in decreased utilization of crisis services and recidivism suggests that the program supports positive outcomes for clients while they are participants as well as for the broader crisis system as a whole.

Through its **Mental Health Counseling** program, **Evergreen Manor** provides mental health services to clients participating in the County's therapeutic drug courts. In **2013**, it served **73** families and **114** adults who took part in Snohomish County's Adult Drug Court or Family Drug Court. Additionally, Evergreen Manor provided **1,689** community education consultations and **127** case consultations.

The **Therapeutic Alternatives to Prosecution (TAP) program** provides an alternative to court trial and incarceration for a limited number of qualifying first-time offenders. These offenders are held accountable for their crimes through participation in self-paid evaluation and rehabilitation, payment of restitution to victims, payment of other fees and fines and successful completion of all terms and conditions of a diversion contract. Sales tax funding for TAP began in 2013 and supports treatment for participants and costs incurred to the prosecuting attorney's office. In **2013**, **126** new referrals were made to TAP program, and the program collected **\$26,644** in program fees and **\$139,578** in restitution fees from TAP participants.

Sales tax funds supported **Mental Health Treatment and related services** in the Snohomish County Jail. In **2013**, **\$195,914** funded mental health professionals (2 FTEs) that provide direct care and evaluations of inmates, and an additional **\$487,501** covered the cost of psychiatric medications for inmates with mental health needs. An additional **\$11,422** funded the costs of staffing a two-person team that provided **46** transports between the Snohomish County Jail and a state psychiatric hospital (Western State Hospital).

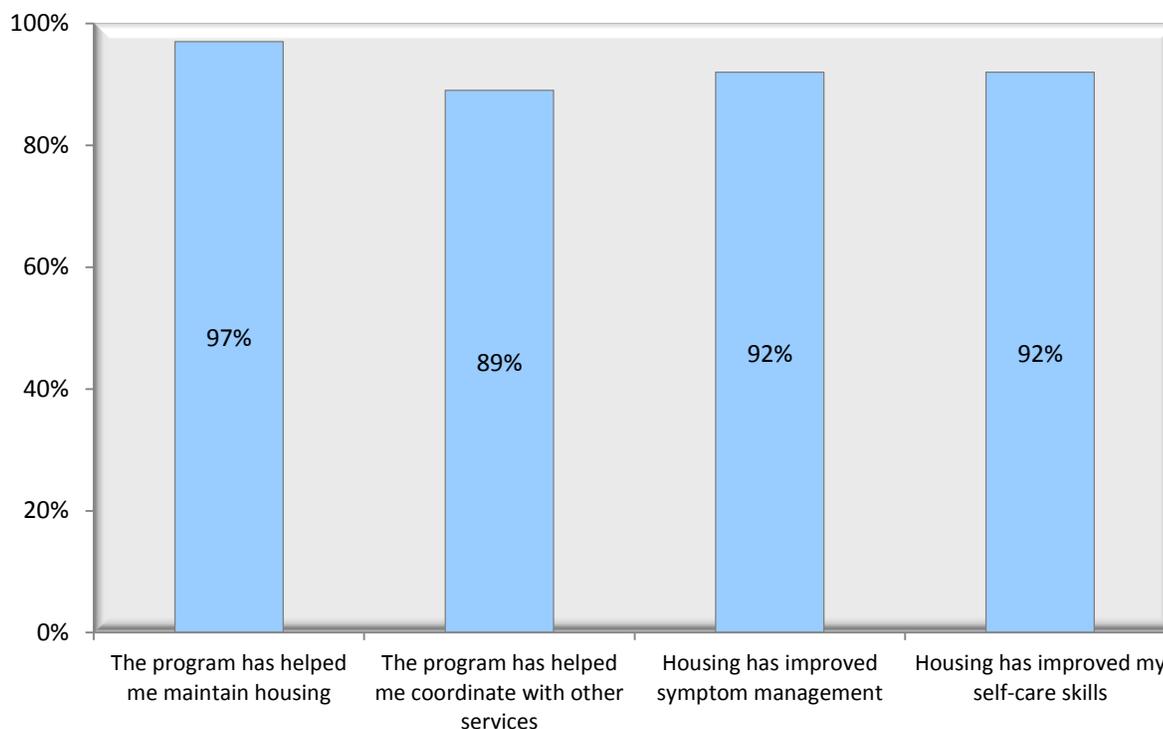
Funds for the **Office of the Public Defender**, the **Snohomish County Clerk’s Office**, **Snohomish County Superior Court** and the **Snohomish County Prosecuting Attorney’s Office** were provided to hear **1,514** involuntary commitment cases and **1,159 Drug Offender Sentencing Alternative (DOSA)** cases and supported the **Prosecuting Attorney’s Office** and the **Clerk’s Office** to hear **10,711** juvenile, adult and family drug court hearings (excluding DOSA.) Additionally, funding was provided for a social worker at the **Office of the Public Defender** to work with **109** cases needing additional information and support.

Training specifically targeted for County law enforcement personnel included **Crisis Intervention Team (CIT) training**, **Strategic Weapons and Tactics (SWAT) training** and **hostage negotiation training**. During the year, over **30** Snohomish County Sheriff Deputies participated in these events.

The **Bridgeways Community Housing Stability and Support** program provides evidence-based interventions to low-income adults in subsidized housing who are eligible for Shelter Plus care programs in an effort to reduce the risk of losing housing due to mental health symptoms or substance abuse. In **2013**, the program provided **384** hours of service to a total of **887** clients enrolled in the program, **13** of whom were newly enrolled this year.

As for impacts, **80** of the **88** clients (**91%**) maintained housing through the program. Clients who were surveyed by the program largely reported that the program helped maintain housing and coordinate care, and as a result, improve mental health and chemical dependency issues. Responses to key questions in the survey are shown in Figure 8. Additionally, the program reported **four** cases of successful transfers out of the program and into other housing and health care arrangements.

Figure VIII: Positive Impacts of the Community Housing Stability and Support Program Results, 2013



Note: Percentages indicate the number of survey respondents reporting that they agree or strongly agree with the statement.

The **Short Term Mental Health Services Program** supports individuals who are at risk of hospitalization, incarceration, or recurrent mental health crisis episodes and are not eligible for Medicaid services. The goal of the program is to assist clients with applying for appropriate benefits and linking them to ongoing community based care. In addition to assisting clients with accessing available benefits, this program provides case management services, prescriptive services including psychotropic medications as needed, and flex funds to provide goods and services directly related to the needs of the client which cannot be met through existing community mechanisms. In **2013**, three providers (**Catholic Community Services, Compass Health, and Sea Mar Community Health Center**) provided over **1,778** hours of short-term case management to **515** clients.

In **2013**, Sales Tax continued to support mental health care to families with children participating in the **Women/Men's Recovery and Prevention Services program (WRAPS)**. **WRAPS** seeks to increase the number of homeless families moving to permanent housing, and is a part of the countywide strategy to end homelessness in Snohomish County by 2016. The **WRAPS** mental health liaison conducted **58** mental health assessments and made **59** referrals for continued counseling. Sales Tax dollars also helped provide transportation and child care so **WRAPS** participants could participate in **48** group therapy sessions.

The **Older Adult Mental Health Outreach** through **Senior Services of Snohomish County** provides information and service referral, assistance, client advocacy, and screening to determine whether an older person should be referred to a community provider for a comprehensive assessment. This program is also responsible for program publicity and the development and maintenance of a file of community mental health and substance abuse resources that serve older people in Snohomish County.

Through the assistance and referral component of this program, **Senior Services of Snohomish County** made **2,054** information contacts and **275** screenings to Snohomish County residents age 60 and older.

The program provided **30** information presentations to community members and professionals and added **14** new resources to its directory of current resources for older adults. The online resource directory can be found at <http://www.resourcehouse.com/en/sssc/cgi-bin/location.asp>

Senior Peer Counseling receives partial funding through Sales Tax funds. It is a confidential, no-cost counseling service for Snohomish County seniors, age 60 and older. Trained volunteers, age 55 and older, meet with clients in their own homes on a weekly basis to offer support for such issues as losing loved ones, coping with illness, or overcoming isolation. The Senior Peer Counselors are screened, trained, and supervised by mental health specialists. Through the **Geriatric Depression Screening Program** and the **Senior Peer Counseling Program** (both offered by **Senior Services of Snohomish County**):

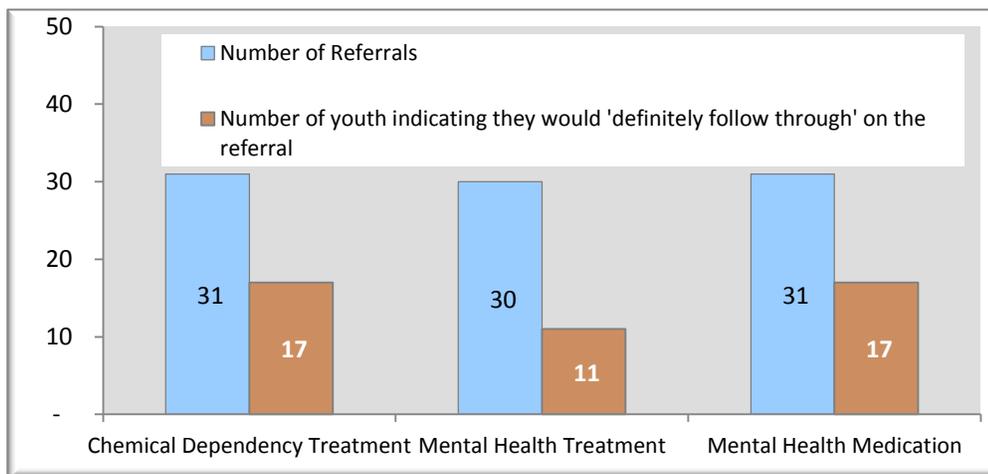
- **267** depression screenings were provided to seniors
- **52** Snohomish County seniors were matched with Peer Counselors to address issues of caregiver stress, loss of loved ones, coping with chronic pain or illness, managing depression/stress/anxiety and dealing with other life changes or losses.

The **Youth Mental Health Counseling Program** through **Compass Health** is designed to provide mental health services to youth at **Cocoon House's** three Emergency Shelters, currently located in Everett, Monroe and Arlington, according to Cocoon House's needs. All the youth who enter the shelters are in some state of crisis; many are victims of trauma. A mental health professional works to engage the youth and build trust so that the youth can participate in individual counseling sessions with

the clinician. By performing an assessment of youths' mental health and resource needs as well as developing immediate crisis plans as needed to ensure the safety of the youth, the program is able to help at-risk youth address their mental health needs as well as consider options for safe living situations.

During the year, this program served **87** youth and conducted **337** counseling sessions. A key output of these sessions was the creation of needs assessments (**65** assessments) and crisis plans (**55** plans). Additionally, the counseling sessions resulted in referrals for treatment for chemical dependency, mental health, and other health and well-being issues, including education, employment, housing, and transportation. About half of all youth who were referred to chemical dependency or mental health treatment indicated that they would definitely follow through with the referral. Data from chemical dependency and mental health referrals and youth interventions are provided in Figure VIII.

Figure VIII: Cocoon House Youth Mental Health Counseling Referrals and Follow-up



A new service funded through the Sales Tax in 2013 was the **Child Interview Specialist** at the **Dawson Place Child Advocacy Center** in Everett. The interview specialist conducts forensic interviews for cases of suspected child abuse or neglect at the request of law

enforcement agencies operating in Snohomish County. The interviewer's job is to guide a child (age 3 to 17) through the disclosure process in a way that is legally sound and defensible in court. From October through December of 2013, the Child Interview Specialist served **74** children and provided **95** hours of client services.

In **2013**, Sales Tax funds began supporting **Investing in Futures Mental Health Counseling** through the regional **YWCA**, which provides mental health services to individuals and families unable to access services through community mental health systems. Through counseling, beneficiaries address their mental health issues as they move to self-sufficiency. All services are client-centered and emphasize skill-building. Between July and December of 2013, the program exceeded its service goals and served **55** individuals representing **45** families.

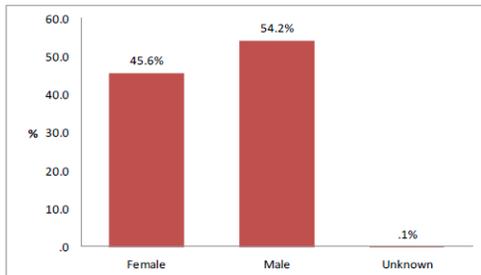
In **2013**, Sales Tax funds supported **training** for hundreds of chemical dependency and mental health providers, first responders, and law enforcement personnel. Topics of trainings supported by the fund included:

- Methods to calm and de-escalate aggressive and challenging individuals (**290** attendees);
- Treatment for co-occurring disorders and medical assistance issues (**260** attendees);
- Treatment and understanding of Veterans' mental health issues and culture (**35** attendees); and
- Evidence-based chemical dependency treatment for youth (**24** attendees)

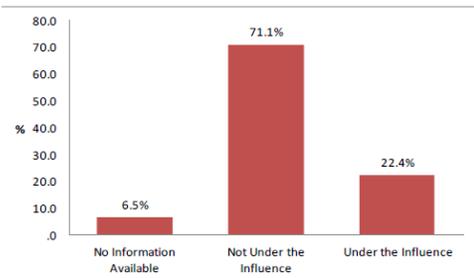


Snohomish County Triage Center (SCTC) 1 January 2012 through 31 December 2012

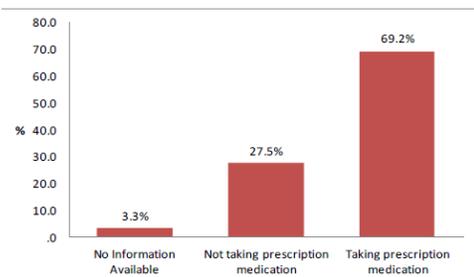
% of Referrals by Sex (1 January 2012 through 31 December 2012)



% of Admissions who Reported Being Under the Influence of Drugs or Alcohol at Admission (1 January 2012 through 31 December 2012)



% of Admissions who Reported Taking Prescribed Medication at Admission (1 January 2012 through 31 December 2012)



In April 2011, Governor Chris Gregoire signed a bill authorizing triage facilities as a cost effective alternative to local jails and emergency departments to evaluate mentally ill individuals who have been arrested for non-felony crimes.

Initially opened in March 2011 for a 90-day pilot period, the Snohomish County Triage Center (SCTC) is operated as a partnership between Compass Health, the North Sound Mental Health Administration and the Snohomish County Human Services Department.

It is designed to respond to adults in crisis in Snohomish County. The Triage Center will accept direct referrals from first responders, emergency rooms, and others who come into contact with those experiencing crises. The Triage Center provides a welcoming, secure, and safe place where individuals experiencing a behavioral health crisis requiring stabilization and triage can receive immediate care and follow-up referrals for treatment. The Triage Center embraces a recovery philosophy that emphasizes partnering with those served in providing support and necessary services.

The goals of the Snohomish County Triage Center are to:

- Divert those with mental illness and those under the influence of drugs or alcohol from the criminal justice system;
- Provide assessment and evaluation to determine the need for hospitalization;
- Link those in need of mental health and substance abuse treatment with appropriate community resources;
- Reduce utilization of local hospital emergency departments for nonemergency problems; and
- Create a Least Restrictive Alternative (LRA) for citizens with mental illness.

Between 1 January 2012 and 31 December 2012, there were 1,414 referrals to SCTC. Of these:

- 1,116 (78.9%) were accepted
- 135 (9.5%) were withdrawn
- 6 (0.4%) were incomplete
- 33 (2.3%) were incomplete/no further action
- 4 (0.3%) have no information
- 17 (1.2%) were no-show
- 103 (7.3%) were denied:
 - 28 (27.2%) for “medical needs/instability”
 - 24 (23.3%) for “needs detox services”
 - 21 (20.4%) for “other”
 - 10 (9.7%) for “not cooperative”
 - 15 (14.6%) for “needs higher level of care”
 - 2 (1.9%) for “no capacity”
 - 3 (2.9%) for “less than 18 years old”

Of the 1,116 admissions to SCTC between 1 January 2012 and 31 December 2012, 37 (3.3%) used the Molina Clinic at Compass Health and 196 (17.6%) used the Genoa Pharmacy.

The average age for clients referred to SCTC was 38.92 years. For the 1,414 clients referred to SCTC during the time period covered by this report:

- 111 (7.9%) were younger than 21 years,
- 658 (46.5%) were between 21 and 40 years,
- 564 (39.9%) were between 40 and 60 years,
- 81 (5.7%) were older than 60 years

Client Referral Source
1 January 2012 through 31 December 2012

Referral Source	Number of Referrals	% of Referrals
Hospital ER	539	38.1
Community MH Agency	426	30.1
Law Enforcement Agency	346	24.5
Hospital Psychiatric Unit	30	2.1
Other	27	1.9
Hospital Medical Unit	15	1.1
MH Eval & Tx Facility	11	.8
Individual Professional Staff	9	.6
Community CD Provider	6	.4
Residential Facility	2	.1
No Information	1	.1
Self	1	.1
Sobering Center or Detox	1	.1
TOTAL	1414	100

Of the 539 clients referred from hospital emergency departments:

- 417 (77.4%) were accepted,
- 12 (2.2%) were denied for “medical needs/instability”,
- 19 (3.5%) were denied for “needs detox services”,
- 5 (0.9%) were denied for “needs higher level of care”,
- 10 (1.9%) were denied for “other”,
- 2 (0.4%) were denied for “not cooperative”,
- 50 (9.3%) were withdrawn,
- 6 (1.1%) were “no show”,
- 3 (0.6%) had no information,
- 5 (0.9%) were incomplete, and
- 10 (1.9%) were incomplete/no further action.

Use of SCTC by Veterans

There were 66 referrals and admissions for 58 unduplicated veterans to SCTC between 1 January 2012 and 31 December 2012.

Referrals to SCTC for veterans were most likely to come from law enforcement agencies (36.4%) and hospital emergency departments (48.5%).

The average age for veterans referred and admitted to SCTC was 44.89 years. The average length of stay for veterans at SCTC was 5.64 days.

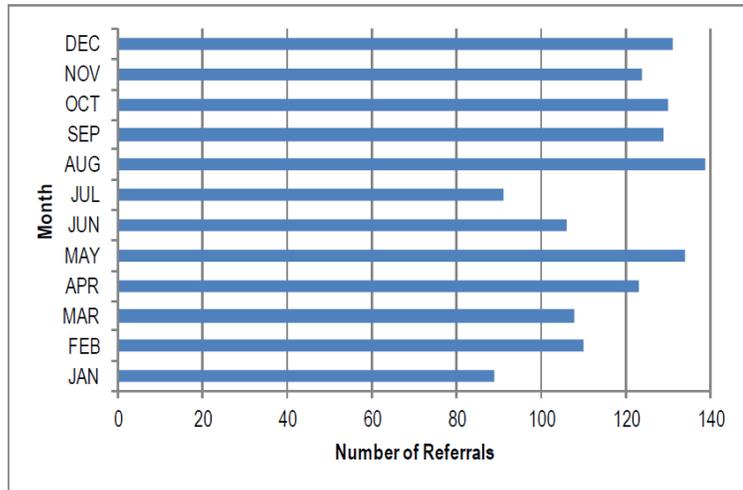
Over half (62.1%) of veterans referred and admitted to SCTC were taking medication at the time of admission; about one-third (30.3%) were under the influence of alcohol or other drugs at admission.

Snohomish County Triage Center
3322 Broadway
Everett, WA 98201

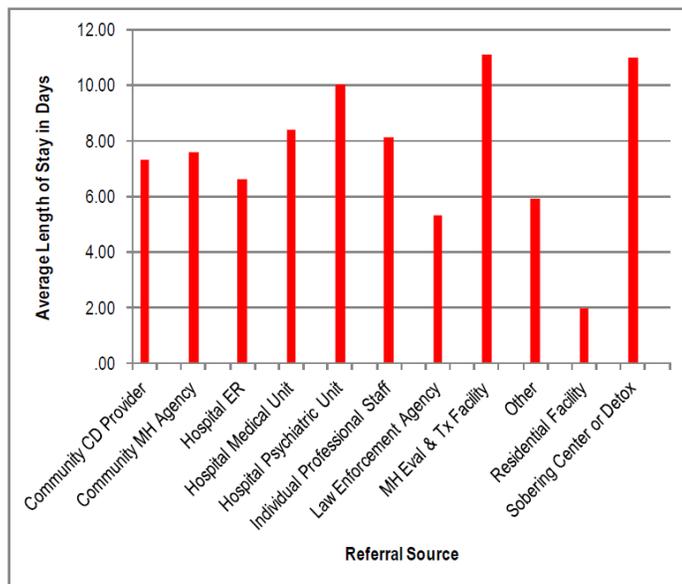
425.349.6800

www.compasshealth.org/locations

Number of Referrals to SCTC by Month and Year for Calendar Year 2012

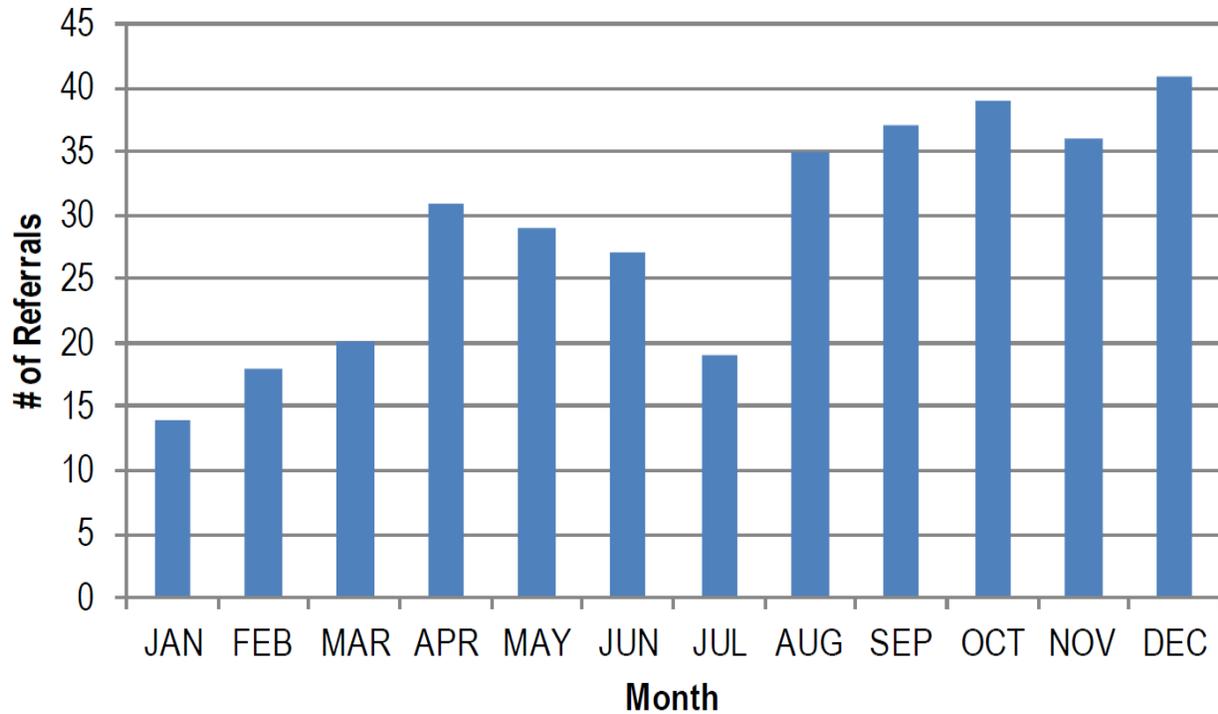


Average Length of Stay in Days for Those Admitted to SCTC by Referral Source (1 January 2012 through 31 December 2012)



There were 346 referrals to SCTC that listed “law enforcement” as their referral source.

Number of Law Enforcement Referrals by Month and Year



The overall average number of minutes spent by a law enforcement agency dropping off a client at SCTC was 13.66.

For the 346 referrals to SCTC which listed “law enforcement” as their referral source:

- 280 (80.9%) were accepted
- 30 (8.7%) were withdrawn
 - 30 (8.7%) were denied
- 4 (1.2%) were incomplete/no further action
 - 1 (0.3%) was “no show”
 - 1 (0.3%) had no information



Snohomish County, WA

Human Services

Snohomish County Triage Center (SCTC) 1 January 2012 through 31 December 2012 Law Enforcement Summary

346 referrals to SCTC listed “law enforcement” as their referral source; however, specific law enforcement data were available for 318 (91.9%).

Number of Law Enforcement Referrals to SCTC by Month and Law Enforcement Agency for Calendar Year 2012

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Arlington	0	0	0	0	1	1	0	0	0	3	2	0	7
Bellingham	0	0	0	1	0	0	0	1	0	1	1	0	4
Brier	0	0	0	0	1	0	0	0	0	0	0	0	1
Edmonds	0	0	1	0	2	0	1	0	0	0	1	0	5
Everett	5	11	14	15	13	19	10	16	21	19	26	28	197
Granite Falles	0	0	0	0	0	0	1	3	1	1	0	0	6
Lake Stevens	0	2	2	6	1	0	2	1	2	1	1	1	19
Lynnwood	0	1	0	0	0	0	0	0	1	1	0	0	3
Marysville	2	2	1	3	3	2	1	2	4	0	1	1	22
Mill Creek	0	0	0	0	1	0	0	0	1	0	1	1	4
Monroe	0	0	0	0	1	2	1	3	2	2	0	0	11
Mountlake Terrace	0	0	0	0	0	1	0	0	0	0	0	0	1
Mukilteo	1	1	0	0	1	0	1	0	3	3	1	1	12
Snohomish	1	0	0	1	2	0	2	2	2	0	0	1	11
Snohomish Sheriff's Office	0	1	0	0	1	2	2	1	0	4	2	1	14
Sultan	0	0	0	0	0	0	0	1	0	0	0	0	1
TOTAL	9	18	18	26	27	27	21	30	37	35	36	34	318

VETERANS' ASSISTANCE PROGRAM

The Need: Recent data show that about one out of every ten Snohomish County adults is a veteran. Based on US Census and US Department of Veterans Affairs data, it can be estimated that there were between **55,000** and **60,000** veterans living in the County in 2013. Data from 2012 show that the median income of veterans in the county was about **\$13,000** higher than nonveterans (**\$45,172** compared to **\$32,150**), and that the largest group of Snohomish County veterans includes those who served in the Vietnam War (about **30%** of all Snohomish County veterans).

What We Do: The Veterans' Assistance Program is intended to provide limited emergency assistance and services to eligible veterans and their dependents in Snohomish County.

In addition to providing outreach to veterans in the community and in jail, the program assists veterans in filing for Veterans Administration benefits and arranges for mental health, alcohol and drug assessments and treatment through the Veterans Administration Medical Center.

Emergency vouchers are provided to assist low income veterans with rent/mortgage payments, utilities, clothing, medical, school and food assistance.

Snohomish County launched Washington State's first ever **Network of Care** for veterans and their families in September 2011. The **Network of Care** is a website designed to provide information to veterans and their families about community resources and agencies that may be of assistance to them, link veterans to services in the community, provide a venue for veterans to be heard by their government and maintain personal health and welfare information.

<http://snohomish.wa.networkofcare.org/Veterans/homeindex.cfm>

Our Impact:

In 2013, the Veterans' Assistance Fund (VAF) Program:

- Answered requests for assistance from **5,792** veterans
- Provided direct financial assistance to **837** veterans
- Directed **79** referrals for mental health services
- Provided **68** referrals for alcohol/other drug treatment
- Produced **1,896** vouchers in response to crisis situations involving veterans and their families

These vouchers totaled \$548,415 of which:

- **\$163,460** went to rental assistance and eviction prevention
- **\$101,470** went to help pay utilities in disconnect status
- **\$111,882** went to food assistance
- **\$18,507** went to emergency shelter

An additional **\$67,810** of local Ending Homelessness dollars went directly into preventing local veterans and their families from eviction. Over **91%** of these households were able to stabilize and remain in their housing.

In 2013, the **Network of Care website** logged **71,316** sessions (a series of multiple page viewings) and **520,816** webpage hits. The website averaged **195** sessions per day for the entire year.

The **Veterans Incarcerated Program**, a subcomponent of the Veterans Assistant Fund (VAF) Program, provided outreach to **98** inmates in the Snohomish County Jail during 2013. This program makes available all Veterans' Administration (VA) resources to incarcerated veterans after their terms are completed, including access to VA non-service connected pensions and VA disability compensation claims. By providing this service, the program can help reduce recidivism by our veteran population.

A major highlight of the VAF in 2013 was the **Housing Ninety-Nine project**, which targeted homeless veterans and resulted in over a hundred veteran households finding permanent housing. In January of 2013, the annual Point-in-Time Count revealed that our community had **99** veterans in various stages of homelessness. Based on this information, community groups came together to utilize existing resources to locate and permanently house at least 99 homeless veterans and their families. The project prioritized two areas: (1) Increased homelessness outreach to find veterans in homelessness; and (2) create easier access to homelessness programs to ensure rapid-rehousing of these households. By the end of the year, **112** veteran households were permanently housed by the provider network in Snohomish County because of the project.

SNOHOMISH COUNTY Human Services Department



EARLY LEARNING SERVICES

- Early Head Start
- Early Childhood Education & Assistance Program

EARLY LEARNING DIVISION

Who We Are: The Division of Early Learning is staffed with seventeen (17) employees.

What We Do: In Fall 2011, the Snohomish County Human Services Department formed an Early Learning Division to serve the community better. The County's goal for the change was to formalize the range of early learning services we offer.

Between Snohomish County Early Head Start (EHS) and Early Childhood Education Assistance Program (ECEAP), they serve pregnant mothers and children from babies through age five. The staff of both programs work and learn together and combine current science and caring relationships to create opportunities for Snohomish County children to learn and thrive.

NORTH SNOHOMISH COUNTY-EARLY HEAD START NSC-EHS

The Need: Children living in poverty have more physical health problems, poor nutrition, and lower average scores on measurements of cognitive development than children from higher income families. Children living in poverty are more likely to require access to basic resources such as affordable housing, food, mental health, and transportation. Many children and families enter Early Head Start with multiple risk factors such as single parent, teen parent, English language learner, depression and homelessness. For many of Snohomish County low income children and families, the opportunity to participate in Early Head Start increases the ability to receive quality services which address the most critical time period for developing the foundation of school readiness both academically and socially.

Children entering NSC-EHS were at risk for the following reasons:

In program year 2013

- 27% were being raised by a single parent
- 32% of single parents were employed
- 67% of single parents were not employed
- 23% of families received TANF
- 5% received SSI
- 21% of families were homeless
- 22% of children were homeless
- 53% were non-English speakers
- 18% qualified for Early Intervention services

What We Do: North Snohomish County-Early Head Start (NSC-EHS) is a program for income eligible children and families, pre-natal to three years. North Snohomish County-Early Head Start partners with families to promote the growth and development of infants' and toddlers'.

NSC-EHS offers the following services:

- Weekly home visits
- Twice monthly socializations
- Experiences to strengthen the parent-child relationship
- Health, nutrition and mental health referrals
- Family goal setting
- Parenting classes and leadership opportunities
- Developmental screenings and assessments
- Field trips out in the community
- Child development experiences that honor the parent as the first and best teacher of their child
- Individual services based on family strengths
- Materials and support that respect family culture

North Snohomish County-Early Head Start provides services in the following school districts and surrounding communities:

- Arlington
- Granite Falls
- Marysville
- Sultan

Year round services are provided through weekly home visits and twice monthly socializations.

Our Impact:

In program year **2012-2013**, NSC-EHS served **132** Snohomish County children and **11** pregnant mothers. NSC-EHS was funded by the Office of Head Start for a total of **\$1,071,167.00**.

In program year **2013**, **North Snohomish County-Early Head Start was able to leverage \$294,898.00 in community support** including parent volunteer hours, school district funding and community volunteer hours.

NSC-EHS uses *Teaching Strategies GOLD* (TS GOLD) to assess the growth and development of children. *Teaching Strategies GOLD* is an observational assessment system for children birth through Kindergarten, measuring the knowledge, skills and behaviors that are most predictive of school success.

The tables below show the percentage of NSC-EHS children who met or exceeded expectations for their age group for a number of different learning areas.

Language Development and Literacy

Goal	Percentage of Children Meeting or Exceeding Expectations as of Spring 2012	Percentage of Children Meeting or Exceeding Expectations as of Spring 2013
Comprehends Language	82.9%	83.0%
Expanding Vocabulary	57.1%	61.7%
Speaks Clearly	61.8%	61.7%
Engages in Conversation	41.2%	44.7%
Identifies Names and Letters	28.6%	28.3%
Uses and Appreciates Books	82.4%	100%
Interacts During Read-alouds	40.0%	80.4%

Cognition and General Knowledge

Goal	Percentage of Children Meeting or Exceeding Expectations as of Spring 2012	Percentage of Children Meeting or Exceeding Expectations as of Spring 2013
Counts	47.1%	82.6%
Understands Shapes	58.1%	86.8%
Knowledge of Patterns	57.6%	78.3%

Physical Well-Being and Motor Development

Goal	Percentage of Children Meeting or Exceeding Expectations as of Spring 2012	Percentage of Children Meeting or Exceeding Expectations as of Spring 2013
Traveling Skills	88.6%	83.0%
Gross-motor Manipulative Skills	88.6%	83.0%
Uses Fingers and Hands	85.7%	80.9%

Social and Emotional Development

Goal	Percentage of Children Meeting or Exceeding Expectations as of Spring 2012	Percentage of Children Meeting or Exceeding Expectations as of Spring 2013
Manages Feelings	88.6%	73.9%
Follows Limits	97.1%	78.7%
Forms Relationships with Adults	88.6%	76.6%

Approaches Toward Learning

Goal	Percentage of Children Meeting or Exceeding Expectations as of Spring 2012	Percentage of Children Meeting or Exceeding Expectations as of Spring 2013
Takes Care of Own Needs Appropriately	91.4%	93.6%
Responds to Emotional Cues	100.0%	97.9%
Interacts with Peers	97.1%	97.9%
Makes Friends	82.4%	93.3%
Balances Needs and Rights of Self & Others	88.6%	99%
Solves Social Problems	77.1%	74.5%

EARLY CHILDHOOD EDUCATION & ASSISTANCE PROGRAM (ECEAP)

The Need: The Washington State Association of Head Start and ECEAP reports that at-risk children without high quality preschools were 70% more likely to commit violent crimes, have lower graduation rates and higher drug use. The children who enter ECEAP are at-risk for a number of reasons:

In program year 2012-2013:

- **46%** came from families with an annual income that is **50%** of the Federal Poverty Guideline; this equates to an annual income of **\$11,775.00** or less for a family of four
- **31%** had a primary language other than English
- **6%** of ECEAP children were homeless
- **34%** of ECEAP children needed a medical exam within 90 days of starting class
- **50%** of ECEAP children needed a dental exam within 90 days of starting class
- **47%** of ECEAP children came from single-parent families
- **16%** of ECEAP children had a parent/guardian experiencing a mental health issue

What We Do: The Early Childhood Education & Assistance Program (ECEAP) helps low-income preschool children in Snohomish County succeed in the public education system by addressing the educational, health and social needs of these children while placing special emphasis on participation and support to the family. ECEAP focuses on developing and improving children's skills in language, literacy, early science, math, problem solving and social-emotional development while providing access for children and their families to developmental screenings, healthcare resources, personal safety training, family health classes, well-balanced meals and parenting classes.

Eligible participants are children at least three years old and not yet five years old whose family income is at or below **110 %** of the Federal Poverty Level.

What Services Are Provided?

- Educational experiences to support kindergarten readiness
- Health & Nutrition screenings for children
- Well-balanced meals are provided during the school day
- Family Support including parent education, family activities, and opportunities for involvement in your child's education and family's school
- Referrals to other services

Our Impact:

National research shows that high quality pre-kindergarten programs like ECEAP save taxpayer money, by reducing later costs for remedial education, teen pregnancy, criminal justice and public assistance. Children who participate are more likely to graduate high school and have higher lifetime earnings than similar children. In 2012, the Washington State Institute for Public Policy indicated that for every \$1.00 spent on ECEAP, the return was \$2.99. ECEAP was funded by a **\$6,305,310.00** contract from the Washington State Department of Early Learning. **Snohomish County ECEAP also leveraged \$1,720,945.00 in community support** including funding from school districts and tribes to provide additional services, facility space, administrative support, transportation, food, research analysis, and parent and community volunteer hours.

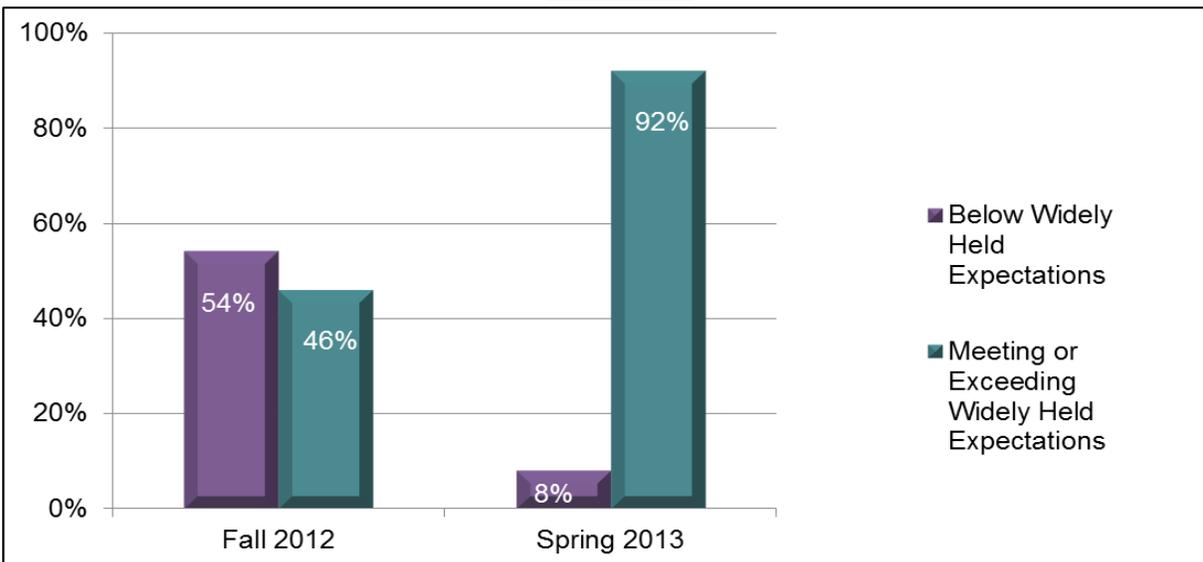
Medical/Dental:

- **96%** of those children needing dental exams within 90 days of enrolling in ECEAP obtained a dental exam
- **97%** of those children needing medical exams within 90 days of enrolling in ECEAP obtained a medical exam
- **95%** of those children who were not fully immunized at enrollment became fully immunized while in ECEAP

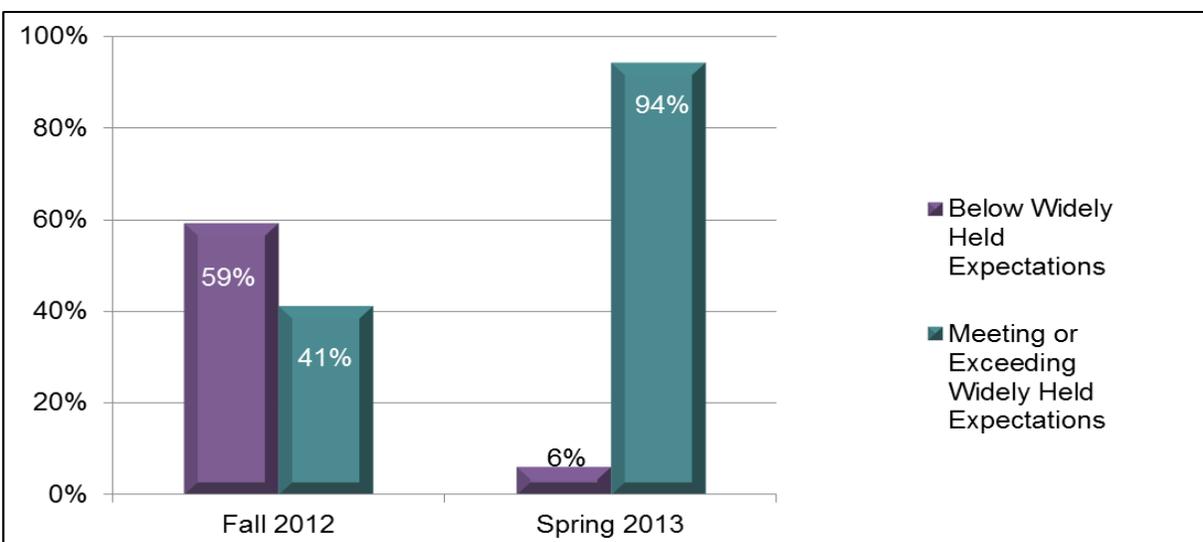
Snohomish County ECEAP uses *Teaching Strategies GOLD* (TS GOLD) to assess the growth and development of children. Teaching Strategies GOLD is an observational assessment system for children birth through Kindergarten, measuring the knowledge, skills and behaviors that are most predictive of school success.

The following charts show the percentages of children assessed in Fall 2012 and again in Spring 2013 who meet or exceed the *Widely Held Expectations* cited in the TS GOLD assessment criteria for their ages in six areas: *Language, Literacy, Social-Emotional, Physical, Mathematics and Cognitive.*

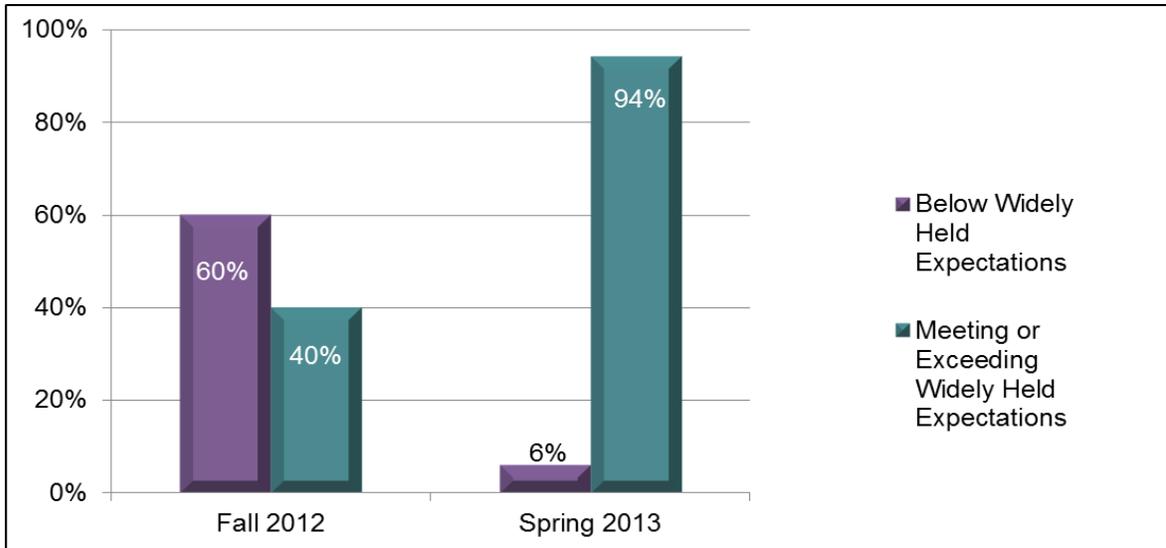
Language



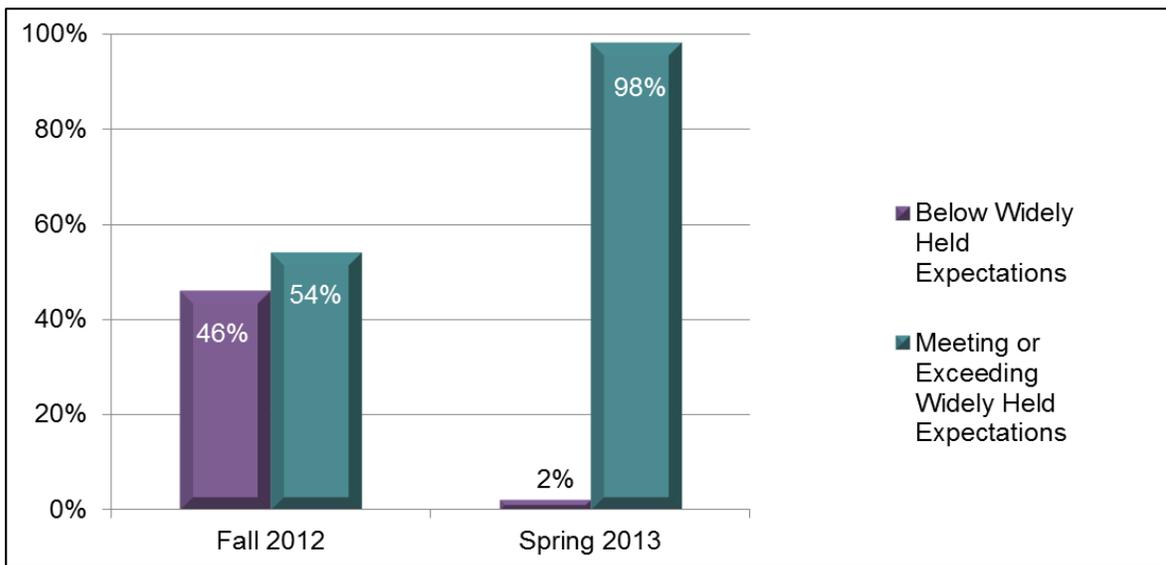
Literacy



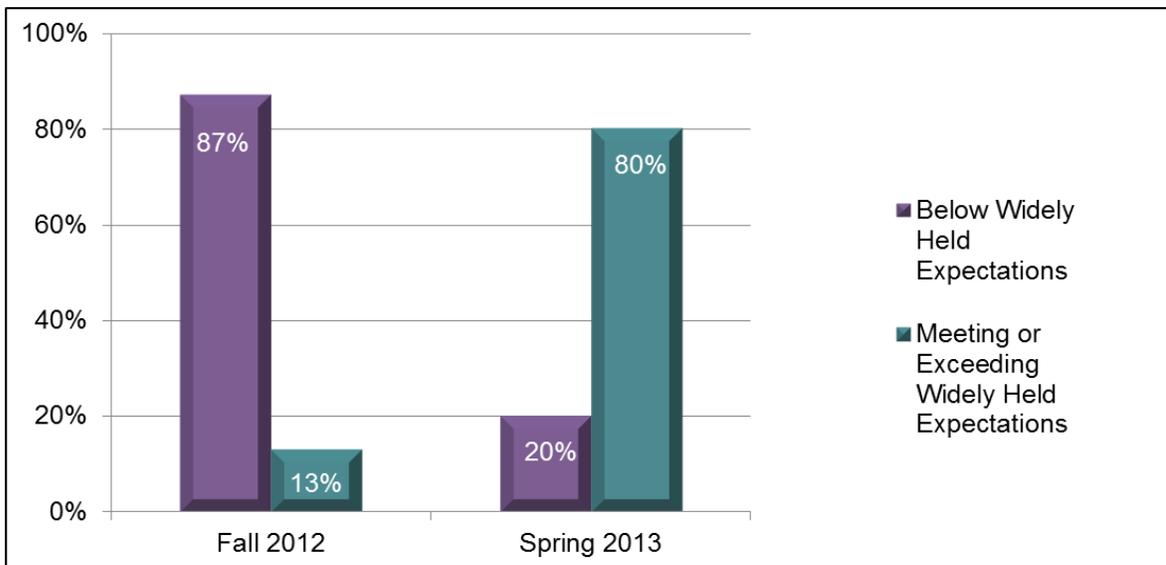
Social-Emotional



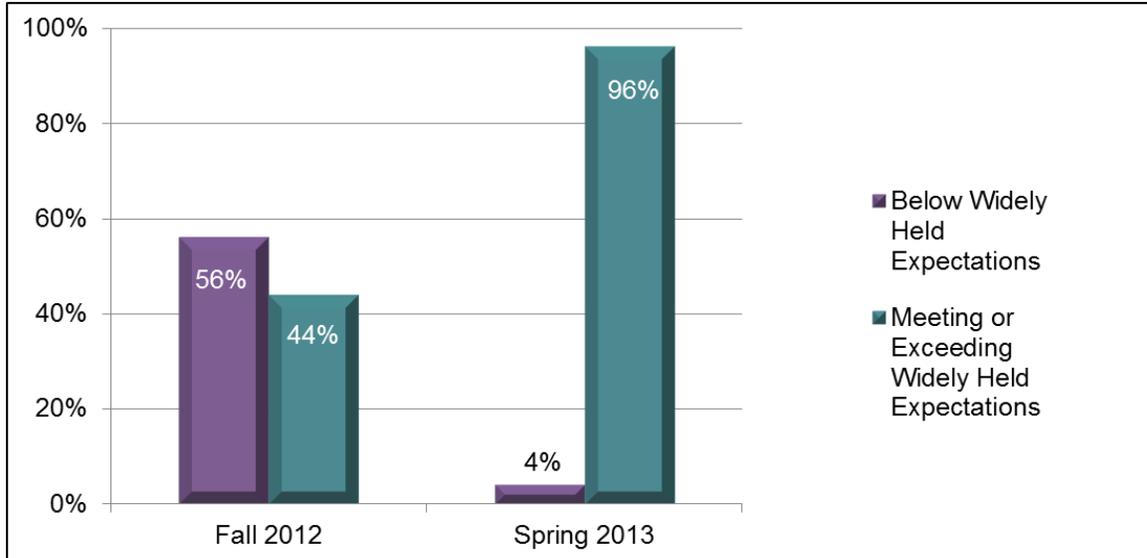
Physical



Mathematics



Cognitive



SNOHOMISH COUNTY HUMAN SERVICES DEPARTMENT



HOUSING & COMMUNITY SERVICES

- Office of Community & Homeless Services
- Office of Housing & Community Development
- Office of Weatherization & Energy Assistance

OFFICE OF HOUSING AND COMMUNITY SERVICES

Who We Are: The Division of Housing and Community Services (DHCS) consists of three offices, the Office of Community and Homeless Services (OCHS), the Office of Housing and Community Development (OHCD), and the Office of Weatherization and Energy Assistance (OWEA). Collectively the programs and services delivered by the DHCS and its partners and subcontractors contribute to the housing stability and sustainability of thousands of Snohomish County residents each year.

What We Do:

Office of Community & Homeless Services has thirteen (13) employees. They are responsible for grants administration, community planning, data collection and evaluation, and direct services to address the needs for persons experiencing or at-risk of homelessness and other low-income persons. The OCHS administers and coordinates multiple programs: Continuum of Care, Emergency Solutions Grant, Consolidated Homeless Grant, Ending Homelessness Program, Ending Family Homelessness Program, Community Development Block Grant-Public Services, Housing and Essential Needs Program, and Community Services Block Grant. The OCHS is also significantly involved in the Investing in Futures Initiative that is field testing strategies aligned with the Theory of Change for ending family homelessness developed by The Bill & Melinda Gates Foundation and supported by Building Changes through the Washington Families Fund.

Office of Housing & Community Development has six (6) employees. They are responsible for administering, monitoring and overseeing federal, state and local funds totaling approximately **\$14 million** annually. These dollars fund a variety of programs which target the above-mentioned needs including programs that:

- Carry out affordable housing and community development activities directed toward revitalizing neighborhoods, economic development, and providing improved community facilities and services;
- Redevelop demolished or vacant properties as affordable housing;
- Improve the quality of and support the operation of existing emergency shelters for the homeless and licensed overnight youth shelters;
- Provide planning support for the development of policies and programs to address the affordable housing needs and community development needs in the county.

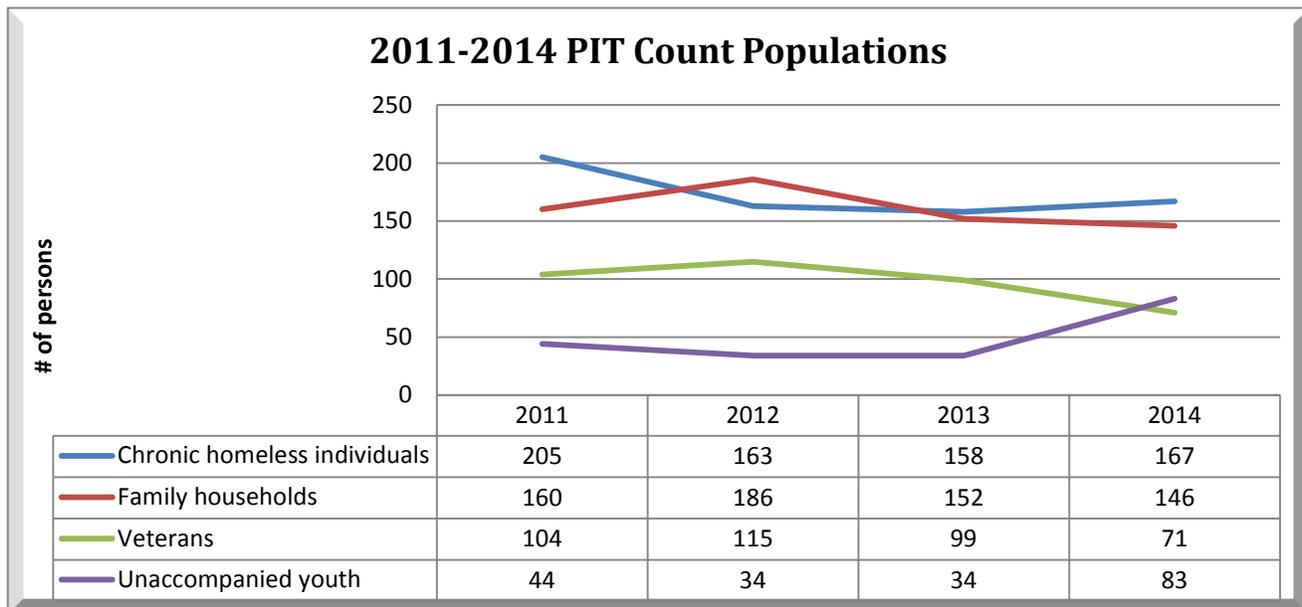
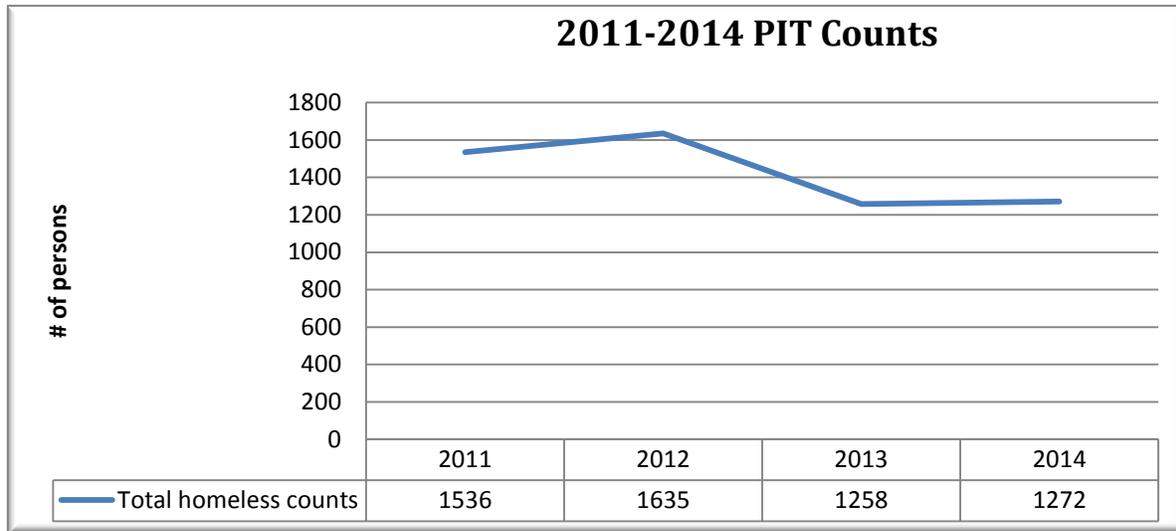
Office of Energy Assistance is staffed with nine (9) year round and fourteen (14) seasonal employees. Snohomish County's Energy Assistance Program is funded primarily through the federal Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP provides energy conservation education and heating assistance ranging from \$25 to \$1,000 per household to households with incomes at or below **125%** of the Federal Poverty Level. For Snohomish County residents, this translates to a maximum income of \$1,197 per month for a household of one person to \$2,453 per month for a household of four. The program operates between October 1st and April 30th of each year or until funds are fully expended if earlier.

Office of Weatherization: The Weatherization Assistance Program receives funding from a variety of sources including LIHEAP, the U.S. Department of Energy, utility funds, and other funds administered by the Washington State Department of Commerce. Major funding is provided by the P.U.D. of Snohomish County. The program provides home weatherization assistance primarily to households with incomes at or below **125%** of the Federal Poverty Level. In some instances, services may be provided on a limited basis to households with incomes at or below **60%** of the State Median Income or **200%** of the Federal Poverty Level, whichever is lower. The program installs insulation, air sealing, and other standard weatherization measures as well as conducts safety checks on home heating systems and home ventilation.

OFFICE OF COMMUNITY AND HOMELESS SERVICES

The Need:

Over the last four years, the Point in Time (PIT) count has identified an average of **1,425** individuals who are homeless in Snohomish County. Because the PIT count is a snapshot of homelessness, it often does not capture households who cycle in and out of homelessness. In **2013**, for example, **6,732** persons were served in Snohomish County's homeless system. System capacity is limited and the network of dedicated homeless housing and services providers struggle to keep up with the need in our community. In addition to the persons served, there are more people experiencing homelessness who are waiting for housing. The following chart below shows the last four PIT count totals.¹



¹ 2011-2014 PIT results have been revised to take out households who were residing in homeless housing supported with Project Based Vouchers. HUD ruled they did not meet the federal definition of homeless.

Over the last two years, the PIT count has identified an average of **1,265** individuals who are homeless in Snohomish County. A person is considered homeless if s/he is on the street, in emergency shelter, or in transitional housing. Length of stay is determined by reviewing how long an individual was on the street, in emergency shelter, or in transitional housing.

What the PIT data has shown throughout the years is that there are both internal characteristics and external factors contributing to homelessness. Those internal, or individual characteristics, have included: family breakup, domestic violence, substance abuse, mental illness, medical problems, low job skills, criminal convictions, and poor credit and eviction history. The external factors contributing to homelessness have included: unemployment, low wage jobs, lack of affordable housing, and the lack of available services to treat the individual characteristics contributing to homelessness (e.g. job skills training, mental health and substance abuse services). Additional needs data may be found in the homeless section of our Consolidated Plan at:

<http://wa-snohomishcounty.civicplus.com/829/Consolidated-Plan-for-2010-2014>.

2013 was the first year in a number of years that the PIT count went down, demonstrating the significant progress that our community has made to end family, youth, veteran, and chronic homelessness. This work will continue to be advanced with the goal of ending homelessness in Snohomish County.

What We Do:

The Office of Community and Homeless Services (OCHS) is one (1) of three (3) offices within the Division of Housing and Community Services (DHCS).

The OCHS allocates funding to local non-profit organizations and provides direct services to homeless and low-income persons. Funding provides rental assistance and operations costs, case management, legal services, dispute resolution and landlord tenant services, childcare and children's services, and other services that help ensure Snohomish County residents are safely and sustainably housed. Most of these activities are undertaken through grant-making to local non-profit organizations. Housing and services are intended to prevent households from becoming homeless, to assist households to move out of homelessness, to promote housing stability and sustainability, and to increase community supports for homeless and low-income persons.

The OCHS supports many of these efforts in collaboration with the local Continuum of Care and the agencies providing direct services. In **2013**, the OCHS administered approximately **\$17,500,000** to provide housing and services to those in need and ensured associated administrative requirements were met. Approximately, **\$10,265,000** funded programs that served approximately **6,732** individuals in **4,359** households. This included **220** unaccompanied youth, **3,382** individuals without children, and **3,130** individuals in families with children. In addition to allocating funds to non-profit organizations and operating direct services programs, the OCHS has numerous planning and administrative responsibilities including: grants management and compliance, managing the Homeless Management Information System (HMIS), collecting and reporting to the federal and state governments, coordinating the annual PIT count, updating the annual homeless housing inventory, applying for federal and state funding, and fulfilling other responsibilities as the lead agency for the Everett/Snohomish County Continuum of Care.

Snohomish County Human Services Department is a designated Community Action Agency (**CAA**) which is part of the Community Action Partnership (**CAP**) and the OCHS provides administrative, reporting, and other program activities required of CAP agencies. The OCHS administers the Community Services Block Grant (**CSBG**), which is a primary source of funding for CAP administration and CSBG funding provides flexibility to leverage other funding and resources to fight poverty. In this capacity, the OCHS supports the Community Services Advisory Council (**CSAC**).

In the fall of **2011**, at the request of the CSAC, the OCHS conducted focus groups to further understand the dental needs of Snohomish County low-income adults as dental services was the top identified need from the **2010 Low-Income Needs Assessment**. From this information gathering, it was determined that a meaningful collaboration and coordination between dental service providers and programs was needed in Snohomish County. The intention was to assure that a comprehensive array of dental services could be provided for low-income adults in Snohomish County.

The CSAC made the recommendation to fund a dental collaboration, led by the **Snohomish Health District**, in partnership with the OCHS. Collaborating partners include: **Community Health Center of Snohomish County, Everett Gospel Mission, and Senior Services of Snohomish County**. Additionally, the CSAC made the recommendation to continue funding the second year of the Investing in Futures pilot project, specifically **Snohomish County Legal Services (SCLS) and Volunteers of America's (VOA) Dispute Resolution Center (VOA-DRC)**. These efforts continued through 2013 and will continue into 2014 .

Every five years, as the local Community Action Agency for Snohomish County, the Department of Human Services must conduct a needs assessment. In 2013, the OCHS and the Human Services Department Research Division developed a plan and began to implement activities that will culminate in the 2015 Low-Income Needs Assessment which will be the most exhaustive and rigorous assessment ever conducted on behalf of our county and its low-income residents.

Investing in Futures is the community-wide initiative to end family homelessness and create a high performing system to end and prevent homelessness in Snohomish County in this decade. Launched with grants from **The Bill & Melinda Gates Foundation** and **Building Changes**, Snohomish County Government is leading this effort with the assistance of the Workforce Snohomish. The initiative has developed and updated a **Landscape Assessment**, a **Strategic Plan**, and an **Implementation Plan**. Following the initial planning and development period, the Snohomish County partners launched a pilot project to test the systems and processes developed for **75** families referred by a wide range of community agencies during the first year of operation. The pilot project began in July 2011 as planned and has gone through a number of expansions that included the additional partners and resources: **40** families received Family Unification Program vouchers through a partnership with Washington State Department of Social and Health Services' Children's Administration and the Housing Authority of Snohomish County (HASCO). Volunteers of America of Western Washington (VOAWW) joined Catholic Community Services of Western Washington (CCSWW) as a project coordinated entry site with cross-referrals being made between the VOAWW consolidated housing grant prevention program and the CCSWW consolidated housing grant rapid re-housing program. County-operated mental health and chemical dependency programs are serving as additional coordinated entry sites, rapid re-housing for families on TANF program was piloted, and early stage work began to add Everett Public Schools, Domestic Violence Services of Snohomish County, and the Interfaith Association Emergency Shelter as coordinated entry partners. The Everett Housing Authority (EHA) and HASCO are also joining the partnership as coordinators/delivers of economic opportunity services and providers of rapid re-housing services.

Through December 2013, **1,113** families comprised of **2,818** individuals had been served through this initiative. Impressive gains in stability in the legal and housing life domains have been documented and many heads of households had begun making measurable gains in the employment life domain as documented by a Third Party Evaluator.

The Investing in Futures systems change initiative bolstered community planning and efforts to address homelessness. As a result of pilot initiative and other federal initiatives, the local Continuum of Care and Investing in Futures partners have joined to form a single governance body to address homeless and alleviate the effects of poverty in Snohomish County. A formal governance charter was developed by an Interim Board and the work is ready to move forward in 2014 with the seating of the permanent board – The Partnership to End Homelessness (the Partnership). The Partnership will consist of approximate 30 to 35 leaders and key stakeholders representing different constituent groups who will work to create seamless linkages between different housing and services systems and a cohesive response to ending homelessness and alleviating poverty in Snohomish County.

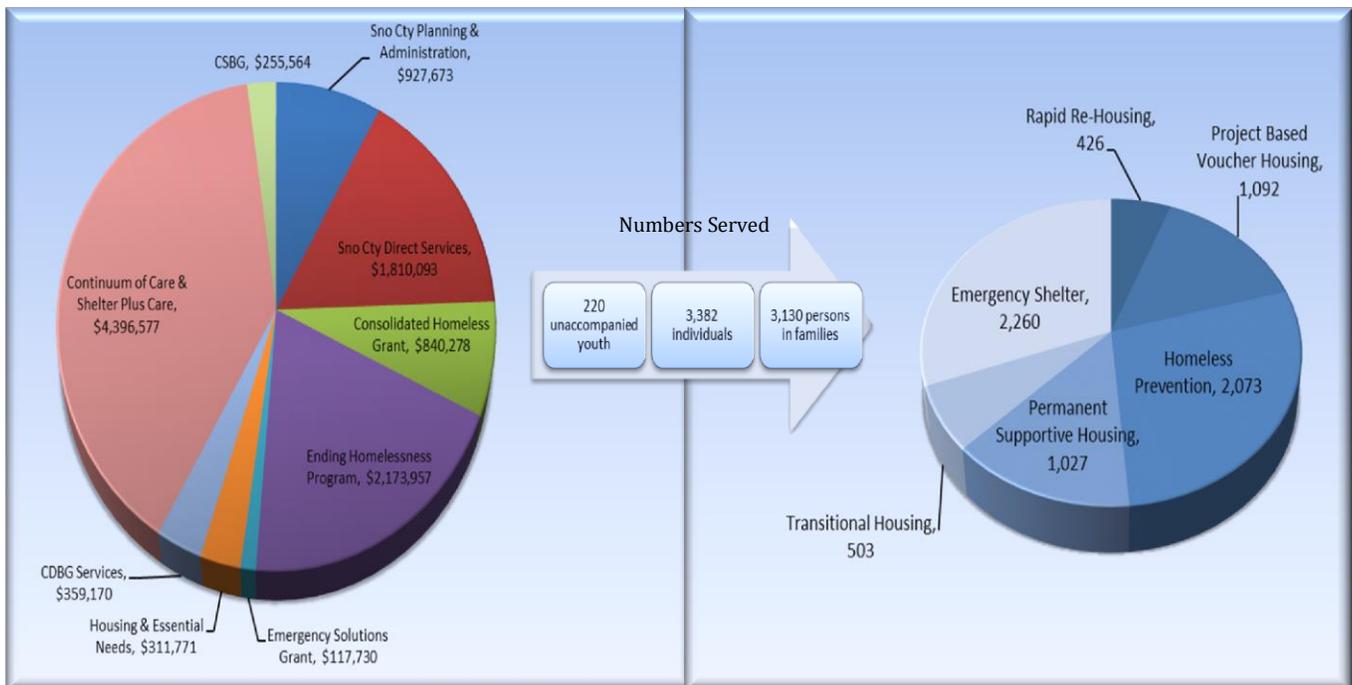
Our Impact:

Some of the notable outcomes achieved through our services funding for the 2013 Program Year (October 1, 2012 through September 30, 2013) include:

- **402** dental visits were provided to adults in Snohomish County who are low-income
- **46** private providers joined the Dental Advisory Committee in Snohomish County to provide more comprehensive dental treatment for adults who are low-income
- **530** individuals who are low-income obtained and/or maintained safe and affordable housing through Snohomish County Legal Services (**SCLS**)
- **207** individuals were able to obtain an emergency protection from violence through SCLS
- **139** families exhibited improved parenting skills and family functioning
- **685** individuals received emergency legal assistance through SCLS and VOA-DRC
- **5,352** hours of volunteer services were provided through the CSAC, SCLS, and the VOA-DRC.

Additionally, in **2013**, over **35,200** Snohomish County residents visited one of the eight **Family Support Centers** funded by the one-tenth of one percent sales tax monies and marriage licenses fees for a total of **103,107** visitations. Over **1,435** people provided **32,660** volunteer hours of services supporting programs such as parenting classes, caregiver support groups, homework support groups, English language classes, teen support groups, citizenship classes, Russian family programs, basic needs assistance, after-school drop-in programs for middle and high school students, alcohol and drug prevention programs, and tax preparation services.

The chart below provides an overview of inputs and outputs resulting from OCHS housing efforts.

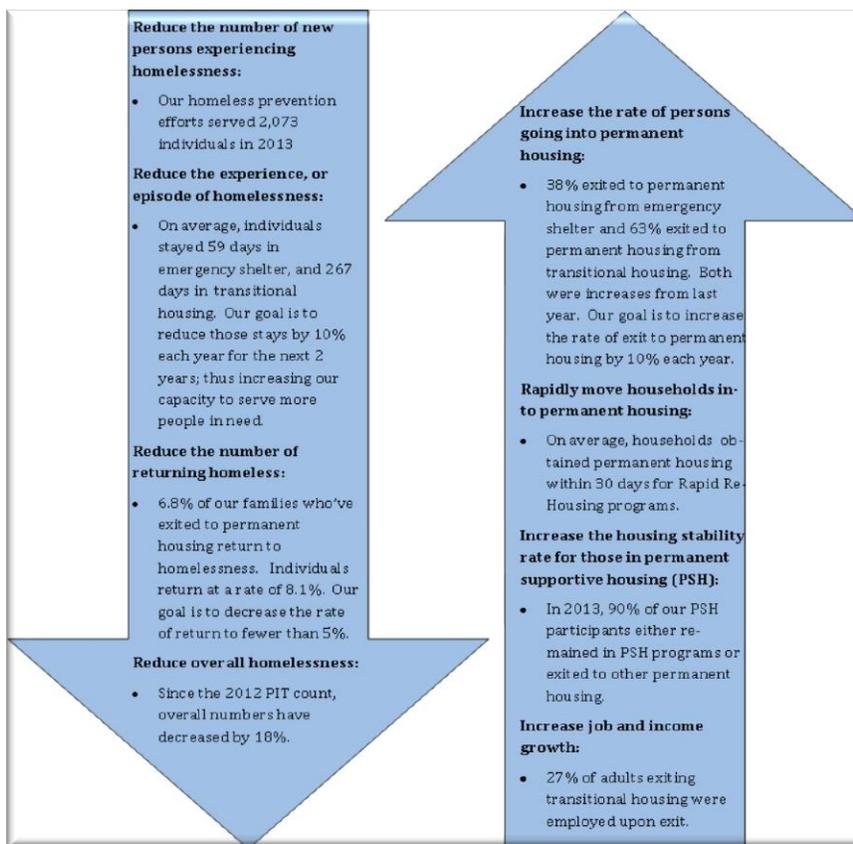


While it's important to show the resources spent (inputs) and total persons served (outputs), it is critical to show that the services are supporting positive change in the lives of those served (outcomes). For most of our programs serving homeless or at-risk of homelessness populations, there are several outcomes we track to measure the effectiveness of our programs and performance of our system as a whole.

These performance measures and outcomes, are aligned with the following federal, state, and local goals to end homelessness:

- **reduce the total number of homeless:** including homeless youth, chronic homeless, veterans and families;
- **reduce the number of those experiencing homelessness for the first time:** preventing new homeless households from entering the homeless system;
- **reduce the experience, or episode, of homelessness:** decrease the time homeless persons spend on the streets, in emergency shelters, and in transitional housing;
- **reduce those returning to homelessness:** reduce the number of persons returning to the streets, shelters, or transitional housing that previously exited to permanent housing;
- **increase the percentage of persons going into permanent housing:** measured by our rate of exits to permanent housing from emergency shelter, transitional housing, and rapid re-housing programs;
- **increase the percentage of participants remaining in permanent supportive housing:** measured by those maintaining stability in permanent supportive housing;
- **increase job and income growth for persons who are homeless:** measured currently by those employed at exit from temporary housing programs and
- **increase the percentage of exiting households with access to mainstream benefits:** measured by those exiting transitional and permanent supportive housing that are linked to mainstream

While all of these goals are individually important, they all play a role in **reducing overall homelessness**. That includes reductions in youth, family, veteran, and chronic homelessness. Progress has been made with specific initiatives addressed to reduce and end certain populations of homeless.



OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT

The Need:

In **2013**, in preparation for the 2015 Comprehensive Plan amendments, Snohomish County staff conducted an extensive analysis of the County's current and projected demographics and the housing needs and gaps. Snohomish County's population continues to grow, having grown to around **713,000**, an **18%** increase, in the last decade.

In the **Housing Characteristics and Needs in Snohomish County** (January 2014), the County analyzed existing data to identify the types of housing needed to house the County's residents. The data included information regarding income levels and affordability utilizing percentages of the Area Median Income (AMI). Highlights of the housing needs of various populations in the County are summarized below.

SNOHOMISH COUNTY POPULATION BY AMI			
Low and Moderate Income Categories	Income Ranges	Percent of Total	Est. # of Households
30% and below of AMI (very low)	\$20,333 and less	11%	29,296
30-50% of AMI (low)	\$20,334 - \$33,888	11%	29,296
50-80% of AMI (moderate)	\$33,889 - \$54,221	17%	45,276
Above 80% of AMI		61%	162,463
Total all Snohomish County Households		100%	266,331

Special Needs Populations/Breakdowns		
# of special needs households (all types, e.g., Elderly, frail elderly, developmentally disabled, chronically mentally ill, physically disabled, homeless, substance abuse programs, AIDS, domestic violence victims)	41%	109,610
# of elderly households	27%	71,159
# of developmentally disabled persons	3%	8,796
# of homeless (2013 count)	>1%	1,272

There are approximately **290,000** total housing units in Snohomish County, of which **64%** are single-family detached homes. Another **30%** of the housing stock is multifamily, duplex, or single-family attached structures with the remaining **6%** being mobile/manufactured home units. In many parts of the County, the housing stock is aging and in need of repair, particularly with older mobile homes nearing the end of their useful lives. This is of critical importance since these units provide an essential affordable housing option. Homeownership continues at a high rate of about **68%** in Snohomish County despite the recent turmoil in housing finance markets. However, many homeowners are burdened with high mortgage costs and it remains difficult for first time homebuyers to afford to purchase homes.

Housing affordability is generally measured by having households pay no more than **30%** of their incomes for rent/mortgage payments and for utilities with a household paying more than **30%** being considered "cost-burdened." Using the County-wide average household size of **2.71** for owner households and **2.39** for renter households, the following illustrates a breakdown of incomes and affordable rent and mortgage levels.

Housing Affordability	30% AMI	50% AMI	80% AMI
2013 annual AMI income (average HH = 2 for renters)	\$20,800	\$34,700	\$51,550
Average affordable rent + utilities (@ 30% AMI, 2 HH)	\$520	\$868	\$1,289
2013 annual AMI income (average HH = 3 for owners)	\$23,400	\$39,050	\$58,000
Average affordable mortgage & utilities @ 30% AMI, 3 HH)	\$585	\$976	\$1,450

Using this methodology, in Snohomish County, **106,600** out of **225,257** households are cost-burdened. Thus, in Snohomish County, **47 %** of the occupied housing units are not affordable to their current occupants. There are **65,305** cost-burdened households with mortgages and **41,343** cost-burdened rental households.

SNOHOMISH COUNTY HOUSING			
Total # of occupied rental housing units			82,345
	Cost burdened renters - paying more than 30% for rent + utilities	50.2%	41,343
Total # of owner units with a mortgage			142,912
	Cost burdened owners - paying more than 30% for mortgage + utilities	45.7%	65,305

Almost **11%** of all County households are at or below **30%** of the countywide AMI. However, only **6%** of the rental units, and less than **1%** of the ownership units are affordable to those households at those income levels. For households making **30-50%** of AMI, the situation remains challenging, with only about **22%** of rental units and only about **4%** of ownership units affordable at **50%** AMI. With approximately **24,000** housing units affordable at **50%** of median income to house the **30,000** households between **30-50%** of median incomes, it can still be difficult to find affordable housing.

More than **21,000** of the affordable rental housing units in the county are publicly financed (assisted) housing projects that are owned by non-profit organizations, for-profit entities, and housing authorities. More than **12,000** tenants receive housing vouchers to rent units in private apartments in communities they choose to live and an additional **9,000** live in assisted rental units.

As the above data demonstrate, there is a significant gap between those that need an affordable housing and units that are available in Snohomish County.

Local town and cities also need to be able to upgrade their existing infrastructure systems to improve and sustain vital services to their residents. In many localities, the ability to repair or upgrade water and sewer systems, address storm water overflows, repair sidewalks and streets, include more accessible ramps, and/or support other infrastructure systems is needed by these towns and cities. The infrastructure capital needs far exceed the resources to address these vital improvements. Similarly, towns, cities, and non-profit agencies also need community development support for public facilities to fund libraries, youth centers, community centers, and other community spaces to enhance the quality of life for community residents. There are insufficient resources at the local level to address all of these needs.

What We Do:

The OHCD is responsible for administering, monitoring and supporting federal, state and local funds totaling approximately **\$14 million** annually. These dollars fund a variety of programs which target the above-mentioned needs including programs that:

- Carry out affordable housing and community development activities directed toward revitalizing neighborhoods, economic development, and providing improved community facilities and services;
- Redevelop demolished or vacant properties as affordable housing;
- Improve the quality of and support the operation of existing emergency shelters for the homeless and licensed overnight youth shelters;
- Provide planning support for the development of policies and programs to address the affordable housing needs and community development needs in the county.

The OHCD works to help address the variety of housing and community development needs of low- and moderate-income persons, households, and communities in our county. Given the significant gap in affordable housing options to meet these needs of Snohomish County residents, the OHCD works to develop strategies and programs to address both the current need and plan for the projected need with the continued significant growth of population in the county.

Housing: The OHCD establishes plans and administers programs that support the production and preservation of affordable housing units to meet the diverse needs of Snohomish County residents who cannot find decent affordable housing in their housing market. These programs serve both renters and homeowners utilizing federal, state, and local funding that support community-based affordable housing and community development projects county-wide. This includes supporting housing projects that span the housing continuum from housing for homeless persons to affordable rentals; housing for first-time homebuyers to homeowner home repair programs.

The OHCD operates as part of the affordable housing financing system in the State of Washington in collaboration with other public funders and private lenders and investors necessary to finance affordable rental housing projects in Snohomish County that are developed and operated by non-profit housing agencies and the County's housing authorities. The OHCD and other public lenders work to support housing that is affordable, serves priority population needs, is well built to provide healthy living environments for residents, and is an asset to the community in which a given development is located. As affordable housing projects must remain affordable for extended periods of time, the OHCD works with project sponsors to build projects that are sustainable financially and durably constructed.

In **2013**, there were projects in development that spanned the housing continuum from housing for homeless persons to affordable rentals; housing for first-time homebuyers to homeowner home repair programs. These projects served a wide range of the County's housing needs, including low-income families, persons with special needs, elderly persons, persons with disabilities, veterans, persons living with HIV/AIDS, and victims of domestic violence.

Public Facilities & Infrastructure: The OHCD also administers federal funds on behalf of local jurisdictions within Snohomish County to support infrastructure projects benefitting low- and moderate-income households and communities. Community development projects supported by our funding include improvements to streets and sidewalks, water/sewer systems, parks, food banks, senior centers, homeless shelters, and facilities serving persons with special needs. Current projects

designed to provide for the health, safety, and welfare of Snohomish County's low-and moderate-income neighborhoods are shown in the maps on the following pages.

In administering these housing and community development programs, Snohomish County acts as lead agency in Consortia including local municipalities as well as County Government responsible for the overall administration, planning, contracting, monitoring, reporting, and ensuring citizen participation and consultation for the funded programs. The OHCD contracts with cities, towns, non-profit organizations, and public agencies to undertake specific projects.

In **2013**, the OHCD began playing an increasing role in the development of goals and objectives for Snohomish County in the formulation of sustainable and equitable community growth.

Our Impact:

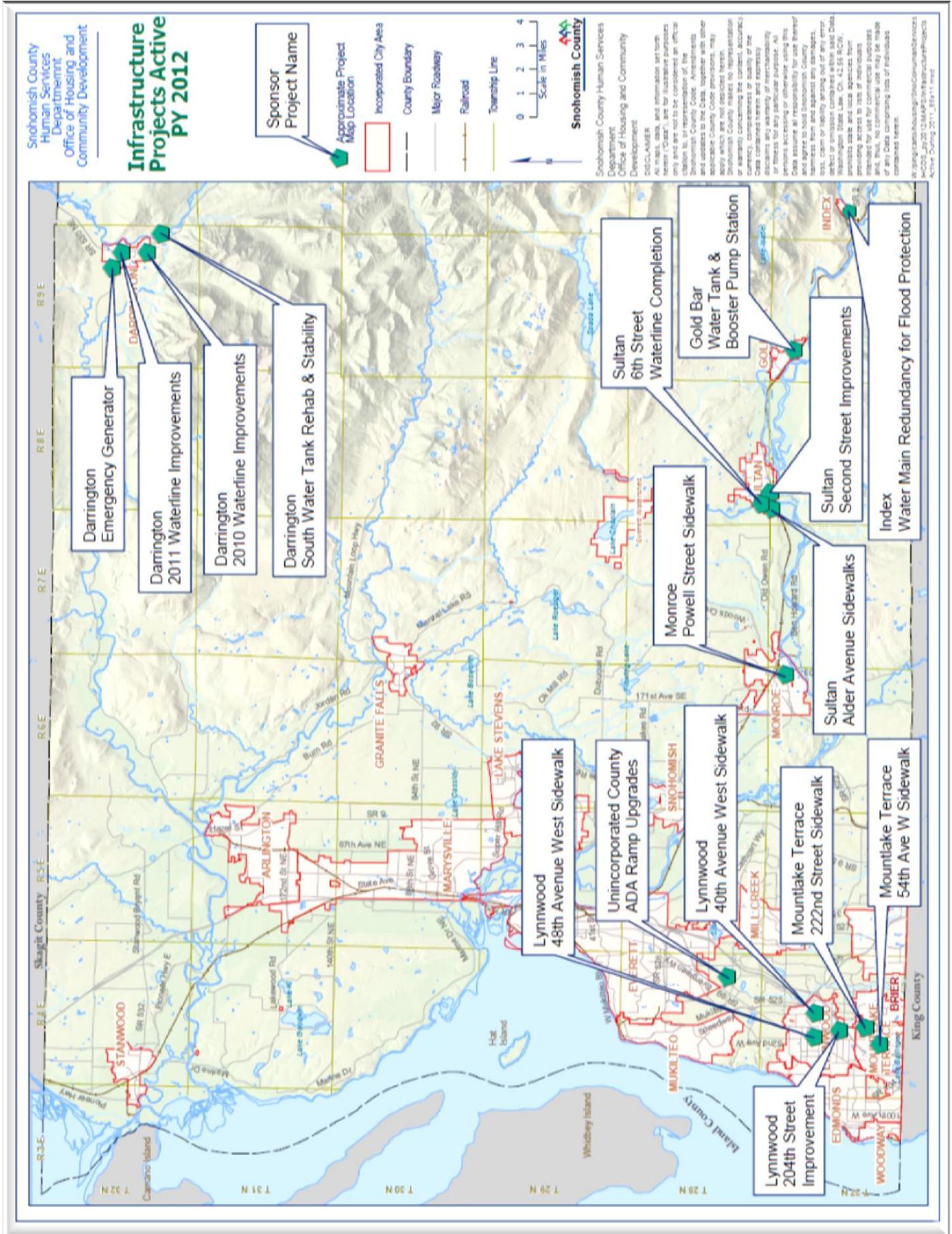
In 2013, the OHCD was able to support affordable housing options by:

- Continuing to streamline the affordable housing funding application process, resolving issues that were slowing project implementation, improving internal contracting efficiencies, and supporting well structured, viable projects that were ready to proceed.
- Advancing **12** rental projects, with some **443** units of affordable housing in various stages of development. This included both new construction and preservation projects, involving acquisition, rehabilitation, and new construction projects in single family/townhome units and apartment buildings. These projects served low-income families, elderly households, homeless and special needs/disabled populations, domestic violence survivors, and homebuyers contributing sweat equity to help build their homes. One shelter project was completed and opened its doors in 2013. Projects were located in various Snohomish County communities including unincorporated Snohomish County, Marysville, Monroe, Lake Stevens, Sultan, Everett, Lynnwood, and Mountlake Terrace.
- Assisting **386** low- and moderate-income homeowners throughout the County with home repairs and rehabilitation. These projects helped homeowners remain in their houses through needed emergency repairs, adaptive reuses or energy weatherization and other repairs. The majority of those served were low-income, nearly **90%** were elderly, **75%** were female headed household homeowners, and **10%** had a disabled household member.
- Assisting **9** low-and moderate-income households to become first-time homebuyers through purchase assistance and sweat-equity new construction programs in Everett, Lynnwood, Monroe, Mountlake Terrace, and other locations.
- Supporting the development of county policies and tools to further affordable housing options and promote sustainable community development.

In program year July 1, 2012, through June 30, 2013, the OHCD **Public Facilities and Infrastructure** group advanced this work by:

- Awarding funding to **10** new infrastructure or public facility projects;
- Expediting the planning, construction, and completion of projects;
- Monitoring and providing technical assistance to **27** active projects;
- Closing out **4** completed projects;
- Leveraging **\$.62** for every federal dollar spent on these projects;
- Benefitted **9,098** Snohomish County residents, **7,399** of whom were low- and moderate-income.

Maps depicting the locations of these projects are as follows:



Public Facility Projects Active PY 2012

**Sponsor
Project Name**

**Approximate Project
Map Location**

Incorporated City Area

County Boundary

Major Roadway

Railroad

Township Line

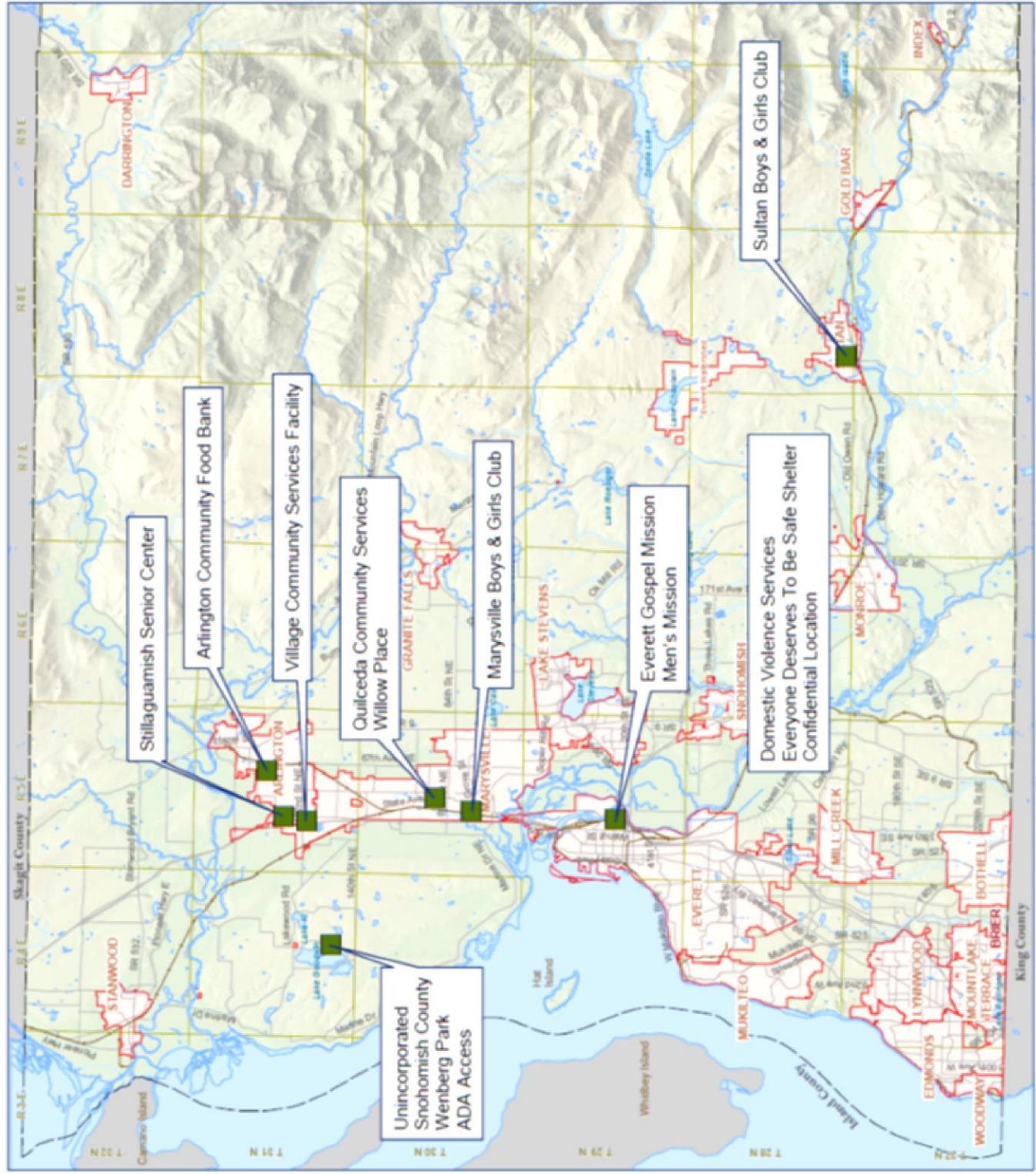
0 1 2 3 4
Scale in Miles

Snohomish County

Snohomish County Human Services
Department
Office of Housing and Community
Development

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All digital data and information set forth herein ("Data") are for illustrative purposes only and are not intended to be used as a basis for, or representation of, the Snohomish County Code. Amendments and updates to the Data, together with other appropriate County Code provisions, may be made from time to time without notice. Snohomish County makes no representation or warranty, expressed or implied, regarding the accuracy, completeness or quality of the Data contained herein and expressly disclaims any liability of responsibility or for any particular purpose. All persons accessing or otherwise using this Data assume all responsibility for use thereof. Snohomish County and its employees, officers, agents and advisors shall not be liable for any damages, loss, claim or liability arising out of any error, defect or omission contained within said Data. Snohomish County Code, Title 22C, Chapter 22C-050, Domestic Violence Services, Section 22C-050-020, provides access to lists of individuals and their contact information for the purpose of providing services to victims of domestic violence. This information shall not be made available to the public. Snohomish County makes no representation or warranty, expressed or implied, regarding the accuracy, completeness or quality of the Data contained herein.

As being compiled by Snohomish County Human Services
AG001_2012010406Public Facility Projects
Active During 2011-20111111.pdf



OFFICE OF WEATHERIZATION AND ENERGY ASSISTANCE

The Need:

The 2012 American Community Survey (the most recent available) issued by the United States Census Bureau reported that in 2012, **13.4%** of all children under the age of 18 in Snohomish County were members of households at or below **100%** of the Federal Poverty Level as were **6.3%** of residents over the age of 65. Most of these households were cost-burdened and struggled to pay both rent and utilities. The OWEA operates programs designed to provide low-income households with the financial assistance needed to pay for home heating and prevent the health risks associated with inadequately heated homes. A 2005 survey of Washington residents who received this heating assistance showed that even among those households that receive assistance, **38%** went without food, **81%** reduced expenses for necessities, **35%** kept their homes at a temperature they felt was unsafe, and **15%** had electrical services terminated. The following chart shows a host of unmet needs among those families receiving energy assistance.

Indicators of Need for Energy Assistance Recipients 2005 Survey	Percent of Unmet Need
Went without food for at least one day	38%
Went without medical or dental care	36%
Didn't fill a prescription or took less than a full dose	35%
Reported that someone became sick because the home was too cold	32%
Reduced expenses for necessities	81%
Received shutoff notices	47%
Kept home at a temperature they felt was unsafe	35%
Used the kitchen stove for heat	27%
Had electric service shut off	15%
Could not use main source of heat	37%
Could not use air conditioner	19%

In addition to needing assistance with paying energy bills, much of our county's affordable housing stock is aging and lacks energy efficiency measures, resulting in both increased energy usage and increased cost among residents who can least afford to pay those costs. The Weatherization Assistance Program is a companion program to our energy assistance programs that allows Snohomish County Government to help recipients make their homes more energy efficient, saving money and keeping homes warmer.

What We Do:

The OWEA operates energy assistance and home weatherization programs to address the above needs.

Energy Assistance: Snohomish County's Energy Assistance Program is funded primarily through the federal Low-Income Home Energy Assistance Program (**LIHEAP**). LIHEAP provides energy conservation education and heating assistance ranging from \$25 to \$1,000 per household to households with incomes at or below 125% of the Federal Poverty Level. For Snohomish County residents, this translates to a maximum income of \$1,197 per month for a household of one person to \$2,453 per month for a household of four. The program operates between October 1st and April 30th of each year or until funds are fully expended if earlier.

Weatherization: The Weatherization Assistance Program receives funding from a variety of sources including LIHEAP, the U.S. Department of Energy, utility funds, and other funds administered by the Washington State Department of Commerce. Major funding is provided by the P.U.D. of Snohomish County. The program provides home weatherization assistance primarily to households with incomes at or below **125%** of the Federal Poverty Level. In some instances, services may be provided on a limited basis to households with incomes at or below **60%** of the State Median Income or **200%** of the Federal Poverty Level, whichever is lower. The program installs insulation, air sealing, and other standard weatherization measures as well as conducts safety checks on home heating systems and home ventilation.

Our Impact:

Energy Assistance: In **2013**, **16,920** Snohomish County residents in **5,640** households received energy assistance through LIHEAP. Of these,

- **1,265** were elderly
- **2,319** were under the age of 5
- **4,777** were between 12 and 17 years of age
- **2,075** were disabled.

For those residents in crisis (heat has been shut off or will be within 72 hours), **9,813** residents in **3,271** households received crisis assistance which either restored service or prevented disconnection.

Across all of our energy assistance programs, **21,717** individuals in **7,239** households were served.

Weatherization: In **2013**, the Weatherization Assistance Program assisted **457** Snohomish County residents in **289** households with weatherizing their homes and reducing energy consumption and costs. Of these,

- **154** residents were elderly
- **69** were disabled
- **24** were children under the age of six

\$1,652,544.93 was spent on materials and labor at an average cost of **\$5,718** per household. Of the **289** households served,

- **55 (19%)** had incomes below **75%** of the Federal Poverty Level
- **54 (19%)** had incomes between **75%** and **100%** of the Federal Poverty Level
- **51 (18%)** had incomes between **101** and **125%** of the Federal Poverty Level
- **129 (45%)** had incomes between **126** and **200%** of the Federal Poverty Level

175 (61 percent) were owner-occupied and **114** (39 percent) were occupied by renters.

The homes weatherized were heated as follows:

- **250 (86%)** electric
- **29 (10%)** natural gas
- **8 (3%)** oil
- **2 (1%)** wood

In **2013**, the Weatherization Assistance Program saved an estimated 534.65 tons of CO₂ by weatherizing these **289** homes.



Snohomish County CAA Programs

Community Services Advisory Council (CSAC)

Community Services Block Grant (CSBG)

Early Childhood Education and Assistance Program (ECEAP)

Snohomish County Early Head Start (EHS)

Energy Assistance Program (EAP)

Veterans' Assistance (Vets')

Weatherization

2013 SNOHOMISH COUNTY Re:CAP

The Community Action Partnership (CAP) is a national anti-poverty movement that began in 1964 with President Johnson's "War on Poverty." The CAP supports a wide variety of programs and strategies, which help individuals and families overcome the effects of poverty and improve their economic situations. Snohomish County has been a designated Community Action Agency (CAA) since 1986. Today, Snohomish County is one of three public CAAs in Washington and has multiple programs included in Snohomish County's CAA through the Human Services Department. CAA investments are made with the guidance of the Community Services Advisory Council (CSAC). Some of the programs and services available for low-income households in Snohomish County are:

- Assisting individuals and families with low-incomes move from poverty toward self-sufficiency (CSBG funded programs)
- Assisting eligible low-income households with winter heating bills and providing home energy conservation assistance to eligible households (EAP and Weatherization)
- Providing Veterans' benefit information and emergency financial assistance to eligible veterans and their dependents (Vets')
- Assisting low-income preschool children to succeed in the public education system by addressing the educational, health and social needs of the children while placing special emphasis on participation and support to the families (ECEAP & EHS)

While there are core programs in Snohomish County's CAA, data from other agencies and programs are included in this report as well. They include:

- Dental Access Project (a partnership between [Community Health Center of Snohomish County](#), [Everett Gospel Mission](#), [Senior Services of Snohomish County](#) and the [Snohomish Health District](#))
- [North Sound 2-1-1](#)
- [Snohomish County Legal Services \(SCLS\)](#)
- [Volunteers of America – Dispute Resolution Center \(VOA-DRC\)](#)
- Snohomish County Family Support Centers (FSCs):
 - Darrington Family Support and Resource Center – NCFS
 - [Familias Unidas - LCSNW](#)
 - [Family Center of South Snohomish County - LCSNW](#)
 - [Lake Stevens Family Center - LCSNW](#)
 - [Sky Valley Resource Center - VOA](#)
 - [South Everett Neighborhood Center - LCSNW](#)
 - [Stanwood-Camano Community Resource Center - CRF](#)
- Project Self-Sufficiency (PSS)

2013 CAP HIGHLIGHTS

**BY COMING TOGETHER THROUGH
COMMUNITY ACTION,
WE MAKE A GREATER, POSITIVE IMPACT
AND CREATE ACTION
THROUGHOUT OUR
COMMUNITY**



**SNOHOMISH COUNTY
COMMUNITY ACTION
AGENCY**

3,553 individuals received health care services for themselves or family members through ECEAP, FSCs and PSS

7,406 people received emergency food assistance through Vets, PSS, FSCs and SnoCo EAP

3,728 parents or other adults learned AND exhibited improved parenting skills as a result of the services provided by ECEAP, YWCA, VOA DRC, FSCs and PSS

2,070 people with disabilities received ECEAP, EAP, SCLS and Weatherization services

53,245 hours of volunteering were donated in Snohomish County

1,773 senior citizens received supportive and social services

1,004 infants and children's health and physical development were improved as a result of adequate nutrition provided through ECEAP

685 people received emergency legal services through SCLS and VOA's DRC

327 safe and affordable housing units were preserved or improved through Weatherization

106 individuals received emergency dental services through Family Support Centers, the Dental Access Project

81,584 information and referral calls were received by 2-1-1, the Dental Access Project, EAP, FSCs, SCLS, Vets, VOA-DRC and Weatherization

3,127 individuals received emergency fuel or utility payments through EAP, PSS and FSCs

Over 900 adults, children and youth attended the Back to School Health and Resource Fair coordinated by the Family Center of South Snohomish County

1,220 seniors received LIHEAP energy assistance through EAP

239,476 lbs. of food were provided to low-income individuals and families by Sky Valley Family and Community Resource Center

22,337 volunteer hours were donated by low-income individuals

380 non-profit, for-profit, faith-based, government, consortiums, schools and school districts, health service institutions and financial/banking institutions partnered with each other in Snohomish County to provide better services for low-income individuals and families

14,075 low-income individuals were engaged in non-governance community activities in Snohomish County

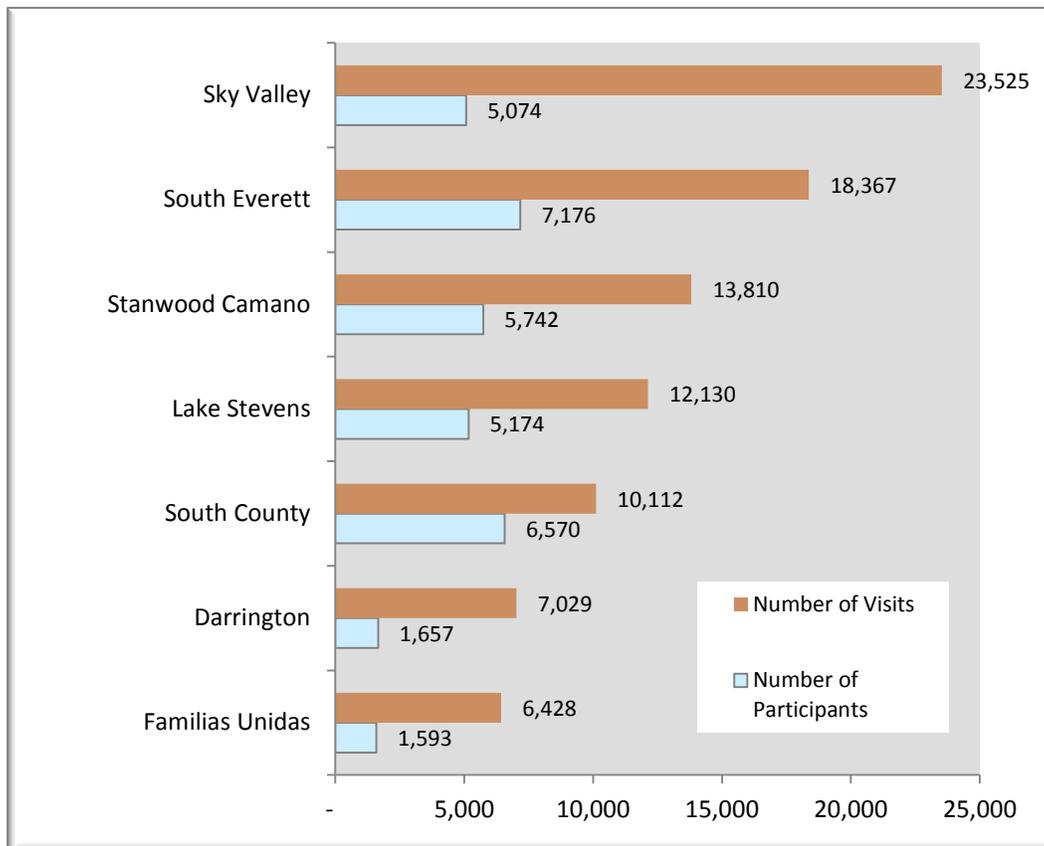
The **North Sound 2-1-1** is a community information and referral line that provides health and human service resources and information. Information and Referral Specialists assist callers using a comprehensive database containing information on mental health, chemical dependency, and related services available to county residents. In **2013**, there were **34,037** callers seeking assistance and **55,481** referrals made to community resources. Compared to 2012, this represents an **18%** decrease in call volume. Follow-up surveys indicate that people who used the 2-1-1 were largely satisfied with the services (96 percent) and felt more connected with their community (100 percent).

During 2013, there were:

- **5,035** cases seeking assistance with home heating
- **3,522** cases seeking assistance with rent
- **3,264** cases seeking emergency shelter
- **935** cases that were either veterans or active duty military personnel
- **844** cases seeking assistance for mental health issues
- **573** cases seeking dental assistance
- **342** cases seeking assistance for chemical dependency issues

The seven **Family Support Centers (FSCs)** in Snohomish County provide a variety of community-based programs to residents of all ages and backgrounds. Programs include parenting classes, crisis intervention, and youth chemical dependency prevention programs. An unduplicated count across all centers is not possible because some individuals may have attended programs at multiple centers. The number of visits and participants in FSC activities are provide in Figure X.

Figure X. Participants and Visits at Snohomish County Family Support Centers, 2013



In addition to providing a range of programs, Snohomish County's FSCs are successful at leveraging community resources. In **2013**, the FSCs engaged **1,589 volunteers** who contributed to **33,574 hours** of service to the community. This is equivalent to about **\$762,000.00** in additional funds leveraged by the FSCs. Many of the programs provided by the FSCs can be linked to the prevention of mental health and chemical dependency issues. These programs range for afterschool programs for youth and health insurance outreach and assistance for the community.

**SNOHOMISH COUNTY
HUMAN SERVICES DEPARTMENT**



RESEARCH & ANALYSIS

RESEARCH DIVISION

Who We Are: The Research Division is staffed with two (2) employees.

What We Do: Developed in 2010, the Research Division of the Human Services Department is responsible for establishing evaluation and outcome monitoring plans for all of the programs funded by the County's 1/10th of 1% Sales Tax. In addition to providing evaluation, statistical and technical support to agencies and programs funded through this sales tax, the Research Division works with the other divisions within the Human Services Department to assess program policies and procedures, analyze data and program outcomes, and to recommend program policy and process improvements. For many of the Department's programs and initiatives, the Research Division compiles data, conducts surveys, facilitates focus groups and completes statistical analysis. Additionally, the Research Division supports grant proposal processes for the Department and provides statistical, evaluation and technical assistance to Department staff on an ad hoc basis. Research staff are often asked to make presentations of their analysis and results to local and state policy makers and key community stakeholders as well as to partner with other departments within County government and organizations within the community on issues of mutual interest. Research staff serve on several County government committees and County boards.

The Research Division is staffed by one PhD-level Research Manager and one full-time Research Investigator. Through calendar year 2013, a second Research Investigator was employed on a temporary basis as part of a foundation grant.

In 2013, the Research Division:

- Provided training and technical assistance to all of the One-Tenth of One Percent Sales Tax funded agencies in order to develop and track the outcomes and impacts these funds have had within the County;
- Provided evaluation training to non-profit organizations participating in the Reclaiming Futures initiative;
- Provided evaluation training at the Washington Association of Area Agencies on Aging (W4A) State Conference;
- Presented the development of the Snohomish County Mental Health Court program to participants at the annual National Alliance for Mental Illness (NAMI) state conference;
- Developed the Fenn-Jorstad Self Sufficiency Matrix in collaboration with the Office of Homeless and Community Services;
- Conducted outcome evaluations for the Snohomish County Mental Health Court Program and the Jail Transition Services Program;
- Conducted focus groups for internal and external stakeholders;
- Developed, administered and analyzed surveys for internal and external stakeholders;
- Served as the co-lead for the Community Action Agency Community Needs Assessment; and
- Provided technical assistance and training to divisions within the Snohomish County Human Services Department.

The Research Division of the Human Services Department is leading several research projects that point to **the need and potential benefits of Sales Tax-funded programs**. These studies, partially funded by Sales Tax and the Amerigroup Foundation, focused on frequent utilization of Emergency Medical Services (EMS), the Snohomish County Triage Center (SCTC), and the Snohomish County Jail. Preliminary findings suggest that innovative chemical dependency and mental health programs combined with policy changes will lead to tangible results for individuals, families, and the County.

Throughout Snohomish County, many of our most vulnerable and marginalized residents utilize services that span multiple systems including social service agencies, housing shelters, law enforcement, the jails, the emergency departments and emergency medical services (EMS). Many of these individuals have overlapping health, mental health and substance use issues that result in repeated, expensive and avoidable contact with the health care, emergency medical services, crisis care, legal and criminal justice systems. It is well known that inappropriate system overuse imposes a significant burden on an already-taxed emergency response system; however, further analysis of the additional costs and impacts accrued by high utilizers of multiple systems is needed. The Human Services Department of Snohomish County is working to determine these consequences and economic costs by establishing partnerships with local fire districts and EMS, law enforcement, corrections, the judicial system, the mental health system, the drug/alcohol treatment system, social services, local emergency departments, the 9-1-1- dispatch system and public and private health plans. By considering data from these various entities, it will be possible to establish a baseline of the volume of frequent cross-system utilizers as well as to determine their associated costs. Once the scope of the issue has been determined, it is hoped that the data derived from this project will spur conversations amongst the many stakeholders to strategize opportunities for new or enhanced targeted interventions that will reduce the costs associated with avoidable multi-system contacts as well as improve the health outcomes of these frequent utilizers. The goals of this initial case study project are many. It is hoped that data from this initial project will:

- Establish a quantitative baseline of the scope of the problem of avoidable frequent cross-system utilization within Snohomish County;
- Increase community partnerships and collaborations focused on addressing the issue;
- Improve the health outcomes for our vulnerable citizens by creating and implementing programs and interventions that allow them to access the right services at the right time;
- Decrease costs associated with avoidable cross-system contacts;
- Create strategies for more efficient use of scarce dollars and resources;
- Reduce expenses that are ultimately passed down to the tax payer;
- Influence policy makers to address legislation that restricts the various agencies from effectively addressing the problem; and
- Allow a space for the voices of all stakeholders along the continuum of healthcare and service provision

Frequent Utilization of Emergency Medical Services

- In a study of frequent utilization of Emergency Medical Services (EMS), the Research Division of the Human Services Department found that most individuals with 10 or more EMS contacts in a 10-month period likely had underlying chemical dependency or mental health issues. The study found that while some of the EMS calls were for chronic health conditions, most of the EMS utilization was for other primary concerns. Because the EMS system is not designed to manage the complex care of people with chemical dependency

or mental health issues, such calls may represent a misallocation of resources. The researchers suggest that other programs that address the underlying chemical dependency and mental health issues may be more effective and efficient means of providing services.

Frequent Utilization of Snohomish County Triage Center

- The Research Division of the Human Services Department found that a small share of clients at the Snohomish County Triage Center (SCTC) accounted for a disproportionate share of referrals, and that changes in certain transport policies may help reduce usage of other costly interventions. During the 10-month study period, 30 individuals had 186 encounters at the SCTC for a total of 1,182 bed days. These frequent utilizers also had multiple contacts with other costly service providers including emergency rooms, EMS, the Snohomish County Jail and local homeless shelter. The research suggests that policymakers should consider examining the linkages between emergency departments and the mental health care system, as well as improved policies that would allow EMS to transport people directly to the SCTC.

Frequent Utilization of the Snohomish County Jail

- The Research Division of the Human Services Department also examined the emergency service utilization of people with 9 or more bookings into the Snohomish County Jail during a recent 10-month period. The study found that individuals with multiple jail bookings were also using other health and emergency services, including visits to mental health centers, emergency rooms and EMS. The study also found that frequent jail utilizers had high rates of chemical dependency and mental health issues, and that this population likely is not receiving effective treatment. The researchers concluded that in the absence of policy changes, this population would likely continue to cycle through the jail and utilize costly services.



**SNOHOMISH COUNTY
HUMAN SERVICES DEPARTMENT
2013 ANNUAL REPORT**