

*Snohomish County*

# Human Services Department



## **PROGRAMS**

**Basic Needs**

**Children, Youth, and Family Programs**

**Behavioral Health Programs**

**Seniors and Disabled Programs**

# 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*

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## BASIC NEEDS PROGRAMS

### **Community Action Program (425-388-7244)**

Assists with developing and implementing strategies to address poverty and the effects of poverty by providing:

- Development of the Snohomish County Low Income Needs Assessment
- Contracts with faith-based and community-based organizations for such services as: domestic violence legal advocacy; life skills training; housing resource and referral; and family law services. To be eligible for services the household income must be at or below 125% of the federal poverty level. All services are focused on moving individuals and families out of poverty.
- Assistance with the development of new and expanded services to low-income residents
- Advocacy on legislative issues affecting low-income residents
- Assurance that low-income residents have a voice in poverty strategies undertaken
- Public education on poverty in Snohomish County
- Opportunities for people with common concerns to come together and plan, at the local level, for ways to meet the needs of low-income residents

### **Community Information Line (425-258-4227, 800-223-8145, TTY 800-856-8517).**

Information and referral service to:

- Countywide services and for anyone in search of information regarding specific human services' programs in the County.

In addition to accessing information via telephone, the Department provides financial support for this service.

### **Energy Assistance Program (425-388-3880)**

Program provides:

- One-time per heating season assistance in paying the heat bill for eligible households;
- Provides help with all heat fuel types (oil, natural gas, wood, propane, electric)
- Awards grants ranging from \$25-\$1000 depending on income, household size, type of housing, and amount of heat bill;
- Help with heating system repairs;
- Assistance, even if you do not have a past due balance or shut-off notice
- Heating assistance generally provided between November 15<sup>th</sup> and April 1<sup>st</sup>
- Households with **PSE** natural gas may be served year around

**NOTE:** To be eligible, you must meet program/income guidelines and provide required documentation.

## **Homeless Coordination & Affordable Housing Program**

### **Homelessness (425-388-7116)**

- Develops contracts for homeless assistance programs that provide: emergency shelter and transitional housing, to provide shelter, temporary housing and services for people experiencing homelessness.
- Develops contracts and programs to move experiencing homelessness into their own housing units and provides housing stability services or other services as needed.
- Develops and implements plans, in collaboration with community agencies, that address homelessness and issues that put people at risk of homelessness.
- Develops contracts and programs that address various needs for veterans, persons fleeing domestic violence, persons with mental health or chemical dependency treatment needs, persons living with various disabilities, youth and children, families and individuals who are experiencing homelessness or are at-risk of homelessness.
- Manages the Homeless Management Information System.

### **Housing and Community Development (425-388-3237)**

- Supports the provision of a continuum of housing options to meet the diverse housing and community development needs of the county through a variety of affordable housing projects and program options, including projects for the homeless, permanent rental housing, homeowner home repair programs and first-time home buyer/home ownership loan programs.
- Contributes to planning and policy efforts that address county-wide affordable housing and community development needs in conjunction with local, county and regional partners.
- Leverages other funding resources that address affordable housing and community development needs in the community to assist county residents, including support for low-income persons, seniors, individuals with disabilities and other special needs, and other Snohomish County residents.
- Provides funding support for local public facility projects and municipal infrastructure improvement projects, such as food banks, senior centers, emergency shelters for persons experiencing homelessness, facilities for persons with special needs, streets and sidewalk capital projects, parks, safe water supply projects, and other projects that benefit low and moderate income people and neighborhoods.

- Develops a five-year Consolidated Plan to identify housing and community development needs, priorities and strategies with public input to establish a framework for the investment of public resources including Federal, State and local funding.
- Develops an annual Action Plan for the use of federal funds from the US Department of Housing and Urban Development and locally generated funds.
- Administers the allocation of funds through a Notification of Funding Availability (NOFA) process for non-profit agencies, cities, towns and others. Includes Federal funds and local resources to support public facility projects, infrastructure projects, affordable rental housing, home repair programs, and first-time homebuyer/homeownership projects or programs along with other activities.
- Awards and administers available funds, and administers contracts with sub-recipients.

### **Kinship Caregiver Program (425-670-8984 Ext. 12)**

Sometimes birth parents are unable or unwilling to provide care for their children. Extended families often take on this responsibility outside the DSHS system. The Kinship Caregiver Support provides support for eligible grandparents and other relatives who have primary responsibility for raising a child. Limited assistance is available to offset the costs of basic needs such as clothing for the child, utility bills, and food.

### **Legal Services (Northwest Justice Project 1-888-201-1014 / CLEAR Seniors 1-888-387-7111)**

- Legal assistance and representation on government benefit issues, etc.
- Open weekdays 9:15 a.m. to 12:15 p.m.
- [www.nwjustice.org/get-legal-help](http://www.nwjustice.org/get-legal-help) has more information about their services and how to apply online to speak with an attorney.

### **Veterans' Assistance Fund (425-388-7255)**

Provides emergency financial assistance for low-income, honorably discharged veterans their widows and/or eligible dependents. Assistance available for:

- Rent
- Food
- Utilities
- Assistance with burial/cremation expenses of veterans
- Other basic needs.

In addition, staff provides veterans' entitlement/benefit information, outreach services to incarcerated and housebound veterans and resource referral for services within the community. Office hours: Monday - Friday, 8:00am - Noon / 1 - 5:00pm.

**Volunteer Transportation** (Catholic Community Services 425-257-2111 or 1-888-240-8572)

- Volunteers providing transportation to eligible adults with disabilities, seniors, and veterans

**Weatherization Program** (425-388-7205)

Provides home energy conservation assistance to eligible households. Highlights of the program include:

- Providing insulation, air sealing, and other standard weatherization measures
- Providing energy conservation education
- Providing safety checks on home heating systems
- Inspecting home ventilation systems
- Service to homeowners/renters year-round



## CHILDREN, YOUTH, AND FAMILY PROGRAMS

### **Developmental Disabilities (425-388-7208 or 425-388-7320) [www.snoco.org/dd](http://www.snoco.org/dd)**

Snohomish County Developmental Disabilities fosters inclusive communities that support people with developmental disabilities to fully participate in and contribute to all aspects of community life by providing:

- Information/education/leadership opportunities
- Employment Support for adults over 21-years of age
- Early Intervention services for children birth to 3-years of age
- Support to families and individuals with developmental disabilities
- Advocating for access to services and the community at-large on behalf of individuals and families
- Planning for, developing and working collaboration with community resources
- Participating in policy development, working toward a continuum of services for individuals and families

### **Early Childhood Education and Assistance Program (ECEAP) (425-388-7268)**

ECEAP is a comprehensive state-funded preschool program that provides free services and support to eligible children and their families. The goal is to help ensure children enter kindergarten ready to succeed. The program includes:

- Early learning preschool
- Family support and parent involvement
- Child health coordination and nutrition.

Provides services to more than 1200 preschool children and their families at 26 locations in Snohomish County.

### **Early Head Start (EHS) (425-388-6439)**

Early Head Start (EHS) is a federally-funded community-based program for low-income families with infants and toddlers and for low-income pregnant women. EHS strives to promote healthy prenatal outcomes for pregnant women, to enhance the development of very young children, and to promote healthy family functioning. We provide services to 82 families who live in Arlington, Granite Falls, Marysville, and Sultan communities. EHS provides these services:

- Home visits focusing on child development
- Parent/child socialization groups
- Special needs/disability inclusion services

**Family Caregiver Program** (Family Caregiver Resource Line at **425-290-1240**, TDD **425-347-7997**, or **1-800-422-2024** and/or visit [www.snocare.org](http://www.snocare.org))

The Family Caregiver Support Program offers:

- Supportive services to the unpaid family caregiver (family, relatives, friends, etc.) who cares for loved ones, age 18 and older. All services offered through the Family Caregiver Program are goal-oriented and focus on the family caregiver's behavior and willingness to continue in the family caregiver role. Successful delivery of services will help family caregivers to: better cope with their unique caregiver experience; understand their options throughout their caregiver journey; and secure and sustain connectedness to the community. Services include specialized information, assistance to accessing services, training/educational workshops, support groups, counseling, and consultation. The TCARE Assessment and Referral process is the most recent service added to the program.
- Services are offered by trained and certified Family Caregiver Specialists at *Caregiver Resource Centers* located throughout the County to include: the Stillaguamish Senior Center, Northshore Senior Center, Mill Creek Senior Center, and the Family Center in Lynnwood.
- In addition, the Alzheimer's Association and Senior Information & Assistance (Senior Services of Snohomish County) offer services County-wide. The Alzheimer's Association offers specialized dementia-focused services and Senior Information and Assistance offers a full range of services including special outreach component of the Family Caregiver Support Program that reaches Filipino, Chinese, Korean, Vietnamese, and Hispanic communities.

### **Family Support Center (425-388-7200)**

Program managers provide:

- Program guidance, contract management, and technical assistance for centers located throughout Snohomish County.
- County funding for centers in Stanwood, Darrington, South Everett [(including Latino Resource Center), Lake Stevens, Sultan, and Lynnwood.

### **Snohomish County Children's Commission (425-388-7268)**

Twenty-five Snohomish County residents representing the geographic, professional and community diversity of our area serve on the Commission. The Commission meets every month and works to respond to the mandates of the County Council and the needs of our children and youth by:

- Linking research with practice
- Helping identify the priorities of the county's residents regarding our children

- Providing a clearer picture of existing gaps and needs; and to track federal, state, and local programs and activities relating to children.
- Sponsoring forums, reports, campaigns, projects, and legislative advocacy activities
- Initiating many successful programs in the County

## BEHAVIORAL HEALTH PROGRAMS

### **Behavioral Health Community Services (425-388-7211 OR 425-388-3189)**

- Assist our community in navigating the Behavioral Health system and provide information about community behavioral health resources
- Connect vulnerable adults to Behavioral Health treatment, in partnership with other systems including the Snohomish County Jail, Snohomish County Sheriff's Office, Juvenile Detention, schools, housing providers and treatment agencies.
- Facilitate collaboration across systems to ensure comprehensive behavioral health services throughout our county.
- Assist schools, community groups, and other organizations to develop and provide prevention programs to help strengthen at-risk communities.
- Identify community needs and gaps and design, execute, and monitor contracts utilizing local and state dollars to meet those needs and fill gaps
- Coordinating the Local Crisis Oversight Committee meetings to address system-wide crisis response service needs
- Release planning for mentally ill inmates discharging from Snohomish County Jail
- Mental health services for youth involved with the Denney Juvenile Justice Center
- Respond to requests for assistance from the community regarding access to mental health services
- Advocacy and problem-solving for clients
- Collaborate with local law enforcement and employ/supervise Law Enforcement Embedded Social Workers to connect homeless individuals with behavioral health needs to available services.

### **DUI Task Force (425-388-7269)**

- Provides DUI education to court-ordered offenders, jail inmates and the general community

Snohomish County Designated **Mental Health** Professionals provide **Involuntary Treatment (425-388-7214)**

The ITA program operates 24/7 and Mental Health professionals:

- Conducts prompt evaluations under RCW 71.05 and RCW 71.34
- Place individuals who are not willing to voluntarily engage in psychiatric treatment on a 72-hour psychiatric hold in a certified treatment facility provided they suffer from an acute mental disorder and, as a result, present as an imminent danger or are gravely disabled.

- Prepare for and testify at civil commitment hearings should treatment beyond the 72-hour time frame be warranted
- Provide education for families and the community regarding involuntary mental health treatment

## SENIORS AND DISABLED PROGRAMS

### Adult Day Health/Adult Day Care Program

Therapeutic program designed to maintain or improve physical, social and cognitive functioning in frail elders and adults with chronic health care disabilities.

The providers in our area include:

- **(425-286-1032** - Northshore Health and Wellness Center/Adult Day Services Bothell)
- **(425-454-8585)** – Circle of Friends (King County)
- **(425-355-1313** – Full Life Adult Day Health Center Everett)

### Case Management

These services provide support for the elderly and persons with disabilities to maintain independence in their own homes. Case Managers may be reached at **425-388-7296**. To determine eligibility for case management, call Senior Information & Assistance at **425-513-1900** or **1-800-422-2024**.

Case Managers:

- Assists Medicaid eligible elderly and disabled adults to develop a service plan to receive DSHS funded home care services which allow them to remain in their own homes. Home care services can include help with walking, bathing, cooking, housework, etc.

### CFC/COPES and Medicaid Personal Care Programs

Provides household and personal care services, assisting disabled clients to remain in their home. To apply for personal care services (funded by the Department of Social and Health Services), call Home and Community Services at:

- Everett: **425-339-4010**
- Alderwood: **425-977-6530**
- Smokey Point: **360-651-6800 or 6801**

Clients eligible for one of these in-home programs are case managed by Snohomish County Aging & Disability Services Division case managers.

### Developmental Disabilities (425-388-7208 or 425-388-7320)

Provides support in the following areas:

Snohomish County Developmental Disabilities fosters inclusive communities that support people with developmental disabilities to fully participate in and contribute to all aspects of community life by providing:

- Information/education/leadership opportunities

- Employment Support for adults over 21-years of age
- Early Intervention services for children birth to 3-years of age
- Support to families and individuals with developmental disabilities
- Advocating for access to services and the community at-large on behalf of individuals and families
- Planning for, developing and working collaboration with community resources
- Participating in policy development, working toward a continuum of services for individuals and families

### **Medicaid Transformation Project Demonstration (MTPD)**

The Medicaid Transformation Waiver, part of Healthier Washington, will transform the delivery system for Snohomish County residents served by Medicaid, engaging and supporting Apple Health clients, providers, and communities to achieve improved health, better care, and lower costs.

Snohomish County Long Term Care & Aging will play a significant role in implementing the demonstration and ensuring its success.

The demonstration has two main LTSS components:

- Medicaid Alternative Care (MAC) - Creation of a benefit package for individuals who are eligible for Medicaid but not currently accessing Medicaid-funded LTSS. This benefit package will provide services to unpaid caregivers designed to assist them in getting supports necessary to continue to provide high-quality care and to focus on their own health and well-being.
- Tailored Supports for Older Adults (TSOA) - Establishment of a new eligibility category and benefit package for individuals “at risk” of future Medicaid LTSS use who currently do not meet Medicaid financial eligibility criteria. This is designed to help individuals avoid or delay impoverishment and the need for Medicaid-funded services.

MAC and TSOA include the following benefits:

- Caregiver Assistance Services: Services that take the place of those typically performed by unpaid caregiver.
- Training and Education: Assist caregivers with gaining skills and knowledge to care for recipient.
- Specialized Medical Equipment & Supplies: Goods and supplies needed by the care receiver.
- Health maintenance & therapies: Clinical or therapeutic services for caregivers to remain in role or care receiver to remain at home.
- Personal Assistance Services: Supports involving the labor of another person to help recipient (TSOA only).

**Family Caregiver Support Program** (Family Caregiver Resource Line at **425-290-1240**, TDD **425-347-7997**, or **1-800-422-2025**, and/or visit [www.snocare.org](http://www.snocare.org))

The Family Caregiver Support Program offers:

- Supportive services to the unpaid family caregiver (family, relatives, friends, etc.) who cares for loved ones, age 18 and older. All services offered through the Family Caregiver Program are goal-oriented and focus on the family caregiver's behavior and willingness to continue in the family caregiver role. Successful delivery of services will help family caregivers to: better cope with their unique caregiver experience; understand their options throughout their caregiver journey; and secure and sustain connectedness to the community. Services include specialized information, assistance to accessing services, training/educational workshops, support groups, counseling, and consultation. The TCARE Assessment and Referral process is the most recent service added to the program.
- Services are offered by trained and certified Family Caregiver Specialists at *Caregiver Resource Centers* located throughout the County to include: the Stillaguamish Senior Center, Homage Senior Services & Alzheimers.
- In addition, the Alzheimer's Association and Homage Senior Services offer services County-wide. The Alzheimer's Association offers specialized dementia-focused services and Senior Information and Assistance offers a full range of services including special outreach component of the Family Caregiver Support Program that reaches Filipino, Chinese, Korean, Vietnamese, Slavic, and Hispanic communities.

### **Respite Care Services**

- (Homage Senior Services at **425-513-1900**, **1-800-422-2024**, or the Family Caregiver Information Line at **425-290-1240** for pre-screening)
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- Respite Services are offered through the Family Caregiver Support Program. "Getting a break" from caregiving is, for some, a very important service to help caregivers cope with the stresses and demands of the caregiver role. Eligibility requirements included participation in the TCARE Assessment & Referral process. Services are delivered in the home or at an Adult Day services facility.

### **Family Support Center (425-388-7200)**

Program managers provide:

- Program guidance, contract management, and technical assistance for centers located throughout Snohomish County.
- County funding for centers in Stanwood, Darrington, South Everett [including Latino Resource Center], Lake Stevens, Sultan, and Lynnwood.



### **Geriatric Depression Screening Program (425-290-1260 or 1-800-422-2024)**

Helps seniors:

- Maintain optimal health and a positive outlook through confidential in-home depression screening, consultation, advocacy and referral
- Short-term counseling available if screening shows moderate or severe depression.
- Educational presentations are available to senior groups throughout the county
- Providing all services free of charge

### **Long Term Care and Aging (425-388-7241)**

Program assists older adult residents age 60+ and younger adults with disabilities by:

- Developing, managing, and monitoring contracts providing community services to senior citizens and disabled adults
- Organizing educational programs, conferences and forums for the public on a variety of aging and long-term care topics
- Providing leadership in legislative, educational and advocacy efforts to enhance long-term care services
- Soliciting public input; researching and developing a long-term plan for providing services
- Implementing and monitoring the “Family Caregiver Programs Serving Snohomish County” – a collaborative effort among agencies, organizations and members of the community. Two key components are: the Family Caregiver Resource Line 425-290-1240 and the Website: [www.snocare.org](http://www.snocare.org).

### **Nutritional Programs for Adults 60 and Older**

(Homage Senior Services 425-513-1900 or 1-800-422-2024)

Nutritional program provides:

- Home delivered meals (Meals on Wheels) and groceries
- Senior dining sites throughout the county
- Vouchers for fresh local produce at Farmers Markets

### **Older Adult Mental Health Access**

(Older Adult Mental Health Access at 425-290-1260 or 1-800-422-2024)

This service which is a part of Senior Information and Assistance program operated by Senior Services of Snohomish County offers:

- Older adults age 60 or older information or assistance in accessing mental health or chemical dependency services in Snohomish County.

### **Senior Centers** (Senior Information and Assistance at **425-513-1900** or **1-800-422-2024**)

Senior Centers offer:

- A variety of social, health, exercise, recreational, and educational programs.

### **Senior Information and Assistance**

(Homage Senior Services previously Senior Information and Assistance at **425-513-1900** or **1-800-422-2024**)

- An information and referral agency to countywide services for seniors and their families.

### **Senior Peer Counseling Services**

(Senior-to-Senior Peer Support at **425-290-1252** or **1-800-422-2024**)

- One-on-one peer support counseling for seniors in the home.
- Group support
- All services are free of charge

### **Stabilized Housing for Vulnerable Seniors** (Hope Options at **425-303-1106**)

Stabilized housing program:

- Promotes stable housing and independent living for vulnerable senior with mental health or behavioral issues. The program provides two primary levels of services:
  - Intervention/Crisis Resolution to resolve the housing crisis and to prevent the senior from needing to move or becoming homeless;
  - Ongoing mental health case management, including a Section 8 Housing voucher, in order to maintain a stable housing situation.

### **Volunteer Transportation**

(Catholic Community Services at **425-257-2111** or **1-888-240-8572**)

- Volunteers providing transportation to eligible disabled adults, seniors, and veterans

## NOTES