

Snohomish County

Human Services Department



PROGRAMS

Basic Needs
Children, Youth, and Family
Drug Abuse Prevention and Treatment
Mental Health
Older Adults and Disability

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.

Dental Access (Case Management Division 425-388-7296)

WSDA Outreach Program offers:

- A reduced dental care program for low-income elderly, people with disabilities and Alzheimer's patients. Dental services and laboratory charges are discounted by 25% and provided by participating members of the Washington State Dental Laboratory Association.

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 15th and April 1st
- 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 (425-388-3237)

- 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 homeless persons 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 (425-388-3267)

- 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 homeless persons, 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 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

WSU Growing Groceries Program (425-357-6010); (mg.help@wsu.edu)

- Learn to grow your own vegetable at a local community garden

WSU Training Programs (425-338-2400)

- Become a trained community volunteer. Annual training classes for Master Gardeners, Beach Watchers, Sustainable Community Stewards and Livestock Advisors
- Courses and workshops on farming, gardening and forest stewardship

CHILDREN, YOUTH, AND FAMILY PROGRAMS

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

Provides support in the following areas:

- Contracting for high school transition, adult employment and early intervention for children and community connections
- Planning for and developing new programs and resources
- Advocating for access to services and the community at-large on behalf of individuals and families
- Information and education services through website and outreach
- General problem-solving for individuals and/or families
- Participating in policy development working toward a continuum of services for individuals and families

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

Prepares income-eligible children for success in school by addressing their (and their family's) educational, health and social needs. The following services are provided at 21 locations throughout Snohomish County:

A preschool program for children offering educational experiences responding to children's individual needs, interests and family cultures

- Opportunities for adult family members to be involved in the program through volunteering, adult education, advocacy efforts and family activities
- A range of medical, dental, mental health and nutrition services (including health screenings and meals for preschool children)
- Access to social service resources in the community

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)

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

WSU 4-H Youth Development Program (425-357-6044)

- Programs that develop life skills in children and youth ages 5 – 19 years
- Volunteer training opportunities for adults

WSU SNAP Nutrition Education Program (425-357-6039)

- Nutrition classes for youth and adults offered through partnering schools and human services agencies

DRUG ABUSE PREVENTION AND TREATMENT PROGRAMS

Alcohol and Other Drugs Prevention Program (425-388-7227 or 425-388-7422)

- Comprehensive funding, staffing and program support to Coalitions in State designated Prevention Redesign Initiative Communities.
- Tools and training to help agencies, school districts and local coalitions develop effective prevention programming.
- Support and information to leaders working on policies that reduce substance abuse problems.
- Parenting programs and other community supports as resources become available.
- Using Sales Tax funding to offer an expanding network of holistic student and family support, including targeted outreach and intervention for high risk and homeless young people.

Alcohol and Other Drugs Treatment Program (425-388-7423, 425-388-7231 or 425-388-7400)

Funds and manages a continuum of care for chemically dependent indigent and low-income clients that include:

- Detoxification.
- Screening, Brief Intervention, Referral and Brief Treatment.
- Outpatient assessment and treatment services, with specialized treatment for youth, pregnant and parenting women; liaison services with publically-funded housing; and medication-assisted treatment (such as methadone or Suboxone).
- Priority clients also include injecting drug users, veterans and older adults.

Alcohol and Other Drugs Recovery Support Program (425.388.7274 or 425.388.7168)

Offers assistance with basic needs and/or short-term housing to clients while successfully engaging in treatment.

- All resources support low-income or indigent clients actively pursuing their recovery in treatment with one of the County's contracted treatment agencies.
- Contracted treatment agency counselors refer clients to the Recovery Support Program once they have determined the client is serious in his/her recovery; no other referrals are accepted.
- Recovery Support Specialists (RSSs) work with clients to determine individual needs and program eligibility.

- RSSs use available resources and motivational interviewing to create incentives for clients' successful completion of treatment.

DUI Task Force and Victim Panel Program (425-388-7269)

- DUI Victim panels for schools, driver's education classes, community organizations and court-ordered offenders.
- DUI/Target Zero Task Force coordinates special law enforcement high visibility emphasis patrols and anti-DUI media campaigns.
- Information booths for safety and community fairs and other events.
- DUI Victims Memorial Wall Program for families wanting to place a tile in memory of a loved one killed in a drunk/impaired driving crash.

MENTAL HEALTH PROGRAMS

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

Assists 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.

All services are free of charge.

Mental Health: Community Services (425-388-7211)

- Funding for community services
- Monitoring of services
- Staffing Snohomish County Mental Health Advisory Board
- Planning and developing new programs
- Coordinating the Local Crisis Oversight Committee meetings to address system-wide crisis response service needs
- Discharge planning for patients at Western State Hospital to facilitate their return to their home community
- 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
- Coordinating services for difficult to place individuals and individuals involved with multiple systems

Snohomish County Designated **Mental Health** Professionals provide **Involuntary Treatment (425-388-7215)**

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

- Provide education for families and the community regarding involuntary mental health treatment
- Conducts prompt evaluations under RCW 71.05 and RCW 71.34
- Place individuals who are not willing to engage in 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

- Conduct civil commitment hearings should treatment beyond the 72-hour time frame be warranted

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:

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

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

OLDER ADULTS AND DISABILITY PROGRAMS

Adult Day Health Program

Senior Information and Assistance (**425-488-4821** - Northshore Health and Wellness Center/Adult Day Services Bothell) or (**425-355-1313** – Full Life Adult Day Health Center Everett)

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

Case Management

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:

- Assist disabled adults age 60 and above in obtaining and using necessary support services.

COPES and Medical 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: **425-673-3339**
- Smokey Point: **360-651-6800 or 6801**

Clients eligible for one of these in-home programs are case managed by Snohomish County Long Term Care & Aging case managers.

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

Provides support in the following areas:

- Contracting for services for high school transition, adult employment, early intervention for children, and community connections
- Planning for and developing new programs and resources
- Advocating for access to services and the community at-large on behalf of individuals and families
- Information and education services, through website and outreach
- Information and referral for individuals and/or families

- Policy development working toward a continuum of services for individuals and families

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)

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, Slavic, 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.

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
- Developing 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.

Long Term Care Ombudsman (425-388-7393)

The Long-Term Care Ombudsman listens to concerns and questions regarding the quality of life and care long-term care residents received. Working with residents, families, staff, local and state agencies and other organizations, Ombudsmen investigate and resolve resident complaints and answer questions. The purpose of the program is to:

- Protect and promote resident’s rights in long-term care facilities (e.g. nursing homes, boarding homes, adult family homes), and assisting in empowering residents to become self-advocates.
- Provide advocacy, public information, education, consultations, and presentations.

The program is volunteer-based and recruits, trains, and supports over 30 certified volunteers who provide long-term care residents access to Ombudsmen’s services on a weekly basis.

Nutritional Programs for Adults 60 and Older

(Senior Information and Assistance **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.

Respite Care Services

(Senior Information & Assistance at **425-513-1900**, **1-800-422-2024**, or the Family Caregiver Information Line at **425-290-1240** for pre-screening)

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.

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

(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

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NOTES