

*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 (425-262-2904)

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

- Development of the Snohomish County Low Income Needs Assessment
- Public education on poverty in Snohomish County
- Assurance that residents with low-incomes have a voice in poverty strategies undertaken
- Assistance with the development of programs and community initiatives that meet the needs of residents with low-incomes
- Advocacy on legislative issues affecting low-income residents
- Assurance that low-income residents have a voice in poverty strategies undertaken
- 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 (425-513-1900 or 800-422-2024)**

The Kinship Caregiver Support Program (KCSP) is a state-funded program supporting Kinship Caregivers in their unexpected role raising relative children and the unique challenges which come with that responsibility. A core principle of the KCSP is that healthy families are connected to their community.

Through access to information, resources and supports, the KCSP equips caregivers with tools to stabilize, build confidence and create sustainability, leading to a thriving kin-household for all members. The KCSP supports and services are tailored to the kin-family's needs, including individualized consultation; support systems navigation; advocacy and building self-advocacy skills; kinship caregiver education; home visits; family meetings; peer-to-peer connections; and financial relief to kin-families by purchasing needed goods and services.

### **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.
- Facing foreclosure? Call 1-800-606-4819
- Deaf, hard of hearing or speech impaired callers can call CLEAR or 211 (or toll-free 1-877-211-9274) using the relay service of their choice.

### **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 veterans and resource referral for services within the community. Office hours: Monday - Friday, 8:00am - Noon and 1 - 5:00 p.m.

Eligibility is based on character of military services, type of service, and residency. Eligible veterans must also prove to be indigent either due to low income, enrollment in state benefits, and other means. Verification of eligibility is required prior to distribution of any veterans' assistance fund resources.

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

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

## CHILDREN, YOUTH, AND FAMILY PROGRAMS

### **Developmental Disabilities (425-388-7208)**

(Birth to Three Early Intervention Referral Line 425-388-7402 or [EarlyInterventionProgram@snoco.org](mailto:EarlyInterventionProgram@snoco.org))

Website: <https://www.snohomishcountywa.gov/428/Developmental-Disabilities>

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 and working in 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) (425-388-7010)**

ECEAP is a state-funded preschool program that focuses on the well-being of the whole child by providing free, comprehensive nutrition, health, education and family support services to Snohomish County's at-risk young children. ECEAP serves the children most in need of these foundations for learning, 3- and 4-year old children from income-eligible families. Enrollment is prioritized for children in foster care, children experiencing homelessness, and families involved in Child Protective Services. The program is aligned with nationally researched programs that have shown exceptional returns on investment.

ECEAP is effective at:

- Increasing children's social-emotional, physical and pre-academic skills.
- Helping families move toward self-sufficiency and build their capacity to support their children's success.
- Ensuring that each child receives medical and dental care to start school healthy.

ECEAP provides services to more than 1500 preschool children and their families at 23 locations throughout Snohomish County and two in neighboring Skagit 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 (based on the federal poverty guidelines up to 130% of poverty). All families are welcome to apply and enroll without restriction to immigration status. 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 Support Program (425-513-1900 or 800-422-2024)**

The Family Caregiver Support Program (FCSP) helps unpaid caregivers/helpers to better manage the stresses of their caregiver role. The unpaid caregiver/helper may qualify to receive a variety of supports and services, including an individual consultation, support groups, educational programs, home delivered meals, and respite services. Providing a high level of care not required for FCSP eligibility and the caregiver/helper may be a spouse, adult child, other relative, friend or neighbor of the person needing assistance with daily living.

Supplemental Services, including home delivered meals, massage and house cleaning are available at no cost. There may be a sliding-scale participation fee for respite services. The FCSP case coordinator can discuss this during intake.

### **Family Support Center Housing & Community Services Division (425-262-2904)**

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), Sultan, and Lynnwood.

### **Snohomish County Children's Commission (425-388-7251)**

Twenty-five (25) Snohomish County residents representing the geographic, professional and community diversity of our area serve on the Commission. The Commission meets monthly and advises the County Executive, the County Council, and the Human Services Department on issues of health, safety, and social services for infants, young children, and youth in our community.

## 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, local police departments, schools, housing providers and treatment agencies.
- Facilitate collaboration across systems to ensure comprehensive behavioral health services throughout our county.
- Identify community needs and gaps; design, execute, and monitor contracts utilizing local and state dollars to meet those needs and fill gaps
- Respond to requests for assistance from the community regarding access to mental health and substance use disorder treatment services
- Advocacy and problem-solving for individuals receiving behavioral health treatment

### **Snohomish County Behavioral Health Crisis Services (425-388-7215/425-388-7214)**

Designated Crisis Responders provide voluntary and involuntary behavioral health crisis services.

Our program operates 24/7.

- We evaluate any individual that is located in Snohomish County and is in a self-defined behavioral health crisis.
- We conduct prompt evaluations under RCW 71.05 and RCW 71.34
- We place individuals who are not willing to voluntarily engage in psychiatric or substance use treatment on a 72-hour psychiatric hold in a certified treatment facility provided they suffer from an acute mental disorder/substance use 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 behavioral 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)
- (425-355-1313 – Full Life Adult Day Health Center Everett)

### Aging and Disability Network (Homage Senior Services)

(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.

### CFC/COPES and Medicaid Personal Care Programs

Case Managers assist 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.

To apply for home care services (funded by the Department of Social and Health Services (DSHS), an application for Medicaid will need to be completed. You may call Homage Senior Services at 425-513-1900 or 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 Management program. If you are currently receiving assistance and need to contact your Case Manager, you may call 425-388-7296.

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

Website: <https://www.snohomishcountywa.gov/428/Developmental-Disabilities>

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- 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 in collaboration with community resources
- Participating in policy development, working toward a continuum of services for individuals and families

### **Family Caregiver Support Program (425-513-1900 or 800-422-2025)**

The Family Caregiver Support Program (FCSP) helps unpaid caregivers/helpers to better manage the stresses of their caregiver role. The unpaid caregiver/helper may qualify to receive a variety of supports and services, including an individual consultation, support groups, educational programs, home delivered meals, and respite services. Providing a high level of care not required for FCSP eligibility and the caregiver/helper may be a spouse, adult child, other relative, friend or neighbor of the person needing assistance with daily living.

Supplemental Services, including home delivered meals, massage and house cleaning are available at no cost. There may be a sliding-scale participation fee for respite services. The FCSP case coordinator can discuss this during intake.

### **Geriatric Depression Screening Program (425-513-1900 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 (425-388-7393 or [LTCA.Referrals@snoco.org](mailto:LTCA.Referrals@snoco.org))**

The Snohomish County Long-Term Care & Aging (LTCA) Program is the designated Area Agency on Aging (AAA) for Snohomish County. As part of the Human Services Department, the LTCA Program is responsible for developing a comprehensive and coordinated system of services for older adults and adults with disabilities throughout Snohomish County. LTCA provides both direct and contract services oversight and support, as well as leadership and advocacy. LTCA responsibilities include:

- 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, managing, and monitoring contracts providing community services to older adults and adults with disabilities;

- Organizing educational programs, conferences and forums for the public on a variety of aging and long-term care topics; and
- Implementing and monitoring the “Family Caregiver Support Program (FCSP), the “Kinship Caregiver Support Program” (KCSP), and the Medicaid Transformation Demonstration (MTD) program.
- Additional resources: [www.waclc.org](http://www.waclc.org) and [www.washingtonconnection.org](http://www.washingtonconnection.org)

**Medicaid Transformation Demonstration (MTD)** (425-388-7393 or [LTCA.Referrals@snoco.org](mailto:LTCA.Referrals@snoco.org))

The Medicaid Transformation Demonstration (MTD) is a collaborative program between Washington State and the federal government to explore innovative approaches to providing care for individuals age 55 and older who need a little bit of support with daily living and/or to maintain independence at home. The primary goals of MTD are to: 1) help individuals remain at home; 2) prevent or delay a transition to a nursing home, assisted living, or long-term care facility; and/or 3) reduce the utilization of more costly Long-term Care Services & Supports (LTSS).

The eligible person needing care may live alone or live with an unpaid caregiver/helper. MTD can also offer supports to unpaid caregivers/helpers, providing services to help them continue to provide care, while also focusing on their own health and well-being.

Tailored Supports for Older Adults (TSOA) and Medicaid Alternative Care (MAC) are two program components of MTD. MAC provides supports for individuals with an unpaid caregiver who are eligible for Medicaid but not currently accessing Medicaid-funded LTSS benefits. TSOA provides a program option for individuals, with or without an unpaid caregiver/helper, who do not currently meet Medicaid financial eligibility and are at risk of future Medicaid/LTSS utilization.

MTD services may include an in-home support worker, home delivered meals, personal emergency button, adaptive equipment, personal care supplies, minor home safety modifications, and other services based on eligibility and availability. MTD is free to participate in without the estate recovery requirement, participation fee or penalties possible under other LTSS programs.

**Nutritional Programs for Adults 60 and Older**  
(Homage Senior Services 425-513-1900 or 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 – request applications for a voucher in May/June every year by calling 425-388-7393

### **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 the Aging and Disability Network (Homage Senior Services) offering:

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

### **Respite Care Services**

As part of the Family Caregiver Support Program (FCSP), the Snohomish County Respite Care Program provides a much-needed break to unpaid adult caregivers who are providing regular care to an adult family member or friend with a physical or cognitive disability who resides in Snohomish County. Respite care is arranged in consultation with a designated FCSP case coordinator and may include supervision, companionship, and personal care.

Different types of Respite Care services are available depending on the needs of the caregiver and the individual receiving care. Services may be provided at home by a contracted home care agency or out-of-home at contracted Adult Day Program locations. Overnight care may be available in some areas. Respite Care workers are trained to provide companionship, supervision, and assistance with daily activities so the caregiver can have a break, run errands, or go to medical appointments.

Access to Respite Care includes meeting the eligibility requirements via the evaluation tool discussed in the FCSP section, and includes either living in the same home or the caregiver providing 40 or more hours of care per week. There may be a participation fee for Respite Care, which the FCSP case coordinator can discuss during intake.

**Senior Centers** (Aging and Disability Network (Homage Senior Services) at **425-513-1900** or **800-422-2024**)

Senior Centers offer:

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

**Senior Peer Counseling Services** (**425-290-1260** or **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 **888-240-8572**)

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

## NOTES