Snohomish County 2011 Leadership

County Executive Office

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Gary Haakenson Deputy Executive
Peter Camp Executive Director
Brian Parry Executive Director

Snohomish County Council

Dave Somers Council Chair, District 5
Brian Sullivan Council Vice Chair, District 2
Dave Gossett Council Member, District 4
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Human Services Department

Ken Stark Director
Mike Fulcher Division Manager, Administrative Services
Cammy Hart-Anderson Division Manager, Chemical Dependency, Mental Health and Veterans Services
Mary King Division Manager, Aging and Disability Services
Joe Varano Division Manager, Division of Early Learning
Jeff Watson Division Manager, Housing & Community Services
Curt Moulton Executive Director, Washington State University, Snohomish County Extension
Janet Jayne Supervisor, Washington State University Extension
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 189 employees, some of whom provide direct services to people in need, while other employees manage contracts with our community partners.

Services provided through the department or our community partners include everything from school based and community prevention to crisis services to counseling to housing assistance to energy assistance and drug courts. Populations we serve include pregnant women, young children, adolescents, families, seniors, individuals with disabilities, homeless and veterans. More detailed information on what we do and who we serve is included in the report.

We hope this report not only helps you understand who we are and what we do, it is intended to give you a sense over time of what the community needs are, how we responded in terms of number of people served and/or amount of services, and finally, a sense of the impact of these services in helping make Snohomish County a healthier and safer place to live.

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

2011 Human Services Department
Financial Report

2011 Total Revenues: $69,395,715.00
2011 Total Expenditures: $67,310,633.00

Snohomish County Human Services Department
2011 Revenues by Funding Source

Snohomish County Human Services Department
2011 Expenditures by Program Area
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
- Accounts Receivable
- Board Support
- Budget Development
- Claims Processing
- Clerical Services
- Contract Processing
- Database Management
- Financial Analysis
- Office Management
- Payroll
- Receptions and Information
- Public Disclosure Requests
- Records Management

While maintaining these varied areas of responsibilities on a day-to-day basis, the Administrative Services Division works to institute and develop changes that will improve efficiency and comply with all local, state and federal regulations.
**Our Impact**

During 2011, the Administrative Services Division:

- Executed **587** contracts and amendments with **158** provider agencies
- Provided clerical support, including scheduling logistics and minutes for **69** Board meetings involving **9** separate Boards and Commissions
- Conducted **39** staff recruitments for vacancies within the department
- Processed over **11,802** invoices from **1,987** different vendors
- Accounted for over **120** state and federal grants involving over **75** different funding sources totaling over **$48** million in services
- Assisted an average of **1,883** walk-in customer and phone calls per month at the lower level reception area

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**Snohomish County Human Services Boards and Commissions**

Alcohol and Other Drugs Advisory Board (AOD)  
Chemical Dependency/Mental Health Sales Tax Board  
Children's Commission  
Community Services Advisory Council  
Council on Aging  
Developmental Disabilities Advisory Board  
DUI Task Force  
Mental Health Advisory Board  
Veterans Assistance Fund Executive Board
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, 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, IV 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 opiate substitution. 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.

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.

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.
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 fares worse than other counties like it for:
- Number of alcohol retail licenses
- Number of alcohol-related arrests for adults
- Number of drug law violation arrests for adults
- Number of weapons incidents in schools
- Number of unexcused absences in grades 1 through 8

### Snohomish County fares worse than the State of Washington overall for:
- Number of unemployed persons age 16+
- Number of alcohol or drug related deaths
- Number of divorces
- Number of unexcused absences in grades 1 through 8
**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 Drug Prevention Program provides or contracts for the following:

- Based on local data indicating high rates of underage substance use, Darrington and North Everett were chosen to participate in an evidence-based practice Prevention Redesign Initiative (PRT) to receive state funding to target and leverage limited resources for school-based prevention education and services
- Partners in the PRT 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 partners for prevention programs involving youth and families including Big Brother Big Sisters Mentoring, Nurturing Parenting, Kid Futures and GLOBE (gay, lesbian, bisexual, transgender & questioning (GLBTQ) youth
- Other local community coalitions in Snohomish County including Marysville, Granite Falls, Sky Valley, and Casino Road

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 2011, the Prevention Program:**

Assisted 15 different community partnerships working to reduce alcohol and other drug use in Snohomish County. At least 250 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, implemented 925 prevention-focused events serving 1,479 total participants including 954 unduplicated participants in recurring programs focusing on parent education, tutoring, mentoring high-risk youth and other youth-oriented programs.

Engaged media to correct misperceptions about alcohol and other drugs. The Prevention Program exposed approximately one million people to substance abuse prevention messages in print, radio, video and the web to help clarify the facts related to drug issues in communities across the County and beyond.

Snohomish County compares favorably to the state and other counties like it in terms of population, demographics and economic indicators for those factors that help prevent youth from using drugs or alcohol.

Snohomish County fares better than the state average for:

- Lower availability of drugs (alcohol retail licenses and tobacco retail and vending machine licenses)
- Fewer number of school drop-outs
- Fewer weapons in schools
- Poor academic performance in grades 4, 7 and 10
- Alcohol or drug-related arrests for children age 10 to 14 years
- Vandalism arrests for children age 10 to 14 years
- Total arrests for children age 10 to 14 years

Through the one-tenth of one percent sales tax monies:

- Provided case management and referral services to 324 high-risk high school students
- Provided communication, problem-solving and substance use education to 170 youth and 175 parents/other connected adults
- Made 2,061 street outreach contacts with homeless youth
- Provided outreach to 467 youth who are in gangs, exposed to violence, sexually exploited and/or substance abusers
OUR IMPACT:

As a result of the case management provided to homeless high-risk youth:

- 109 youth were reunited with their families
- 114 found safe and appropriate housing
- 18 reengaged with school
- 29 started their GEDs
- 12 completed theirs GEDs
- 48 found employment
- 74 were referred/evaluated for mental health assessment
- 91 attended individual/group mental health counseling
- 53 were referred for substance abuse assessment
- 48 attended individual/group chemical dependency counseling
- 49 attended chemical dependency support groups
- 93 received medical coverage
- 215 received food stamps/TANF/GAU
- 2,127 bus tickets were supplied
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 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 Chemical Dependency 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 division 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

OUR IMPACT:

A brief counseling session on substance abuse offered to trauma patients in emergency rooms has proved so successful in Washington state that it was cited as a model in President Obama’s 2011 National Drug Control Strategy. 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 and at the Providence Hospital emergency department.

At the Community Health Center:

- 565 patients received screening
- 460 receive brief intervention
- 109 received brief therapy

In 2011, the Treatment Program:

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 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.)
**Chemical Dependency Services—Treatment**

**Our Impact:**
Through the one-tenth of one percent sales tax monies, funding was provided for treatment, clerk services, prosecuting attorneys and defense attorneys for clients in the County’s Drug Court programs.

Additionally, with a combination of the one-tenth of one percent sales tax monies and state and federal funding:
- Through high-school based chemical dependency outreach programs, 127 youth were referred with 88 receiving assessments and 58 being admitted to the program.
- 57 chemical dependency assessments were conducted on youth at an outpatient treatment agency with 51 of these youth being admitted and subsequently receiving 1,621 hours of treatment.
- 261 inmates at the Snohomish County Jail were referred for in-jail treatment with 126 receiving assessments and 119 being admitted to in-jail chemical dependency treatment. 5,635 hours of treatment were provided.
- 25 bed days of acute detoxification services were provided.
- 320 clients were served by adult outpatient chemical dependency treatment services (there may be some duplication of clients).
- 3,010 drug tests were provided for Drug Court clients.
- 128 Drug Court clients received 4,577 hours of treatment-related services.
- 134 families and 191 individuals were served in the Women/Men's Recovery and Prevention Services (WRAPS) program. Of these, 187 successfully completed the program.

**Drug of Choice for Adult Clients Admitted in 2011 to Publicly Funded Detox and Outpatient/Intensive Outpatient Treatment Services in Snohomish County**

**Comparison of Treatment Completion Rates between Snohomish County and Washington State for Clients Discharged in 2011 from Outpatient and Intensive Outpatient Treatment Services**

The Washington State Institute for Public Policy estimated the benefit-to-cost ratios for juveniles participating in drug court with chemical dependency treatment, adults participating in drug court with chemical dependency treatment and adults participating in drug treatment in the community. Their findings indicate that for every dollar spent on juvenile drug court, there is a $4.42 return on investment. For adult drug court, there is a $3.69 return on investment for every dollar spent. For adult drug treatment in the community, the return on investment is $11.05 for every dollar spent.

Low-income adults who receive treatment have fewer arrests. The change in the average annual number of arrests from 2002 to 2004 in the State of Washington for low income adults translates into 21 arrests avoided for every 100 clients who received chemical dependency treatment.

**Drug of Choice for Youth Clients Admitted in 2011 to Publicly Funded Detox and Outpatient/Intensive Outpatient Treatment Services in Snohomish County**
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, driver's 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 2011, through the DUI Countermeasure Program:

- Speakers on the DUI Victim Panel shared their personal stories of family members killed in impaired driving crashes with 2,294 participants in 40 classes.
- 750 parents received DUI education at drivers’ education classes; 3,217 youth received the same information at drivers’ education classes and school assemblies.
- Through the Target Zero Project, an additional 195 DUI arrests were made in Snohomish County.
- Preliminary data show that for the first 18 months of the Target Zero Project (July 1, 2010, through December 31, 2011), there were 82 lives saved in Snohomish, King and Pierce Counties. It was estimated by the Washington Traffic Safety Commission that eight of those lives were saved in Snohomish County, five of which were in 2011.

Number of DUI’s in Snohomish County 2005 through 2011

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of DUI’s</th>
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</thead>
<tbody>
<tr>
<td>2005</td>
<td>5,206</td>
</tr>
<tr>
<td>2006</td>
<td>4,306</td>
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<td>2007</td>
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<td>2009</td>
<td>4,306</td>
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<tr>
<td>2010</td>
<td>4,306</td>
</tr>
<tr>
<td>2011</td>
<td>4,306</td>
</tr>
</tbody>
</table>
MENTAL HEALTH

THE NEED:
In addition to sustaining higher health care costs, those with mental illness are less likely to obtain or maintain employment and are more likely to be involved in child abuse and neglect investigations and to have children in foster care. In addition to substantial functional impairment in everyday life and with family members and friends, substance abuse, arrests, incarceration and homelessness often result from untreated mental illness. The Research and Data Analysis Division of the Department of Social and Health Services estimated that in state fiscal year 2008, the most recent year for which data are available, there were over 15,500 Snohomish County adults who had a mental illness.

WHAT WE DO:
The Mental Health Program in conjunction with the North Sound Mental Health Administration plans for 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
- Discharge planning for patients of the state hospital
- Advocacy for clients
- Problem solving 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

The Involuntary Treatment Program serves individuals with mental illness and may be dangerous to themselves or others or who are so disabled that they require evaluation for involuntary psychiatric commitment. Mental Health Professionals conduct evaluations for individuals alleged to have a mental disorder and who may require emergency psychiatric hospitalization. They arrange admissions to the evaluation and treatment facilities and psychiatric hospitals and seek less restrictive alternatives to hospitalization whenever possible.

The Jail Transition Services Program connects inmates with mental illness in the Snohomish County Jail with Medicaid benefits and community case managers to facilitate engagement in mental health, chemical dependency and other related services upon their release.

The Mental Health Program at the Snohomish County Denney Juvenile Justice Center provides assessment and short-term mental health counseling to incarcerated youth to increase access to mental health and other services in the community upon release as well as to reduce suicide risk, decrease acts of aggression while detained, and develop anger management and problem solving skills.

OUR IMPACT:
The Involuntary Treatment Program
In 2011, there were
- 3,712 crisis events addressed by program staff
- 2,161 face-to-face investigations conducted
- 720 72-hour detentions
- 1,308 hearing evaluations and 975 hearings completed

The Jail Transition Program
In 2011,
- 844 inmates were screened for services with 141 of them enrolling
- 257 inmates received release planning while still in jail
- 446 inmates were reconnected with mental health Services in the community upon release

The Mental Health Program at Denny Juvenile Justice Center
In 2011,
142 youth were served by the program with 45 of them being served at least twice.

Of those served by the program
- 65 received crisis services
- 68 received counseling services
- 95 received case management

Through the one-tenth of one percent sales tax monies in combination with state and federal funding:
- Provided outpatient mental health treatment and counseling to 305 low-income adults
- Provided mental health treatment and counseling to 431 low-income adults in residential facilities or subsidized housing
- Provided mental health treatment and counseling to 89 inmates releasing from the Snohomish County Jail
- Provided 577 brief therapy sessions to 50 Drug Court clients
- Provided outpatient and referral services to 244 youth and their families
- Provided 1,319 treatment service hours to 100 youth admitted to inpatient mental health treatment
- Through the WRAPS program, completed 56 mental health assessments and 44 referrals to ongoing mental health services
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 individuals with mental illness who are in crisis.

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 citizens 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
- To create a Least Restrictive Alternative (LRA) for citizens with mental illness

Number of Referrals by Sex
(1 July 2011 through 31 December 2011)
Between 1 July 2011 and 31 December 2011, there were 524 referrals for 409 unduplicated clients

Referral Source for SCTL Clients

<table>
<thead>
<tr>
<th>Referral Source</th>
<th>Number</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community CD Provider</td>
<td>3</td>
<td>.57%</td>
</tr>
<tr>
<td>Community MH Agency</td>
<td>169</td>
<td>32.3%</td>
</tr>
<tr>
<td>Crisis Triage</td>
<td>5</td>
<td>.1%</td>
</tr>
<tr>
<td>Hospital ER</td>
<td>215</td>
<td>41.0%</td>
</tr>
<tr>
<td>Hospital Medical Unit</td>
<td>2</td>
<td>.4%</td>
</tr>
<tr>
<td>Hospital Psychiatric Unit</td>
<td>7</td>
<td>1.3%</td>
</tr>
<tr>
<td>Individual Professional Staff</td>
<td>2</td>
<td>.4%</td>
</tr>
<tr>
<td>Law Enforcement Agency</td>
<td>103</td>
<td>19.7%</td>
</tr>
<tr>
<td>MH Eval &amp; Tx Facility</td>
<td>2</td>
<td>.4%</td>
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<tr>
<td>Other</td>
<td>15</td>
<td>2.9%</td>
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<tr>
<td>Residential Facility</td>
<td>1</td>
<td>.2%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>524</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Of the 524 referrals, 441 (84.2%) were accepted, 21 (4.0%) were denied, 11 (2.1%) were incomplete, and 49 (9.4%) were withdrawn. Information was not available for 2 (.4%). No information was available for 2 (.4%).

Average Length of Stay in Days for Those Admitted
(1 July 2011 through 31 December 2011)

Veteran Status:

1 female veteran and 19 male veterans were admitted at least once to SCTL between 1 July 2011 and 31 December 2011.

The average age of veterans referred to SCTL was 48.4 years; the average age of non-veterans was 37.6 years.
Of the 203 referrals made to SCTC from emergency departments, 9 (4.4%) were denied admittance due to medical needs/instability.

Of the 441 admissions into SCTC, 90 (20.4%) used the Genoa Pharmacy during their stay and 24 (5.4%) used the Molina Clinic at Compass.

Of all admissions, those age 56 to 60 years had the longest average length of stay (4.8 days) while those age 22 to 25 years had the shortest (1.9 days.)

Forty-nine law enforcement drop-offs had the length of time spent at SCTC. The average number of minutes spent at SCTC by law enforcement was 14.06 minutes.

While 103 referrals to the Snohomish County Triage Center listed “law enforcement” as their referral source, specific law enforcement data for month and agency were available for 82 (79.6%) of these referrals.

By establishing the Snohomish County Triage Center, we were able to change the North Sound Mental Health Administration policy requiring law enforcement to take citizens with mental illness to hospital emergency departments. 100% of the 103 drop-offs who were brought to SCTC were able to avoid an emergency department visit.

Law enforcement officers were asked to indicate where they would've taken their drop-offs if SCTC had not existed.

29 officers provided this information:

- Hospital (not Western) 21 (72.4%)
- Home 5 (17.2%)
- Jail/Detention 2 (6.9%)
- Hospice 1 (3.4%)
**THE NEED:**

Data from the 2000 Census indicate that in 2000 there were 70,620 adults in Snohomish County who were either currently serving in the armed forces (4,662) or were Veterans (65,958). Current or former military personnel comprised approximately 16% of the adult population of Snohomish County in 2000. (United States Census Bureau, 2000.) The Department of Veterans Affairs estimated that there were 64,451 Veterans living in the county in 2009 (Washington State Department of Veterans Affairs, 2011) while forecasting estimates from the 2009 American Community Survey placed this number at 59,984. (United States Census Bureau, 2009.) Based on these data points, we can extrapolate that there are approximately 60,000 Veterans currently residing in Snohomish County. Further, 2009 estimates state that 8.2% (2,735) of work-eligible Veterans within the county were unemployed, 6.0% (3,599) were below poverty in the past 12 months, and 22.0% (13,196) had some type of disability (United States Census Bureau, 2009.)

**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.

Utilizing funds from the one-tenth of one percent sales tax, monies were set aside to build up to 20 units of affordable housing for veterans in Snohomish County.

Snohomish County launched Washington State’s first-ever Network of Care (NOC) for Veterans and their families in September, 2011. The NOC is a website designed to provide information to veterans and their families in need, link veterans to services available in their community, provide a venue for veterans to be heard in their government, and maintain personal health and welfare information.

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

**OUR IMPACT:**

In 2011, the Veterans’ Assistance Program:

- Provided assistance to 1,380 veterans
- Provided 129 referrals for mental health services
- Provided 96 referrals for alcohol or other drug treatment
- Provided 3,192 vouchers for emergency assistance to veterans and their dependents

These vouchers totaled $455,310.80, of these:
- $118,858.23 went to rent assistance
- $98,535.92 went to help pay utilities
- $98,394.86 went to food assistance
- $27,411.31 went to emergency housing

Since its inception in September 2011, the Network of Care website logged 2,616 sessions (a series of hits to the site by each visitor), 67,113 total hits and 16,864 total page views. The average length of each session was almost 8 minutes.

![Number of Emergency Assistance Vouchers Distributed to Veterans or Dependents in Snohomish County by Year](chart.png)
The Division of Aging and Disability Services is staffed with seventy-nine (79) employees.

There are three primary components of the Division of Aging and Disability Services: Developmental Disabilities, Aging Network Services and 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 2011 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. There are 79 staff employed within the Division of Aging and Disabilities who 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.
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)

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. A senior center is not just a place to play games. As people age, spouses and friends age and die often leaving seniors feeling along and isolated. A senior center is 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.

The Meals on Wheels Association of America Foundation found that nearly six 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 experienced 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 limitation 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.
**LONG TERM CARE AND AGING SERVICES**

**OUR IMPACT:**

In 2011,

Over **17,800** unduplicated Snohomish County senior citizens participated in activities at one of **13** senior centers within the County.

Over **120,300** volunteer hours were provided by volunteers at the senior centers with a value of **$2,568,747.00**

**Of the services provided by the senior centers within the County:**

- **3,491** unduplicated seniors participated in cognitive enhancement programming
- **1,653** unduplicated seniors participated in discussion groups
- **5,119** unduplicated seniors participated in health and fitness programs
- **1,401** unduplicated seniors received social service programming

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**Family Caregiver Support Program:**

**In Spring 2011,** a survey was distributed to all caregivers who were receiving services through the Family Caregiver Support Program to determine the ability of the program to support individuals in their role of caregivers.

- **98.1%** reported that the Family Caregiver Support Program was helpful
- **93.4%** reported that the Family Caregiver Support Program reduced the stresses associated with caregiving
- **91.5%** reported that the Family Caregiver Support Program enhance their ability to care for their family members
- **91.5%** reported that the Family Caregiver Program better prepared them to accept and continue their role as caregivers
- **90.6%** reported that the Family Caregiver Program increased their confidence in their caregiver

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**Ombudsmen visits** were made to nursing homes, boarding homes and adult family homes to assist in resolving quality of care and quality of life issues.

**In 2011, the ombudsmen**

- Investigated **591** complaints
- **Verified 489** complaints and resolved **83.6%** of the verified complaints

**Additional Services Provided:**

- **105,908** congregate meals to **3,422** Snohomish County seniors
- **127,475** in-home meals to **934** Snohomish County seniors
- **79** 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
- **262** depression screenings to senior citizens
- **254** unduplicated caregivers received counseling and support services while **483** received information and referrals.
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%) of seniors age 65+ years was at or below the Federal Poverty Level. One-tenth (8.2%) of seniors age 65+ years 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 2010 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.

### Monthly Expenses for Selected Household Types

<table>
<thead>
<tr>
<th>Expenses/Monthly</th>
<th>Elder Person (age 65+)</th>
<th>Elder Couple (both age 65+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing (including utilities, taxes, services)</td>
<td>$539 &amp; $1,574</td>
<td>$539 &amp; $1,574</td>
</tr>
<tr>
<td>Food</td>
<td>$232 &amp; $232</td>
<td>$425 &amp; $425</td>
</tr>
<tr>
<td>Transportation*</td>
<td>$197 &amp; $197</td>
<td>$309 &amp; $309</td>
</tr>
<tr>
<td>Health Care (good health)</td>
<td>$299 &amp; $299</td>
<td>$598 &amp; $598</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$253 &amp; $253</td>
<td>$374 &amp; $374</td>
</tr>
<tr>
<td>Elder Index Per Month</td>
<td>$1,520 &amp; $1,866</td>
<td>$2,245 &amp; $2,555</td>
</tr>
<tr>
<td>Elder Index Per Year</td>
<td>$18,240 &amp; $22,392</td>
<td>$30,660 &amp; $33,192</td>
</tr>
</tbody>
</table>

### Case Management

#### Adding Home- and Community-Based Long-Term Care Costs to the Elder Economic Security Standard Index for Elders in Poor Health

<table>
<thead>
<tr>
<th>Annual Expenses</th>
<th>LTC Cost Per Year</th>
<th>Elder Economic Security Standard Index plus Cost of Long-Term Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need for Long-Term Care (hours/week)</td>
<td>Owner w/o mortgage</td>
<td>Owner w/mortgage</td>
</tr>
<tr>
<td>Low (6 hrs)</td>
<td>$8,856</td>
<td>$29,040</td>
</tr>
<tr>
<td>Medium (16 hrs)</td>
<td>$23,504</td>
<td>$43,686</td>
</tr>
<tr>
<td>High w/ADC (36 hrs)</td>
<td>$38,840</td>
<td>$58,824</td>
</tr>
<tr>
<td>High w/o ADC (36 hrs)</td>
<td>$48,624</td>
<td>$68,808</td>
</tr>
</tbody>
</table>

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.
In 2011,

Background checks were completed for 1,488 caregivers hired directly by vulnerable or disabled adults.

Over 8,039 hours of in-home respite services were provided to 78 unduplicated caregivers.

A total of 1,420 hours representing 355 days of adult day care and adult day health services were provided.

In-home care services were provided to 3,728 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 $5 million was saved per month ---$72,107,557.20 total in 2011—in nursing home costs.

Between 2006 and 2011, these in-home care services saved $376,978,198.00 in nursing home costs.
**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 of aggregate statewide personal income.)

- There are approximately **704,300** Snohomish County residents. (April 2009 Census Bureau)
- It is estimated **21,129*** Snohomish County residents have a developmental disability. The majority of these individuals live at home and receives support from their families. (*3% is used by the State DDD/DSHS to determine the segment of general population that may have a developmental disability.)
- Only **4,623** 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 **3,212** of these individuals receive a paid service through DDD (State DDD statistics 2/24/2011.)

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:**

- **Information and Education**
  - **2,300** people attended educational opportunities/trainings in 2011.
  - **2,500** resource books were distributed, including the Community Plan, Resource Guide, Career Path Plan and Building a Successful Future Book.
  - **360** 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.
**What We Do:**

Developmental Disability 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 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** 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 8 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 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, DDD (Division of Developmental Disabilities), DVR (Division of Vocational Rehabilitation) and DSB (Division of Services for the Blind).

**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 supports 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 **646 children/families received** Early Intervention Services each month in 2011.
- **99%** of the children received services in natural environments including family home, neighborhood or community setting in which children without disabilities participate. Data for Washington show that in 2011.
- **32.4%** of those children who had received early intervention services did not require special education at age 3 years.

**Transition Coordinator**
- **152** students/families met with transition coordinator for planning and system navigation.
- **135** people attended **12 trainings** at the school.
- **300** people attended the Annual Transition Fair in March (9 workshops and 60 agencies represented) Participants receive 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.

**Social Security Benefits Assistance Program**
- **171** new individuals received benefits planning and assistance.
- **458** people attended **31** Social Security trainings.

**Independent Planning Services**
- **26** Person Centered Plans were completed to assist individuals to connect and contribute to their community.

**Career Path Services**
- **829** people on average were supported each month to obtain community employment, of which **424** have jobs and are supported to maintain employment in the community.
- **$2,344,216** total wages earned by individuals working community jobs in Snohomish County.

2008 - 2009 - Data is unavailable due to changes made to federal reporting categories during this time period. 2010 and onward data reflect transition results based on new reporting categories.

**Connecting Families**
- **467** people attended **35** trainings.

**Leadership and Education**
- **25** family members and self-advocates from Snohomish County went through leadership training and are actively participating on community boards and advisory committees (19 local committees and 6 statewide committees).

**Building Inclusive Communities—Snohomish County Family Support Centers**
- An average of **23** individuals with developmental disabilities volunteered 106 hours a month (**1,277** hours in 2011) Individuals with disabilities were paid for **1,562** of work in 2011.

**Social Security Benefits Assistance Program**
- **171** new individuals received benefits planning and assistance.
- **458** individuals attended **31** Social Security trainings.

**Between 2008 and 2011, $9,350,045 total wages were earned.

**Total Wages Earned by Year by Individuals Working Community Jobs in Snohomish County**
**DIVISION OF HOUSING & COMMUNITY SERVICES**

**WHO WE ARE:**
The Division of Housing and Community Services is staffed with forty-three (43) employees.

**WHAT WE DO:** The Office of Housing, and Community Development (OHCD) and The Office of Community and Homeless Services (OCHS) is responsible for administering, monitoring and supporting federal, state and local funds totaling approximately $25 million annually. These funds go to a variety of programs which target the above-mentioned recommendations including programs that:

- Improve the quality of and support the operation of existing emergency shelters for the homeless and licensed overnight youth shelters;
- Support operating and maintenance costs for housing projects affordable to extremely low-income persons;
- Carry out affordable housing and community development activities directed toward revitalizing neighborhoods, economic development and providing improved community facilities and services;
- Provide rental subsidy vouchers;
- Support housing projects including transitional housing, permanent rental housing, tenant-based rental assistance, and home rehabilitation assistance for low-income homeowners;
- Provide public education efforts;
- Provide homeless prevention assistance to those at risk of homelessness;
- Redevelop demolished or vacant properties as housing;
- Collect data and conduct evaluation activities; and
- Provides funding for public works and improvement projects.
The Annual Point-in-Time Count (PIT) data provides a snapshot of homelessness in Snohomish County and is not intended to be a complete count of all homeless persons. There are many variables that limit our ability to count every person including the vast geographic area, weather, the time frame, and method used to make the count. While we are not able to literally count every person, we are able to gather data that tells us about the characteristics, needs, and causes of homelessness. While the PIT has limitations on the actual number of people who are experiencing homelessness, it does provide information that can be used in planning to meet the needs of the homeless and to further our ultimate goal of ending homelessness.

The impetus for the PIT Count is twofold. The U.S. Department of Housing and Urban Development (HUD) requires that a PIT Count be conducted annually in January. Additionally, the 2005 Homeless Housing Assistance Act (HB 2163) gave each county in Washington State the responsibility to develop a ten-year plan to reduce homelessness by 50% by the year 2016, with the requirement to conduct an annual census of homeless persons.

Many communities refer to this as a “Point in Time Count” of homeless persons because it is conducted on one day of the year. The PIT Committee of the Snohomish County Homeless Policy Task Force has organized the County’s homeless count since 2004. The Snohomish County community considers an individual to be homeless if he or she:

- Does not have a decent and safe shelter or sufficient funds to purchase a place to stay.
- Is living in an emergency or transitional shelter or temporarily with friends or family (i.e. "couch surfing").
- Is living in a dwelling lacking drinking water, a restroom, heat, and/or the ability to prepare hot food.
**What We Do:**

Investing in families is the community-wide initiative to end family 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 Workforce Development Council, Snohomish County.

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 between July 2011 and June 2013. The pilot project began in July 2011 as planned and has gone through a number of expansions. In addition to serving the 75 families referred between July and October 2011, the project has expanded to serve 40 families that have 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. The project went through a second expansion through which 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 rehousing program. The pilot project is currently undergoing its third expansion through which County-operated mental health and chemical dependency programs are serving as additional coordinated entry sites.

Through April 2012, 123 families comprised of 415 individuals have been served. Impressive gains in stability in the legal and housing life domains have been documented and several heads of households have begun making measurable gains in the employment life domain as documented by a third party evaluator.
In June 2006, the Snohomish County Homeless Policy Task Force along with Snohomish County Executive Aaron Reardon rolled out Everyone at Home NOW: A Strategy for Ending Homelessness in Snohomish County by 2016. The primary recommendations of this plan include:

- Increase housing for the homeless by 2,500 new units over the next 10 years
- Expand homeless prevention services
- Develop a community-wide access system that will minimize the duration and impact of homelessness and maximize collaborative resource allocation
- Base the development of housing stock and services on demonstrated need and capacity data
- Provide funding to maintain existing housing and services that demonstrate measurable outcomes and overall progress towards needing homelessness
- Develop housing coupled with supportive services targeted for chronically homeless
- Strengthen and develop the connection of mainstream resources to the issues of homelessness including mental health systems, drug and alcohol treatment systems, healthcare, employment and those services targeting veterans, persons with disabilities and youth

The Office of Housing and Community Development (OHCD) and the Office of Community and Homeless Services (OCHS) are responsible for administering, monitoring and supporting federal, state and local funds totaling approximately $25 million annually. These funds go to a variety of programs which target the above-mentioned recommendations including programs that:

- Improve the quality of and support the operation of existing emergency shelters for the homeless and licensed overnight youth shelters
- Support operating and maintenance costs for housing projects affordable to extremely low-income persons
- Carry out affordable housing and community development activities directed toward revitalizing neighborhoods, economic development and providing improved community facilities and services
- Provide rental subsidy vouchers
- Support housing projects including transitional housing, permanent rental housing, tenant-based rental assistance, and home rehabilitation assistance for low-income homeowners
- Provide public education efforts
- Provide homeless prevention assistance to those at risk of homelessness
- Redevelop demolished or vacant properties as housing and collect data and conduct evaluation activities

In a recent study by the Research and Data Analysis Division of the Department of Social and Health Services, individuals in Washington State who had received housing assistance were compared to a statistically matched comparison group of similar individuals who did not receive services. All individuals were enrolled in Temporary Assistance for Needy Families (TANF), Disability Lifeline and Basic Food programs in 2010 and had reported a recent spell of homelessness. Evidence from this study showed that by providing Homelessness Prevention and Rapid Re-Housing (HPRR), emergency shelter, transitional housing or permanent supportive housing, housing assistance recipients were significantly less likely than their matched peers to experience homelessness at 7 to 9 months follow-up.

Reduced Odds of Homelessness at Follow-Up

<table>
<thead>
<tr>
<th>Program</th>
<th>Odds Reduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>HPRR</td>
<td>-58%</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>-22%</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>-61%</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td>-73%</td>
</tr>
</tbody>
</table>

Snohomish County Human Services 2011 Annual Report
## Our Impact:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Emergency Shelter</th>
<th>Transitional Housing</th>
<th>Permanent Supportive Housing</th>
<th>Prevention Rapid Re-Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Duplicated Client Episodes</td>
<td>3,239</td>
<td>1,616</td>
<td>1,125</td>
<td>2,455</td>
</tr>
<tr>
<td>Total Unduplicated Clients</td>
<td>2,009</td>
<td>1,263</td>
<td>1,062</td>
<td>2,455</td>
</tr>
<tr>
<td>Male**</td>
<td>1,113 (55.4%)</td>
<td>468 (37.1%)</td>
<td>466 (43.9%)</td>
<td>935 (41.3%)</td>
</tr>
<tr>
<td>Female**</td>
<td>869 (43.3%)</td>
<td>784 (62.1%)</td>
<td>563 (53.0%)</td>
<td>1,124 (49.6%)</td>
</tr>
<tr>
<td>Age 0 to 5 years</td>
<td>234 (11.6%)</td>
<td>410 (32.5%)</td>
<td>138 (13.0%)</td>
<td>349 (15.4%)</td>
</tr>
<tr>
<td>Age 6 to 10 years</td>
<td>87 (4.3%)</td>
<td>151 (11.9%)</td>
<td>62 (5.8%)</td>
<td>255 (11.3%)</td>
</tr>
<tr>
<td>Age 51 to 60 years</td>
<td>224 (11.1%)</td>
<td>15 (1.2%)</td>
<td>160 (15.1%)</td>
<td>199 (8.8%)</td>
</tr>
<tr>
<td>Age 61 to 70 years</td>
<td>37 (1.8%)</td>
<td>2 (.2%)</td>
<td>33 (3.1%)</td>
<td>34 (1.5%)</td>
</tr>
<tr>
<td>Age 71+ years</td>
<td>9 (.4%)</td>
<td>4 (.4%)</td>
<td>5 (.5%)</td>
<td>13 (.6%)</td>
</tr>
</tbody>
</table>

**Percentages will not sum to 100% as data were missing on gender for some individuals

## 2011 Public Facilities and Infrastructure Projects

<table>
<thead>
<tr>
<th>Project Sponsor</th>
<th>Project Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town of Darrington</td>
<td>waterline improvements</td>
<td>$300,000</td>
</tr>
<tr>
<td>Quilceda Community Services</td>
<td>recreation center for adults with developmental disabilities</td>
<td>$100,000</td>
</tr>
<tr>
<td>City of Monroe</td>
<td>Powell Street sidewalk</td>
<td>$146,000</td>
</tr>
<tr>
<td>City of Mountlake Terrace</td>
<td>54th Street West sidewalk</td>
<td>$200,000</td>
</tr>
<tr>
<td>Domestic Violence Services</td>
<td>rehabilitation of property into shelter space</td>
<td>$250,000</td>
</tr>
<tr>
<td>Town of Darrington</td>
<td>South Water Tank rehabilitation and stability</td>
<td>$99,500</td>
</tr>
<tr>
<td>Stillaguamish Senior Center</td>
<td>rehabilitation of property to meet ADA standards</td>
<td>$171,610</td>
</tr>
<tr>
<td>Boys &amp; Girls Club of Snohomish County</td>
<td>rehabilitation and upgrades to property/building</td>
<td>$145,000</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td>$1,412,110</td>
</tr>
</tbody>
</table>
**The Need:**

The Community Services Block Grant (CSBG) funds the nationwide network of 1,100 Community Action Agencies (CAAs.) These organizations create, coordinate, and deliver comprehensive programs and services to many people living in poverty in the United States in order to help individuals and families achieve self-sufficiency.

Community Action is based on the principle that local control can best provide for sustainable community development, as well as the now-familiar notion that a “hand up” is preferable to a “handout.” Community Action organizations put power in the hands of impoverished and struggling people, providing local direction so that citizens can decide how to best meet the needs of their community. The Community Action Program dates back to 1964, when it was included in the Economic Opportunity Act under President Lyndon Johnson’s War on Poverty. Since then, more than 1,000 Community Action Agencies (CAAs) have been founded in the United States, serving more than 99% of counties. The primary source of federal funding for CAAs is the Community Services Block Grant (CSBG).

Leaders of each Community Action Agency (CAA) choose investments targeted to the specific needs of its local community and use Community Services Block Grant funds in conjunction with their local goals. While there is no typical CAA, there is a common CAA approach to fighting the causes of poverty, and CSBG funding supports this unique work. The approach utilizes all available resources, human and financial, in your community to create solutions which are proactive, sustainable and effectively leveraged to deliver high-impact programs and projects which have transparent financial oversight.

**The Community Action approach has two broad goals:**

- To develop economic and social opportunities for the community and its residents through partnerships and investments, and
- To help the most economically disadvantaged local citizens access resources they need to pursue those opportunities.

CAAs manage multiple categorical programs in addition to their CSBG funding. Categorical programs are those classified by the group that is served, such as:

- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Crime Victims Assistance Program
- Services to the Homeless

By contrast, CSBG funding supports the people and resources that coordinate, supplement and extend the impact of conventional government and charitable programs.

**What We Do:**

The Community Services Block Grant (CSBG) funds and supports a wide variety of programs and strategies that help individuals and families overcome the effects of poverty. Some of the programs supported by CSBG include programs that:

- Assist low-income families in moving from poverty to economic self-sufficiency
- Serve as a resource for victims of domestic violence
- Offer case management help for homeless families and teens to help them find permanent housing
- Provide interpreter services and Medicaid transportation
- Assist low-income preschool children to succeed in the public education system by addressing their educational, health and social needs
- Assist eligible low-income households with paying winter heating bills
- Offer emergency financial assistance to eligible veterans and their dependents
- Provide weatherization services to eligible low-income clients including insulation, air sealing, and hot water wraps

**Our Impact:**

In 2011, as a result of the Community Services Block Grant through its contractors:

- 92 veterans received immunizations, medical and/or dental care
- 2,211 infants and children received age-appropriate immunizations, medical and/or dental care
- 624 residents received emergency legal assistance
- 992 residents received emergency transportation
- 876 residents received emergency food
- 845 residents received emergency rent or mortgage assistance
- 1,298 residents obtained or maintained safe, affordable housing

In 2011, over 6,465 Snohomish County residents visited one of the seven Family Support Centers funded by the one-tenth of one percent sales tax monies for a total of 95,986 visitations. Over 860 people provided 34,115 volunteer hours of services supporting such programs 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 Need:
Washington State Low Income Home Energy Assistance Program (LIHEAP) distributes money from a federally funded block grant to low-income households in Washington State to help pay for home heating. The goal of this program is to assist low-income household with young children, individuals with disabilities and the elderly from facing health risks associated with inadequately heated homes. Often times, when people are unable to pay their energy bills, they may use alternative heating methods (like stoves or malfunctioning space heaters) or they may turn their heat down to dangerously low temperatures.

LIHEAP home-heating assistance reaches households whose income is at or below 125% of the poverty level determined by the federal government. The Department of Health and Human Services established a poverty guideline of $22,350 per year for a family of four for 2011. For a family this size, 125% of the poverty guideline is $27,938 per year or about $2,329 per month.

The 2010 American Community Survey by the US Census Bureau reported that in 2010 in Snohomish County, 16.5% of children younger than age 18 were at 125% of the federal poverty guideline as were 9.9% of those residents older than age 65 and 22.1% of those residents who had a disability of any kind.

A 2005 survey of Washington LIHEAP recipients showed that even among those households that did receive LIHEAP assistance, 38% went without food, 81% reduced expenses for necessities, 35% kept their home at a temperature they felt was unsafe, and 15% had their electric service terminated.

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

What We Do:

Energy Assistance
The Energy Assistance Program is funded through the federal Low-Income Home Energy Assistance Program (LIHEAP.) It provides energy conservation education and heating assistance ranging from $25 to $1,000 to households with incomes at or below 125% of the Federal Poverty Level. For Snohomish County residents, this translates to a maximum income of $1,135.00/month for a household of one person to $2,329.00/month for a household of four people. The program operates between November 15th and March 31st of each year.

Weatherization
The Weatherization Assistance Program receives funding from a variety of sources including the federal Low-Income Home Energy Assistance Program (LIHEAP), the Department of Energy, utility funds and other funds administered by the State of Washington Office of Community Development. Major funding is provided by the P.U.D. of Snohomish County. The program provides weatherization assistance to households with incomes at or below 125% of the Federal Poverty Level. Additionally, services are provided on a limited basis to households with incomes at or below 50% of the area median income.

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:**

In 2011, for the Energy Assistance Program:

25,188 Snohomish County Residents representing 10,467 households received Energy Assistance. Of these,

- 2,118 were elderly
- 3,687 were under the age of five years
- 6,702 were between 12-17 years of age

9,246 residents representing 3,082 households received Energy Assistance every year between 2009 and 2011

For those residents in crisis (heat is shut-off or will be disconnected within 72 hours), 3,793 households representing 11,379 residents received crisis assistance which either restored service or prevented disconnection

In 2011, for the Weatherization Program:

Assisted 1,033 Snohomish County residents of which:

- 160 were elderly (age 60+ years)
- 93 were disabled
- 108 were children under the age of six years
- $1,995,276.23 was spent on materials and labor for weatherization

There were 443 households served. Of these:

- 112 (25%) were below 75% of the Federal Poverty Level
- 63 (15%) were between 76% and 100% of the Federal Poverty Level
- 55 (12%) were between 101% and 125% of the Federal Poverty Level
- 213 (48%) were between 126% and 200% of the Federal Poverty Level

In 2011, we saved an estimated 819.55 tons of CO₂ weatherizing the 443 residences completed in that year.
**The Need:**

The Department of Health and Human Services established a poverty guideline of $22,350 per year ($1,863 per month) for a family of four for 2011. The 2010 American Community Survey by the US Census Bureau reported that in 2010 in Snohomish County for the population for whom poverty status was determined, 9.9% were at less than 100% of the poverty level and 4.0% were at less than 50% of the poverty level. 25.9% of those female head of households with no husband present were at less than 100% of poverty while 11.0% were at less than 50% of poverty. Further, for those adults over age 25 who were at less than 100% of poverty, 21.1% had less than a high school degree; for those age 16 to 64 who were at less than 100% of poverty, 22.9% had not been employed.

**What We Do:**

Project Self-Sufficiency provides a foundation of services to low-income parents so they can develop the skills that they need to become economically self-sufficient and transition from welfare programs.

*These services include:*

- Needs assessment
- Action planning
- Case management
- Pre-employment services
- Crisis counseling
- Resource referral
- Advocacy
- Service coordination
- Subsidized housing vouchers
- Support groups
- Job coaching
- Social events and
- Emergency support vouchers

The program was a partnership between Snohomish County Human Services Department and the Everett Housing Authority. Human Services staff provides services whereas the two housing authorities provide housing vouchers. Participants are chosen for the program based on their demonstrated motivation to support their families through obtaining employment.

**Our Impact:**

In 2011, there were 115 adults representing 95 families enrolled in Project Self-Sufficiency.

Of these families,

- 54 received vouchers for subsidized housing
- 54 of the adults enrolled maintained employment
- 20 obtained jobs and
- 57 were enrolled in school.
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 North Snohomish County Early Head Start (NSC-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.
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 percent of the Federal Poverty Level.

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.

In program year 2010-2011, Snohomish County ECEAP serviced 1,080 children

ECEAP was funded by a $6,310,310 contract from the Washington State Department of Early Learning. Snohomish County ECEAP also leveraged $2,145,245 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:

- 68.9% of those children needing dental exams within 90 days of enrolling in ECEAP obtained a dental exam
- 64.5% of those children needing medical exams within 90 days of enrolling in ECEAP obtained a medical exam
- 62.3% of those children who were not fully immunized at enrollment became fully immunized while in ECEAP

317 ECEAP families participated in 19 Health Care Institute trainings aimed at improving the healthcare knowledge of families.
Our Impact

ECEAP uses the Devereux Early Childhood Assessment (DECA) to assess children’s social emotional development during the school year. The DECA is nationally normed and based on research on child protective factors that foster and support resilience.

In program year 2011:

The percentage of children exhibiting strength in their ability to use independent thought and action and to effectively problem solve increased from 23% to 42%

ECEAP also uses Teaching Strategies GOLD (TSG) to assess the growth and development of children. This is an observational assessment that measures the knowledge, skills and behaviors that are most predictive of school success.

Comparisons of assessments for children between the fall and the spring show that there were increases in the number of children who met or exceeded the expectations for children their age for many of the developmental objectives.

The percentage of children exhibiting strength in their ability to appropriately handle frustration, show patience and cooperate increased from 25% to 47%

The percentage of children exhibiting strength in their ability to form appropriate attachment to parents, family members and teachers increased from 12% to 27%
The Need:

Children living in poverty have on average more physical health problems, worse nutrition, and lower average scores on measurements of cognitive development than more affluent children have. Low-income children are more likely than more affluent children to be without a usual source of health care, to have parents lacking confidence that family members can get needed medical care, and to be in fair or poor health. Many children enter Head Start with multiple risk factors. For many children, without Head Start, these low-income children could miss the opportunity to learn and grow in preschool and would be at much greater risk for academic and social difficulties later in life.

The children who entered NSC-EHS are at-risk for a number of reasons.

In program year 2011:

- 95.3% were recipients of WIC (Women Infant Children food program)
- 47.1% were recipients of food stamps
- 23.5% were being raised by a single parent
- 3.5% were being raised by a teen parent
- 4.7% had a parent who was disabled
- 9.4% were homeless
- 54.1% had English as a second language
- 72.9% were non-Caucasian
- Almost 100% were on publicly funded health care
- 17.6% had a speech/language disability

What is NSC-EHS?

North Snohomish County Early Head Start (NSC-EHS) is a free early learning program for children birth to three years old and pregnant women.

NSC-EHS serves families in the following cities and surrounding areas: Arlington, Granite Falls, Marysville and Sultan.

We welcome and respect all families.

What Services Are Provided?

- Child Development: Fun activities to strengthen infants’ and toddlers’ social, emotional, cognitive, language and physical development.
- One-on-one support with parent-child relationships and parenting education in the comfort of your home. Social activities with other families with children
- Health and developmental screenings
- Family Development
- Community Connections

What We Do:

North Snohomish County Early Head Start (NSC-EHS) is a program for families on a limited income with children birth to three years old, and pregnant women. 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:

- Activities to strengthen the parent-child relationship
- Weekly home visits
- Health, nutrition, and mental health referrals
- Family goal-planning
- Fun learning opportunities for children and families
- Parenting classes and leadership opportunities
- Developmental screenings and assessments
- Twice-monthly Play and Learn groups
- 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 Play and Learn groups twice monthly. In some communities, classroom experiences are available for toddlers.

Our Impact

In program year 2010-2011, NSC-EHS served 85 Snohomish County children.

- 11 NSC-EHS staff each received 105 hours of specialized service training

NSC-EHS was funded by a $1,349,732 Office of Head Start grant. In program year 2011, North Snohomish County Early Head Start was able to leverage $285,704 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.

Community Referrals:

- 8 families were referred to services for food
- 37 families were referred to housing services
- 12 families were referred to other social services in the community
- 22 parents attended the Health Care Institute, a training aimed at improving the healthcare knowledge of families
NSF-EHS uses Teaching Strategies GOLD (TSG) to assess the growth and development of children. This is an observational assessment that measures the knowledge, skills, and behaviors that are most predictive of school success. Comparisons of assessments for children between the fall and the spring show that there were decreases in the number of children who were below expectations for children their age for many of the developmental objectives.
**Who We Are:**

The Snohomish County & Washington State University Extension Services is staffed with 9 employees who are Snohomish County employees, 14 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 (32) employees.

**What We Do:**

Washington State University 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.

Washington State University 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.

The Extension collaborates with communities to create a culture of life-long learning. Description of various programs operated through extension are listed in the following pages.
**The Need:**

**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 and 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, and 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 “New Economy” index for innovation and entrepreneurship. 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. Studies indicate that “45 percent of Washington’s fourth-graders and 40 percent of eighth-graders scored proficient or above in math on the 2011 National Assessment of Educational Progress. Just 35 percent 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 percent of students had the needed math credits compared to 64 percent 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 percent 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.

**Food $ense and Health Families**

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, decrease 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, Horticulture and Natural Resources**

Seafood and water quality in some areas of Puget Sound indicate that pollution is affecting the ecosystem’s ability to support human health. The Puget Sound Partnership (2009) reported, “Human activities that generate human well-being can affect other aspects of ecosystem. Harvest of marine species and timber and agricultural production can affect the health of species, food webs and habitats. Marine harvest supports human health by providing a healthy food resource. Working lands can provide habitat characteristics that are more beneficial than developed landscapes; development of homes, businesses and transportation systems can reduce the working land base and contribute to water quantity and quality problems. Recreational activities can negatively affect wildlife habitats and stress species’ populations.” The WSU Extension Natural Resources Program takes a comprehensive “mountains to sound” approach to addressing 4 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 agencies and organizations.

**What We Do:**

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

**4-H Youth Development Program:** Assists youth in developing leadership skills through hands-on learning and community service. Many project choices are available such as expressive arts, mechanical science, computer science, natural resources, family living or a variety of animal science projects.

**Food$ense and Healthy Families Programs:** Provides youth and adults with limited incomes to develop skills and behaviors to eat healthfully. In addition to providing nutrition education to diverse low-income residents, projects such as the Growing Groceries Project build the capacity of families and communities to grow healthy foods.

**Community Horticulture and Master Gardener Program:** Trains volunteer educators and professionals to help our communities grow more local food, reduce storm water and pesticide impacts on the Puget Sound, diagnose pest and plant problems and provide appropriate management options, choose appropriate plants for trouble-free landscapes, learn organic vegetable gardening techniques and improve the soil and properly dispose of organic wastes by composting.

**Agriculture Program:** Increases farm profitability and protects farmlands by conducting on-farm research, demonstration and evaluation and teaching skills for raising crops and animals, processing and marketing products, managing farm businesses and keeping food safe.
**WHAT WE DO:**

Natural Resources Program: Through its Forest Stewardship, Beach Watchers/Shore Stewards and Carbon Masters projects, helps family landowners manage their 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.

**OUR IMPACT:**

The list below presents the 2011 number of participants, events and presentations for the Snohomish County & Washington State University Extension. Highlights from specific projects are detailed following.

**Collaboration effort between Horticulture/4-H and Healthy Families**

*Growing Together as Families Project* is a collaboration with the Tulalip tribe which engages 30-35 people who return once a month to build, plant, maintain and harvest the crops. Participants also were given a container and starts for growing vegetables at home. Work is rewarded with a healthy lunch, and a celebration of stories and community.

The evolution of the project from the simple act of starting a garden has formed a youth leadership group who in turn are teaching their peers. They are engaged in positive civic action in their community. The three teens are a positive role model for tribal youth. One was selected to receive the national Champions of Change award, which is part of President Barack Obama's Winning the Future initiative.

**4-H**

A leadership summit was held in Snohomish County that focused on leadership, advocacy for other youth, and assuming responsibility for a 4-H club. Although officer education was one aspect of this event, other topics were focused that focused on bullying, advocating for others, stepping up in uncomfortable situations, and working with all ages towards better youth/adult partnerships. Eighty-six youth participated in the program; twelve adult volunteers who were not actively engaged in teaching observed the activities for the day.

Data was collected using the Life Skills Evaluation System; the indicators measured included listening carefully, accepting people as they are, trying new things, and organizing a group towards their goal. Further statistical analysis was conducted to determine significance, if any, of increases noted. Additionally, youth were asked four open-ended questions for collection of qualitative responses. Sixty youth completed the evaluation. Youth participants indicated a significant increase in listening skills, accepting people, trying new things, and organizing a group to reach its goals. Anecdotal information included predicted use of techniques presented and understanding of the need for all to feel valued, the need for development of shared values within a group, and the importance of communication to ensure all are heard.

**Collaboration with 4-H and Agriculture**

Staff hear the same story again and again; someone bought a few hogs, goats, beef, sheep, or poultry only to have mishap after mishap. Just getting them home is a difficult task for new handlers. Breakouts and good neighbor roundups, numerous late night emergency vet calls, nutritional problems, unruly and dangerous behavior, the list can be endless. Suddenly an investment in meat for the family or market ends up costing much more than any returns on investment. New handlers need hands-on practice before venturing into managing livestock.

Hands-on workshops with live animals included topics such as hoof trimming, injections, halter training, nutrition, fencing, and more. Taught by award-winning seniors from the WSU Snohomish County 4-H Livestock Program, workshop instructors have the experience and know-how needed to raise prize-winning livestock. This project helped 4-H youth utilize many of the life skills they are being taught throughout the year, leadership, public presentations, pride in knowledge gained and of course project specific skills.

**Horticulture**

A series of nine 2-hour, monthly diagnostic training workshops (Bugs and Blights Workshops) have been held in 2011 and were attended by 166 Master Gardeners and landscape professionals. Both groups are consistently educating the public year round. Attendees have increased their ability to diagnose plant problems, feel more confident that they can find information to control problems; have initiated monitoring and sanitation as two means of reducing insect and disease problems, detected new species in the county. Several have volunteered to monitor potential areas for mosquito vectors of West Nile Virus, Asian Longhorn Borer, and assisted with monitoring of streams for Sudden Oak Death.

North Everett is served by a combined sewer and storm water conveyance system with inadequately sized pipes. A June, 2010 heavy rain resulted in 65 homes having basements flooded with sewage. Rain gardens can provide an alternative way to handle storm water by, having it infiltrate directly into the ground rather than being put in the City's sewage system. A house-to-house needs assessment showed only 20% knew about or thought that rain gardens could be a solution to the flooding issue. WSU Extension assembled a team that included the Master Gardener program, Conservation District and Stewardship Partners and contracted with the City to do a 2 year rain garden education and technical assistance program. Flooding potential reduced was reduced by diverting 123,000 gallons of storm water per year into rain gardens reducing the amount of water flowing into the undersized sewer system.
Our Impact:

Collaboration between Healthy Families and Horticulture

Growing Groceries with families works 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. Approximately 1,672 pounds of produce was harvested by families for home use and 95% of participants reported they now eat vegetable/fruit at least twice a week with 80% of participants reporting they now feel comfortable starting their own garden/container garden.

Natural Resources

The Summer Youth Forestry Institute provided Snohomish County high school students an introduction to potential natural resource and forestry careers through a unique experiential summer job opportunity. WSU Extension in partnership with the USFS provided the students 120 hours of training and hands-on experience in post thinning data collection, trail building and invasive plant removal projects for the Mt. Baker Snoqualmie Ranger District and received a stipend for their work. The program was considered a success as it provided hands-on job experience in forestry and exposed Snohomish County youth to numerous job options in forestry, wildlife, fisheries, entomology and natural resources. All the students had positive experiences and felt there was a direct connection between the program and possible natural resource jobs in the future.

Many schools and teachers have taken their students to local Snohomish County beaches during low tides for end of year field trips. These field trips can be extremely damaging to the organisms that reside in these intertidal habitats. At the same time, many Snohomish County schools do not bring local Puget Sound near shore ecology into their classroom, resulting in a lack of connection between students and Puget Sound.

WSU Snohomish County Extension Beach Watchers offered and delivered a youth education project to pre-school through high school students. This project includes a classroom based lesson, field trip assistance and reflection activities that motivated teachers can use in their classroom. In addition, there was a pre-school library reading program. In 2011, they offered a specialized training for beach naturalist volunteers, embedded in our core training. In Snohomish County alone, 1060 students received classroom presentations from WSU Beach Watchers. 1965 students (1060 received presentations, 905 did not) and their teachers met Beach Watchers at Kayak Point County Park and Mukilteo Lighthouse Park. Another several hundred took advantage of the opportunity without scheduling with volunteers. Evaluation shows that the project clearly made connections between the intertidal life of Puget Sound and how our actions can impact them, especially the impact of beach visitation practices. In addition, the survey showed that there was an increased understanding of the diversity of marine life after WSU Beach Watcher involvement.

WSU Beach Watchers collected weekly water quality samples from Memorial to Labor Day (20 weeks) at six heavily used recreational sites in South Snohomish County. They collected a total of 300 samples that were transported to an accredited lab for analysis. Washington Department of Ecology put out advisories for physical contact as necessary. Visitors at Snohomish County beaches were able to receive information about water pollution events that can create conditions that are unhealthy for physical contact and exercise caution in physical contact with the water when necessary at those sites.

WSU Snohomish County Beach Watchers reached out to the crabbing community at five locations starting on July 1 to offer best crabbing practices and site specific information that would reduce pot loss and crab by catch. New educational materials were provided by WDFW to expand the practices taught by Beach Watchers to include other crabbing rules. A specialized training was held with Snohomish, Skagit and Island County Beach Watcher attending. 1450 crabbers were reached in Snohomish County from July 1, 2010 through August 30, 2010. This is a conservative number as most volunteers only recorded one crabber contact for one vehicle or boat and often there were two or more people. A previous survey showed that over 95% of all crabbers reached would change their practices to use escape cord. No corresponding survey has been completed to test the effectiveness of the new outreach survey.

In 2011,

Snohomish County was higher than the state average for arrests for property crimes for 10 to 14 year olds and arrests for property crimes for 10 to 17 year olds, divorce 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, and arrests for vandalism for 10 to 14 year olds and total arrests for 10 to 14 year olds.
OUR IMPACT:

In 2011, there were:

- 2,015 4-H club participants and 8,515 individuals participating in special projects
- 452 registered 4-H volunteers provided over 83,000 hours of volunteer service worth $1,690,710.00
- 6,545 youth and 1,421 adults participating in Food$ense
- 77 Early Childhood Education & Assistance Program families receiving nutritional education through the Growing Groceries program
- 1,672 pounds of produce was harvested by families or home use 100% of participants report eating vegetables at least twice a week
- 327 agriculture presentations
- 553 horticulture presentations
- 5,871 youth and 5,705 adults receiving education through Beach Watchers
- 480 people receiving education through Shore Stewards
- 1,130 youth and 8,961 adults attending Master Gardener clinics and outreach activities
- 6,583 pounds of food from gardens donated to community food banks

A longitudinal study conducted by the Tufts University Institute for Applied Research in Youth Development found that, compared to non-4-H youth, young people who participate in 4-H programs:

- Had higher grades and higher expectations to go to college, particularly in the fields of science, engineering, and computer technology.
- Were 41% less likely to engage in risk behaviors such as tobacco use, alcohol use, and bullying.