Snohomish County
Department of Human Services
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http://www.snoco.org
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Snohomish County 2012 Leadership

County Executive Office

Aaron Reardon  County Executive
Gary Haakenson  Deputy Executive
Peter Camp  Executive Director
Brian Parry  Executive Director

Snohomish County Council

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

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, Early Learning
Jeff Watson  Division Manager, Housing and 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 190 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.

Over the past five years, the Department has been developing the infrastructure to move beyond simply measuring the types and amount of services we provide to the community. Our intention is to incrementally increase reporting of the impacts, or outcomes, of the various programs we provide directly or fund with our community partners. As such, you should notice more detail regarding the impacts with each successive annual report. We continue to strive for Snohomish County to be a healthier and safer place to live.

Letter from the Director
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  Fairness  Compassion  Creativity
Embracing Diversity  Risk-Taking  Public Service  Partnership
Integrity  Stewardship  Respect  Wellness

Snohomish County
Department of Human Services

2012 Human Services Department Financial Report

2012 Total Revenues: $71,289,223.00

2012 Total Expenditures: $65,354,761.00
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
- Staff Recruitment
- 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 is committed to developing and instituting changes that will improve efficiency, enhance services to our customers and comply with all local, state, and federal regulations.
OUR IMPACT:

During 2012, the Administrative Services Division:

- Executed 625 contracts and amendments with 165 provider agencies
- Provided clerical support, including scheduling logistics and minutes for 68 Board meetings involving 9 separate Boards and Commissions
- Conducted 29 staff recruitments for vacancies within the department
- Processed over 14,535 invoices from 1,798 different vendors
- Accounted for over 120 state and federal grants involving over 75 different funding sources totaling over $45 million in services
- Assisted an average of 1,592 walk-in customer and phone calls per month at the lower level reception area

Snohomish County Human Services Boards and Commissions

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

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

Veterans Assistance Services

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

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

Snohomish County fared worse than other counties like it for:

- Number of property crime arrests age 10 to 17
- Number of property crimes arrests age 18+
- Number of total arrests age 10 to 17
- Number of arrests for alcohol violations age 10 to 17
- Number of arrests for drug law violations age 10 to 17
- Number of weapons incidents in schools
- Number of total arrests age 10 to 14

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

- Number of property crime arrests age 10 to 14
- Number of property crime arrests age 10 to 17
- Number of unexcused school absences
- Number of total arrests age 10 to 14
- Number of divorces
- Number of alcohol or drug related deaths
## Standardized Five-Year Indicator Profile

<table>
<thead>
<tr>
<th>Domain/Factor</th>
<th>Indicators</th>
<th>Snohomish County</th>
<th>Counties Like Us</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community Domain</strong></td>
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<tr>
<td>Availability of Drugs</td>
<td>Alcohol Retail Licenses</td>
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<td>Tobacco Retail and Vending Machine Licenses</td>
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<td>Existing Home Sales</td>
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<td>New Residence Construction</td>
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<td>Alcohol- or Drug-Related Deaths</td>
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<td>Arrests, Alcohol-Related (Age 18+)</td>
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<td>Arrests, Drug Law Violation (Age 18+)</td>
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<td>Arrests, Violent Crime (Age 18+)</td>
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<td></td>
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Source: Washington State Department of Social and Health Services, Research and Data Analysis, Community Outcome and Risk Evaluation Geographic Information System (CORE-GIS). County Reports, July 2012.
### Standardized Five-Year Indicator Profile

<table>
<thead>
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</tr>
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<tbody>
<tr>
<td><strong>Community Domain (continued)</strong></td>
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<td>Low Neighborhood</td>
<td>Prisoners in State Correctional Systems (Age 18+)</td>
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<td>Attachment and Community</td>
<td>Population Not Registered to Vote</td>
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<td>Disorganization</td>
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<td><strong>Family Domain</strong></td>
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<td>Family Problems</td>
<td>Divorce</td>
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<td>Victims of Child Abuse and Neglect in Accepted Referrals</td>
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<td><strong>School Domain</strong></td>
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<td>Academic Achievement</td>
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<td>Poor Academic Performance, Grade 7 (Age 12)</td>
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<td>Poor Academic Performance, Grade 4 (Age 9)</td>
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<td>High school Cohort (Cumulative) Dropouts</td>
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<td>Annual (Event) Dropouts</td>
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<td>On-time Graduation</td>
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<tr>
<td></td>
<td>Extended Graduation</td>
<td>0.02</td>
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lower state rate higher
### Standardized Five-Year Indicator Profile

<table>
<thead>
<tr>
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<th>Indicators</th>
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<tbody>
<tr>
<td><strong>School Domain (Continued)</strong></td>
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<td>School Climate</td>
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<tr>
<td>Weapons Incidents at School</td>
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<td>0.18</td>
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<td>Unexcused Absence</td>
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<tr>
<td><strong>Individual/Peer Domain</strong></td>
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<tr>
<td>Early Criminal Justice Involvement</td>
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<td>Arrests, Alcohol- or Drug-Related (Age 10-14)</td>
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<td>-0.18</td>
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<tr>
<td>Arrests, Vandalism (Age 10-14)</td>
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<tr>
<td>Total Arrests (Age 10-14)</td>
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<tr>
<td><strong>Problem Outcomes</strong></td>
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<tr>
<td>Child and Family Health</td>
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<tr>
<td>Child Injury and Accident Hospitalizations</td>
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<td>-0.12</td>
<td>1.21</td>
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<tr>
<td>Infant Mortality (Under 1 Year)</td>
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<td>-0.29</td>
<td>0.76</td>
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<tr>
<td>Child Mortality (Ages 1-17)</td>
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<tr>
<td>Births to School-Age (10-17) Mothers</td>
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<td>Sexually Transmitted Disease Cases (Birth-19)</td>
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<td>Suicide and Suicide Attempts (Age 10-17)</td>
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<tr>
<td>Low Birth Weight Babies</td>
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<tr>
<td>Women Injury and Accident Hospitalizations</td>
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<td>-0.13</td>
<td>0.70</td>
</tr>
</tbody>
</table>

lower  state rate  higher

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Washington State Department of Social and Health Services
Research and Data Analysis,
Community Outcome and Risk Evaluation Geographic Information System (CORE-GIS). County Reports, July 2012.

Snohomish County Human Services 2012 Annual Report

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### Standardized Five-Year Indicator Profile

#### Problem Outcomes

**Criminal Justice**

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Snohomish County</th>
<th>Counties Like Us</th>
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</thead>
<tbody>
<tr>
<td>Offenses, Domestic Violence</td>
<td>-0.13</td>
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<tr>
<td>Total Arrests, (Age 10-17)</td>
<td>-0.28</td>
<td>-0.69</td>
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<tr>
<td>Arrests, Property Crime (Age 10-14)</td>
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<td>0.10</td>
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<tr>
<td>Arrests, Property Crime (Age 10-17)</td>
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<td>0.27</td>
</tr>
<tr>
<td>Arrests, Property Crime (Age 18+)</td>
<td>-1.05</td>
<td>0.13</td>
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<tr>
<td>Arrests, Violent Crime (Age 10-17)</td>
<td>-0.32</td>
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</table>

#### Substance Use

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Snohomish County</th>
<th>Counties Like Us</th>
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</thead>
<tbody>
<tr>
<td>Alcohol-Related Traffic Fatalities Per All Traffic Fatalities</td>
<td></td>
<td>0.15</td>
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<tr>
<td>Arrests, Alcohol Violation (Age 10-17)</td>
<td>-0.45</td>
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<tr>
<td>Arrests, Drug Law Violation (Age 10-17)</td>
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<tr>
<td>Clients of State-Funded Alcohol or Drug Services (Age 10-17)</td>
<td>-0.45</td>
<td>-0.58</td>
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</tbody>
</table>

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**Note:** Check other domains for substance use of community adults and early teens.
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).

**WHAT WE DO:**

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

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

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

Additionally, through the one-tenth of one percent sales tax monies, the Prevention Program contracts with area agencies and local high schools to provide outreach and prevention services for high-risk and homeless youth.
In 2012, the Prevention Program Assisted 13 different community partnerships working to reduce alcohol and other drug use in Snohomish County. At least 300 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 744 prevention-focused events serving 2,219 total participants including 533 unduplicated participants in recurring programs focusing on parent education, tutoring, mentoring high-risk youth and other youth-oriented programs.

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

- 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 17 years
- Vandalism arrests for children age 10 to 14 years

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

In 2012, this program:

- Made street outreach contacts with 1,966 homeless youth
- Made 3,758 contacts with youth at the U-Turn Drop-In-Center
- Provided outreach to 734 youth who are in gangs, exposed to violence, sexually exploited and/or substance abusers
- Provided case management to 304 unduplicated youth

**Across all of the programs activities, there were 11,815 contacts with homeless or at-risk for homelessness youth**

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

- 120 youth found safe and appropriate housing
- 33 youth were reunited with their families
- 49 youth re-engaged in school
- 51 youth started a GED program
- 97 found employment
- 116 received medical coverage
- 315 received food stamps
- 64 were referred/evaluated for mental health assessment
- 43 youth were referred/assessed for substance abuse issues
- 8 youth received inpatient substance abuse treatment
- 84 youth attended individual/group mental health counseling
- 18,338 youth received basic needs (e.g., food, socks, hygiene products, clothing)
A total of 308 Snohomish County residents (261 single contact participants and 47 ongoing youth participants) participated in Kids Futures: Voice of Youth through the Federated health and Safety Network. This public forum gives local youth the opportunity for active involvement in their community by giving local and state leaders and policy makers the chance to hear about the challenges our community’s young people face. This innovative substance abuse prevention project culminates in regional exhibitions of participant-created short films designed to raise awareness about the issues youth believe are most impacting the young people in the community.

The County Prevention Program reached an additional 112,000 teens in the Puget Sound region through local youth coalition developed social norms marketing campaigns designed to correct misperceptions about alcohol and other drug use.
Chemical Dependency Services
-Treatment-

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

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

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

- Detoxification from alcohol and other drugs
- Drug Court treatment
- In-jail treatment
- Opiate medication assisted treatment
- Outpatient treatment
- Recovery support services
- Residential treatment
OUR IMPACT: Through the one-tenth of one percent sales tax monies, funding was provided to continue or expand chemical dependency treatment services in the county including legal support and services for clients participating in the County’s Drug Court programs.

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 by Evergreen Manor treatment staff and at the Providence Hospital Emergency Department.

At the Community Health Center:
- 827 patients received a screening
- 743 patients received brief intervention
- 193 patients received brief therapy
- 50 patients completed a chemical dependency assessment
- 49 patients were referred to chemical dependency treatment/detox

At Providence Hospital Emergency Department:
- 2,194 patients received a screening
  - 71 patients screened more than once in 2012
- 2,003 patients received brief intervention
- 1,375 (63%) patients who indicated at follow-up that they had followed through with mental health services
- 732 (33%) patients who indicated at follow-up that they had followed through with substance abuse treatment services.

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

In 2012, 335 clients were served by the program of which 200 were individuals and 135 were families. Of these, 182 had chemical dependency issues, 88 had mental health issues and 65 had co-occurring chemical dependency and mental health issues.

At the end of 2012:
- 147 (44%) had successfully completed the program
- 5 (1.5%) were unable to obtain housing on their own
- 49 (14.6%) were terminated from the program for noncompliance
- 1 (0.3%) died or was incarcerated and
- 133 (30.7%) were still active in the program
In-Jail Intensive Outpatient Treatment is provided by Evergreen Manor inside the Snohomish County Jail. In addition to receiving treatment, inmates also receive intensive case management to connect them with treatment in the community upon their release.

In 2012, 168 men and 97 women were referred for treatment by jail staff. Of these, 60 men and 79 women were admitted into the treatment program. 142 chemical dependency assessments were conducted and 6,377 hours of group treatment were provided. Of those 139 inmates entering into treatment while incarcerated, 41 continued with community-based outpatient treatment upon their release.

Evergreen Manor’s Acute Detoxification program provided 37 bed days of service to low-income Snohomish County residents needing a safe and supportive environment to withdraw from alcohol and other drugs. According to the TARGET database, a state database into which all treatment information is entered, the detoxification program at Evergreen Manor had 1,090 total admissions in 2012 for 945 unduplicated individuals.

Evergreen Manor offers a number of programs that are supported through the one-tenth of one percent sales tax monies. Through its Adult Outpatient Treatment and Drug Testing program, they provided outpatient chemical dependency treatment to 323 adults of whom 26 were veterans, 203 were older than 55 years and 26 were clients of Family Drug Court. The agency also provided 3,161 hours of service (group treatment, individual treatment and case management), 35 evaluations and 895 non-treatment case management service hours.

The Adult Community Outpatient Treatment Services program through Catholic Community Services provides subsidized chemical dependency assessment and treatment for indigent and low-income adult residents of Snohomish County with an emphasis on serving veterans and older adults.

In 2012, the agency served 36 veterans and 42 older residents. Therapeutic Health Services provides similar services and in the past year served 4 veterans and 1 older adult.

Therapeutic Health Services provides opiate substitution treatment services to opioid-addicted clients in need of medication-assisted treatment.

In 2012, they served 218 methadone clients and 2 suboxone clients in Snohomish County.

Through monies earmarked for training, 55 chemical dependency and mental health professionals received training in the “Seven Challenges”, 60 professionals received training in “Healing the Addicted Brain”, 21 professional received advance training in the “Seven Challenges Leader Training” and 20 received training in clinical supervision.
The Edmonds School Prevention and Intervention (ESPI) Network works with students identified as high risk for alcohol/other drug use or mental health issues. The ESPI program’s proactive intervention model to keep students engaged in school by assessing needs, connecting them to existing community resources and advocating for their needs with community and State agencies. The ESPI program model employs a holistic approach that also addresses the needs of the family in order to support students in reaching their potential. Student Support Advocates assist students and their families in navigating complicated social services systems such as DSHS, housing, mental health or chemical dependency treatment, and juvenile justice. Advocates also provide general support for the students and their families who may not have access to other community supports.

In 2012, 528 unduplicated students were served. Of these:

- **136** had attendance issues
  - 64.7% showed improvement with attendance
- **140** had discipline issues
  - 64.3% showed improvement with discipline
- **181** had issues with grades
  - 58.6% showed improvement with grades
- **91** had issues with drugs and alcohol
  - 85 were connected with drug and alcohol services
  - 76.5% showed a decrease in drug or alcohol use
- **119** had mental health issues
  - 89.1% were connected with mental health services
- **65** were connected with homeless prevention services

Through Therapeutic Health Services Youth Community Outpatient Treatment Services, chemical dependency outreach, early intervention/education, outpatient treatment, intensive outpatient treatment, aftercare and family counseling services are provided for indigent and low-income youth age 10 through 17 years who reside in Snohomish County.

In 2012, over 2,742 hours of service were provided to 171 youth with 74 assessments completed and 96 youth being admitted to treatment. In December 2012, the treatment retention rate was 87.1% compared to the state 90-day threshold rate of 65%.

Through the Youth Inpatient Integration Specialist at Catholic Community Services, 106 youth needing inpatient chemical dependency treatment were seen. Using motivational interviewing and the stages of change model to motivate and engage youth to enter inpatient treatment, 76 (72%) of the youth seen decided to enter into inpatient services. Of those 76 youth, 52 (68%) re-engaged with outpatient follow-up treatment. A total of 2,047 service hours were provided to these youth.

Catholic Community Services provided outpatient chemical dependency treatment services to students at Lincoln High School, Weston High School and surrounding schools in the Arlington and Stanwood area.

In 2012,
- **334** youth were served
- **74** chemical dependency assessments were conducted
- **63** students were admitted to treatment services
- **2,200** hours of outreach were provided
- **2,298** hours of chemical dependency related services were provided

The treatment retention rate at Weston High School was 68.2%; it was 71.9% at Lincoln High School. Both of these rates exceed the state threshold of 65.0% for 90-day retention.
Numerous studies have shown that people who complete chemical dependency treatment are more likely to maintain their sobriety and return to productive lives. The cost savings to the community by providing chemical dependency treatment are great. For adult Medicaid disabled clients, medical savings are estimated to be $295 per month per each client receiving treatment. Similarly, the estimated nursing home savings are estimated to be $58 per month per treated adult Medicaid disabled client. In the first year after receiving treatment, the risk of dying is 48% lower for those low-income adults who received treatment.

For women who receive Medicaid and are diagnosed as substance abusers during the prenatal period, the average Medicaid expenditures for outpatient services was approximately twice that for other Medicaid women ($658 vs. $346.)
**Chemical Dependency Services**

-Driving Under the Influence (DUI)-

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

<table>
<thead>
<tr>
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<tr>
<td>Total Fatalities</td>
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<tr>
<td>Impaired Driving</td>
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<td>18</td>
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<td>Speed-related</td>
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<td>Distracted Driver-related</td>
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<td>Motorcyclists</td>
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<td>7</td>
<td>6</td>
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<td>Youthful Driver (16-25 data)</td>
<td>69</td>
<td>14</td>
<td>12</td>
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<td>Bicyclists (2012 Data Specifically)</td>
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<td>Not Available</td>
<td>4</td>
</tr>
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</table>

*Final 2012 data may need to be substituted for 2007 data to correctly compare 5-year average.

**What We Do:**

The Snohomish County DUI Countermeasure Program:

- Provides DUI education to high schools, court-ordered offenders, drivers education classes and the community at large
- Coordinates victim panels to educate court-ordered defendants and other community members
- Manages federal and state traffic safety grants and works closely with law enforcement agencies to enforce DUI laws and promote traffic safety
- Staffs the DUI and Target Zero Task Force bringing together community stakeholders who collaborate to implement traffic safety projects
- Plans strategies to address impaired driving, safety belt use, bicycle safety and pedestrian safety based on local data
- Provides information to the community and coordinates the DUI Victims Memorial Wall
In 2012, by supporting the Driving Under the Influence (DUI) Countermeasure Program:

 Speakers on the DUI Victim Panel shared their personal stories of family members killed in impaired driving crashes with 1,832 participants in 40 classes.

1,015 parents received DUI education at drivers’ education classes; 4,315 youth received the same information at drivers’ education classes and school assemblies.

In 2012, there were 31 DUI Emphasis Patrols coordinated involving an additional 297 officers and deputies. There were 5,757 contacts made, 157 impaired drivers removed from Snohomish County roadways, as well as 14 felony drug arrests and 30 misdemeanor drug arrests.

There were 4,078 Driving Under the Influence (DUI) filings in Snohomish County courts in 2012. Of those, 1,856 were found guilty and 1,933 had their charges amended or reduced. 605 were dismissed and only 6 who went to trial were found not guilty.

There were 193 people killed in traffic crashes from 2007 – 2011 in Snohomish County. This equates to an average of 38.6 lives lost each year. The average for impaired driving deaths was 20.6, speed-related fatalities was 16.8, young driver-related deaths was 13.8, and distracted driver-related fatalities was 10.4. Over half of our fatalities are alcohol or drug-related, over 43% are speed-related, over 35% are young drivers, and over 26% are distracted driver-related. Our priorities are to continue to reduce these preventable crashes.
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 every day 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.

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

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

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

The Involuntary Treatment Program

In 2012, there were

- 3,332 crisis events addressed by program staff
- 1,960 face-to-face investigations conducted
- 840 detentions and revocations
- 1,275 hearing evaluations resulting in 948 court proceedings

The Jail Transition Program

In 2012,

- 774 inmates were screened for services with 141 of them enrolling
- 193 inmates received release planning while still in jail
- 469 inmates were reconnected with mental health services in the community upon release

The Mental Health Program at Denny Juvenile Justice Center

In 2012, 166 youth were served by the program with 59 of them being served at least twice.

- 19 received crisis services
- 158 received counseling services
- 5 received case management

Through the one-tenth of one percent sales tax monies in combination with state and federal funding:

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

Since its inception in October 2012, the Snohomish County Mental Health Court has had 12 clients referred with 4 of these being accepted, 4 of these being ineligible and 4 of these pending decision. The Mental Health Court team has actively engaged in outreach and community education and anticipates an increase in referrals in the upcoming year.
The **Bridgeways Community Housing Stability and Support** program provides evidence-based interventions to low-income adults in subsidized housing who are eligible for Shelter Plus care programs in an effort to reduce the risk of losing housing due to mental health symptoms or substance abuse. In 2012, the program received 124 referrals and provided 846 hours of service to a total of 107 clients enrolled in the program, 50 of whom were newly enrolled this year. At the end of the year, there were 56 people on the waitlist for services.

**Catholic Community Services** provided 145 hours of short-term mental health counseling related services to 61 clients who are at risk of hospitalization, incarceration or recurrent crisis episodes who did not have Medicaid, insurance or private resources to obtain mental health care.

Through its **Mental Health Counseling** program, **Evergreen Manor** provides mental health services to clients from Adult and Family Drug Courts. In 2012, 114 Drug Court clients were provided with 695 therapy sessions, 54 hours of case consultation, and 3 conjoint sessions. Additionally, **Evergreen Manor** provided 258 hours of court and community education and consultation.

The **SeaMar Community Health Center** provided 181 hours of short-term mental health counseling related services to 87 non-Medicaid eligible Snohomish County residents who are at risk of hospitalization, incarceration or recurrent crisis episodes. They also provided 64 hours of outreach to 17 clients to support chemical dependency treatment outcomes.

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

Currently, the program maintains a database that lists over 113 current and available resources for older adults. Through the assistance and referral component of this program, **Senior Services of Snohomish County** made 1,459 information contacts and 229 screenings to Snohomish County residents age 60 and older.

The program provided 22 information presentations to community members and professionals with 701 seniors attending these presentations.

Post-presentation surveys showed that:

- 172 attendees increased their understanding of mental health issues in older adults,
- 140 attendees increased their understanding of chemical dependency issues in older adults and
- 173 attendees increased their knowledge about community resources for older adults.

Through the **Geriatric Depression Screening Program** and the **Peer Counselor Program** (both offered by **Senior Services of Snohomish County**):

- 262 depression screenings were provided to seniors
- 61 Snohomish County seniors were matched with Peer Counselors to address issues of caregiver stress, loss of loved ones, coping with chronic pain or illness, managing depression/stress/anxiety and dealing with other life changes or losses.
The Catholic Community Services Northwest Youth Outpatient Mental Health Treatment Program provides mental health services to children/youth and their families, who have a demonstrated need for services but are experiencing barriers to accessing them. This program offers short-term mental health counseling to children/youth and their families in school settings and in collaboration with chemical dependency treatment services. The program began providing services in the Stanwood School District in April 2012 and provided 57 hours of service to 14 students. Beginning in October 2012, they provided 75 hours of service to 14 students in the Darrington School District and 22 hours of service to 13 students at Weston High School. Although students are still in the process of receiving services, anecdotal information shows that students are beginning to demonstrate a reduction in the frequency and/or severity of unsafe behaviors and are showing improvements in school performance and behavior.

The Youth Mental Health Counseling Program through Compass Health is designed to provide mental health services to youth at Cocoon House’s three Emergency Shelters, currently located in Everett, Monroe and Arlington, according to Cocoon House’s needs. All the youth who enter the shelters are in some state of crisis; many are victims of trauma. A mental health professional works to engage the youth and build trust so that the youth can participate in individual counseling sessions with the clinician. By performing an assessment of youths’ mental health and resource needs as well as developing immediate crisis plans as needed to ensure the safety of the youth, the program is able to help at-risk youth address their mental health needs as well as consider options for safe living situations.

The program began seeing youth in September 2012 and by the end of the calendar year had completed 26 consultations and provided 97 individual sessions and 4 family sessions with 40 unduplicated youth.

The Northshore Youth and Family Services Adolescent Family Treatment Program served 3 youth for a total of 29 hours of direct service. The agency experienced difficulty hiring staff for the program, so it has been discontinued in 2013.

Over $500,000.00 was provided to the Snohomish County Jail for psychiatric medications for inmates and psychiatric evaluations. An additional $279,900.00 was provided to staff 4 mental health professionals at the jail to serve those inmates with mental health issues.

Funds for the Office of the Public Defender, the Snohomish County Clerk’s Office, Snohomish County Superior Court and the Snohomish County Prosecuting Attorney’s Office were provided to hear 1,285 involuntary commitment cases and 1,618 Drug Offender Sentencing Alternative (DOSA) cases and supported the Prosecuting Attorney’s Office and the Clerk’s Office to hear 11,172 juvenile, adult and family drug court hearings (excluding DOSA.) Additionally, funding was provided for a social worker at the Office of the Public Defender to work with 116 cases needing additional information and support.

The Snohomish County Sheriff’s Department received funding to decrease officer response time to suicide threats by Snohomish County residents. In 2012, they provided over 766 hours of on-scene response to 884 suicide calls.
SNOHOMISH COUNTY TRIAGE CENTER (SCTC)

1 JANUARY THROUGH 31 DECEMBER 2012 REPORT
In April 2011, Governor Chris Gregoire signed a bill authorizing triage facilities as a cost effective alternative to local jails and emergency departments to evaluate mentally ill individuals who have been arrested for non-felony crimes.

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

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

The goals of the Snohomish County Triage Center are to:

- Divert those with mental illness and those under the influence of drugs or alcohol from the criminal justice system;
- Provide assessment and evaluation to determine the need for hospitalization;
- Link those in need of mental health and substance abuse treatment with appropriate community resources;
- Reduce utilization of local hospital emergency departments for nonemergency problems; and
- Create a Least Restrictive Alternative (LRA) for citizens with mental illness.
Between 1 January 2012 and 31 December 2012, there were 1,414 referrals to SCTC. Of these:

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

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

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

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

### Client Referral Source

**1 January 2012 through 31 December 2012**

<table>
<thead>
<tr>
<th>Referral Source</th>
<th>Number of Referrals</th>
<th>% of Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital ER</td>
<td>539</td>
<td>38.1</td>
</tr>
<tr>
<td>Community/MH Agency</td>
<td>426</td>
<td>30.1</td>
</tr>
<tr>
<td>Law Enforcement Agency</td>
<td>346</td>
<td>24.5</td>
</tr>
<tr>
<td>Hospital Psychiatric Unit</td>
<td>30</td>
<td>2.1</td>
</tr>
<tr>
<td>Other</td>
<td>27</td>
<td>1.9</td>
</tr>
<tr>
<td>Hospital Medical Unit</td>
<td>15</td>
<td>1.1</td>
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<tr>
<td>MH Eval &amp; Tx Facility</td>
<td>11</td>
<td>.8</td>
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<tr>
<td>Individual Professional Staff</td>
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<td>Community CD Provider</td>
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<td>Self</td>
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<td>Sobering Center or Detox</td>
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<td>.1</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1414</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Of the 539 clients referred from hospital emergency departments:

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

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

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

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

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

Snohomish County Triage Center
3322 Broadway
Everett, WA 98201
425.349.6800
www.compasshealth.org/locations

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

Average Length of Stay in Days for Those Admitted to SCTC by Referral Source (1 January 2012 through 31 December 2012)
There were 346 referrals to SCTC that listed “law enforcement” as their referral source.

**Number of Law Enforcement Referrals by Month and Year**

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

For the 346 referrals to SCTC which listed “law enforcement” as their referral source:
- 280 (80.9%) were accepted
- 30 (8.7%) were withdrawn
- 30 (8.7%) were denied
- 4 (1.2%) were incomplete/no further action
  - 1 (0.3%) was “no show”
  - 1 (0.3%) had no information
346 referrals to SCTC listed “law enforcement” as their referral source; however, specific law enforcement data were available for 318 (91.9%).

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

<table>
<thead>
<tr>
<th>Agency</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>OCT</th>
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<td>0</td>
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<td>Bellingham</td>
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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.

In 2012, the Network of Care website logged 58,928 sessions (a series of hits to the site by each visitor) and 269,363 total hits. The website averaged 161 full sessions per day for the entire year.

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

http://snohomish.wa.networkofcare.org/Veterans/homeindex.cfm
In **2012**, for Snohomish County veterans, the Veterans’ Assistance Program:

- Answered requests from **4,787** Snohomish County veterans,
- Provided assistance to **1,076** veterans,
- Provided **41** referrals for mental health services,
- Provided **65** referrals for alcohol or other drug treatment and
- Provided **1,732** vouchers for emergency assistance to veterans and their dependents.

These vouchers totaled **$330,998.00**. Of these,

- **$77,388.00** went to rent assistance,
- **$87,345.00** went to help pay utilities,
- **$77,872.00** went to food assistance and
- **$5,372.00** went to emergency shelter.

An additional **$15,943.00** from federal homeless prevention dollars and **$41,431.00** of local ending homelessness dollars went directly into preventing local veterans and their families from eviction. Over **90%** of these households were able to stabilize and remain in their housing.

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.
Division of Aging and Disability Services

Snohomish County, WA
Human Services
There are three primary components of the Division of Aging and Disability Services: Developmental Disabilities Services, Long Term Care and Aging 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 2012 which was distributed to almost 100 contracted agencies providing services throughout the county.

Collectively, the services funded or provided by the Division touch the lives of over 70,000 Snohomish County residents every year. Disabilities affect people of all ages; clients range in age from birth to 109 years old. Long Term Care and Aging and Disabilities Services administer, manage and provide a network of services which enable individuals with disabilities to live with dignity and independence in the least restrictive and most cost-effective settings for the clients, their families and the community. Many of the services allow individuals to remain in their own homes and avoid the need for more expensive institutional care.
The Need: People who live in long-term care (LTC) facilities are more vulnerable than people who live independently. In 1987, the U.S. Congress recognized this fact and passed The Nursing Home Reform Act that gave nursing home residents additional legal protections, including a set of Resident Rights. In 1995, the Washington State Long-Term Care Ombudsman was successful in persuading the Washington legislature to extend Resident Rights to other LTC facilities: boarding homes ("assisted living facility"), adult family homes, and state operated veterans' homes. "The overall purpose of the ombudsman program is to promote the interests, well-being, and rights of long-term care facility residents." (Washington Administrative Code: WAC 365-18-010)

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

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

Family members are often the major providers of long-term care for loved ones. Caregiving, however, can take an emotional, physical and financial toll. One research study suggested that the stress of caregiving for a person with dementia can impact a caregiver’s immune system for up to three years after their caregiving ends thus increasing their chances of developing a chronic illness (Glaser & Glaser, 2003.) Other research shows that 63% of caregivers report poorer eating habits than non-caregivers and 58% report worse exercise habits (National Alliance for Caregiving and Evercare, 2006.) Provision of information, respite and other support services to caregivers helps to alleviate some of the stresses and negative impacts associated with caregiving. 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 experience some form of food insecurity with an estimated 3.9 million seniors at risk of hunger. As a result, seniors facing some form of food insecurity are significantly more likely to have lower intakes of energy and major vitamins, significantly more likely to be in poor health and are more likely to have limitations in activities of daily life.

**WHAT WE DO:**

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

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

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

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

**The Senior Centers Program** provides for the operation of community facilities where older persons can meet together, receive services, and participate in activities that will enhance their dignity, support their independence, and encourage their involvement in the life and affairs of the community. Some centers include social services, health and nutrition programs, educational classes, trainings, and workshops and classes in personal growth. All Snohomish County residents aged 55 and older are eligible to participate in senior center activities and services. Funding is provided by a variety of sources including County general revenues.
The Transportation Assistance Program (TAP) provides paratransit or specialized transportation services for people with disabilities and older adults. It serves Snohomish County residents who are not served by Everett Para Transit or Community Transit’s DART (Dial-A-Ride Transportation). Wheelchair accessible TAP buses pick up riders in unserved areas and bring them to bus stops where they connect with Everett Para Transit or DART to complete their journey. Priority is given to riders traveling for medical appointments, work or education.

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

**OUR IMPACT:** In 2012, over 22,359 unduplicated Snohomish County senior citizens participated in activities at one of 13 senior centers within the County. Over 136,886 volunteer hours were provided by volunteers at the senior centers with a value of $2,982,750.00. Of the services provided by the senior centers within the County:

- 3,676 unduplicated seniors participated in cognitive enhancement programming
- 1,975 unduplicated seniors participated in discussion groups
- 10,444 unduplicated seniors participated in health and fitness programs
- 633 unduplicated seniors received social service programming

In 2012, TAP provided 17,513 one-way trips so that people with disabilities and older adults could travel to medical appointments, work or education.

In 2012, the Volunteer Transportation Program operated by Catholic Community Services provided 2,114 one-way trips to 93 unduplicated clients, traveling 50,196 miles. Fifty-seven percent of these trips were for medical services and 30% were for life-sustaining services such as dialysis, chemotherapy, and radiation.

Family Caregiver Support Program:

- 229 Caregivers received counseling
- 165 Caregivers attended at least one of the 1,380 support groups provided
- 59 Caregivers were provided with 3,303 hours of respite
- 589 Caregivers received information and referrals

Nutritional Services:

- 95,704 congregate meals were provided to 2,802 Snohomish County seniors.

Of these:

- 51% reported that it was their main meal of the day
- 54% were over the age of 75
- 64% reported that because of the senior dining program, their health has improved and they feel better
- 85% reported that because of the senior dining program they eat a more balanced diet
- 84% reported that their level of independence has stayed the same or improved
• **127,877** in-home meals were provided to **892** Snohomish County Seniors.  

Of these:  
  ◦ **83%** reported that they eat healthier goods  
  ◦ **64%** believed that their health improved  
  ◦ **85%** don’t worry as much about having enough food to eat

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 **2012**, the ombudsmen  
  • Investigated **409** complaints  
  • Verified **360** complaints and resolved **70%** of the verified complaints  
  • **3,429** ombudsmen volunteer hour were provided at a value of **$74,718.00**

Mental Health Services:  
  • **61** 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 were provided to senior citizens
Between 2005 and 2010, the largest percent change in population in Snohomish County was for those age 60 to 64 and those age 65 to 69 (44.5% and 42.5%, respectively.) Those age 85 and older increased by 17.2% for the same time period. It is projected that there will be an increase of 42.8% between 2010 and 2015 for those age 65 to 69 and an increase of 43.1% for those age 70 to 74. Currently, those age 60+ comprise 15.7% of the Snohomish County population; by 2025, it is anticipated that 24.8% of the population (almost quarter of a million people: 223,453) will consist of those in this age group. In 2009, for those Snohomish County residents older than 65 years, over half (56.0%) were female. More than half (54.8%) had at least some college education. About one half (54.3%) were married and about one quarter (27.4%) were widowed. A small proportion (4.5%) lived with their grandchildren. A very small proportion (0.5%) had no telephone service available. Over one third (38.4%) had a disability. One-tenth (10.8%) spoke a language other than English in their homes. In 2009, there were 4,079 residents over the age of 65 who reported that they spoke English “less than very well.” This is an increase of 190.9% from those indicating such in the 2000 US Census.

The Elder Economic Security Index for 2012 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.


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<th>Monthly Expenses for Selected Household Types</th>
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<th>Elder Couple (both age 65+)</th>
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<td>Index Per Year</td>
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<th>Annual Comparison Amounts</th>
<th>Elder Person</th>
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<td>Federal Poverty Guideline 2013 (DHHS)</td>
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<td>SSI Payment Maximum 2013</td>
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<td>Average County Social Security Benefit 2013</td>
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**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.

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### 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>
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<td>Owner w/o Mortgage</td>
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<td>Need for Long-Term Care (hours/week)</td>
<td>Elder Person (age 65+)</td>
<td>Elder Couple (both age 65+)</td>
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<td>Low (6 hrs)</td>
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<td>Medium (16 hrs)</td>
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<td>High w/ADC (36 hrs)</td>
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<td>High w/o ADC (35 hrs)</td>
<td>$50,868</td>
<td>$71,359</td>
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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.
In 2012:
Background checks were completed for 1,453 caregivers hired directly by vulnerable or disabled adults.
Over 11,628 hours of in-home respite services were provided to 93 unduplicated caregivers.
A total of 1,140 hours representing 285 days of adult day care and adult day health services were provided.
In-home care services were provided to 3,680 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 $6 million was saved per month — $81,500,000.00 total in 2012—in nursing home costs.
Over 99% of clients receiving in-home care services under COPES and Medicaid Personal Care programs were able to avoid a nursing facility placement in 2012.
Developmental Disabilities Services

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

- There are approximately **713,335** Snohomish County residents. (April 2010 Census Bureau)

- It is estimated **21,129* Snohomish County residents have a developmental disability.** The majority of these individuals live at home and receive 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:

Snohomish County

Developmental Disabilities
Overview of Services

Support to Families

Support to Individuals

Building Communities

Birth-to-Three Early Intervention

Leadership & Education * Self-Advocacy

Career Path Services

Person Centered Planning

Transition Coordinator

Social Security Benefits Planning

Information & Referral

Snohomish County Transition Council

Inclusive Recreation and Leisure

Developmental Disabilities Advisory Board

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

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

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

**The Early Intervention Program** develops individualized plans for children age birth to three who have developmental delays and health concerns. Early intervention services provide support to families to enhance each child’s development and increase the quality of life for the individual and family. Services are critical and cost-effective, and save many times over the initial investment in public funding. As the designated Local Lead Agency the County’s Early Intervention program is responsible for assuring the services for children and families, training and the coordination of direct service providers, public schools and other community partners engaged in providing early intervention services.

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

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

**Connecting Families** addresses the unmet needs of families by providing outreach, support, training and information to families who have a child with a developmental disability. Provide monthly support groups for families with similar interests to obtain up to date information and meet other families. Information and support is also provided to siblings who have a brother or sister with a disability as they often provide long term support.

**Individualized Vocational Services** are provided based on a Career Path Service Plan designed to support all eligible students and adults who want to work to pursue and/or maintain community employment. Employment is a critical component of a full, productive life, and assists in the stabilization of families.
**High School Transition Coordination** provides support to persons with developmental disabilities age 18 to 21 years to prepare them for successful transitions from school to adult services and employment. The Coordinator also provides networking opportunities and information to schools, and coordinates employment services with Snohomish County, Division of Developmental Disabilities (DDD), Division of Vocational Rehabilitation (DVR) and Division of Services for the Blind (DSB).

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

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

**OUR IMPACT:**

**Early Intervention**
- An average of **683 children/families received** Early Intervention Services each month in **2012**
- **100%** of the children received services in natural environments including family home, neighborhood or community setting in which children without disabilities participate.

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

2008 - 2009 - Data 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**
- **426** people attended **39** trainings

**Leadership and Education**
- **21** family members and self-advocates from Snohomish County went through leadership training and are actively participating on community boards and advisory Committees (12 local committees and 6 statewide committees)
Building Inclusive Communities—Snohomish County Family Support Centers
- An average of 29 individuals with developmental disabilities volunteered 227 hours a month (2,719 hours in 2012)

Social Security Benefits Assistance Program
- 104 new individuals received benefits planning and assistance
- 369 individuals attended 24 Social Security trainings

Transition Coordinator
- 178 students/families met with transition coordinator for planning and system navigation
- 334 people attended 30 trainings at the school
- 300 people attended the Annual Transition Fair in March (9 workshops and 60 agencies represented)
  Participants received information about post-school services and resources through series of workshops, met directly with post-school service providers and obtained information to assist them in making informed choices.

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

Career Path Services
- 824 people on average were supported each month to obtain community employment, of which 400 have jobs and are supported to maintain employment in the community
- $2,033,067.00 total wages earned by individuals working community jobs in Snohomish County

Between 2008 and 2012, $113,831,112.00 total wages were earned

Information and Education
- 1,990 people attended educational opportunities/trainings in 2012.
- 3,250 resource books were distributed, including the Community Plan, Resource Guide, Career Path Plan and Building a Successful Future Book.
- 426 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
Division of Housing and Community Services
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;
- Collect data and conduct evaluation activities; and
- Provides funding for public works and improvement projects.
For the last 5 years, the Point in Time (PIT) count, on average, identifies that around 2,274 individuals are homeless in Snohomish County. Because the PIT count is a snapshot of homelessness, it often does not capture households who cycle in and out of homelessness. In 2012, for example, 2,990 new persons entered Snohomish County’s homeless system. That’s for a system that based on its capacity cannot keep up with the need out there. In addition to those 2,990 persons that were served, there are more people experiencing homelessness out there placed on numerous housing waitlists.

What the PIT data has shown throughout the years is that there are both internal characteristics, and external factors contributing to homelessness. Those internal, or individual characteristics, have included: family breakup, domestic violence, substance abuse, mental illness, medical problems, low job skills, criminal convictions, and poor credit and eviction history. The external factors contributing to homelessness have included: unemployment, low wage jobs, lack of affordable housing, and the lack of available services to treat the individual characteristics contributing to homelessness (e.g. job skills training, mental health and substance abuse services). Additional needs data can be found on the homeless section of our Consolidate Plan: http://www1.co.snohomish.wa.us/Departments/Human_Services/Divisions/OHHCD/Consolidated_Plan.org.

The lack of capacity and available services is not because the effort is lacking. There are many positive efforts underway in our county to end family, youth, veteran, and chronic homelessness. Some of that progress is documented in our 10-year plan to end homelessness, “Everyone at Home Now” update found here: http://www.co.snohomish.wa.us/documents/Departments/Human_Services/EveryoneatHomeNow06.pdf.

The unduplicated number of people entering emergency shelter, transitional housing, permanent supportive housing, and rapid re-housing programs where they were previously homeless in 2012.
The Office of Community and Homeless Services (OCHS) is responsible for grants administration, community planning, data collection and evaluation, and direct services to address the needs for person experiencing or at-risk of homelessness and other low-income persons. The OCHS administers and coordinates multiple programs: Continuum of Care, Homeless Management Information System, Emergency Solutions Grant, Consolidated Homeless Grant, Ending Homelessness Program, Community Development Block Grant Public Services, Supportive Housing Program, Shelter Plus Care Program, Housing and Essential Needs, Project Self Sufficiency, Community Services Block Grant, and is significantly involved in the Investing In Families Initiative. Snohomish County is a designated Community Action Agency (CAA), which is part of the Community Action Partnership (CAP) and the OCHS provides administrative, reporting and other program activities required of CAP agencies.

The OCHS allocates funding to local non-profits, and provides direct services to homeless and low-income persons. Funding provides rental assistance and operations costs, case management, legal services, dispute resolution and landlord tenant services, childcare and children’s services, and other services. Most of these activities are undertaken through grant making processes to local non-profits. Housing and services are intended to prevent households from becoming homeless, to assist households to move out of homelessness, to promote housing stability, and to increase community supports for homeless and low-income persons.

The Snohomish County Human Services Department’s Office of Community and Homeless Services (OCHS) support many of these efforts in collaboration with the local Homeless Policy Task Force and the Agencies providing the direct services. In 2012, OCHS administered approximately $10,307,867.00 to provide housing and services to those in need, along with administrative requirements. Approximately, $9,472,736.00 went into programs that served approximately 6,583 individuals in 2012. In addition to allocating funds to non profits and operating direct services programs, OCHS has numerous Planning and Administrative responsibilities including: grant’s management and compliance, managing the Homeless Management Information System (HMIS), collecting and reporting to the federal and state governments, coordinating the annual point in time count, updating the annual homeless housing inventory, applying for federal and state funding, and fulfilling other responsibilities as the lead agency for the Everett/Snohomish County Continuum of Care.
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 the 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.

**OUR IMPACT:**

While it’s important to show the total persons served (outputs), it is just as important to show that the services are impacting a positive change in the person’s life (outcomes). For most of our programs serving homeless or at-risk of homelessness populations, there are several outcomes we track to measure the effectiveness of our programs, and our system as a whole.
Those goals include:

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

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

The Office of Housing and Community Development (OHCD) administers federal and local funding that supports affordable housing and community development projects throughout the county. The projects primarily benefit low- and moderate-income persons and neighborhoods in our community. This includes, but is not limited to, projects that benefit persons with special needs, elderly persons, persons with disabilities, persons living with HIV/AIDS and victims of domestic violence.

The funding is used to support a variety of affordable housing projects that span the housing continuum from housing for homeless persons to affordable rentals, housing for first-time homebuyers to homeowner home repair programs. Community development projects supported by our funding include public facility and infrastructure improvements to streets and sidewalks, water/sewer systems, parks, food banks, senior centers, homeless shelters and facilities serving persons with special needs.

Snohomish County acts as lead agency on behalf of county consortiums for much of the funding. OHCD and the Human Services Department have primary responsibility within the county for the overall administration, planning, contracting, monitoring, reporting and citizen participation and consultation requirements for the funding programs. OHCD contracts with cities, towns, non-profit organizations (including faith-based organizations) and public agencies to undertake the specific projects.
In 2012, OHCD was able to:

- Streamline the affordable housing funding application process to reduce the timeframe from 10 months to 7 months.
- Added 443 units of new or preserved affordable housing.
- Created 24 new units and preserved 24 existing units of affordable rental housing in Everett, Lake Stevens, Marysville, and Monroe. 10 of the new units are for persons with disabilities.
- Assisted 389 low- and moderate-income homeowners throughout the County with home repair and rehabilitation.
- Assisted 20 low- and moderate-income households to become first-time homebuyers through purchase assistance and sweat-equity new construction programs.
- Assisted with the acquisition of a building in Marysville for use as a specialized recreation center for adults with developmental disabilities.

In program year July 1, 2011, through June 30, 2012, the Public Facilities and Infrastructure group:

- Reviewed 10 new project applications.
- Awarded funding to 6 new projects.
- Monitored 27 open projects.
- Closed 8 projects.
- Expended $1,060,335.00 in Community Development Block Grant (CDBG) funds.
- Leveraged an additional $2,793,503.00.
- Benefitted 14,407 Snohomish County residents through Public Facilities and Infrastructure projects, 12,552 of whom were low- and moderate-income.
The Community Action Partnership (CAP) is a national anti-poverty movement that began in 1964 with President Johnson's "War on Poverty." It is based on the principle that local control can best provide for sustainable community development. CAP supports a wide variety of programs and strategies, which help individuals and families overcome the effects of poverty and improve their economic situations.

To carry out the work of CAP, certain agencies and organizations were designated as local Community Action Agencies. These agencies serve more than 99% of counties nationwide. Snohomish County has been designated CAA since 1986 and is one of three public CAAs in Washington. Since it inception, the county has gone through many reorganizations and changes. Today there are multiple programs included in Snohomish County’s CAA, through the Human Services Department. They include:

- Community Services Advisory Council (CSAC)
- Community Services Block Grant (CSBG)
- Early Childhood Education and Assistance Program (ECEAP)
- Children’s Commission
- Early Head Start (EHS)
- Energy Assistance (EAP)
- Project Self-Sufficiency (PSS)
- Snohomish County Transportation Coalition (SNOTRAC)
- Veterans’ Assistance
- Weatherization
- WSU Cooperative Extension

The primary source of federal funding for CAAs is the Community Services Block Grant (CSBG), although one of the unique abilities of CSBG funding is to leverage other funding and resources. Leaders of each CAA choose investments targeted to the specific needs of its local community and use CSBG 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 the community to create solutions which are proactive, sustainable and effectively leveraged to deliver high-impact programs and project which have transparent financial oversight.

The Community Action approach:

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

Some of the programs and services available for low-income households in Snohomish County are:

- Assisting low-income families in moving from poverty to economic self-sufficiency (CSBG Funded Programs)
- Case management for homeless families and teens to help them find more permanent housing through Project Self-Sufficiency
- Providing interpreter services and Medicaid transportation (SNOTRAC)
- Assist eligible low-income households with high cost of winter heating bills and provides home energy conservation assistance to eligible households (EAP and Weatherization)
- Emergency financial assistance to eligible veterans and their dependents as well as providing veterans’ benefits information (Vet’s)
- Assisting low-income preschool children to succeed in the public education system by addressing the educational, health and social needs of the children while placing special emphasis on participation and support to the families (ECEAP & EHS)

Community Services Block Grant:

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

The CSAC made the recommendation to fund a dental collaboration, lead by the Snohomish Health District, in partnership with Snohomish County’s OCHS. Collaborating partners include: Community Health Center of Snohomish County, Everett Gospel Mission, and Senior Services of Snohomish County.

Additionally, the CSAC made the recommendation to continue funding the second year of the Investing in Families pilot project, specifically Snohomish County Legal Services (SCLS) and Volunteers of America’s (VOA) Dispute Resolution Center (VOA-DRC).
In 2012, over 34,542 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 95,279 visitations. Over 1,508 people provided 32,623 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.

Some of the notable outcomes achieved through CSBG funding for 2012 include:

- 237 dental visits were provided to adults in Snohomish County who are low-income
- 30 private providers joined the Dental Advisory Committee in Snohomish County to provide more comprehensive dental treatment for adults who are low-income
- 220 individuals who are low-income obtained and/or maintained safe and affordable housing through Snohomish County Legal Services (SCLS)
- 54 individuals were able to obtain an emergency protection from violence through SCLS
- 63 families participating in the Investing In Families initiative exhibited improved parenting skills and family functioning
- 338 individuals received emergency legal assistance through SCLS and VOA-DRC
- 3,690 hours of volunteer services were provided through the CSAC, SCLS and the VOA-DRC
The Community Action Partnership (CAP) is a national anti-poverty movement that began in 1964 with President Johnson’s “War on Poverty.” The CAP supports a wide variety of programs and strategies, which help individuals and families overcome the effects of poverty and improve their economic situations. Snohomish County has been a designated Community Action Agency (CAA) since 1986. Today, Snohomish County is one of three public CAA’s in Washington. Since its inception, the county has gone through many reorganizations and changes. Today there are multiple programs included in Snohomish County’s CAA, through the Human Services Department. Some of the programs and services available for low-income households in Snohomish County are:

- Assisting low-income families in moving from poverty to economic self-sufficiency (CSBG funded programs)
- Case management for homeless families and teens to help them find more permanent housing through Project Self-Sufficiency (PSS)
- Fostering cooperation and collaboration among providers and non-profit transportation brokers and providers, local public transportation and governmental agencies and transportation system consumers (SNOTRAC)
- Assisting eligible low-income households with winter heating bills and providing home energy conservation assistance to eligible households (EAP and Weatherization)
- Providing Veterans’ benefit information and emergency financial assistance to eligible veterans and their dependents (Vet’s)
- Assisting low-income preschool children to succeed in the public education system by addressing the educational, health and social needs of the children while placing special emphasis on participation and support to the families (ECEAP & EHS).

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

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

2,080 individuals received health care services for themselves or family members through ECEAP, FSCs, and PSS

19,412 people received emergency food assistance through Vets, PSS, FSCs, and EAP

3,209 parents or other adults learned and exhibited improved parenting skills as a result of the services provided by ECEAP, YWCA, VOA DRC, FSCs, and PSS

2,577 people with disabilities received ECEAP, EAP, SCLS, and Weatherization services

53,062 hours of volunteering were donated in Snohomish County

3,197 senior citizens received supportive and social services

1,241 infants and children’s health and physical development were improved as a result of adequate nutrition provided through ECEAP

342 people received emergency legal services through SCLS and VOA-s DRC

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

117 individuals received emergency dental services through Family Support Centers, the Dental Access Project and Vet’s

424 showers and laundry services were provided to individuals who were homeless through the Family Center of South Snohomish County

3,855 seniors received LIHEAP energy assistance through EAP

8,600 units of food were provided to low-income individuals and families by Sky Valley Family and Community Resource Center

15,632 of those hours of volunteering were given by low-income

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

9,007 individuals received emergency fuel or utility payments through EAP, PSS and FSCs

52,777 information and referral calls were received by 2-1-1, the Dental Access Project, EAP, FSCs, SCLS, Vets, VOA-DRC and Weatherization

1,024 low-income individuals were engaged in non-governance community activities in Snohomish County

2012 CAP HIGHLIGHTS

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

SNOHOMISH COUNTY COMMUNITY ACTION AGENCY

 helping people changing lives community action partnership
In 2012, there were 78 adults representing 72 families enrolled in Project Self Sufficiency.

Of these families,

- 2 received vouchers for subsidized housing
- 35 of the adults enrolled maintained employment
- 10 obtained jobs and
- 38 were enrolled in school.

THE NEED:
The Department of Health and Human Services established a poverty guideline of $23,050.00 per year ($1,921.00 per month) for a family of four for 2012. The 2011 American Community Survey by the US Census Bureau reported that in 2011 in Snohomish County for the population for whom poverty status was determined, 11.0% were at less than 100% of the poverty level, and 31.9% of those female head of households with no husband present and children under 18 years old were at less than 100% of poverty. Further, for those adults over age 25 who were at less than 100% of poverty, 24.2% had less than a high school degree; for those age 16 to 64 who were at less than 100% of poverty, 20.9% 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 housing authority provides housing vouchers. Participants are chosen for the program based on their demonstrated motivation to support their families through obtaining employment.

OUR IMPACT:
In 2012, there were 78 adults representing 72 families enrolled in Project Self Sufficiency.
Energy Assistance and Weatherization

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 households 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 $23,050.00 per year. For a family of four, 125% of the poverty guideline is $28,813.00 per year or about $2,401.00 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>Went without food for at least one day</td>
<td>38%</td>
</tr>
<tr>
<td>Went without medical or dental care</td>
<td>36%</td>
</tr>
<tr>
<td>Didn’t fill a prescription or took less than a full dose</td>
<td>35%</td>
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<tr>
<td>Reported that someone became sick because the home was too cold</td>
<td>32%</td>
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<tr>
<td>Reduced expenses for necessities</td>
<td>81%</td>
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<tr>
<td>Received shutoff notices</td>
<td>47%</td>
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<tr>
<td>Kept home at a temperature they felt was unsafe</td>
<td>35%</td>
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<tr>
<td>Used the kitchen stove for heat</td>
<td>27%</td>
</tr>
<tr>
<td>Had electric service shut off</td>
<td>15%</td>
</tr>
<tr>
<td>Could not use main source of heat</td>
<td>37%</td>
</tr>
<tr>
<td>Could not use air conditioner</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 $1,164.00/month for a household of one person to $2,401.00/month for a household of four people. The program operates between October 1st and April 30th 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 60% of the state median income or 200% of Federal Poverty Level (FPL).

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 2012, for the Energy Assistance Program:

In the LIHEAP Energy Assistance Program alone 17,374 Snohomish County residents representing 7,667 households received Energy Assistance.

Of these,

- 1,564 were elderly
- 2,365 were under the age of five years
- 4,726 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), 3,435 households representing 10,305 residents received crisis assistance which either restored service or prevented disconnection.

In 2012, for the Weatherization Program:

Assisted 457 Snohomish County residents of which:

- 165 were elderly (age 60+ years)
- 54 were disabled
- 30 were children under the age of six years
- $1,341,781.53 was spent on materials and labor for weatherization

There were 231 households served.

Of these:

- 49 (21%) were below 75% of the Federal Poverty Level
- 48 (21%) were between 76% and 100% of the Federal Poverty Level
- 33 (14%) were between 101% and 125% of the Federal Poverty Level
- 101 (44%) were between 126% and 200% of the Federal Poverty Level

In 2012, across all of our energy assistance programs, 9,098 households representing 27,294 individuals were served.

In 2012, we saved an estimated 427.35 tons of CO₂ weatherizing the 231 residences completed in that year.
Early Learning Division
Early Learning Division

WHO WE ARE:

The Division of Early Learning is staffed with twenty-one (21) employees.

WHAT WE DO:

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

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

*ECEAP*

**The Need:**

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

**In program year 2012:**

- 50% came from families with an annual income less than $10,000.00
- 15% came from families with an annual income between $10,000.00 and $15,000.00
- 40% came from families with an annual income that is 80% of the Federal Poverty Guideline; this equates to an annual income of $18,440.00 for a family of four
- 29% had a primary language other than English
- 5% of ECEAP children were homeless
- 7% of ECEAP children did not have a regular doctor who held their health records
- 29% of ECEAP children needed a medical exam within 90 days of enrolling in ECEAP
- 50% of ECEAP children needed a dental exam within 90 days of enrolling in ECEAP
- 42% of ECEAP children came from single-parent families

**What is ECEAP?**

- The Early Childhood Education and Assistance Program (ECEAP) is a free preschool program for four year olds, and three year olds as space allows
- Funded by Washington’s Department of Early Learning
- Programs throughout Snohomish County and one program in Skagit County
- We welcome and honor all families

**What Services Are Provided?**

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

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

Eligible participants are children at least three years old and not yet five years old whose family income is at or below 110 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. ECEAP was funded by a $6,310,310.00 contract from the Washington State Department of Early Learning. Snohomish County ECEAP also leveraged $2,145,245.00 in community support including funding from school districts and tribes to provide additional services, facility space, administrative support, transportation, food, research analysis, and parent and community volunteer hours.

**Medical/Dental:**

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

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

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 2011-2012,**

In program year 2011-2012, Snohomish County ECEAP serviced 1,088 children

**In program year 2012:**

The percentage of children exhibiting strength in their ability to use independent thought and action and to effectively problem solve increased from 12% to 46%.
The percentage of children exhibiting strength in their ability to appropriately handle frustration, show patience and cooperate increased from 26% to 52%.

The percentage of children exhibiting strength in their ability to form appropriate attachment to parents, family members and teachers increased from 8% to 30%.

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.
Early Head Start
(EHS)

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 low-income children, without Head Start, they 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 EHS were at-risk for a number of reasons.

In program year 2012:
- 94% were recipients of WIC (Women, Infants and Children supplemental nutrition program)
- 49% were recipients of food stamps
- 28% were being raised by a single parent
- 6% were being raised by a teen parent
- 6% had a parent who was disabled
- 15% were homeless
- 46% had English as a second language
- 71% were non-Caucasian
- 92% were on publicly funded health care
- 26% had a speech/language disability

What is EHS?
Early Head Start (EHS) is a free early learning program for children, birth to three years old, and pregnant women.

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
Early Head Start (EHS) is a program for families on a limited income with children birth to three years old, and pregnant women. Early Head Start partners with families to promote the growth and development of infants and toddlers.

**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

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 **2011-2012**, EHS served 85 Snohomish County children. EHS was funded by a $1,349,732.00 Office of Head Start grant.

In program year **2012**, Early Head Start was able to leverage $339,214.00 in community support including funding from school districts and tribes to provide additional services, facility space, administrative support, transportation, food, research analysis, and parent and community volunteer hours.

**Community Referrals:**
- 45 families were referred to other social services in the community
- 20 parents attended the Health Care Institute, a training aimed at improving the healthcare knowledge of families
- 9 children were referred to early intervention services

10 EHS staff each received 93 hours of specialized service training
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.
Snohomish County & Washington State University Snohomish County Extension
**WHO WE ARE:**

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

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

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

Washington is a national leader in Science, Technology, Engineering and Math (STEM): we rank first in the concentration of STEM jobs, first in the creation of software companies, and second in the “New Economy” index for innovation and entrepreneurship. 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 Sense and Healthy 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, decreased school performance and lead to poor health. In 2011, Snohomish County had a food insecurity rate of 14% meaning that 14 of every 100 Snohomish County residents were unsure about where their next meal was coming from.
**WHAT WE DO:**

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

**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 healthful 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 four key priorities of the Puget Sound Action Agenda including; protecting and restoring ecosystem processes (including forest, watershed, and marine systems); preventing water pollution (especially storm water runoff); mitigating climate change; and working collaboratively with a wide array of landowners, volunteers, and partnering agencies and organizations.

**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 an opportunity 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.

**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 Snohomish County 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 tribes 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 presented that focused on bullying, advocating for others, stepping up in uncomfortable situations, and working with all ages towards better youth/adult partnerships. 86 youth participated in the program; 12 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. 60 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 9 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; and 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 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.

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 vegetables/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 United States Forest Service provided the students 120 hours of training, hands-on experience in post thinning data collection, trail building and invasive plant removal projects for the Mt. Baker-Snoqualmie Ranger District and 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 preschool 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 Day 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 Washington Department of Fish and Wildlife (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 Watchers 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.

**Human Services, Public Works and Private Industry Collaboration:** We increased efficiency and quality of services to County residents in food and yard waste recycling and stewardship of water resources by teaming Human Services WSU Extension programs with Public Works Solid Waste and Surface Water Management (SWM) programs. The Extension Agriculture and Master Gardener programs through education and outreach are stimulating the demand for compost made from local food and yard waste. Compost produced by a local company is going to farms and gardens to produce more local food, completing the food cycle. Also, in collaboration with SWM and experts from private industry, specially trained Extension Master Gardener volunteers are conducting outreach to County residents and landscape professionals are being trained about tools for reducing stormwater run-off from residential properties and the flooding and pollution it causes downstream.

Washington State University is expanding its degree programs through the University Center at Everett Community College. Mechanical Engineering programs started last fall. With the support of the state legislature, we hope to see expansion of programs that support development of business opportunities, jobs and the human services. The County can play a major role partnering with the Economic Alliance, their investor businesses, educators, other jurisdictions, community members and WSU to develop relevant degree and research programs for the residents of Snohomish County. An example of a program that could help local youth get into local engineering jobs is to have the Human Services Extension 4-H program train mentors from businesses to volunteer in STEM classrooms and programs. Both businesses and youth would benefit in this type of partnership.
In 2012, there were:

- **1,956** 4-H club participants and **3,460** individuals participated in special projects
- **452** registered 4-H volunteers provided over **100,000** hours of volunteer service worth **$2,037,000.00**
- **4,222** youth and **1,044** adults participating in Food $ense
- **77** Early Childhood Education & Assistance Program families received 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
- **1,647** adults & **526** youth attended agriculture presentations
- **546** people attended horticulture presentations
- **4,652** youth and **5,224** adults received education through Beach Watchers
- **539** people received education through Shore Stewards
- **1,066** youth and **6,159** adults attended Master Gardener clinics and outreach activities
- **2,556** pounds of food from gardens donated to community food banks
- **72** forest landowners stewarding **1,537** acres received information on sustainable practices

**Increase farm profitability and sustainability**

- Increased skills and knowledge of **435** existing and beginning farmers on new crops, tillage reduction and organic farming techniques and business planning and management through on-farm research, courses, workshops, field days and on-farm technical assistance.
- In collaboration with the Executive’s Sustainability Program and the Solid Waste Division of Public Works conducted a “food cycle” education, demonstration and on-farm research program that diverted **725** tons of compost from municipal waste to **23** crop farms.

**Increase food security, improve environmental functionality of gardens and raise the economic value of landscapes**

- Increased community food security by training **37** Growing Groceries mentors to provide technical assistance to community garden managers and low-income families growing food for their families and food banks
- Increased food security for **302** youth and **341** adults at participating ECEAP sites by increasing gardening and food handling skills
- Increased environmental functionality of gardens of **6,904** county residents through Natural Yard Care, rain garden and drip irrigation classes and technical assistance through **350** Master Gardener volunteers and **35** Rain Garden Mentors

**Increase the profitability and sustainability of family forest owners**

- Regional and online stewardship classes show behavior change, **43%** of participants are able to reduce ownership costs (by **$1,600/year** on average), **25%** are able to generate new revenues from their property, **64%** are seeing a reduction in invasive species.

**By partnering with schools, tribes and human services programs, improve the nutrition knowledge, increase physical activity and improve the quality of diets of adults and youth**

- The Food $ense program reached **4,222** students through school enrichment and after-school programs with nutrition and activity lessons; of these **573** were in the Tulalip Tribal community; **1,044** low-income adults received lessons in nutrition, stretching food dollars & physical activity.