

Human Services Department

Jenny A. Durkan
Mayor

Jason Johnson
Interim Department Director

ANNUAL REPORT TO THE COMMUNITY

2019



Seattle
Human Services

Equity • Support • Community

A Message from OUR DIRECTOR



Last year kept the Seattle Human Services Department busy, presenting many challenges, opportunities, and reasons to celebrate!

Let's take a moment to look at a few of the 2019 highlights that demonstrate the incredible work our teams accomplished together – and with our City and community partners:

Preparing Youth for Success:

HSD expanded the Seattle Youth Employment Program (SYEP) from summer-only to a year-round model.

Supporting Affordability and Livability:

HSD partnered with the Seattle Office of Sustainability and Environment and Department of Education and Early Learning to support the Fresh Bucks To Go food bag pilot, an offshoot of the City of Seattle's Fresh Bucks program.

Addressing Homelessness:

Critical services were surged to unprecedented levels during winter storms early in the year and HSD delivered food and supportive services to more than 1,250 people.

Promoting Public Health:

The Seattle Fire Department expanded its Mobile Integrated Health program by partnering with HSD to provide case management services on more calls, including a new ride-along program called Health One.

Promoting Healthy Aging:

Every four years, Area Agencies on Aging around the country develop an Area Plan that outlines major goals and objectives. Following significant staff, partner, and community engagement, the final draft Area Plan 2020–2023 for Seattle and King County was submitted October 4, 2019.

Turn the pages of this report to learn more and view all the 2019 highlights from across our investment impact areas. While not all-inclusive of the hard work of HSD staff over 12 months, it demonstrates the breadth of our work as we collaborate and perform services each day that deserve recognition. Please join us in celebrating these tremendous results as we rise to the new challenges of 2020 that make a difference in people's lives!

Take care,

A handwritten signature in black ink that reads "Jason Johnson". The signature is written in a cursive, slightly slanted style.

Jason Johnson

About Seattle HUMAN SERVICES

The Seattle Human Services Department is one of the largest contributors to Seattle’s safety net, investing more than \$145 million in community-based organizations that support our neighbors and communities and another \$22 million in direct services. Our 400 staff are organized through five divisions: Youth and Family Empowerment (YFE), Mayor’s Office on Domestic Violence and Sexual Assault (MODVSA), Leadership and Administrative Division (LAD), Aging and Disability Services (ADS), and Homelessness Strategy and Investment (HSI). Each division strives to steward public dollars effectively by investing in strategies, programs, and services that work for the community, promote innovation in service delivery, and advance racial equity.

To connect people with resources and solutions during times of need so we can all live, learn, work, and take part in strong, healthy communities.

OUR MISSION



Key Impact Areas

1

Preparing Youth for Success

- 2,454 unduplicated families served by Family Support Programs focused on system navigation and child development
- 307 youth placed in internships through the Seattle Youth Employment Program

2

Supporting Affordability & Livability

- 4,880 customers received vehicle-license rebates
- 34,028 UDP customers enrolled—7,006 new to the program.
- 596,955 emergency meals served to low-income and vulnerable populations

3

Addressing Homelessness

- 24,043 households received homeless services
- 5,035 households moved from homelessness to housing or prevented from becoming homeless

4

Promoting Public Health

- 500 individuals received medical care and 320 individuals received care from a mental health or chemical dependency specialist through the Mobile Medical Van
- 100,462 dental visits provided to low-income and vulnerable populations

5

Responding to Gender-Based Violence

- 6,754 survivors received domestic violence, sexual assault, and/or commercial sexual exploitation advocacy services
- 1,283 Limited English Proficient hotline callers were assisted with accessing advocacy services

6

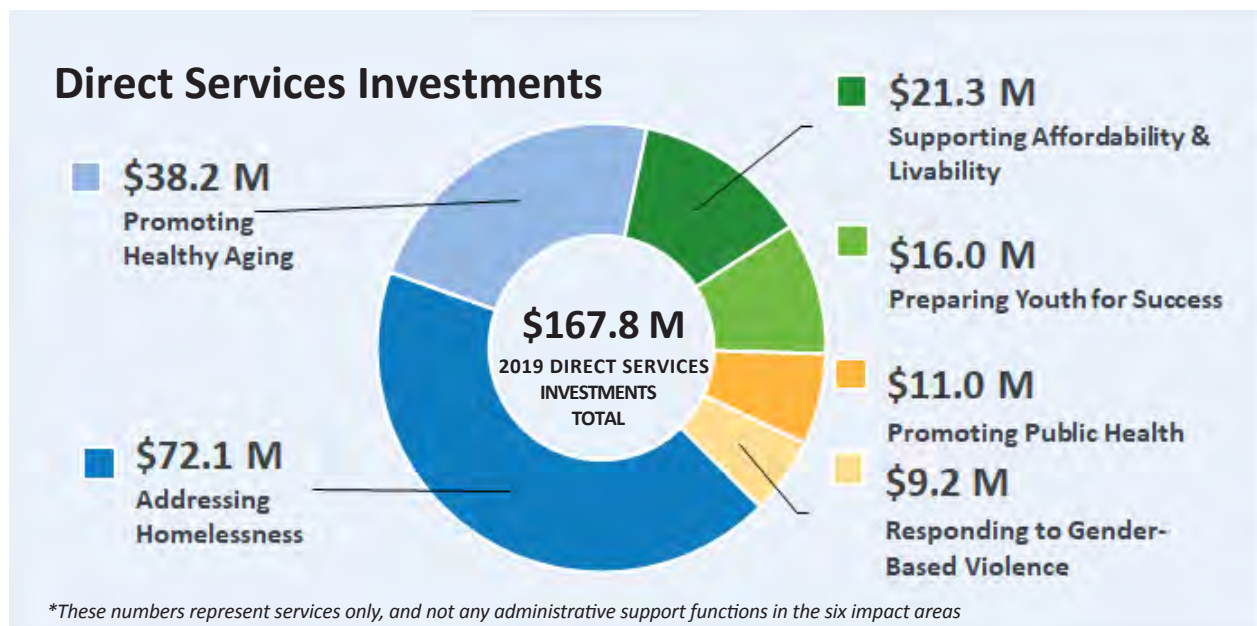
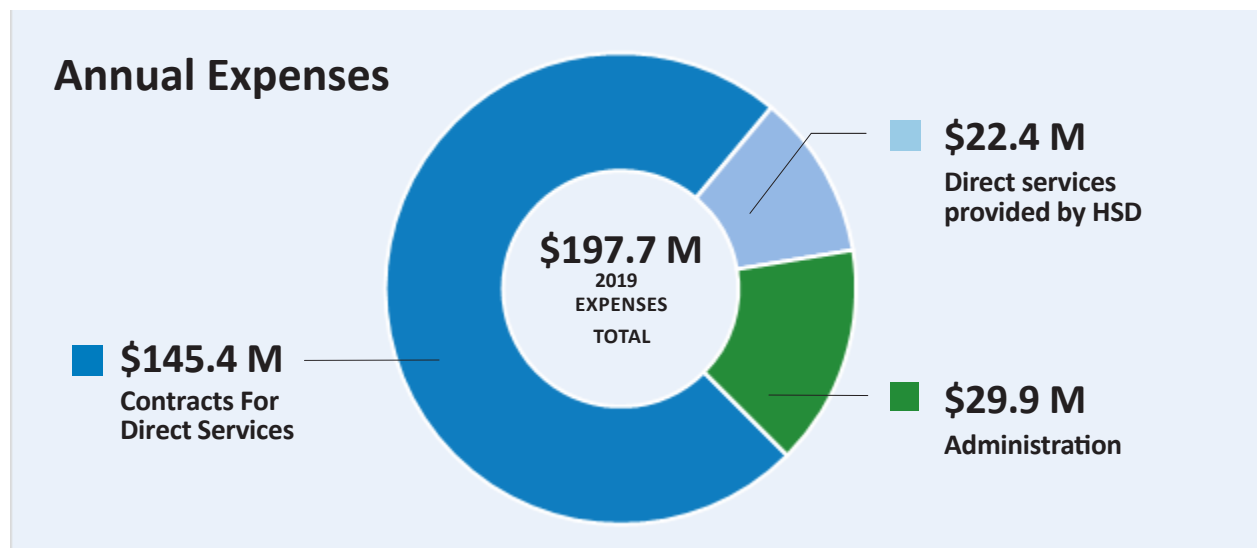
Promoting Healthy Aging

- 384,248 congregate meals served to 13,333 individuals
- 477,492 home-delivered meals served to 2,241 individuals
- 15,762 people contacted Community Living Connections
- 12,186 long-term care assessments for 12,598 people

Budget

Serving Community. Achieving Results. Stewarding Resources.

HSD focuses its funding investments, grantmaking, and direct services in six key impact areas. For this report, individual program investments from multiple city, state, and federal accounts may be combined. Other reports may account for this funding by other names. The projects listed on individual pages are representative, and do not necessarily total the entire amount listed.

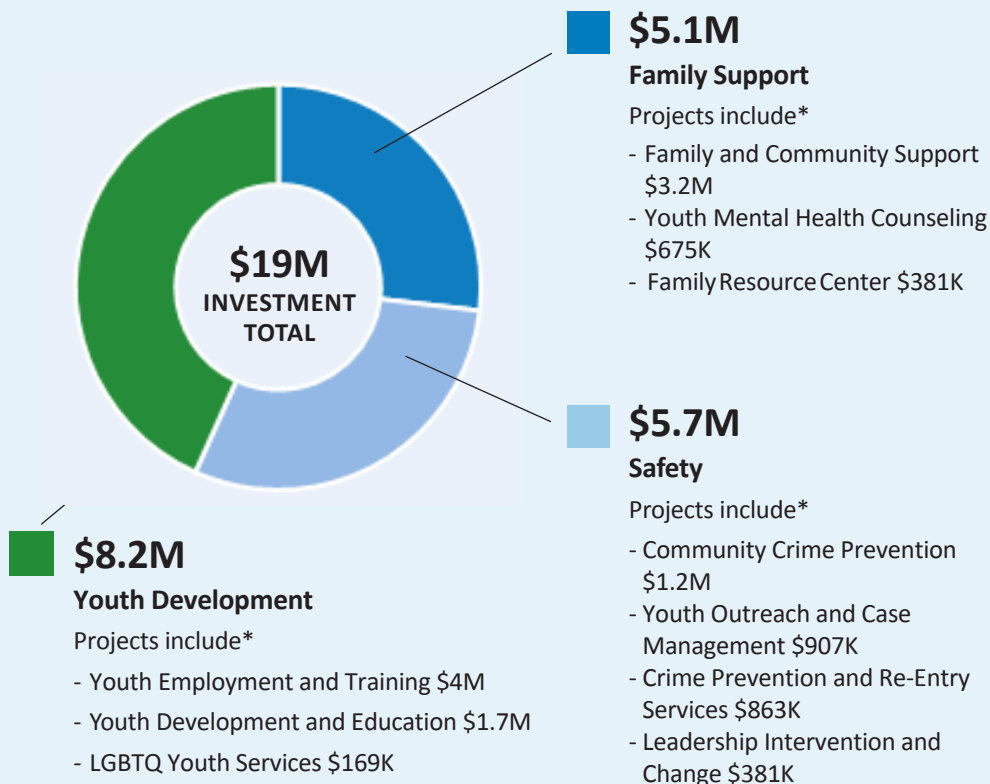


Preparing Youth for Success



HSD's Youth and Family Empowerment (YFE) Division supports positive youth and family development through strategic investments in employment opportunities, mentoring and educational support, food and nutrition, safety, and behavioral and mental health programs that help families and young people thrive. We are committed to ensuring all Seattle youth are prepared for the future regardless of race, income, immigration status, or neighborhood.

2019 Budget



**Projects mentioned do not reflect all services funded for this impact area.*

2019 YFE Safety RFP

Youth and Family Empowerment conducted a funding opportunity that invested \$4.4 million in 14 proposals from community organizations to provide support for youth and young adults harmed by the criminal legal system in Seattle in 2020. The funding will support activities such as healing and accountability circles for incarcerated men and trans women; training for community leaders directly impacted by systems of violence; training on nonviolent communication, mindfulness, and racial equity; peer support programs and family-integrated transitions; and felony diversion for a diverse range of communities in Seattle.



Family Support

2,454 families (unduplicated) were served by programs focusing on system navigation and child development.

Upward Bound Transitions to DEEL

Upward Bound, the long-standing program that helps young people prepare for and enter college, transitioned to the Department of Education and Early Learning (DEEL) in 2019. In its final year with HSD, Upward Bound continued to increase access to information about college. When Garfield High School decided to form a Latinx Parent group, Spanish-speaking families were very interested. Upward Bound provided a Spanish-speaking counselor at events who worked directly with families, discussing educational opportunities for their children. As a result, enrollment of Latinx students and parent participation in school events such as curriculum nights increased.

Seattle Youth Employment Program Expands



The Seattle Youth Employment Program (SYEP) expanded dramatically in 2019 with the launch of a new school-year program to support youth and young adults in growing as community leaders and preparing for future work and career opportunities. The new model provides career navigation and exploration, skill building through job-readiness workshops, employer site visits, and networking opportunities. The skills and knowledge gained in the school-year program will better prepare participants for success in their summer internships.

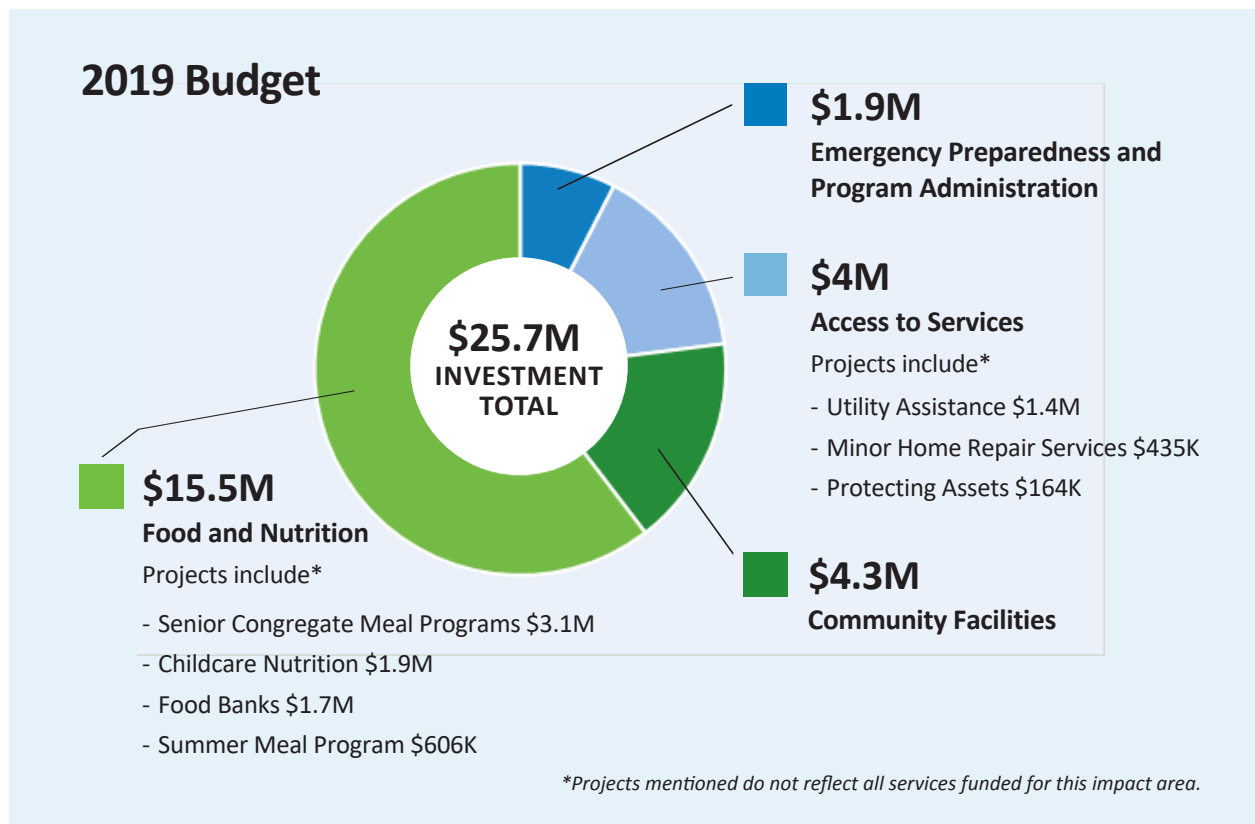
The change comes as part of the Mayor’s response to better meet the needs of youth and young adults within the regional economy, especially low-income youth who often lack access to meaningful career connections and opportunities. The goal of the expanded SYEP is to see young people employed in Seattle and increase their ability to pursue meaningful careers. In 2019, some of the participants who completed internships were hired into jobs in the healthcare, maritime, public health, restaurant, retail, and tourism industries. Learn more at www.seattle.gov/SYEP.

Supporting Affordability & Livability



Seattle's strong economy and job opportunities fueled Seattle's rapid growth into the 15th most populous city, according to the U.S. Census. This growth intensified pressure on many residents' ability to afford rising costs in housing, transportation, utilities, and food. To create an inclusive and accommodating city for residents of all economic backgrounds, HSD offers programs that help to ensure all people living in Seattle can meet their basic needs by increasing access to healthy and nutritious foods.

Achieving financial stability for Seattle's working families requires bold action on many fronts. HSD works across multiple divisions to make Seattle more affordable for all by expanding the Utility Discount Program and providing license fee rebates to low income households, supporting home repair and renovation, and providing financial support and training to family child care providers throughout King County.



Child Care Bonus Program

HSD's Child Care Bonus Program provided \$2 million in capital funding for a new location of the Denise Louise Early Learning Center, serving 300 children and their guardians annually in six new classrooms. It is part of Mercy Housing's redevelopment of the historic Sand Point Naval Air Station at Magnuson Park to include 148 affordable apartments—as well as resident services, a neighborhood health clinic, and an outdoor playground.



Summer Food Service Program

177,339 meals and snacks were served at 114 sites in 2019, giving kids the nutrition they need to go back to school ready to learn.



Supplemental Programs

596,955 emergency meals were served to low-income and vulnerable populations in 2019.

170,296 food bank visits were funded.

Food and Nutrition

HSD investments in meal programs reduce hunger and food insecurity for people age 60+, income-eligible individuals, and people experiencing homelessness. Meal programs are located in senior centers, churches, and social service organizations. They promote socialization that can delay the onset of adverse health conditions.

Food banks provide nutritious food to Seattle individuals and families who are experiencing, or are at risk of experiencing, hunger. Food banks provide groceries for infants, children, older people, and people with special dietary needs, and help families access other food assistance (such as SNAP) and other non-emergency resources.

Assistance Programs

According to the U.S. Census Bureau, 13% of households in Seattle experience poverty—which it defines based on estimates of the income level needed to cover basic needs, adjusted for family size and age of the family members.

The Utility Discount Program (UDP) promotes economic stability by providing income-eligible customers a 60% discount on their Seattle City Light bill and 50% discount on Seattle Public Utilities bill.

Income qualified vehicle owners with a car registered in Seattle may be eligible for a \$20 rebate on their car tabs through the Vehicle License Fee Rebate (VLFR) Program.

In 2019, HSD's Federal Grants Management Unit invested \$435,000 to support home repair and renovation programs for approximately 430 people with lower-incomes, most of whom were elderly and/or living with disabilities.



Assistance and Rebates

34,028 UDP customers were enrolled—7,006 of them new to the program—in 2019.

4,880 vehicle owners received rebates, which equals \$97,600 given back to them.

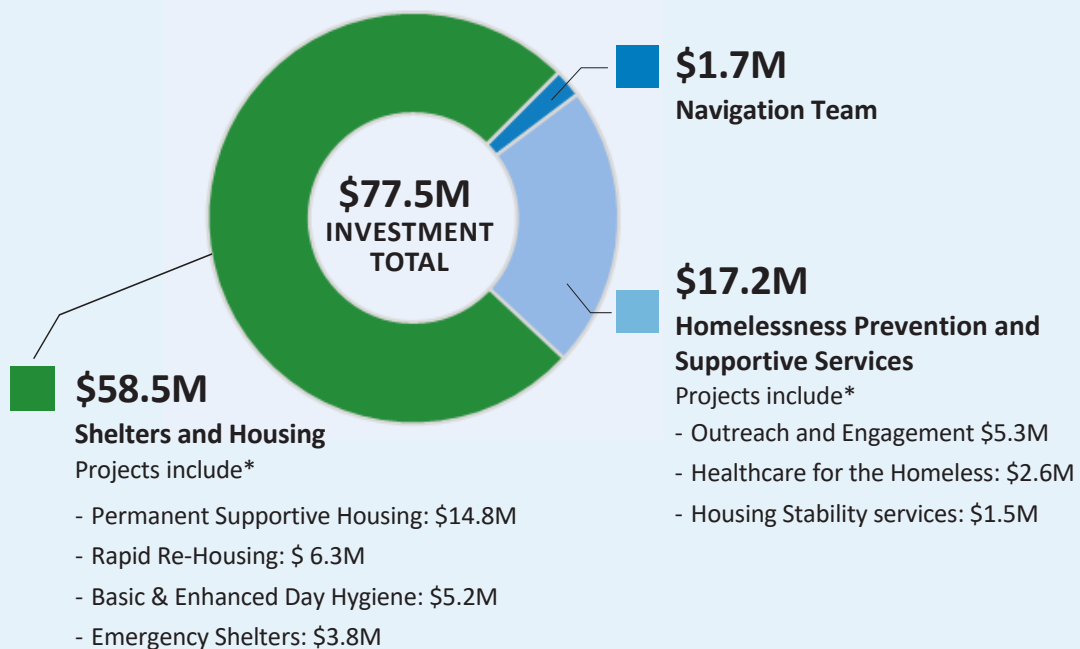
Addressing Homelessness



HSD’s Homeless Strategy and Investment (HSI) Division assists individuals in maintaining or securing permanent housing to end their experiences of homelessness. The division aims to make the experience of homelessness rare, brief, and non-recurring.

Services provided in three investment areas—prevention, emergency response, and housing—assist people who are at imminent risk of falling into homelessness or who are living without housing. In 2019, HSD investments served 24,043 unique households, representing 28,847 individuals (unduplicated).

2019 Budget



**Projects mentioned do not reflect all services funded for this impact area.*

Homelessness Prevention

Prevention programs assist people who are currently housed but face an imminent risk of becoming homeless by helping them to remain in their housing, with the use of one-time financial assistance or case management services.

The investments in homelessness prevention programs seek to make homelessness **rare**.



Rare

789 unique households, representing 1,401 individuals, were prevented from becoming homeless, an increase of 12% over 2018.



Brief

3,350 unique households, representing 5,514 unduplicated individuals, moved from homelessness to housing in 2019.

The rate of exit to permanent housing among households increased slightly to 22% in 2019, from 21% in 2018.

Emergency Response

Emergency response services provide shelter and a connection to housing for people experiencing homelessness. This includes shelters, tiny house villages, transitional housing, day centers, and outreach programs that focus on providing support for those living unhoused.

These investments seek to make the experience of homelessness **brief** by supporting people in moving to housing as quickly as possible.

The city has a Navigation Team, comprised of outreach workers, operations and site coordinators, and specially trained police officers. The team works closely with other departments—such as Seattle Parks and Recreation and Seattle Public Utilities—to ensure people living in homeless encampments receive connections to shelters and other services and trash pickup. When necessary, the team removes unsafe encampments found on public rights-of-way, sidewalks, and in parks to protect public health and safety and to maintain sidewalk accessibility.

Housing

HSD invests in Rapid Re-Housing and Permanent Supportive Housing programs that provide financial assistance, supportive services, or permanent housing to help people leave the homeless services system.

These investments seek to make homelessness **non-recurring**.

1,292 unique households received rapid re-housing, and 81% of program completions resulted in someone successfully obtaining permanent housing, making rapid re-housing one of the most effective interventions to address homelessness in 2019.



Non-Recurring

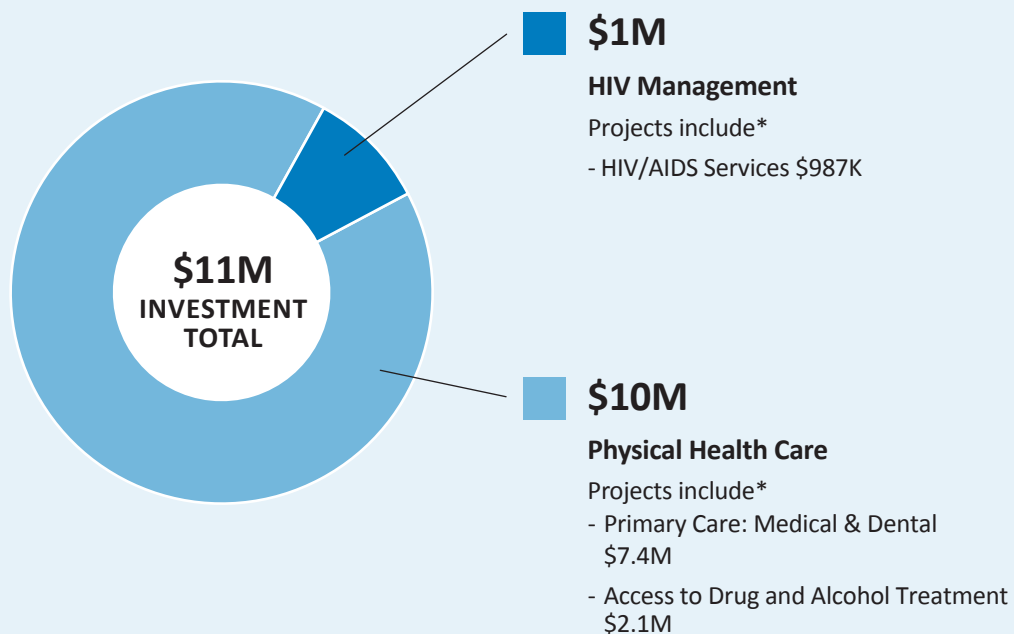
2,221 unique households, representing 2,321 individuals who had previously experienced chronic homelessness, were supported to remain stably housed in permanent supportive housing, an increase of 13% over 2019.

Promoting Public Health



The Human Services Department invests additional dollars in public health in Seattle and King County to supplement basic services. These additional investments improve our communities, reduce health inequities, and maximize the lifespan of all Seattle residents by helping to ensure all residents have access to preventive care, primary care, specialty care, urgent care, and behavioral health services. The goal of these programs and services is that all people living in Seattle experience moderate to optimum health conditions.

2019 Budget



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Seattle Access and Outreach

Access and outreach services promote health, self-sufficiency, and well-being by linking low-income residents to health insurance, the Basic Food program, ORCA LIFT, Energy Assistance, and other public benefits.

In addition to outreach staff who attend many community events, the program provides services at the Court Resource Center in the King County Jail to ensure that people are directed to needed services upon release.



Health Insurance

1,100 clients obtained publicly sponsored health insurance coverage and 475 low-income clients received other public benefits (e.g., utility, childcare, and food assistance).



Dental Services

100,462 dental visits were provided to low-income and vulnerable populations in 2019

Medical and Dental Care

The City’s investments in public health work to ensure all low-income Seattle residents, whether they have health insurance or not, have access to primary care and behavioral health services. These investments also work to ensure that kids can get dental check-ups and dental sealant applications conveniently at their schools.

Youth Behavioral Health

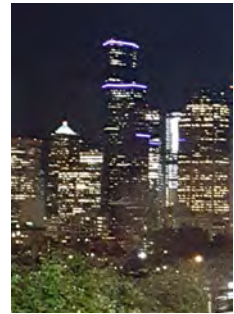
HSD invests in youth behavioral health through community-based organizations and through King County’s Department of Community and Human Services. Investments in youth behavioral health provide culturally appropriate outreach, engagement, and counseling to underserved youth and their families.



These investments change lives. “Thomas,” who struggled with “feeling lost” about his future, recognized how his marijuana and alcohol use impacted his life and his future options but was not sure where to go for help. After connecting with behavioral health services, he also got support with getting a job at a senior center. After working there for a couple of weeks, Thomas reported that getting a job gave him hope for the future and provided motivation to end his substance abuse. “I feel like my life is more on track. I’m doing better at school and getting along more with my family.”

Photo by Tom Sodoge on Unsplash

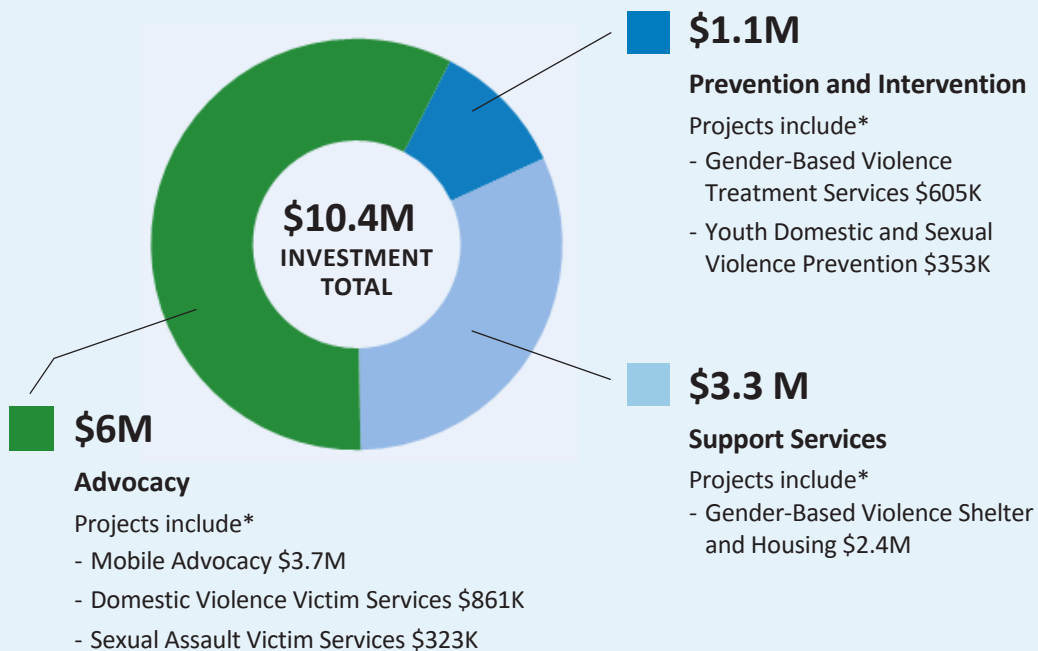
Responding to Gender-Based Violence



HSD's Mayor's Office on Domestic Violence and Sexual Assault (MODVSA) serves as a funder, convener, partner, and thought leader in the field of gender-based violence. In 2019, the team increased education and awareness through a series of events, including:

- Organizing a #DenimDay educational panel to amplify voices of indigenous women who are leading change for survivors as part of Sexual Assault Awareness Month (April);
- Hosting speakers and a discussion on the importance of addressing racism, healing trauma that African American men and boys have themselves experienced, and bringing communities together to protect African American women and girls (September); and
- Expanding recognition of Domestic Violence Awareness Month (October) by recruiting Mayor's Office, Office of Labor Standards, and Legislative Department staff and the Columbia Center to participate in #PurpleThursday.

2019 Budget



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City of Seattle Denim Day

On April 24, 2019, MODVSA coordinated the second annual City of Seattle #DenimDay Event with Seattle Office of Civil Rights and Seattle Women’s Commission, which was attended by more than 150 individuals. Because of two recent reports by the Urban Indian Health Institute, we know violence against and murder of Indigenous women in the Seattle area is an alarming problem that needs more attention. To amplify this issue in 2019, the event was titled "Denim Day: Honoring Indigenous Women." It featured a lineup of local Indigenous leaders and speakers discussing the topic of sexual violence against Native women.



Advocacy & Victim Services

Support of community-based and systems providers to carry out survivor supportive services, outreach, and prevention through MODVSA resulted in 10,192 individuals and families served in 2019—that's over 2,000 more than in 2018.

These investments help to ensure that survivors and their families find safety and all members of our community have access to critical services. They help build community support to end abuse and violence and hold offenders accountable. By investing in a wide array of services, we know that we empower more survivors to lead the way for change and, ultimately, to end sexual violence.

Advancing New Solutions

We have to move beyond thinking of domestic violence only as incidents of physical abuse. It is a pattern of behavior designed to terrorize and control. A growing concern is abusers who use technology against survivors, like sending intimate images to their workplaces, creating fake Craigslist ads with rape fantasies, and repeated and unwanted social media contacts. MODVSA staff advanced solutions to "tech-enabled coercive control" by serving on a working group that partnered with community agencies to establish a volunteer clinic at *New Beginnings* that helps survivors plan their tech safety.

TECC Whitepaper Series, June 2019

Gender-Based Violence and Technology-Enabled Coercive Control in Seattle:

Challenges & Opportunities



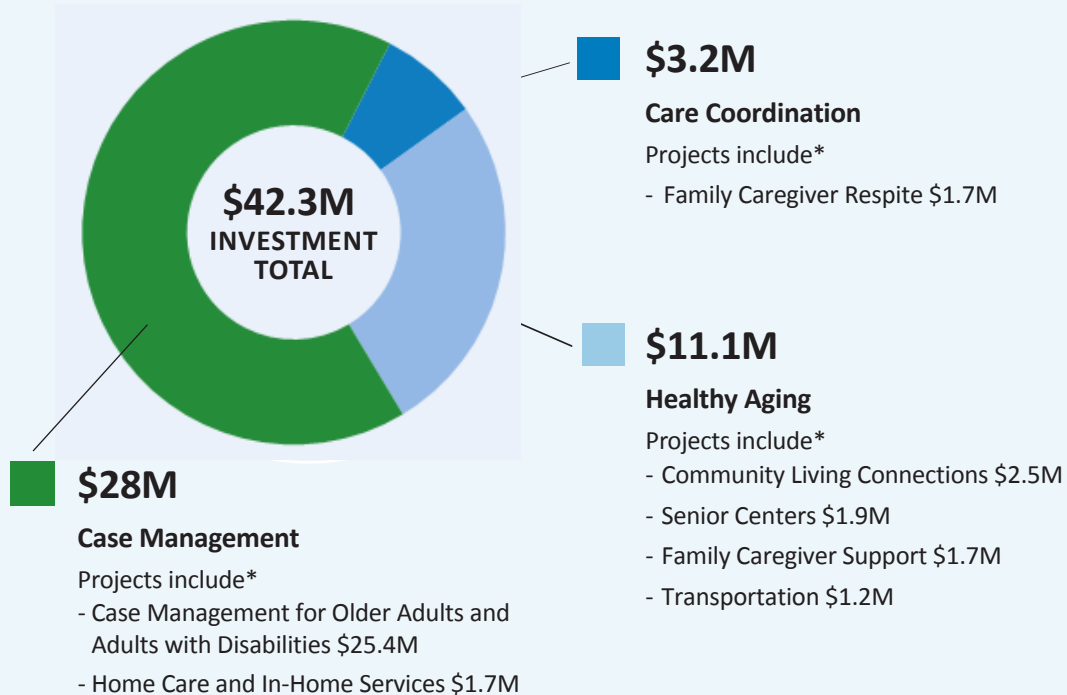
by Dana Cuomo, PhD & Natalie Dolci, LICSW

Promoting Healthy Aging



HSD’s Aging and Disability Services (ADS) Division is designated by the state and federal governments as the Area Agency on Aging. In this Agency role, staff plan, coordinate, and advocate for a comprehensive, countywide service-delivery system for older people, family caregivers, and individuals with disabilities. The division funds and delivers an array of long-term services and supports: including case management for clients who receive in-home care, nutrition services, caregiver support, senior centers, and information and referrals to ensure that all older people and adults with disabilities experience stable health and are able to age in place. In 2019, ADS conducted 12,186 long-term care assessments and authorized \$377,940 in services for 12,598 people.

2019 Budget



**Projects mentioned do not reflect all services funded for this impact area.*

Making Seattle Age-friendly

An age-friendly city is a community in which people can grow up and grow old with ease. The World Health Organization (WHO) determined specific environmental, economic, and social factors that influence the health and well-being of older adults. Sometimes, these are called “The 8 Domains” of livability. Through Age Friendly Seattle, HSD collaborates with other City departments and stakeholders to make improvements in:

1. Transportation
2. Housing
3. Outdoor Spaces and Buildings
4. Social Participation
5. Respect and Social Inclusion
6. Civic Participation and Employment
7. Community and Health Services
8. Communication and Information



Students Help Promote Age Friendly Business

HSD’s ADS division worked with a UW Information School team on a project that “capped” undergraduate degrees for four students. The Age Friendly Business team produced a website (GoAgeFriendly.org) that provides tips and tools for age-friendly employment practices and customer service.

Promoting Accessibility and Universal Design

HSD’s ADS division received a 2019 Aging Achievement Award from the National Association of Area Agencies on Aging for accessibility advocacy based on their advocacy for accessible events and meetings (see picture on previous page). The Northwest Universal Design Council (NWUDC) and Age Friendly Seattle hosted a large forum on accessible events and meetings at City Hall in May. In August, the NWUDC, Age Friendly Seattle, and the Washington Assistive Technology Act Program collaborated on “Doorway to Inclusion and Independence,” an exhibit at the two-day Seattle Design Festival Block Party at South Lake Union Park.



Area Plan for 2020–2023

In October, the Aging and Disability Services division submitted its updated four-year plan to the State for services that support older people, adults with disabilities, caregivers, and families throughout King County. Learn more at www.agingkingcounty.org.

Community Living Connections

HSD funds Community Living Connections—a network of community providers—to connect older people, adults with disabilities, caregivers, family members, and professionals to resources and service options. Provider collaboration in 2019 enabled network expansion to support new agencies serving LGBTQ and south Asian elders and African American caregivers. The network now has greater capacity for south King County residents and improved access to transportation services.



To access services, call 1-844-348-5464 or visit communitylivingconnections.org

Making An Impact

Youth Training Youth in Suicide Prevention

2019 marks the third summer that Public Health – Seattle & King County and HSD’s Seattle Youth Employment Program (SYEP) partnered to administer the Youth Organizers of Mental Health Education (YOMHE)



program. SYEP interns placed in this program work on developing creative strategies to reduce youth suicide in King County. The youth that complete a summer SYEP internship are invited to the school year program, which is made possible through a partnership with Seattle Parks and Recreation and funds from the Families and Education Levy. In the summer of 2019, YOMHE was staffed by six returning and two new youth based at the Garfield Teen Life Center who developed and delivered skill building workshops and trainings for their peers that focused on:

1. Shifting social norms and breaking stigma around discussing mental health; and
2. Empowering youth to outreach to peers in need and connect them with mental health services.

YOMHE presented a lunch-and-learn to Public Health – Seattle & King County staff on "Building Resilience: Youth Training Youth in Suicide Prevention." The presentation was followed by a question-and-answer period. YOMHE provided a safe space for the attendees to share and be vulnerable and responded to them in a way that was respectful, authentic, and heartfelt. The attendees witnessed the composure, maturity, and human connection that was made by the youth presenters.

UW Capstone Project Will Improve HSD Services



Congratulations to Tiffany Ku, Kevin McCraney, and Amir Ali (pictured, with HSD's planning and performance director for homelessness, Ali Peters)!

The three graduate students in the Master of Science in Information Management

program won the Best in Class project award for developing a better way to track the City's efforts to aid the homeless. Their winning project—the Homelessness Data Model—was a collaboration between these students, Mayor Jenny Durkan's Innovation Advisory Council, project managers from HSD, and mentors from Tableau and Amazon.

HSD sought a way to automate the process of compiling data that the department tracks for contracts, costs, and outcomes of homelessness programs. That data was kept in several silos within the homelessness division, including multiple Excel spreadsheets. The department relied on several staff to manually transfer data between sources and serve as the knowledge leaders for where everything was kept.

Peters was familiar with the UW Information School because she had worked with a capstone team two years earlier that analyzed program impacts when disaggregating racial demographics and identifying minority subgroups within larger populations. Not only was that project a success, Peters noted that all three of those iSchool students found jobs with the City.

“My goal when I work with the iSchool and capstone teams is to not just have added capacity and knowledge but to ensure that the students get what they need as far as making connections and seeing which direction they want to go in the public sector,” Peters said.

The group hoped it would be easier and faster to compile data that tells the story on homelessness in Seattle, and that it won't be dependent on several people to find information necessary for making planning and funding decisions.

Increasing Access to Healthy Food

According to Feeding America's Map the Meal Gap project, 9.5% of people in King County experienced food insecurity in 2018 and Seattle Public Schools reported that 17,535 students qualified for free or reduced-priced meals in October 2018.



Farm to Table, funded by Seattle's Sweetened Beverage Tax, connects farmers to sell, and preschool and before- and after-school programs to buy, affordable, nutritious, culturally appropriate food and to build long-term relationships. Farmer classroom visits, biweekly fresh food bags for families, and cooking demonstrations are popular components of this program.

"This program is expanding the whole family's diet," wrote the parent of a Seattle Preschool Program student. We received a bag containing, along with other things, fennel. Turns out my four-year-old son loves fennel fronds! He would run into the kitchen, grab some fronds, eat them, and run out. Repeat. Thanks to your recipe card we were able to use the entire vegetable and discovered everyone likes roasted fennel bulb. Not being familiar with fennel myself, I would never have thought to get one and try it. Thank you for expanding our horizons. Now my son and I are excited to get the next bag and see what is inside. It has turned into a fun game with healthy treats."

In an article published on September 13, 2019 in *Geekwire*, two University of Washington researchers who studied the regional economics of Seattle's food access programs, which includes two Fresh Bucks initiatives and a third program, found that every dollar Washington farmers received through these initiatives created at least \$1.70 in economic activity in the state.

The Fresh Bucks to Go program works to keep food healthy and affordable. It is administered by our Youth and Family Empowerment Division and funded by Sweetened Beverage Tax revenue.

Tiny Tots Good Food Bags Site Coordinator -- Photo by Tilth Alliance

Next Steps for Upward Bound Grads



Upward Bound had 23 graduating seniors in 2019 heading to a wide variety of post-secondary schools in Washington state: including University of Washington, Seattle University, Western State University, Eastern Washington University, Seattle Pacific University, and Bellevue College.

2019 Garfield graduate Khabirah selected Eastern Washington University as her school, but she

wasn't sure about attending student orientation. Her Upward Bound counselor strongly encouraged her to attend and, ultimately, she was able to go. Smooth transitions to campus life can play an important role in a student's success. Learning about dorm life, roommates, and campus resources is all part of student orientation. As Khabirah said *after* she attended, "I think orientation is something *all* incoming freshmen should do because it allows them to view the campus and their future dorm, as well as shows the students who they will be going to school with."

Another student, Hermela, participated in Upward Bound from 9th grade through high school graduation. With program guidance, she earned a full-ride scholarship to Carleton College in Minnesota. She also received a Seattle School District scholarship of \$3,500. Hermela was highlighted in Carleton's brochure as an incoming freshman.

Seeing Upward Bound graduates go off to college is exciting and bittersweet. "Upward Bound is like my second family," Hermela said. "From the start of freshman year to now, they have always been there for me, whether it was to celebrate or to comfort." We will miss Hermela, but we look forward to hearing about the continued personal journey of all our graduates!

Photo by Carleton College Admissions Office

Responding to Severe Weather

As part of the City's response in February to the most snow and accompanying freezing temperatures in the last 50 years, HSD worked with its service providers and King County to provide critical services at unprecedented levels—delivering food and support to more than 1,250 people. During the worst of the storms, our partners created emergency shelter for hundreds of people at community centers across Seattle. HSD Aging and Disability case managers called more than 700 high-risk clients to ensure they were safe, had enough food, and had an up-to-date emergency plan.



As the City conducted its assessments of individuals, the City and County kept emergency shelters open and expanded capacity at existing shelters. Garfield and Bitter Lake Community Centers, the King County Administration building shelter, City Hall shelters, the Frye Building, and Ernestine Anderson Place all made severe weather emergency or expanded capacity shelter beds available. Youth and family service providers such as Mary's Place and PSKS (Peace for the Streets by Kids from the Streets) also created necessary capacity.

Severe Weather Resource Fair

In partnership with more than 20 community organizations and 113 volunteers, HSD also hosted a three-day resource fair from Friday, February 15, through Sunday, February 17, at the Seattle Center Exhibition Hall. The resource fair was designed to connect people who were staying in the severe weather shelters with available services to support relationship development, service connection, and as much as possible, connections to housing. The event was developed and launched in less than a week as a rapid response to the intense weather situation. Approximately 200 people seeking support accessed over 700 services, including housing assessments, diversion from the shelter system altogether, and opportunities to apply for jobs.

Photo by Tim Durkan

HSD and Seattle Fire: Collaboration Saves Lives



Seattle Human Services and Seattle Fire Department (SFD) collaborated to design a service to respond efficiently and effectively to 911 calls that are not life-threatening, freeing up resources for true emergencies. About 42% of 70,000 medical

calls received by Seattle's 911 dispatch center in 2018 were not life-threatening, including behavioral health and addiction issues and calls from individuals with chronic conditions.

In mid-2019, Mayor Jenny Durkan and Fire Chief Harold Scoggins announced the birth of Health One—a mobile integrated health unit carrying two specially trained SFD firefighters/EMTs and a HSD/Aging and Disability Services social worker with experience serving people with diverse needs, including those living with disabilities and other chronic conditions.

Health One operations started in early November 2019. In its first quarter, Health One made 220 runs—averaging five per shift. Triage, assessment, referrals, coordination, and transport took, on average, 42 minutes. Each case generated an additional 30–60 minutes of back-end coordination work. HSD/ADS social workers engage deeply with repeat callers.

Approximately 52% of Health One cases involved homeless individuals. The median client age was 52. Approximately two-thirds of clients were white and one-third people of color.

Health One is an extension of Seattle Fire's Mobile Integrated Healthcare Program, which includes support for high utilizers and vulnerable adults who need referrals to community-based health and human services. HSD and SFD have partnered since 2011. One HSD/ADS case manager has worked with these programs for four years. Three other case managers joined the team in 2019.

Photo by Seattle Fire Department

Focus on INNOVATION

Innovation is more than just a new technological invention or new product development. It can be a new operational process that reduces costs or speeds delivery, a new program model that delivers services to clients in a better way, or a new way of working with partners.



GenPRIDE: Seattle's Resource for LGBTQ+ Aging

Mayor Jenny Durkan and the Seattle City Council approved 2019 funding, administered by Seattle Human Services, for a new LGBTQ senior resource center. Awarded to GenPRIDE (Generations Aging with Pride), the center located on Capitol Hill provides services for LGBT adults aged 50 and better and enhances community connections.

GenPRIDE engages the community, educates them on many aspects of aging, and provides health and wellness activities like yoga, non-impact aerobics, and nutritional workshops. GenPRIDE also delivers training modules for assisted-living and health care providers that help them learn how to create a welcoming, inclusive environment for LGBT individuals who seek services.

Founded in 2015, the nonprofit GenPRIDE resulted from a grassroots movement in Seattle bolstered by LGBTQ aging research conducted by Dr. Karen Fredrikson Goldsen at the University of Washington School of Social Work. Their Aging with Pride: National Health, Aging, and Sexuality/Gender Study is the first federally funded longitudinal national project to focus on aging, health, and well-being of LGBTQ adults at midlife and beyond.

Connecting Seattle Children to Our Local Food System

UW graduate student Laura Tripp completed a capstone project on the Farm to Table program as part of her Masters in Public Health fieldwork. To learn more about the logistics of a truly local food system, Laura joined the Farmstand Local Foods team on their weekly farm pickup route and subsequent delivery day.

The team drove to Farmstand's five "agricultural depots" located at partner farms in Woodinville, Snohomish, Monroe, Duvall, and Carnation to pack farm product for the next day's deliveries. In order to allow partner farms to harvest the freshest product, the pickup route does not begin until early evening and ends at Harbor Island in the late evening. In Woodinville, Laura had the opportunity to meet Andrew Green of Regeneration Farm and see the farm's pastured pigs at work rooting in the soil. At Caruso Farm in Snohomish, Farmer Vince showed a pole barn filled with piles of Killarney Red garlic harvested that day by him and his crew. The

pole barn filled with piles of Killarney Red garlic harvested that day by him and his crew. The last stop took them to Carnation Farms for a beautiful sunset.

The following week, Laura helped with deliveries. Tuesday is Farmstand’s big delivery day with both Farm to Table and commercial orders. In order to maximize logistical efficiencies and reduce the carbon footprint of transportation, Farm to Table deliveries are combined into routes with commercial deliveries. This allows Farmstand Local Foods to put the smallest number of vehicles on the road and use geography to their advantage. Laura assisted with deliveries to preschool and out-of-school programs, Tilth’s Good Food Bag program, and a few of the nicest restaurants in Seattle. Farmstand’s online marketplace allows both high-end restaurants and Farm to Table childcares to access exactly the same sustainably and locally produced products from their network of partner farms.

In addition to ride-alongs, Laura also worked to build a vegetable survey for use at Farm to Table family and community events to learn what families wanted to see in their children’s school meals and snacks. She attended events at ReWA Beacon Hill and Smilow Rainier Vista Boys & Girls Club and hosted a booth at Tilth’s Farm Fest. To “sweeten” the deal, Farmstand provided Laura with 20 pounds of sugar snap peas from Caruso Farm to share with families who visited her booth. Laura collected great feedback about food preferences and had a ton of fun.

Over the month, the Farm to Table team connected Laura with childcare directors and staff to schedule interviews about their experiences with Farm to Table. By engaging directly with the people impacted by the work, the team hoped to gather feedback to guide the program’s evolution. Laura and the team also brainstormed on a project deliverable to meet Laura’s community rotation and fieldwork requirements. Based on feedback from childcare sites about the challenges of ordering through a wholesale marketplace, Laura developed a “veggie tool” that includes pictures of produce in individual portions (count and pound) and wholesale units (cases, flats, etc.), a conversion to preschool serving sizes, storage instructions, and cooking ideas—a fantastic addition to the program’s toolbox of support materials.



Focus on RACIAL EQUITY

In our roles of planning, grantmaking, and provision of direct services, HSD works to ensure that funding processes, programs, and policy decisions are made with a focus on racial equity. These efforts to include racial equity in our work aim to create accountability between our department and the people we serve. This work to center racial equity continued in 2019.

HSD's Race and Social Justice Initiative (RSJI) history and the work of the HSD RSJI Change Team are grounded in the principles of Undoing Institutional Racism. Significant work was undertaken in 2019 to identify where individuals, divisions, and the department stood on the Continuum on Becoming an Anti-Racist Multi-Cultural Institution (<http://www.seattle.gov/Documents/Departments/HumanServices/Continuum.pdf>). While there was overall acknowledgment of the white supremacist culture of the department and inequities experienced by people of color, it was also clear that anti-racist principles are not embedded in HSD's programs, policies, and funding processes and that we still have much work to do. Building on this foundation, staff and Change Team members developed the following workplan goals for 2019:

- Build relationships with community, engage them in our work, and move toward sharing power—internally and externally.
- Serve as partners with Human Resources staff and divisions to ensure that hiring practices and policies are equitable and support the hiring and retention of People of Color.
- Make recommendations for transparent and inclusive appointment and hiring processes in order to actualize our stated Citywide commitments to racial and social justice.
- Incorporate a race and social justice lens into HSD funding processes and other planning and policy initiatives.

The Race and Social Justice work of the department is further strengthened by the African Descent, Asian and Pacific Islander, Latinx, and White caucuses that meet individually and bring collective racial and cultural lenses to the work of the department.

ADS Supports Success for African American Elders

In 2019, Aging and Disability Services coordinated Memory Sunday, a special event promoting Alzheimer's awareness. Five African American faith communities participated. ADS also coordinated Legacy of Love, an annual forum attended by 100 African American caregivers, during National Caregiver Month (November).



Engaging African American Males in Ending Gender-Based Violence



In September, the Mayor's Office on Domestic Violence and Sexual Assault held a conversation with Bettie Williams-Watson and Dr. Oliver Williams on gender-based violence in the African American community. The event was recorded by Seattle Channel and can be viewed online. It focused on working with males as allies in prevention, supporting individual and collective male accountability in reversing and reducing harm, and increasing safety, health, and healing for their community.

Innovative Family Support Programming

In 2019, fourteen agencies funded through the 2018 Family Support RFP created innovative, new programming using the Systems Navigation and Family Support strategies. Thanks to these programs, families gained improved access to technology, education, health care, and more. Following are examples of the new services:

- With new funding, Divine Alternatives for Dads (DADS) expanded their services beyond family reunification into parenting support. Their first parenting classes for fathers explored a wide variety of topics and continued the peer support model DADS has successfully used in their work with formerly incarcerated fathers.
- Horn of Africa Services were able to develop workshops specifically for refugee and immigrant families to learn about college. Families who thought college was not possible, especially for their daughters, learned about financial aid, the right classes to take in high school, and career possibilities beyond the STEM subjects many parents favored.
- Open Arms was able to increase doula support for new moms and families for up to two years after the birth of a baby, including helping families understand their rights in medical settings, how to find culturally appropriate medical care, and how to manage costs of care.
- Chinese Information and Service Center (CISC) held workshops to help immigrant families find an Internet provider and understand the legal and financial responsibilities of signing a contract for Internet service. CISC also worked with providers to translate materials and help them understand family needs and where cultural and linguistic issues may arise.



Family Support

2,454 families (unduplicated) were served by programs focusing on System Navigation and Child Development.



Focus Populations

Families of color and limited English speaking families with children/youth up to age 24

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**We believe in the iterative process.
The more quickly we learn something doesn't work, the
more quickly we can move to something that does work.**

Thank You.

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Seattle
Human Services

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