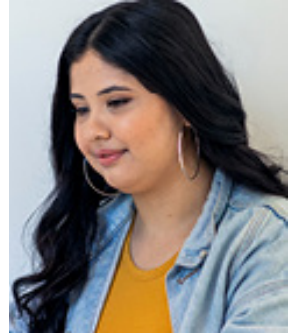
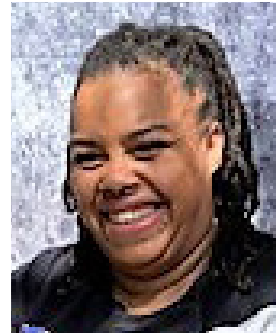


Seattle Human Services Department

2020 REPORT TO THE COMMUNITY

Jenny A. Durkan
Mayor

Tanya Kim
Acting Department Director



Seattle
Human Services

Equity • Support • Community

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A Message from Our Acting Director



One of the city's top priorities for 2020 was to help stand up and launch the new King County Regional Homelessness Authority (KCRHA). For the Human Services Department (HSD), this included transitioning our Homeless Strategy and Investment division staff and contracts to a co-location space with their county peers, and development of a staffing plan.

Little did we know at the start of 2020 that a global pandemic was already underway. Not only did that slow the progress of our work, it led most employees to shift to work at home. Some were reassigned and many work plans changed.

HSD staff and our community partners were part of the front-line response to COVID-19, pivoting programs and rising to the many challenges to help those most in need. I am deeply grateful for, and humbled by, the staff and community partners who served people food and meals every day, and for the agencies and organizations that provided systems support, grants, and more in a collaborative response to community needs. Highlights included:

- HSD successfully redeployed approximately 130 employees throughout the department to fulfill mission priority work related to food distribution, set-up of emergency shelters in City-owned buildings, and shelter staffing support including overnight shifts. Staff also provisioned over \$600,000 in PPE, sanitation supplies, and to-go food distribution supplies for emergency feeding providers.
- Our staff oversaw the implementation of two rounds of CDBG and ESG CARES Act emergency federal dollars, working across six departments and the Mayor's office, and managed 10 new COVID funding sources totaling almost \$50M of increased budget.
- Over \$8M in state and federal funds was awarded for COVID-19 response to BIPOC communities, free and reduced lunch students, people experiencing homelessness, older adults, and more, working with partners like United Way and the National Guard.

We know that the economic impacts of this crisis will outlast the public health emergency. Addressing food insecurity and supporting a sustainable food system alongside community partners continues to be a priority as the City begins to recover. You can see how we kept up that and our other work—even as we responded to COVID—in this 2020 Annual Report.

Best,

A handwritten signature in black ink, appearing to read 'Tanya Kim', written over a light blue background.

Tanya Kim

About Seattle Human Services

The Seattle Human Services Department (HSD) is one of the largest contributors to Seattle's safety net. We advance our vision and mission by investing over \$170M in contracts to nearly 150 community-based organizations and programs that support strong and healthy communities.

In 2020, HSD had about 400 employees and was organized through four divisions designed to deliver outcomes that work for community, promote innovation, and advance racial equity. These divisions were Youth and Family Empowerment (YFE), Leadership and Administrative Division (LAD), Aging and Disability Services (ADS), and Homelessness Strategy and Investment (HSI).

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

- 2,343 unduplicated families were served by Family Support Programs focusing on System Navigation and Child Development
- 398 youth received stipends through the Seattle Youth Employment Program

2

Supporting Affordability & Livability

- 3,849 customers received vehicle-license rebates
- 42,586 Utility Discount Program customers enrolled
- 2,167,424 emergency meals served to low-income and vulnerable populations

3

Supporting Safe Communities

- 9,103 survivors received domestic violence, sexual assault, and/or commercial sexual exploitation advocacy services
- 1,313 Limited English Proficient (LEP) hotline callers were assisted with accessing advocacy services

4

Addressing Homelessness

- 18,823 households received homeless services
- 3,414 households moved from homelessness to housing or prevented from becoming homeless

5

Promoting Public Health

- 613 individuals received medical care through the Mobile Medical Van
- 130,884 dental visits provided to low-income and vulnerable populations
- 1 national award received for partnership with Seattle Fire Department

6

Promoting Healthy Aging

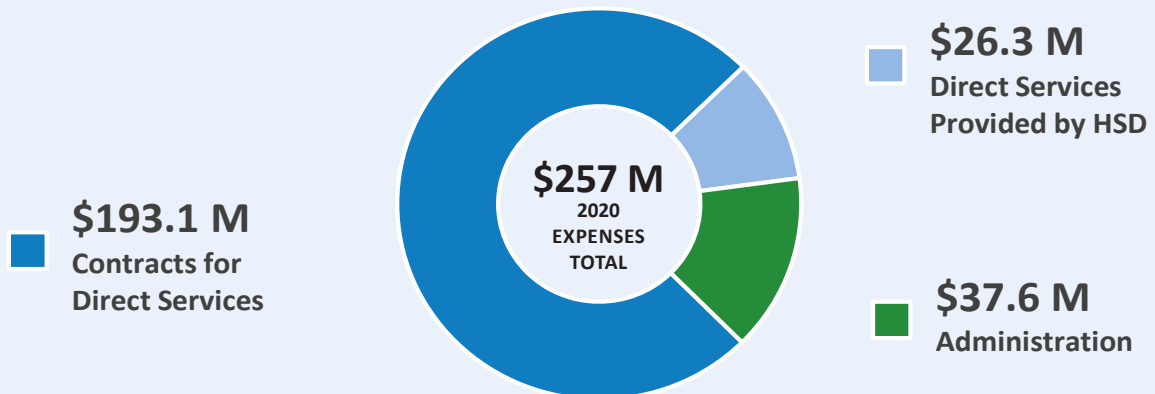
- 502,338 home-delivered meals served to 2,483 individuals
- 6,440 virtual event connections and 14,000+ COVID wellness checks
- 1,072 people received long-term care assessments

Budget

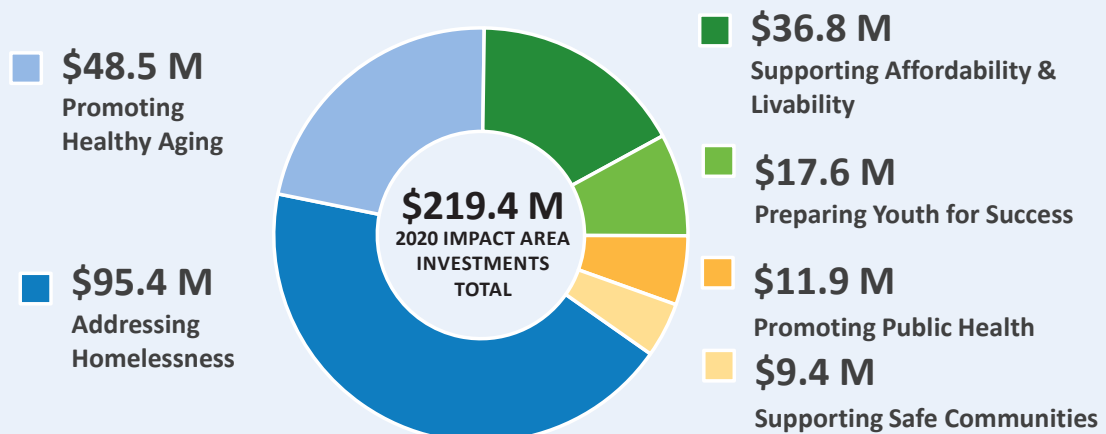
Serving Community. Achieving Results. Stewarding Resources.

HSD focuses its funding investments, grantmaking, and direct services in six key impact areas. For the purposes of this report, individual program investments may be combined from multiple city, state, and federal accounts that have been identified in support of these six impact areas. Other city 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.

Annual Expenses



Contracts & Direct Services Investments



**These numbers represent services only, and not any administrative support functions in the six impact areas*

Preparing Youth for Success



HSD's Youth and Family Empowerment (YFE) Division supports positive youth and family development through strategic investments in youth employment opportunities, mentoring and educational support, food and nutrition, and behavioral and mental health programs that help families and young people thrive.

HSD is deeply committed to ensuring that *all youth in Seattle successfully transition to adulthood* regardless of race, income, immigration status, or neighborhood. To achieve this, the department supports a combination of direct services to Seattle youth and robust investments in community-based organizations that use their lived experiences to support youth and young adults.

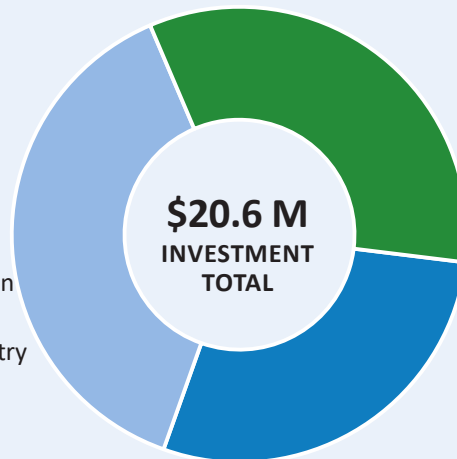
2020 Budget

\$7.9 M

Safety

Projects include*

- Legal Support \$4.4 M
- Community Crime Prevention \$1.3 M
- Crime Prevention and Re-Entry Services \$784 K
- Youth Outreach and Case Management \$430 K



\$6.9 M

Youth Development

Projects include*

- Youth Employment and Training \$3.1 M
- Youth Development and Education \$1.8 M
- LGBTQ Youth Services \$165 K

\$5.9 M

Family Support

Projects include*

- Family and Community Support \$3.2 M
- Family Resource Center \$950 K
- Youth Mental Health Counseling \$684 K
- Teen Parent Support \$44 K

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

Summer Food Service Program Wraps Unusual Summer

Flexibilities from the USDA allowed us to implement meal service in ways that were responsive to the community’s safety needs during COVID pandemic restrictions. The Summer Food Service Program successfully wrapped up 2020 with a total of just over 60,000 meals delivered: 35,648 lunches, 7,950 breakfasts, and 18,000 snacks. The program supported 45 meal sites across parks, community centers, and community-based organizations in serving meals to youth across Seattle.



Family Support
 2,343 families (unduplicated) were served by programs focusing on system navigation and child development

Duwamish Valley Youth Corps

With the support of the Duwamish River Cleanup Coalition/TAG (DRCC), City of Seattle, and South Park Area Redevelopment Committee (SPARC), the Duwamish Valley Youth Corps was able to establish three cohorts in 2020. The program supported restoration and revitalization of the Duwamish Valley neighborhoods of South Park, Georgetown, and surrounding areas. It also trained and engaged youth in environmental education, community health and improvement projects through sensory experience and exemplary teachings. In addition, the program supported the community’s vision to provide meaningful paid training and work and career pathways for local teens.

Public Awareness Campaign Launched



A new public awareness campaign was launched in partnership with The Vida Agency—“Be Ready. Be Hydrated. / Prepárate. Hidrátate.”—which promoted healthy choices to counter sugary beverage marketing tactics aimed at youth of color. It was funded by the Seattle Sweetened Beverage Tax (SBT).

“Investing the money generated by the SBT tax back into the community that has funded it was the cornerstone to our approach,” explains Amalia Martino, Founder & President of The Vida Agency. “From the Coalitions to local

media, and the incredibly bright young people who gave us their time in the midst of a pandemic and online schooling, this campaign has been a joy to conduct in the city I grew up in.”

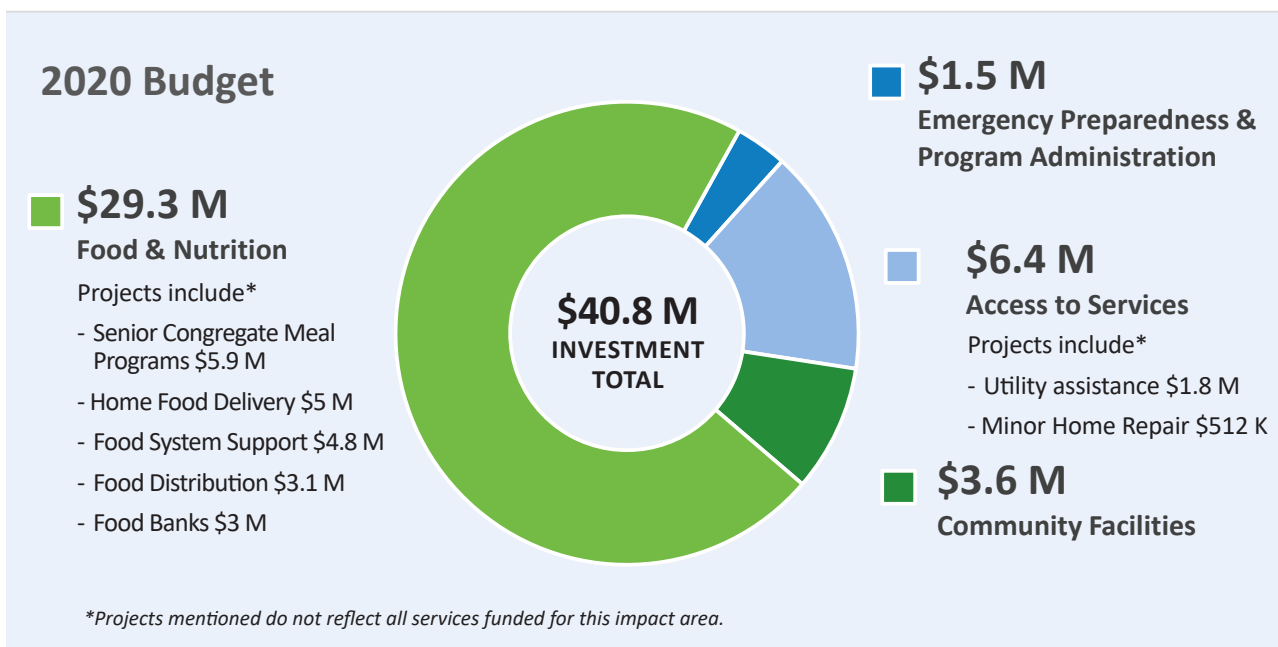
Learn more at bereadybehydrated.com and preparetehidratate.com.

Supporting Affordability & Livability



Even during a global pandemic, Seattle’s economy remained strong and the significant number of high-paying tech industry jobs meant many residents were able to remain employed. However, the tight housing market coupled with impacts from the public health emergency—especially on industries favoring low-income workers, like restaurants, hotels, and arts venues—meant continued pressure on many residents’ ability to afford 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 are able to meet their basic needs*.

Achieving financial stability for Seattle’s working families requires bold action. HSD helped make Seattle more affordable by expanding the Utility Discount Program and providing vehicle license fee rebates to low-income households, supporting home repair and weatherization improvements for low-income families living in older homes, providing financial support and training to family child care providers throughout King County, and ensuring access to healthy and nutritious foods for all residents.



Child Care Bonus Program

Bellwether's Mercy Magnuson low-income housing project—which includes a childcare center that received \$2.0 M in Child Care Bonus funds from HSD—won a national tax credit excellence award recognizing outstanding affordable housing developments and organizations. The childcare center is operated by Denise Louie Education Center and 20% of the spaces in the center will be reserved for children of low-income families for no less than 20 years.



Supplemental Programs

2,167,424 emergency meals were served to low-income and vulnerable populations in 2020

COVID-19 Emergency Food Response



The City joined partners across King County to increase investments and pivot the work of some employees to focus on increasing food-related services. Of particular concern were residents disproportionately impacted by the economic downturn, including older adults, low-income children and families, communities of color, immigrants, refugees, and unsheltered individuals.

With a sudden and significantly increased demand, food banks quickly changed their service models to keep staff and customers safe and began or expanded meal delivery programs. HSD partnered with the Seattle Food Committee to provide and distribute personal protective equipment (PPE), sanitation supplies, and bulk purchases of high-demand, nutrient dense foods. The City also increased its usual investments, providing more than **\$2.4 million in direct grants in 2020 to support food bank operation and food needs.**

Meal programs also quickly pivoted and ramped up their services. King County Metro (Access paratransit program) and Sound Generations (Hyde Shuttles) provided critical support to the senior meal programs and food banks. These services pivoted from passenger transportation to delivering food and meals to older adults and other vulnerable populations.

Supporting Communities Through Capital Investments

HSD's Federal Grants Management Unit works to steer Community Facilities & Child Care Bonus dollars in ways that lift disadvantaged communities in Seattle. Investment highlights in 2020 included:

- \$7.2 million to four childcare developments
- \$1.8 million towards the development of a comprehensive primary care clinic in the Rainier Valley
- \$1.5 million towards the rehabilitation of a new space for ROOTS youth shelter to avoid displacement
- \$600,000 to expand two food banks
- \$512,000 to support minor home repairs and weatherization



Utility Discounts

11,137 households enrolled in the Utility Discount Program (UDP) using the COVID-19 online self-certification form (1/3/21). The total number of households benefiting from UDP now exceeds 40,000.

Supporting Safe Communities



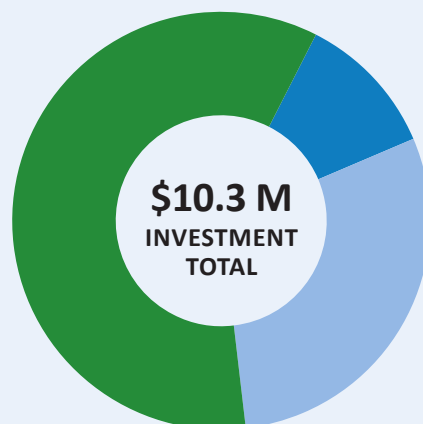
The Safe and Thriving Communities Division is a new division created at the end of the year that consolidates HSD's safety investments. The division was created in response to the Black Lives Matter protests in 2020 and ensuing community advocacy efforts that urged the City to focus on BIPOC communities and shift safety investments into community-based organizations. The division will manage reinvestment in community building efforts using nearly \$22 million in annual investments, and will include the Mayor's Office on Domestic Violence and Sexual Assault (MODVSA) staff and their work responding to gender-based violence.

As part of centering community, HSD invited the public to attend a series of forums in November 2020 to learn about options to direct the work of the new division—in particular, to help design a hiring process for the new division director in 2021 and a community structure that shares responsibility for decisions and outcomes for community safety investments.

At the end of the year, the division welcomed 13 colleagues over from the Seattle Police Department to form the Crime Survivor Services Unit. The unit's focus is victim advocacy, providing immediate support to survivors of domestic violence, sexual assault, human trafficking, elder abuse, child abuse, violent crimes, and homicides.

2020 Budget

\$6.1 M
Advocacy
 Projects include*
 - Mobile Flexible Advocacy \$4 M
 - DV & SA Response System Improvement \$1.4 M
 - Domestic Violence Victims' Services \$788 K



\$1.1 M
Prevention & Intervention
 Projects include*
 - Gender-Based Violence Therapeutic Services \$641 K
 - Youth Domestic & Sexual Violence Prevention \$364 K
 - Batterers' Treatment \$140 K

\$3.0 M
Support Services
 Projects include*
 - Shelters & Housing \$1.9 M

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

Purple Thursdays and Purple Pumpkins

As part of a Domestic Violence Awareness Month social media campaign by the Mayor’s Office on Domestic Violence & Sexual Assault, and to take advantage of a rare fifth #PurpleThursday in October, our staff and friends decided to join with some other DV awareness programs around the country in also promoting a Purple Pumpkin decorating challenge. Here are some of the results.



Image of a decorated Purple Pumpkin



Advocacy Services
1,313 Limited English Proficient (LEP) hotline callers were assisted with accessing advocacy services in 2020

Advocacy & Victims’ Services

Funding from MODVSA helped 9,103 individuals and families to receive support from survivor services, outreach, and prevention programs managed by community-based organizations and systems advocates.

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.

Talking About Human Trafficking



To learn more about local efforts to disrupt human trafficking and ways to get involved, the MODVSA partnered in January 2020 with the Washington Advisory Committee on Trafficking (WashACT) to host a program honoring some of the women who have led the way in this work. A panel discussion featuring survivors, activists, and representatives from our criminal justice response helped to expand the conversation around human trafficking in the City of Seattle.

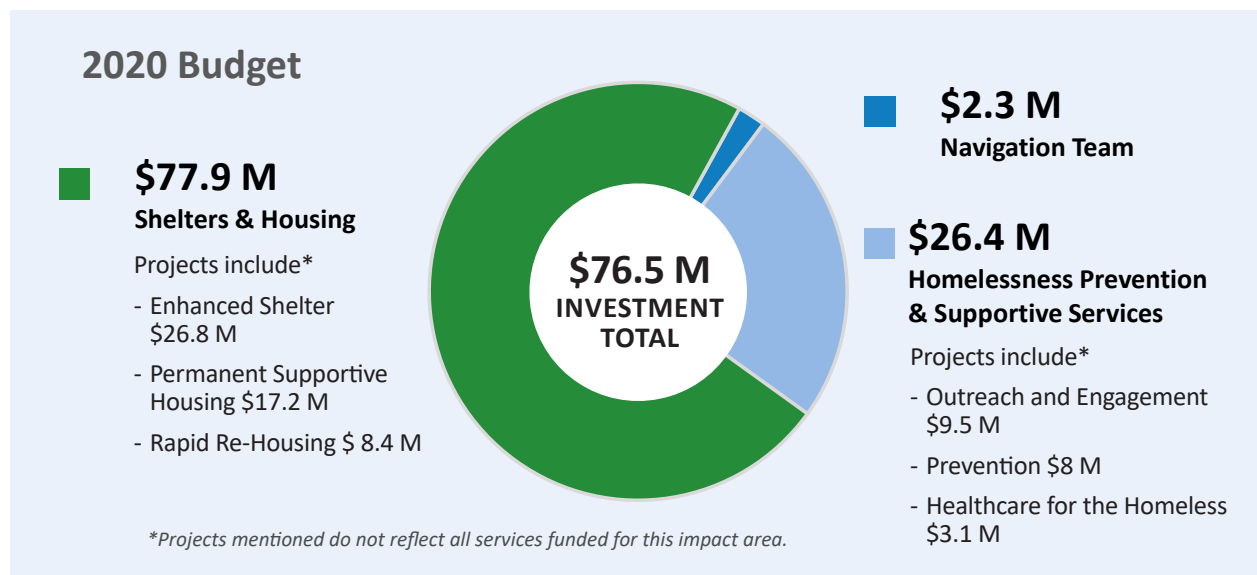
Addressing Homelessness



HSD’s Homeless Strategy and Investment (HSI) Division funds services in three investment areas—prevention, emergency response, and housing—that assist people at imminent risk of falling into homelessness or who are living without housing. In 2020, 18,823 households received homeless services and 3,414 households moved from homelessness to housing or were prevented from becoming homeless.

Work also began in earnest to stand up the new King County Regional Homelessness Authority (KCRHA), which is meant to unify and coordinate what was previously a fragmented approach. We want to move away from services that are geographically and administratively disconnected; data collection that can be duplicative, burdensome, or not useful; and people who were faced with dead ends rather than meaningful support.

In 2020, the KCRHA formed three governance committees and hired Lived Experience (LE) Coalition staff. The new authority also established operational functions to support KCRHA employees and business operations (e.g. retirement, accounting and payroll services, insurance, and health benefits) and initiated recruitment for a CEO, including a final job description announcement and recruitment packet. Learn more about the new regional authority at kcrha.org.



Lakefront Community House Opening



This new shelter was opened within weeks following its March 2020 announcement, highlighting the urgency with which the City and its partner, LIHI, worked to add new shelter capacity during the COVID-19 crisis. Typically, the siting, development, and opening of an enhanced shelter takes several months to complete.

Lakefront Community House is owned by LIHI and has 28 units that can shelter up to 50 people. There are shared restrooms and showers on each floor, common areas, a kitchen cafeteria, laundry, and outdoor spaces. Each room could be used as double or more occupancy, but will likely be used as single occupancy throughout the COVID-19 crisis. LIHI will provide housing case management.



Wildfire Smoke Emergency

Over five days of outreach in September 2020, the Navigation Team conducted 217 needs assessments, distributed 219 emergency shelter flyers, provided 178 basic needs items, and made 32 referrals into the emergency smoke shelter.

Homelessness Prevention and Emergency Response

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

Emergency response services provide shelter, meals, and can make 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.

Responding to COVID-19

HSD provided additional emergency funds to our providers to support unanticipated costs due to COVID-19. To date, these efforts have resulted in new enhanced shelter capacity, the opening of temporary spaces to de-intensify large congregate shelters, the ongoing operation of day centers, and support to emergency shelters and permanent supportive housing to meet public health requirements.

These program modifications have helped homeless service programs to operate safely. Throughout the City of Seattle homelessness response network, the City's efforts have resulted in a positivity rate that is consistent with the rate of positive tests across the general population.



Exiting to Permanent Housing
3,414 households moved from homelessness to housing or were prevented from becoming homeless in 2020

Promoting Public Health

COVID-19 TESTING

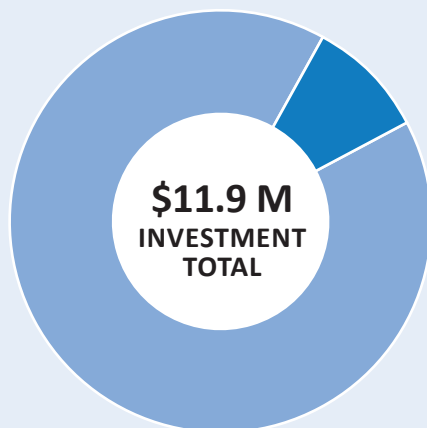


City of Seattle Public Health & King County UW Medicine

Register at seattle.gov/covid19testing or (206) 684-2489

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.*

2020 Budget



\$1 M
HIV Management

\$10.9 M
Physical Health Care

Projects include*

- Primary Care: Medical & Dental \$7.6 M
- Access to Drug and Alcohol Treatment \$2.3 M
- Health Care Access & Outreach \$324 K

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

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-sponsored benefits.

In addition to outreach staff who attend 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.



Medical Care

613 individuals received medical care through the Mobile Medical Van



Dental Services

130,884 dental visits were provided to low-income and vulnerable populations

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.

Hiring People From the Communities They Serve

In 2011, Sam Jamba emigrated to the U.S. from the Marshall Islands. He struggled to find work; and to make matters worse his health began rapidly declining. Without an employer to offer health care, an immigration status that made him ineligible for the Affordable Care Act, and very little understanding of the U.S. health care system, Sam could not access the care he needed to control his type 2 Diabetes. After years of his diabetes remaining unchecked, Sam had, unfortunately, lost almost all of his sight.



In March 2020, through Facebook, Sam found information on a Community Health Worker who was also from the Marshall Islands and decided to contact her to see if she could help him.

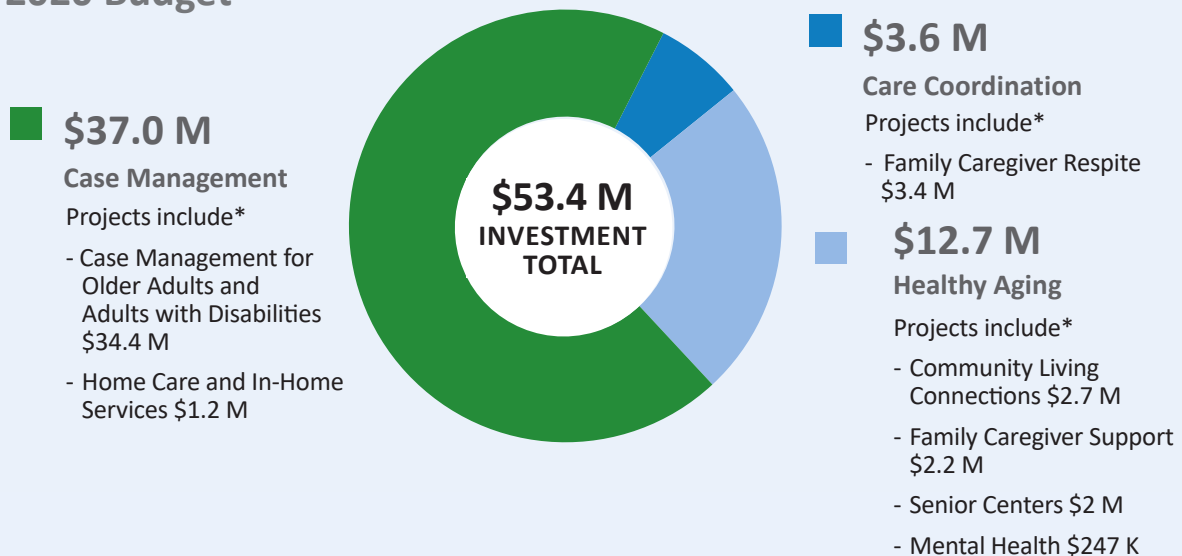
Brenda Kelek, a Community Health Worker at the Center for MultiCultural Health informed Sam that he could get medical coverage through the Compact of Free Association (COFA) Islander Health Care program a state-funded sponsorship program signed by Governor Inslee in 2018 offering health insurance for people from the Republic of the Marshall Island, Federated States of Micronesia, and the Republic of Palau. Brenda assisted Sam in applying for COFA insurance, and finding and making an appointment with a health care provider. The provider prescribed medication to help control his diabetes while noting his declining vision, and was able to refer him to an Ophthalmologist for vision care. Sam has since been able to get cataract surgery, and has gone from needing full time assistance to being totally independent.

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 (AAA). In this AAA 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. This includes 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 2020, ADS conducted 11,072 long-term care assessments, supported 2,007 caregivers, and served 51,235 clients (unduplicated). Over 50% of clients served were people of color.

2020 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



Age Friendly Seattle Virtual Events

Staff responded to COVID lockdowns by moving programs online, creating 6,440 virtual connections through a bimonthly event series, special events, and establishing an Aging King County YouTube channel featuring event recordings with closed captioning in multiple languages

Pivoting Services to Protect Clients

Early on in 2020, HSD was tasked with creating an action plan to manage the impacts of the pandemic on vulnerable communities. Aging and Disability Services division staff increased nutrition services by expanding delivery and mobile options to meet growth due to COVID and provided new guidelines and other support for our community provider network. Staff also pivoted in-home supports, offering online and telephonic services that helped keep over 14,000 community long-term care clients safe.



Providing King County seniors with fresh fruits and vegetables from local farmers markets

Senior Farmers Market Nutrition Program

Despite a delay due to the COVID-19 pandemic, the need for physical distancing, and suspended farmers market operations, 6,522 elders received farmers market vouchers to use when King County entered its Phase 2 reopening in June 2020

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. Staff can also determine if you are eligible for programs, services, and public benefits to help you or your loved one live with dignity and enjoy the best quality of life possible. In 2020, Community Living Connections completed 10,011 information contacts with 7,682 clients (unduplicated). Calls are free and confidential.



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

Responding to COVID



Throughout the COVID-19 crisis, the City of Seattle and King County made it a priority to bring supplies to nearly 30 human services agencies, including critically needed items like surgical masks, gowns, face shields, soap, gloves, hand sanitizer, and cleaning supplies.

Following Public Health–Seattle & King County’s local health directive, the City provided over 45,000 free cloth face coverings sourced from local groups, including women- and minority-owned businesses and nonprofits. The City distributed the masks in partnership with community-based organizations that serve immigrants and refugees, older adults, people with disabilities, and people experiencing homelessness. The City also distributed masks to food banks and meal providers, including Seattle Public Schools and Meals on Wheels, and reserved a number of them to distribute at hygiene locations and shelters.

Over \$8M in state and federal funds was awarded to providers for COVID response to BIPOC communities, free and reduced lunch students, meals in shelters serving people experiencing homelessness, and more, working with partners like the National Guard and the United Way of King County. This funding was made possible by federal funds from the Coronavirus Aid, Relief and Economic Security (CARES) Act and Families First Coronavirus Response Act.

HSD’s Aging and Disability Services division was able to expand existing food delivery programs and shift to a home delivery program model to facilitate appropriate physical distancing and meet older residents where they are. These home deliveries to particularly vulnerable individuals also served as wellness checks while maintaining physical distance.

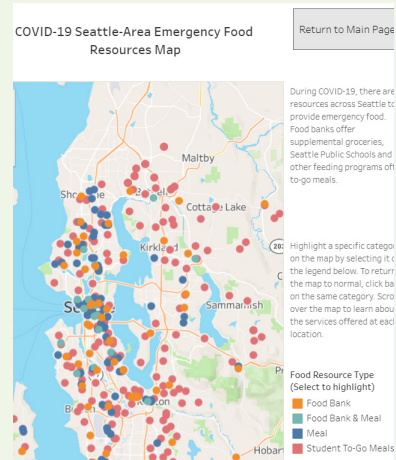
We like washable face coverings! Our staff and clients need to take precautions to make sure we do our part to prevent the spread of COVID-19. Thank you to both the City of Seattle and the generous support from the community in helping make more face coverings available to service providers like us.

–SHARON LEE, EXECUTIVE DIRECTOR OF LIHI

Emergency Food Resources Map

To help the public locate food resources available during the COVID-19 public health emergency, an interactive map was developed in March 2020 by HSD’s Data, Performance, and Evaluation (DPE) team. This map shows the locations of Food Banks, Meals, and Student To-Go Meals, and can be filtered by status with options to reflect those open, those with limited operations, and those whose status is unknown. It is available to the public and provides up-to-date details for these resources.

The site received over 34,000 views in 2020 and was updated on a regular schedule.



Employee Redeployment

For many communities facing food insecurity, the impact of the COVID-19 crisis on meal and food bank programs made a challenging situation even more difficult. A number of food banks had to reduce hours or their volunteers were not able to come in to help like before. Other programs faced food shortages.

Some of our smaller community-based programs struggled to keep up with their usual activities, not to mention the increased demands brought on by this public health emergency. After redeploying staff to support the City’s de-intensifying shelters at Miller and Garfield community centers—including overnight shifts, and working to open additional shelter capacity around the city, HSD redeployed approximately 130 employees to support shifts ranging from food preparation and cooking, to assembling bags and packaging meals, to line management and delivering food directly to vulnerable clients in their homes. Some of our staff, who were vulnerable themselves, took on administrative tasks that can be completed remotely from their homes.

Steering Federal Funding

HSD helped our community partners respond to the pandemic by supporting multiple capital projects including construction of new childcare facilities to support families with low-incomes, relocation of the ROOTS youth shelter, and supporting relocation and expansion of the Ballard Food Bank facility.

Our staff oversaw the implementation of two rounds of CDBG and ESG CARES Act emergency funding, working across six departments and the Mayor’s Office to maximize impact, and managed 10 new COVID response funding sources totaling almost \$50 million of increased budget to aid in the City’s response.

Making an Impact

Seattle Youth Employment Program Wraps an Unusual Summer

When the Seattle Youth Employment Program (SYEP) launched its new academic year model in Fall 2019, no one could have predicted that a worldwide pandemic would impact the best laid plans of staff members.



When COVID-19 came along, SYEP had to quickly adapt to a world where academic learning happens online and students and workers train and interact with each other virtually—utilizing laptops, cell phones, and Microsoft Teams and other social software apps.

Leland Adams, a previous SYEP participant who landed a summer internship helping to support the virtual program, really saw the positives. “I feel like I gained a new skill set, right? Being able to work from home. Because I think that’s something in the future that we’re going to be seeing a lot of, and just being able to work on projects online Not everybody is going to access the office in the future.”

Gheeda Hamam nodded as he was speaking and added that “being able to finish a project online is a really good skill because you have to be independent and kind of just go off from the instructions that were given online.” That’s not something that’s easy to do, but she believes it will also be an increasingly important ability in the future, where assistance isn’t just on the other side of a cubicle wall or elsewhere in a physical office.

In the end, the 2020 Summer Virtual Job Readiness Program led by SYEP enrolled 283 youth, of which 244 successfully completed the virtual learning experience (over 86% completion rate).

In the photo, Gheeda Hamam answers questions via Microsoft Teams. Her SYEP experience led to a follow-up internship with Age Friendly Seattle supporting its virtual events program series.

City and United Way of King County Partner on Community Food Fund



HSD partnered with United Way of King County to address food insecurity during the COVID-19 pandemic. The Community Food Fund invested \$1M to support food access among Black, Indigenous and other people of color, as well as immigrant and refugee communities.

Twenty-seven local organizations across Seattle received funds for a variety of strategies, such as food delivery, culturally appropriate meals for older adults, pop-up food sites, a new greenhouse, cold storage, and collaborations with ethnic restaurants to get hot meals to vulnerable communities. They included both small and large community-based organizations.

Funding came from the federal CARES Act received by the City of Seattle, and from United Way's Community Relief Fund. Grants ran through the end of 2020.

Ariana Anjaz, senior director and co-founder of the Afghan Health Initiative (AHI) said the community her organization serves saw a dramatic increase in food insecurity. Her organization helps immigrants and refugees from Afghanistan and other neighboring countries navigate systems in a new country and provides them with available resources so they become self-sufficient.

Anjaz said before AHI received funding, her organization was able to supply produce and staple grains like basmati rice and lentils. With the Community Food Fund, they are now able to provide a wider variety of food, including halal meats, so clients can follow Islamic dietary laws.

Anjaz said her organization is providing food for about 350 households per week. Before the pandemic, it was helping only about 10 families per week. By the fall, she said, it had supplied nearly 160,000 pounds of food.

Part of this story originally appeared in a news post on the United Way of King County's website on December 8, 2020.

Connecting Members to Resources Leads to Personal Connection

During the pandemic, Recovery Café began Resource Connection Days. The people they serve are in recovery from the traumas of homelessness, addiction, and other mental health challenges. The purpose of these days was to send a strong and urgent message to Members that they were not forgotten, that their lives mattered, and that they are loved. In addition, it is an efficient way to provide resources including masks, hand sanitizer, clothing, shoes, meals, etc. and connect people directly with other service providers. In addition, medical services such as Hepatitis and Flu vaccines, health care navigation, COVID testing and COVID vaccines have been available.



During one Resource Connection Day in October 2020, Recovery Café Member Donna told a Resource Specialist, Rachel, that she was having technology trouble with her computer. Donna explained that her apartment complex had recently been sold, and the new owner required proof of income from tenants, but she didn't know how to use her computer to access her benefits history on the Social Security Administration's website.

Rachel walked through the process with Donna, and many confirmation emails and texts later, Donna joyfully walked out with several copies of a letter stating her benefits. A week later, Rachel called Donna on her phone to follow up, and learned the letter was successfully accepted by the apartment complex!

However, one other thing was on Donna's mind. She knew the 2020 presidential election was coming up, but she hadn't received a ballot in several years. While on the phone, Rachel looked up Donna's voter registration on Washington's voter website, and discovered that it was inactive. Rachel suggested they meet again in person at the Café, and together they navigated the website to ensure that Donna was successfully registered to vote. Donna was happy to report in November that she had received her ballot in the mail and had voted!

Photo provided by Recovery Café and used with permission of client.

Offering a Young Mother HOPE

The TAPP* program provides young parents up to age 24 living in King County with weekly parenting support groups (on Tuesday evenings) and one-on-one support from our TAPP specialist. Matya has been a part of our TAPP program, first as a family support member for her sister, and now as an active peer parent mentor!



As a Peer Parent Mentor, Matya helps to facilitate 10-minute long, preplanned, engaging opening activities once a month during scheduled workshops. Matya celebrated the birth of her first son DJ last year and her second child, Tiana, at the end of December 2020.

Due to the rise of COVID-19, Matya found herself laid off this past June after finding out that she was pregnant with her second child. Matya reached out to the Atlantic Street Center to see if she could get assistance, as she was behind two months in rent that totaled \$1,893. Program staff were able to help Matya gain access to diapers, formula, and baby ointment and through the COVID-19 Relief Fund pay her overdue balance.

When asked about the impact of the Teens as Parent (TAP) Program, Matya had this to say: “Being able to have a support system in the midst of a pandemic has been very good for me and my family. During the course of the pandemic, TAP helped me with more than I expected from the diapers, wipes, baby clothes, toys and books, baby ointment, and financial assistance.” Looking back on her experience with TAP, Matya shared how the program helped her discover the nurturing part of herself. “TAP has helped me find the mother in me, as a mother you have to learn how to be patient and honestly many of the meditation, cooking, and yoga activities have really helped me learn how to re-center myself and support my child in a positive way.”

**“TAPP” is what Atlantic Street Center calls their HOPE Network program internally. Photo provided by the Center and used with permission of client.*

Honoring Caregivers in the Time of COVID



“I don’t know what I would do without this help.” This is something that Kristine Broome hears frequently. Kristine is a longtime caregiver support specialist in HSD’s Aging and Disability Services division.

“My client, Sandra, often says this when I check in with her regarding the services the Family Caregiver Support Program is providing for her,” continues Kristine. “She is currently receiving eight hours a week of respite care with a contracted home care agency and caregiver counseling through Sound Generations.”

Sandra is the sole caregiver for her 85-year-old mother. As Sandra described it, “No one else has stepped up to the plate. I love my mom and I know she wants to stay in her home.”

Sandra and her mother live in their 60-year-old family home, and she was responsible for arranging multiple repairs that were needed recently. Eight hours of respite care ensures that Sandra has blocks of time needed to attend to these concerns and get some “down time” when the stress of juggling so much responsibility can be overwhelming.

Sandra says that caregiver counseling is another significant and much needed benefit. “She is able to navigate the day-to-day challenges of caring for her mother during a pandemic,” says Kristine. “She can count on getting much-needed relief from caregiving responsibilities, and can discuss and receive advice and guidance from a trained professional regarding her unique caregiving situation. These services enable Sandra to continue providing care for her mother in her own home.”

This story originally appeared in a longer form as part of an article in the November 2020 edition of AgeWise King County, a monthly e-zine published by the Seattle-King County Advisory Council on Aging & Disability Services.

Collaboration Helps Keep SHA Residents Healthy and Safe

For more than 20 years, Aging and Disability Services (ADS) has partnered with Seattle Housing Authority (SHA) to provide on-site AAA case management services for residents of 52 high-rise and “senior” buildings.



During the COVID pandemic, ADS and SHA have built upon this partnership in a variety of ways to support residents struggling with the challenges of quarantining and social distancing—making wellness check-in calls, connecting residents with food resources, and making sure long-term services and supports are safely provided.

On two occasions in summer 2020, ADS partnered with SHA and Public Health—Seattle & King County to conduct building-wide COVID testing in the wake of several positive COVID tests reported in the buildings. On both occasions, more than two-thirds of residents were successfully tested using mobile testing facilities—65 residents in one building and 175 in the other.

The success of these testing events was largely due to the longstanding trusted relationship established within these communities, as well as ADS’ ability to provide information and outreach in a variety of languages.

Similarly, ADS, SHA, and Rite Aid partnered in the fall to set up flu vaccination clinics at eight SHA buildings—mostly smaller buildings serving older people—and provided more than 60 vaccinations. Many of those served hadn’t received a vaccination in previous years and were reluctant to go to a pharmacy (or go out in general) due to COVID. Residents wore masks and maintained social distancing.

This partnership has highlighted the positive, creative role that AAAs and housing providers can play during this pandemic.

This story originally appeared in a longer form as part of an article in the November 2020 edition of AgeWise King County.

Focus on INNOVATION

Innovation is more than just a new technological invention or new product development. Innovation 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.

City of Seattle's Mobile Integrated Health Partnership Wins Award

On September 22, the National Association of Area Agencies on Aging (n4a) awarded HSD's Aging and Disability Services Division a **2020 n4a Aging Innovation Award** for their involvement in the City of Seattle's Mobile Integrated Health partnership.

For four years, HSD has partnered with the Seattle Fire Department through programs focused on high utilizers and vulnerable adults. In 2019, Health One—a dedicated, dispatched response model that links individuals with appropriate healthcare, behavioral health, and social service providers—was born, rounding out the city's Mobile Integrated Health partnership.



“As one of the fastest growing cities in the nation, our ability to respond to non-emergency 911 calls has been tested,” said Mayor Jenny A. Durkan. “Our Mobile Integrated Health partnership has resulted in significant reductions in 911 calls as well as unnecessary trips to emergency rooms. With these resources our community can receive the care and service they need while ensuring our first responders are available for true emergencies.”

In 2019, about 44 percent of nearly 73,000 medical calls received by Seattle's 911 dispatch center were non-life-threatening, including behavioral health and addiction issues and calls from people with chronic conditions. Less than eight percent of those calls required paramedic transport. To address non-emergency requests, the City pioneered Health One, a program that includes a dedicated vehicle staffed with two firefighters (who are also emergency medical technicians) and an HSD social worker with experience serving people with diverse needs, including chronic conditions experienced by older people and individuals with disabilities.

HSD social workers follow up with 911 callers whose complaints do not present immediate danger, and they help identify adults at risk for abuse and self-neglect. Through Health One, our social workers are involved in triage, assessment, referrals, transport, and warm handoffs to other providers. They provide on-scene resources that address the root causes of distress.

Initially, Health One focused on serving people in the downtown core, Pioneer Square, Belltown, and Capitol Hill. As part of COVID response, service was expanded to SODO, Mount Baker, Rainier Valley, the University District, Ballard, and West Seattle.

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 aim to create accountability between our department and the people we serve.

HSD's Race and Social Justice Initiative (RSJI) history and the work of the HSD RSJI Change Team are grounded in the principles of the People's Institute for Survival and Beyond (<https://pisab.org/our-principles>). Our African Descent, Asian and Pacific Islander, Latinx, and White caucuses continue the work of undoing racism by working through internalized racial oppression and internalized racial superiority, how they manifest in our lives, and daily engagements to improve ourselves.

These were our Change Team goals for 2020:

- Build relationships with the community at large, integrate them in the work we do, 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 to actualize our stated City-wide commitments to racial and social justice.
- Lead with race in HSD funding processes and other planning and policy initiatives.

ADS Continues to Support BIPOC Elders Virtually

HSD's Aging and Disability Services (ADS) division coordinates Memory Sunday, an annual event highlighting memory loss and early detection of Alzheimer's and other dementias among people of African descent. In 2020, 12 faith communities (representing about 1,000 individuals) participated online and provided community resources. ADS also coordinates Legacy of Love, an annual African American Caregivers Forum, during National Caregiver Month in November. In 2020, 46 people participated live online and more than 325 people viewed the video recording.



Age Friendly Seattle's Close to Home live online programs featured presentations on the Mayor's Council on African American Elders, which is staffed by HSD; two annual events in September—Grandparents Day at the Northwest African American Museum and the ROOTS Family Picnic celebration; and services provided by the National Asian Pacific Center on Aging, Chinese Information and Service Center, African Chamber of Commerce of the Pacific Northwest, Kenyan Community Association, Washington State Office of Refugee and Immigrant Affairs, and International Rescue Committee/Seattle.

HSD Leadership Team

Erica Azcueta

DIRECTOR, HOPE TEAM

Rex Brown

DIVISION DIRECTOR, SAFE & THRIVING COMMUNITIES

Tess Colby

INTERIM DEPUTY DIRECTOR ON HOMELESSNESS

Darryl Cook

DIVISION DIRECTOR, YOUTH & FAMILY EMPOWERMENT (OOC)

Joe Kasperski

CHIEF FINANCIAL OFFICER

Tanya Kim

ACTING DEPARTMENT DIRECTOR

Sherri Kokx

INTERIM DEPUTY DIRECTOR ON YOUTH, FAMILIES & SAFETY

Michael Mathewson

SENIOR EXECUTIVE ASSISTANT (OOC)

Susan McCallister

DIVISION DIRECTOR, LEADERSHIP & ADMINISTRATION

Terry McLellan

DIRECTOR OF HUMAN RESOURCES

Mary Mitchell

INTERIM DIVISION DIRECTOR, AGING & DISABILITY SERVICES

Diana Salazar

DIVISION DIRECTOR, HOMELESS STRATEGY & INVESTMENT

****Tenures Concluded in 2020 & 2021**

TARA BECK, INTERIM DIRECTOR, HOPE TEAM

AUDREY BUEHRING, DEPUTY DEPARTMENT DIRECTOR

TERRI CROFT, SENIOR EXECUTIVE ASSISTANT

HELEN HOWELL, INTERIM DEPARTMENT DIRECTOR

JASON JOHNSON, INTERIM DEPARTMENT DIRECTOR

CATHY KNIGHT, DIVISION DIRECTOR, AGING AND DISABILITY SERVICES

WILL LEMKE, DIRECTOR OF EXTERNAL AFFAIRS

NATALIE THOMSON, CO- DIVISION DIRECTOR, YOUTH & FAMILY EMPOWERMENT (OOC)

PAT WELLS, CO- DIVISION DIRECTOR, YOUTH & FAMILY EMPOWERMENT (OOC)

Leadership
is
an action,
not
a position.

—DONALD
MCGANNON

Thank You.

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