



# Seattle Human Services Department

2022 REPORT TO THE COMMUNITY

Mayor Bruce Harrell  
Acting Department Director Tanya Kim

# 2022



**Seattle**  
Human Services  
Equity • Support • Community

Follow Us



# A Message from our Acting Director



Dear Colleagues and Community Members,

As the Acting Director of the Human Services Department, it is an honor to share our 2022 annual report with you. We have accomplished so much this year, and I am incredibly proud of the work that we have done to support our community.

At the heart of everything we do is our mission 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. We understand that we cannot achieve our mission alone, which is why we have dedicated ourselves to fostering strong relationships with community-based organizations (CBOs) that work on the front lines. These organizations provide invaluable perspective that is critical to ensuring services are responsive to the needs and desire of community. Our partnership further ensures that we continue to lead with racial equity, address disparities, and create equitable access to resources for all residents in Seattle.

This year, we have invested in a number of critical programs and initiatives to better serve Seattle and King County residents. We launched a successful farm-to-childcare pilot providing fresh, Washington-grown produce to over 60 childcare providers. Our direct services have supported over 51,000 older adults and we continue to support survivors and victims of violence. We completed the transfer of funds and administration for 160 contracts to King County Regional Homelessness Authority to support infrastructure for addressing homelessness. And we also announced over \$4.5 million in awards to expand child care access. We are proud of the progress we have made, and we know that our work is not done.

None of these achievements would have been possible without the dedication and hard work of our talented team of professionals. Their commitment and compassion inspire me every day. In 2022, we successfully executed a return-to-work plan for staff, enabling us to better serve our community in-person while adhering to all necessary health and safety protocols. Supporting our workforce, including its leadership team, has allowed us to build on our achievements and continue to deliver high-quality services to those in need.

As we look to the future, we are excited to build on our successes and continue to serve our community. Thank you for your ongoing support and partnership.

Best,

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

**Tanya Kim**

# HSD Senior Leadership Team



**Michael Bailey**  
DEPUTY DIRECTOR



**Geri Beardsley**  
DIRECTOR OF OPERATIONS



**Rex Brown**  
DIVISION DIRECTOR, SAFE  
& THRIVING COMMUNITIES



**Dee Dhlamini**  
CHIEF FINANCIAL OFFICER



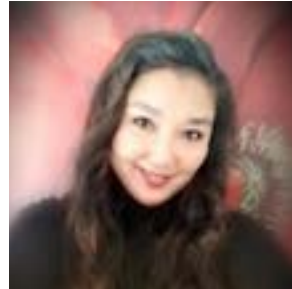
**Stasha Espinosa**  
DIRECTOR OF LEGISLATIVE  
& EXTERNAL AFFAIRS



**Tanya Kim**  
ACTING DEPARTMENT  
DIRECTOR



**Anne Lee**  
INTERIM DEPUTY DIRECTOR



**Terry McLellan**  
DIRECTOR OF HUMAN  
RESOURCES



**Mary Mitchell**  
DIVISION DIRECTOR, AGING  
& DISABILITY SERVICES



**Shukri Olow**  
DIVISION DIRECTOR, YOUTH  
& FAMILY EMPOWERMENT



**Kimberly Patterson**  
SENIOR EXECUTIVE  
ASSISTANT

**If you want to go quickly, go alone. If you want to go far,  
go together.—AFRICAN PROVERB**

# About Seattle Human Services Department

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 hundreds of millions of dollars in contracts to more than 200 community-based organizations and programs that support strong and healthy communities each year.

In 2022, HSD had about 400 employees 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), Safe and Thriving Communities (STC), Aging and Disability Services (ADS), and the Leadership and Administrative Division (LAD).

**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



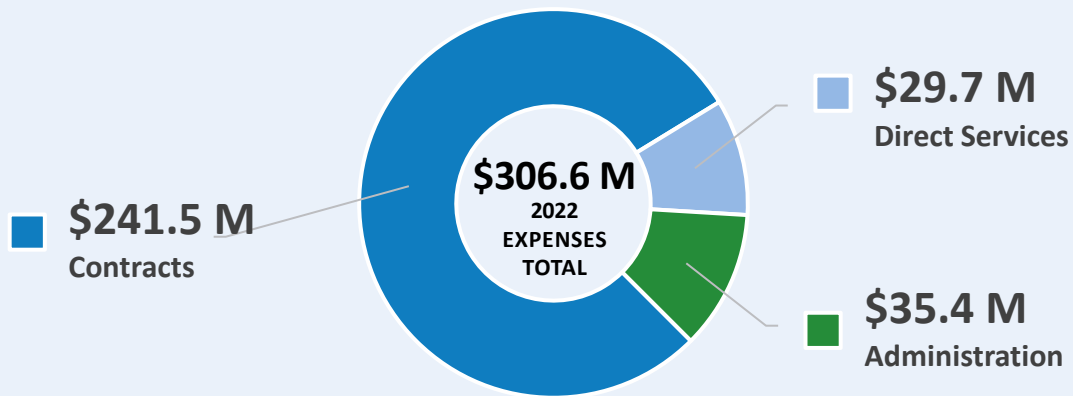


# Budget

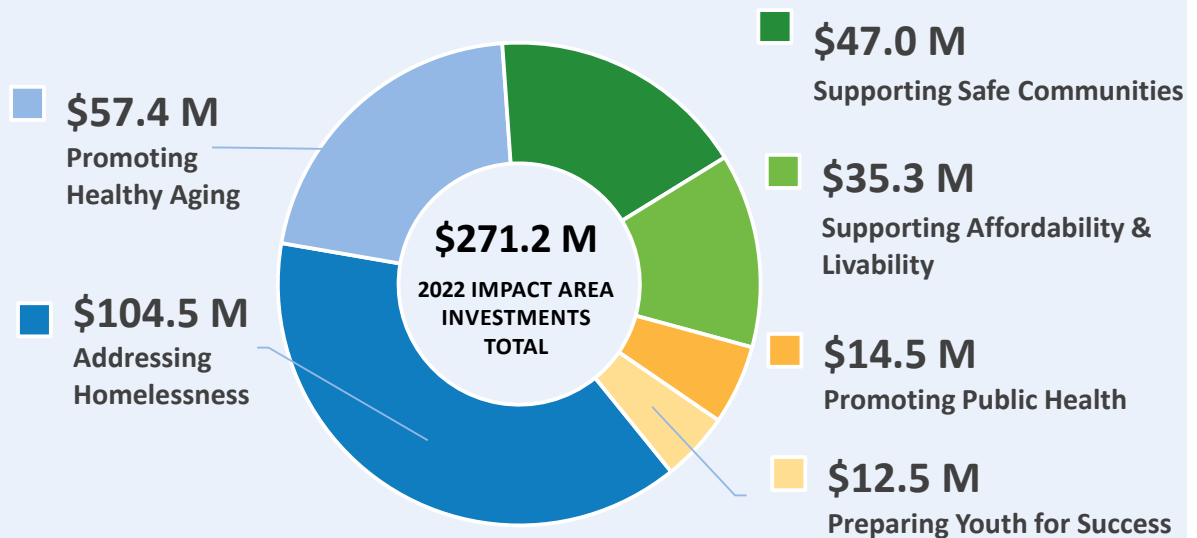
## Serving Community. Achieving Results. Stewarding Resources.

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.

### Expense by Category



### Contracts & Direct Services Investments



*\*Amounts represent contracts and services only, and not any administrative support functions in the six impact areas*

# Leading With a Commitment to Race and Social Justice

In alignment with the City of Seattle’s Race and Social Justice Initiative (RSJI), the Seattle Human Services Department (HSD) is committed to advancing racial equity and social justice as a cornerstone in all aspects of planning, grantmaking, and provision of direct services. We seek to ensure that our funding processes, programs, and policy decisions foster accountability and trust between our department and the diverse communities we serve. Our approach is grounded in the principles of the People’s Institute for Survival and Beyond ([pisab.org/our-principles](http://pisab.org/our-principles)) and the work of our dedicated RSJI Change Team.

Our African Descent, Asian and Pacific Islander, Latinx, and White caucuses collaboratively address internalized racial oppression and internalized racial superiority, striving to mitigate their impacts on our lives, relationships, and daily interactions. As we continue our commitment to championing racial equity and social justice, HSD pledges to foster an inclusive and empowering environment that serves as a model for our city and beyond.

A few HSD Change Team and Caucus workgroup highlights from 2022 include:

- **Change Team Retreat:** For the first time in three years, we gathered in person at the Duwamish Longhouse for focus on community building and our PISAB organizing principles.
- **POC Retreat:** African Descent, Latinx, and API Caucuses organized a joint in-person retreat. Diana Mena of Esperanza Counseling and Consulting facilitated training on generational trauma, and there was time for self-reflection and conversations about grief and healing.
- **Pláticas: No One is Free Until We Are All Free:** The first Mexican constitution was signed by an Afro Indigenous man?! Throughout history, Latinx Afro Indigeneity has been erased throughout the Americas. City and community members talked about what we know—and don’t know—about Indigeneity and anti-blackness, with guest presenter Diego Luna, on the faculty at Highline College.
- **Joteria Isn’t a Bad Word:** Historically, the terms “Joto” and “Jota” were used to dehumanize Latinx who do not fit traditional gender expectations. City and community members learned what it means to be a queer Latinidad, with guest presenter Eileen Jimenz, an Indigenous leader, community member, educator, artist, and doctoral student.
- **Master Agency Services Agreement (MASA) changed to General Terms & Conditions (GTC):** White Caucus and Change Team partnered with the Funding Policy advisor to analyze process and documentation. Greater flexibility to CBOs was granted to negotiate terms of their relationship to the City through their Project Services Agreements and steps were taken to develop a deeper analysis of power—internally and externally.



## Building Diversity in Hiring Processes

In 2022, HSD's Human Resources (HR) Team advanced the department's efforts to attract qualified and diverse candidates.

- HR staff marketed HSD's work and job opportunities at two job fairs.
- The team coordinated a virtual meet and greet with college students from four state colleges and universities.
- HR partnered with hiring managers and hosted an open house that highlighted HSD's work, job opportunities, and resume writing/interviewing resources.
- We continue to share HSD's job opportunities with over 100 external partners to attract qualified and diverse candidates who want to work in our department.

Learn more about working for the City of Seattle at [Seattle.gov/jobs](https://seattle.gov/jobs)

## ADS Supports BIPOC Elders Virtually

- **Memory Sunday**—In June, ADS supported 15 faith communities that serve people of African descent (representing approximately 1,000 people) in providing education on Alzheimer's prevention, treatment, research studies, and caregiving.
- **Grandparents Day**—In September, ADS supported the Mayor's Council on African American Elders, Northwest African American Museum (NAAM), and community partners in presenting a virtual Grandparents Day celebration.
- **African American Caregivers Forum** In November, ADS coordinated the annual Legacy of Love African American Caregivers Forum, featuring keynote presenter Dr. Raina Croff, "Black Joy Matters for Caregiver Health." The program was offered in five languages. Seventy-three people participated live online or watched the video recording later.

### Seattle's Central District: Walk & Remember!



## Focus on Brain Health

ADS facilitated the launch of SHARP (Sharing History through Active Reminiscence and Photo-Imagery) Seattle, a culturally engaging walking and brain health program that aims to improve cognitive health among older

African Americans with ties to Seattle's Central District, in June, in partnership with the Central Area Senior Center and other community organizations. Twenty-nine of 37 participants, ages 55 to 90, completed at least eight of 12 walks. Eighty audio recordings were produced, now part of an oral history narrative collection shared with the community.

# Key Impact Areas

1

## Preparing Youth for Success

- 2,848 unduplicated families served by Family Support Programs focusing on System Navigation and Child Development
- 302 youth participated in paid opportunities through the Seattle Youth Employment Program

2

## Supporting Affordability & Livability

- 35,382 Utility Discount Program customers enrolled—8,798 new to the program
- 1,229,539 emergency meals served to low-income and vulnerable populations
- 465,389 home-delivered meals served to 3,130 individuals

3

## Supporting Safe Communities

- 7,894 survivors received domestic violence, sexual assault, and/or commercial sexual exploitation advocacy services
- 1,230 Limited English Proficient (LEP) hotline callers assisted in accessing advocacy services

4

## Addressing Homelessness

- 1,831 referrals facilitated to shelter—746 shelter enrollments were confirmed
- City of Seattle activated for severe weather response for a total of 41 days

5

## Promoting Public Health

- 695 individuals received medical care through the Mobile Medical Van
- 278,119 dental and/or medical visits provided to low-income and vulnerable populations

6

## Promoting Healthy Aging

- 496,982 congregate meals served to 7,841 individuals
- 465,389 home-delivered meals served to 3,130 individuals
- 18,561 people contacted Community Living Connections
- 14,886 people received long-term care assessments



# Preparing Youth for Success

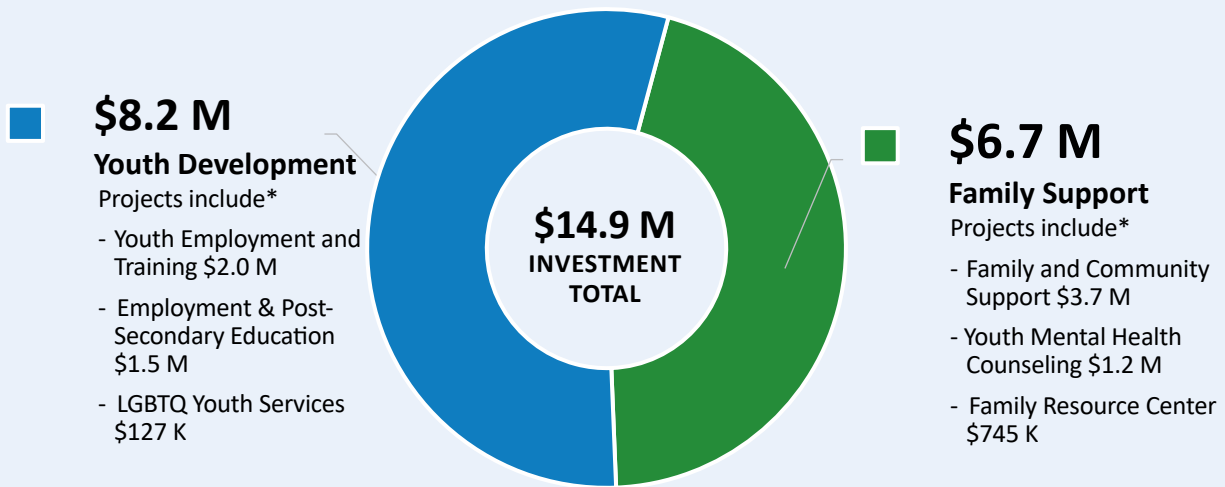


HSD's Youth and Family Empowerment (YFE) Division supports positive youth and family development through strategic investments in youth employment opportunities, mentoring, and educational support, food and nutrition, and behavioral and mental health programs that help families and young people thrive.

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, such as Seattle Youth Employment Program, and robust investments in community-based organizations that use their lived experiences to provide culturally appropriate support to youth and young adults.

The Preparing Youth for Success investments are rooted in racial equity, prioritizing support services and opportunities for BIPOC participants. In 2022, after a competitive funding process, YFE began new contracts with 22 community-based organizations focused on supporting youth and young adults through mentorship, employment skill building, and supportive services to prepare young people to get and keep good paying jobs.

## 2022 Budget



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

## Summer Food Kickoff Returns



HSD’s Out of School Time Meals team celebrated the launch of Summer Meals, alongside partners from Seattle Parks and Recreation, United Way of King County, and the Washington Dairy Council. The kickoff event returned to Othello Park for the first time since 2019 with the relaxation of COVID-19 protocols.

The Summer Food Service Program distributed 37,027 breakfasts, 70,450 lunches, and 24,421 snacks at 92 locations across Seattle.



**Family Support**  
2,848 families were served by programs focusing on system navigation and child development

## Kids Geeking Out With Tech

In 2022, HSD contracted with Geeking Out Kids of Color (GOKiC). Through its Collective Youth program, GOKiC empowers BIPOC youth with digital literacy, problem-solving skills, and a voice to envision and construct new realities. By incorporating anti-racism, anti-sexism, multiculturalism, and decolonization frameworks, the program cultivates leaders of change who are equipped to tackle the most pressing issues of our time.

*As one program participant shared, “Joining this program gave me the big idea of computer science and the possibilities—you can do computer science in the medical field or in the law field or immigration... They taught us how to code, but they also gave us some grace when we didn’t pay attention, they put themselves in our shoes, and they helped us a lot.”*

## SYEP Summer Interns Learn Real World Skills

In 2022, Seattle Youth Employment Program (SYEP) placed four interns at the Woodland Park Zoo. The interns held positions within the Marketing, Government Affairs, Public Relations, and Events teams, where they supported projects and helped roll out new initiatives. They gained skills in analyzing data, intercommunication, writing reports, and much more. One student commented:



*“There were so many things that I learned in this internship and am proud of. I enjoyed the conversations I had with my co-workers, especially hearing their thoughts and journey through college and to get to their careers. I was most proud getting a message from my supervisor and their supervisor that I did great on my first marketing proposal which was used for marketing material in the Fall.” —Tina Nguyen, SYEP 2022 Woodland Park Zoo Marketing Intern*

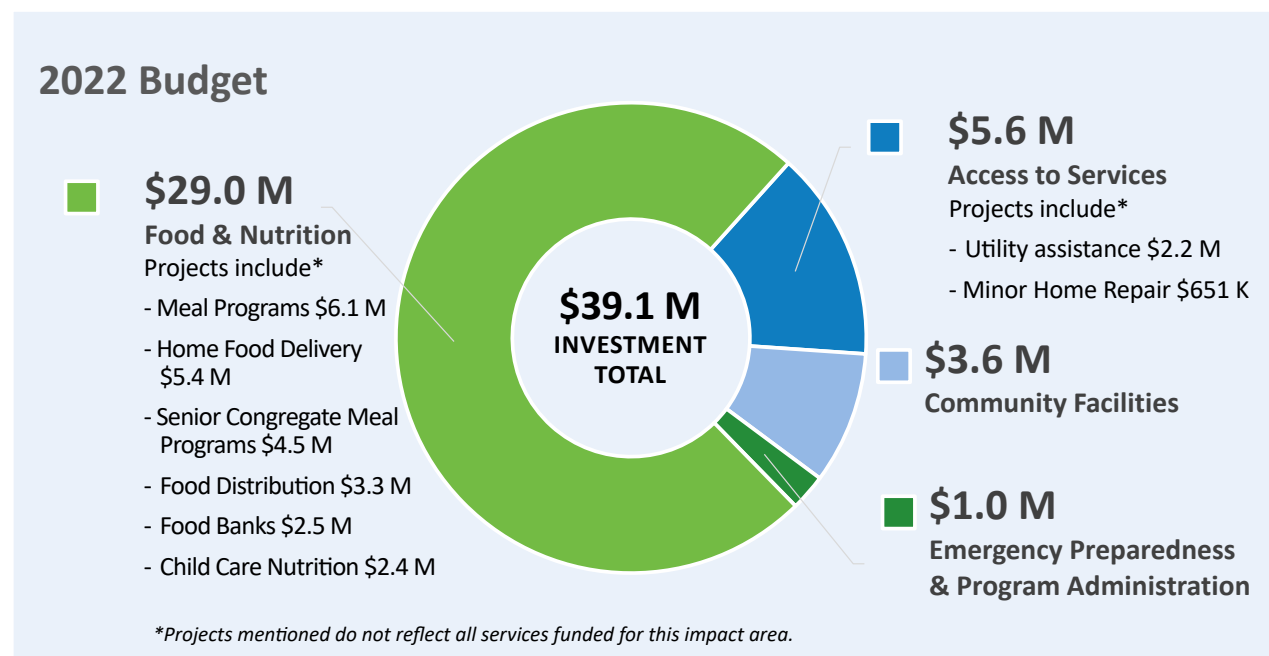
# Supporting Affordability & Livability



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*.

In 2022, high inflation compounded the economic hardships already experienced by many individuals and families during the COVID-19 pandemic. Significant spikes in gas and food prices pressured household budgets already stretched thin by housing, utilities, and childcare costs. The Youth and Family Empowerment (YFE) Division responded to these affordability challenges by strengthening the community safety net.

An investment of over \$6 million in pandemic food relief funding provided meals and groceries for vulnerable Seattle residents. The Utility Discount Program defrayed the cost of utility service to 35,382 households—8,798 who were new to the program. Seattle’s Farm to Preschool (formerly Farm to Table) program expanded its nutrition education and family farm bag partnerships to better serve children, with CSA-model produce bag deliveries sourced from BIPOC and other local farmers provided to over 60 child care sites. As part of this effort, Farm to Preschool partners hosted over 1,000 people at Farm Fest, celebrating urban agriculture in South Seattle.



## HSD pilots successful farm-to-childcare program



HSD turned a small pilot grant from the Washington State Department of Agriculture (WSDA) into a new farm-to-childcare project serving 60 in-home childcare providers.

The providers participated in the City’s Child Care Nutrition Program, which provides nutrition planning and monthly food stipends. Using

the WSDA grant and City of Seattle Equitable Community Initiative dollars, HSD funded Pacific Coast Harvest to deliver 390 fresh, Washington-grown produce bags to all 60 providers. The project also supported 10 providers in self-purchasing locally grown produce as well as eggs, meat, and dairy products.

The pilot produce boxes were modeled after Community-Supported Agriculture (CSA) food boxes. Like other HSD food and nutrition programs, the farm-to-childcare pilot focuses on equitable access, particularly for families disproportionately impacted by food insecurity.

*“I just want to personally thank you for this service. I have been blown away by the quantity and quality of produce provided. My kids have tried new foods, look forward to new types of smoothies and this has been just a phenomenal support to my daycare program.” —A 2022 participant*



### Supplemental Programs

1,229,539 emergency meals were served to low income and vulnerable populations in 2022



### Utility Discounts

HSD administration of the Utility Discount Program in collaboration with Seattle City Light and Seattle Public Utilities—defrayed the cost of utility service for 35,382 low income households in 2022



A SFMNP participant uses her vouchers at the Columbia City Farmers Market (July 2022).

## Senior Food & Nutrition

Increased state funding for home-delivered meals (e.g., Meals on Wheels and Chicken Soup Brigade) resulted in 465,389 home-delivered meals served to 3,130 individuals in 2022.

Senior Farmers Market Nutrition Program (SFMNP) funding was doubled. In 2022, 8,165 older adults received vouchers with a total value of \$655,560.

# Supporting Safe Communities

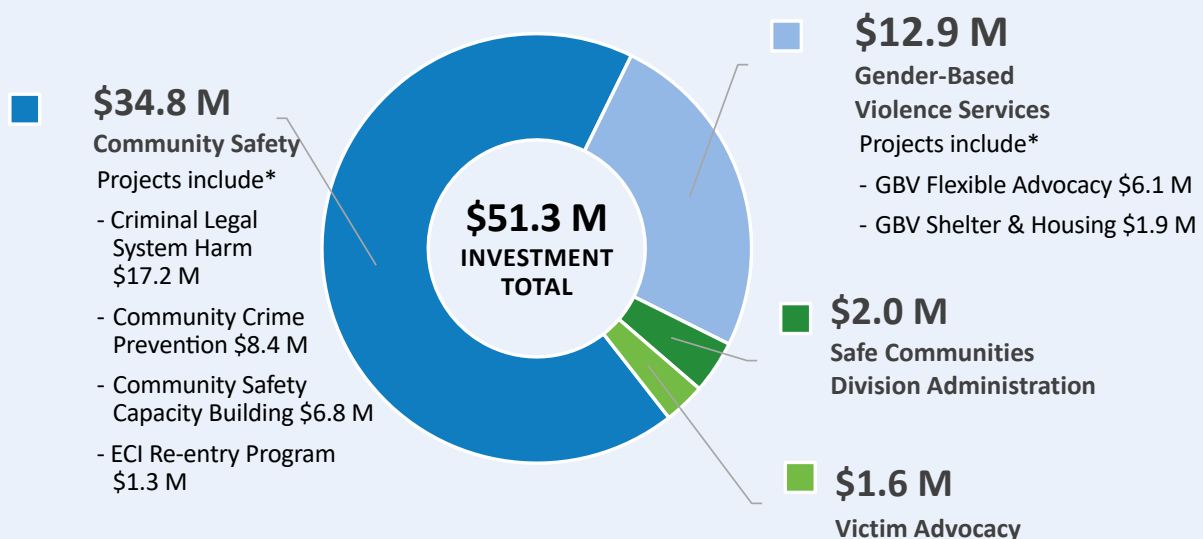


The Safe and Thriving Communities (STC) Division is our newest division, created in direct response to the Black Lives Matter protests of 2020, which brought attention to the need to invest in BIPOC communities and support community-based organizations. To answer this call, STC was formed as a way to consolidate the City’s safety and gender-based violence investments and prioritize the needs of the community. Through building relationships with community members and gathering the right staff, the STC Division is making great strides towards its goal of ensuring that *everyone has access to the resources and services they need to thrive*.

STC is composed of three units that are dedicated to supporting the needs of the community:

- The Community Safety Investments (CSI) unit provides critical funding, technical assistance, and support to providers that offer prevention services to BIPOC youth and young adults. In addition, the CSI unit invests in anti-hate initiatives and supportive re-entry services for individuals who are exiting incarceration.
- The Mayor’s Office on Domestic Violence and Sexual Assault (MODVSA)
- The Crime Survivor Services (CSS) unit

## 2022 Budget



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



## Imagining a Future Free From Gun Violence

HSD's Safe and Thriving Communities (STC) Division hosted 21 Mothers Impacted by Gun Violence (MIGV) roundtable meetings with six mothers to identify gaps in services and community and family support needs along with a weekend retreat for the Mothers in June.



The Mothers also met with Mayor Bruce Harrell on September 26 and shared with him their tragic stories of hope amidst the tragedy of losing their children to gun violence. Mayor Harrell signed the National Day of Remembrance for Murder Victims Proclamation during this meeting.



### Advocacy Services

1,230 Limited English Proficient (LEP) hotline callers assisted with accessing advocacy services in 2022

## Mayor's Office on Domestic Violence and Sexual Assault (MODVSA)

Funding from MODVSA helped 9,307 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.

## Crime Survivor Services Unit

The CSS unit provides direct services to survivors of crime, with two distinct programs:

- **Crime Victim Advocates (CVA):** System-based advocacy for survivors of felony crimes—co-located with the Seattle Police Department investigative units—provides survivor-centered legal advocacy throughout the duration of a criminal investigation and court proceedings to ensure that survivors have a voice in all stages of the criminal process and that their rights are protected. Staff includes 13 full-time Advocates.
- **Victim Support Team (VST):** Short term support and resources emphasizing immediate next steps, urgent needs, and connections to longer term services. VST fills the gap in services that exists on the weekends when other systems and resources are not available. Staff and volunteers provide crisis intervention—both in-person and over the phone—during the week and on the weekends. Requests for services come from a wide range of sources, including patrol officers, detectives, prosecutors, ER social workers, and system-based advocates.

# Addressing Homelessness

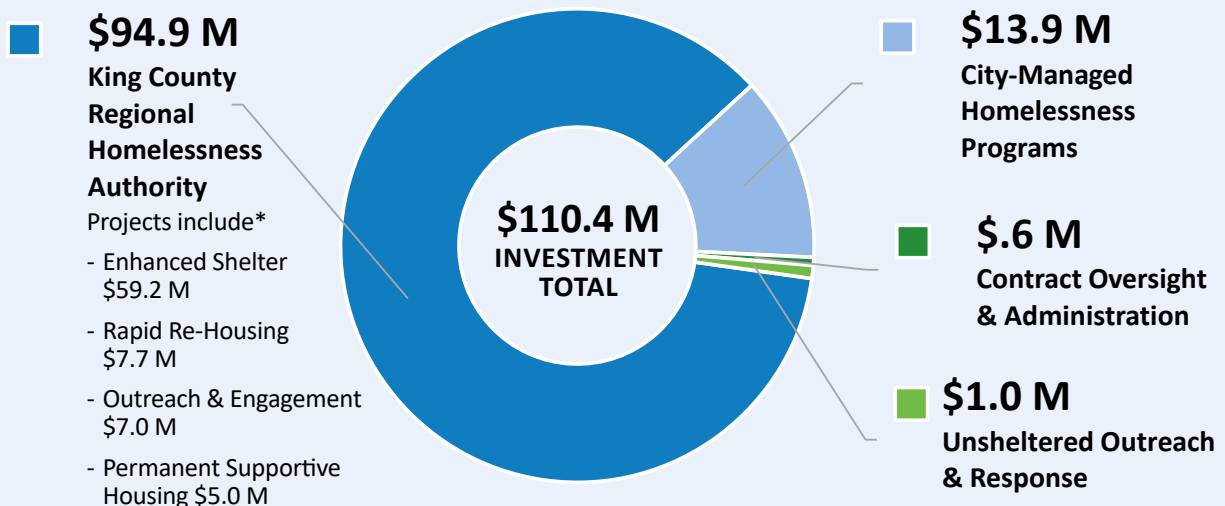


Despite sunsetting its Homeless Strategy & Investment (HSI) Division due to the start of the King County Regional Homelessness Authority (KCRHA), the Seattle Human Services Department (HSD) held steady on its commitment to increase access to safer spaces and to keep COVID-19 protections in place across shelters.

In January 2022, HSD staff transferred over the majority of City-funded homelessness investments to KCRHA for their oversight. This totaled over \$118 million in funding for 160 program contracts such as emergency shelter, tiny house villages, rapid rehousing, permanent supportive housing, and more. Following this effort, HSD supported KCHRA as it continued to build the infrastructure to address homelessness across the region. This was primarily accomplished through the execution of, and subsequent amendments to, the HSD/KCRHA Master Services Agreement.

A major area of collaboration between HSD and KCRHA related to homelessness outreach. KCRHA assumed oversight of City of Seattle-funded outreach and shelter contracts. HSD and KCRHA partner to ensure shelter beds are available and that offers of shelter can be made by outreach providers and HSD staff to people living unsheltered. Learn more about the KCRHA at [kcrha.org](http://kcrha.org).

## 2022 Budget



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

## Continuing to Support a Regional Partnership

The King County Regional Homelessness Authority’s vision to lead a truly regional approach to address homelessness continues to move forward. Starting in 2019, the agency was primarily funded by the City of Seattle and King County. In December, four cities in North King County became the first of the county’s suburbs to vote to fund the agency—Bothell, Kenmore, Lake Forest Park and Shoreline.

*“We need their resources too. We need their skin in the game. Because our skin is in the game,”* said Seattle Mayor Bruce Harrell in May.



### Homelessness Outreach and Provider Ecosystem (HOPE)

HSD’s HOPE Team helps City departments and partners coordinate outreach efforts and shelter recommendations and referrals. In 2022, HSD facilitated 1,831 referrals to shelter and was able to confirm 746 enrollments into shelter.



### Severe Weather Response

Collaborating on response to severe weather events is one of the most critical features of HSD’s partnership with KCRHA. In 2022, the City activated for severe weather response for a total of 41 days. This included:

- Serving up to 136 individuals at City Hall and Compass Housing winter shelters during a prolonged cold snap in February 2022.
- Opening seven cooling sites and cooling canopies throughout the region during the July heat wave.
- Activating shelters at Compass Housing and Seattle Center Fisher Pavilion to serve over 130 people every night for 20 days in November and December when temperatures were at or below freezing.



### Unified Care Team

HSD’s HOPE Team participates in the City of Seattle’s Unified Care Team, a workgroup that pulls together city departments and community partners to support Seattle’s housed and unhoused residents and ensure its public spaces remain open and accessible to all.

In May, Mayor Bruce Harrell, Councilmember Dan Strauss, King County Regional Homelessness Authority CEO Marc Dones, representatives of REACH and Phinney Neighborhood Association, and additional community leaders spoke about outreach efforts at Woodland Park. Coordinated outreach at Woodland Park resulted in 89 connections to shelter and housing for people experiencing homelessness, including 60 referrals to tiny house villages, 25 referrals to enhanced shelters, and four relocations to permanent housing alternatives.

# Promoting Public Health

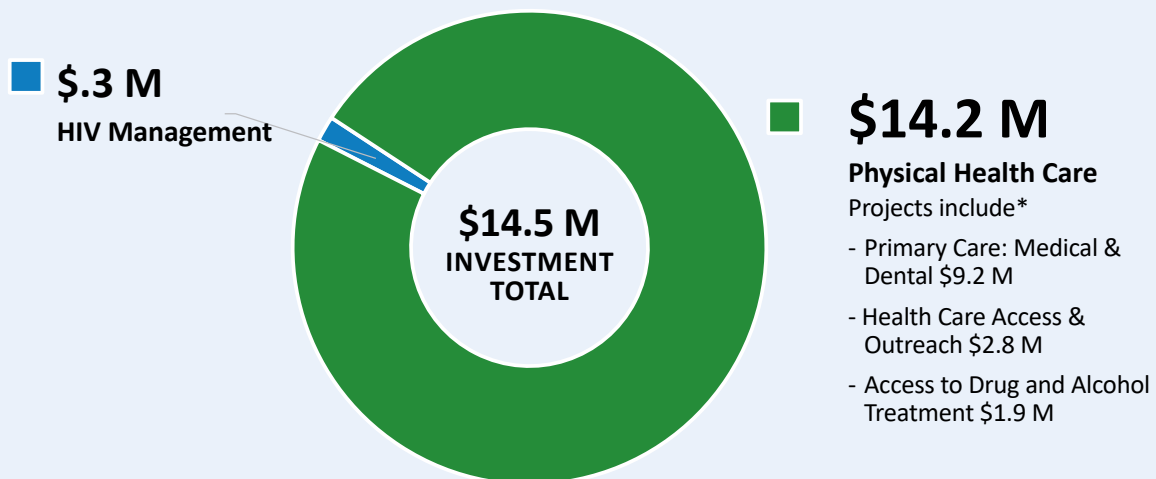


The City of Seattle, in accordance with an interlocal agreement with King County, invests dollars in Public Health—Seattle & King County to supplement core public health services. These investments aim to create the conditions that improve the health of all communities, eliminate health disparities, and maximize the number of healthy years lived by each person by promoting preventive care and ensuring access to health care services. The goal of these programs and services is that *all people living in Seattle experience moderate to optimum health conditions.*

In addition to the investments below, HSD’s Aging and Disability Services (ADS) division partners with Seattle Fire Department on the Mobile Integrated Health Program, which includes the Health One response team, the Vulnerable Adult Program, and the Low Acuity Alarm Program. These programs provide urgent response to individuals in a non-emergent crisis.

ADS Care Coordination Programs focus on maintaining or improving health status for clients—older people and adults with disabilities—and caregivers, so that clients can remain as independent as possible. Among those programs is a long-standing partnership with Seattle Housing Authority, in which HSD case managers provide supports for the Authority’s residents.

## 2022 Budget



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

## Mobile Integrated Health Expands

Our nationally recognized partnership with the Seattle Fire Department (SFD) increased the service area for Health One by adding a third unit to respond to referrals. In 2022, the program had 1,033 unit responses. In addition, SFD made 484 vulnerable adult reports to Adult Protective Services in 2022.

The team serves people who make non-emergency 9-1-1 calls with issues like substance abuse, non-emergency medical issues, and a need to access services. Health One focuses on providing alternatives to transporting individuals to emergency rooms. Health One is dispatched through SFD’s Fire Alarm Center by calling 9-1-1 and cannot be contacted by members of the public directly.



**Medical Care**  
695 individuals received medical care through the Mobile Medical Van



**Dental Services**  
278,119 dental and/or medical visits were provided to low-income and vulnerable populations

## Extreme Weather Response

HSD planners served in the City of Seattle’s Emergency Operations Center (EOC) during extreme heat, wildfire smoke, and extreme cold events. HSD counselors and social service aides called hundreds of clients at greatest risk of harm during each of those events to check basic needs and health concerns, and provided clients with fans, air purifiers, and other needed supplies. Aging and Disability Services worked with the EOC to coordinate purchase of portable air conditioning units for senior centers without cooling systems.

## March 10 fire at Bell Tower

Aging and Disability Services (ADS) Division case managers provided vital services to residents of Seattle Housing Authority’s Bell Tower (a 16-story, 120-person building) after most of the first floor was destroyed and the elevator was placed out of service indefinitely. All residents were impacted by loss of the elevator.

More than 70 residents were displaced, requiring transition to hotels for temporary stays, food assistance, caregiving support, counseling, and resources such as assistive equipment, cell phones, and language interpretation.

Several case management team members worked onsite for months, coordinating social service support for residents. Other team members assisted remotely, partnering with SHA property management and resident services staff, Full Life Care, Southeast Youth and Family Services, Sound Health, and Health One.



*photos show burnt exterior and lobby at Bell Tower*



# Promoting Healthy Aging

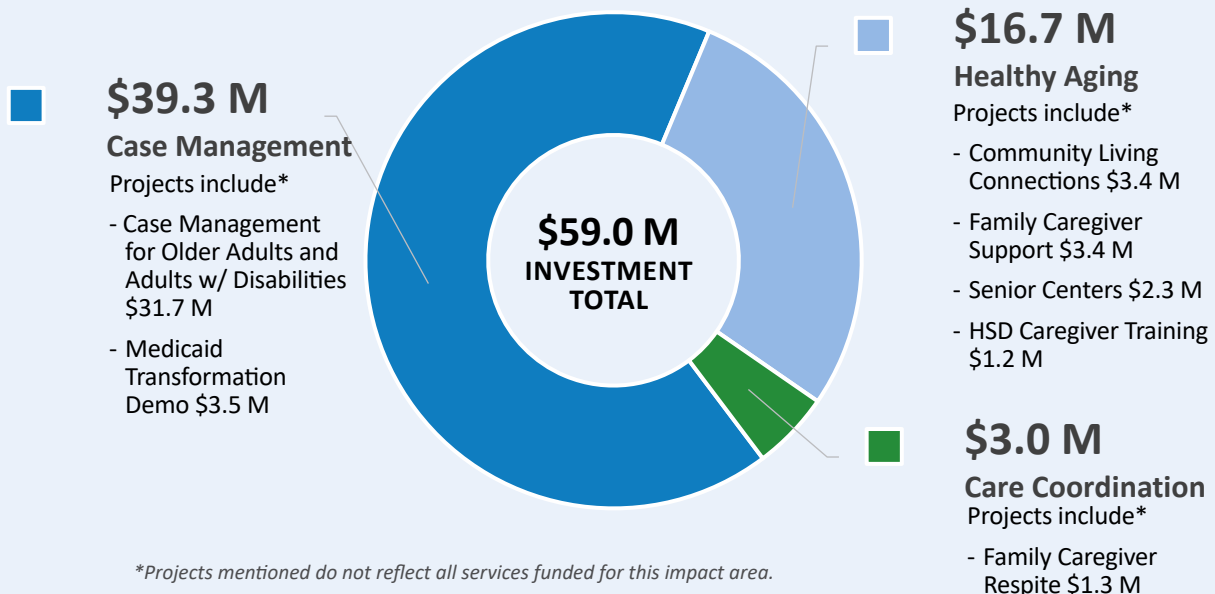


HSD's Aging and Disability Services (ADS) Division is designated by the state and federal governments as the Area Agency on Aging (AAA) for Seattle and King County. In this role, staff plan, coordinate, and advocate for a comprehensive, countywide service-delivery system for older people, family caregivers, and individuals with disabilities.

The division funds and delivers an array of long-term services and supports. This includes Care Coordination Programs for clients who receive in-home care, nutrition services, and caregiver support, as well as senior centers and information and referrals. Our goal is to ensure that *all older people and adults with disabilities experience stable health and are able to age in place.*

ADS, Age Friendly Seattle, and community partners also educate the public on key issues and legislation. In 2022, they held two online conversations with members of Washington State's Congressional delegation. On Aug. 26, U.S. Rep. Suzan DelBene discussed efforts to protect and advance the health and well-being of older adults. On Sept. 8, U.S. Reps. Pramila Jayapal and Adam Smith discussed efforts to protect and advance the economic security of older adults. Both sessions were video-recorded and posted on the Aging King County YouTube channel.

## 2022 Budget





## Making Seattle Age-Friendly

Age Friendly is a Citywide initiative to make Seattle a great place to grow up and grow old. In 2022, the initiative completed a report on accomplishments since it was launched in 2017, and then turned toward the future. The framework for the next five years includes three issue-area priorities—economic security, health and well-being, and social connectivity—that support continuity and life satisfaction.

2022 highlights include the following. Learn more at [Seattle.gov/AgeFriendly](https://Seattle.gov/AgeFriendly).

### Economic Security:

- Conducted Gold/FLASH discount card distribution campaign
- Hosted two Congressional roundtables
- Presented Age-Friendly Housing Forum: Where Will Seattle’s Older Adults Live?

### Health and Well-Being:

- Supported relaunch of Sound Steps walking program
- Brought new dementia caregiver training to Seattle
- Enhanced emergency readiness for older adults in extreme heat and cold

### Social Connectivity:

- Introduced new hybrid format for monthly Civic Coffee events
- Launched business outreach campaign
- Advocated for the access and mobility needs of older adults

**Monthly E-News Helps Keep You Informed**  
 AgeWise King County is a monthly e zine published by the Seattle King County Advisory Council on Aging & Disability Services. Subscribe for free or read it online at [agewisekingcounty.org](https://agewisekingcounty.org).

## Health Care Coordination

Thanks to historic legislative wins in Olympia, case management programs received a 23% rate increase, which is allowing HSD to hire more counselors and reduce caseloads to 75:1, strengthening supervisory roles, and increasing funding to community partners. New state funding for hospital transition care coordination is allowing ADS to demonstrate the value of care coordination and lay groundwork for future investments.

In addition, our Primary Care Liaison made 68 outreach visits to clinics, hospitals, health insurance companies, and other health care practices, and six to social service providers and educational programs at local universities, helping to increase awareness of local Area Agency on Aging services that support patient goals. The Liaison also received 105 referrals from healthcare, community and educational providers and collaborated with local geriatricians to present a Northwest Geriatrics Workforce Enhancement Center virtual lecture series that brought accessible geriatric education focusing on age- and dementia-friendly care to ADS and Aging Network staff, and healthcare teams. Nine healthcare professional trainees completed their virtual Area Agency on Aging practicum, which the Liaison helped to coordinate.

# Responding to COVID-19



In 2022, HSD’s Aging and Disability Services (ADS) division managed seven federal and state COVID-19 response fund sources—including American Rescue Plan Act (ARPA) dollars—that helped community partners reach individuals through nutrition services, caregiver support, vaccine outreach and administration, and digital access. ADS will receive ARPA funds into 2024.

ADS prioritized support for community service providers to meet rapidly growing service demands, maintain existing pandemic relief efforts, and reach BIPOC communities that have been most impacted by the pandemic. In addition, ADS explored new social connectivity projects—activities that would prevent and mitigate the impact of extended isolation experienced by older adults, adults with disabilities and caregivers. In 2022:

- ARPA funds contributed to the distribution of more than 300,000 emergency meals and 6,800 groceries.
- ARPA funds were used to maintain increased caregiver counseling capacity and resulted in 72 additional hours of mental health counseling.
- ARPA funds were used to support digital skills coaching for older adults in King County, and resulted in 118 older adults receiving this support.

Youth and young adults also continued to deal with the impacts of the COVID-19 pandemic, which greatly impacts their mental health. In 2022, HSD’s Youth & Family Empowerment (YFE) division funded community agencies to provide culturally appropriate mental health and behavioral health supports through counseling, peer support and phone and text line support.

*“While the impacts of the pandemic continue to be felt by our neighbors and communities, it is thanks to our city’s strong response— including our high vaccination rate and strong healthcare system—that we can continue moving toward recovery and revitalization. We will continue to follow the recommendations of public health experts and science leaders to support the safety and well-being of our communities.”*

—Bruce Harrell, Mayor of Seattle, October 2022

## Basic Necessities

Diapers are a basic necessity for families with young children. The pandemic made it challenging for many to afford them, due to increased unemployment, health concerns, and rising inflation. In response, HSD contracted with WestSide Baby, the largest diaper bank in Seattle, to provide critical diaper distribution services to families in need. With the support of Coronavirus Relief Funds, WestSide Baby distributed over 2.6 million diapers to more than 40,000 children in 2022. By partnering with over 100 local organizations, WestSide Baby ensures that families don't have to choose between buying diapers and providing other basic necessities like food, housing, and medicine.



## Bridging the Age Gap

ARPA funds supported the purchase of supplies and equipment by Teenswhocare, a nonprofit organization dedicated to making meaningful volunteering opportunities easy and accessible to high school students. Classes are free. High school students provided digital skills coaching at a senior living community, creating opportunities for intergenerational friendships to grow.

## Flexibility in Contracting

As the effects of COVID-19 continued, our partners were facing challenges and a return to "normal" life would look like a new normal for many of the community-based organizations (CBOs). The HSD Finance team recognized the need for flexibility and responsiveness in managing our 400 contracts with over 200 CBOs. To achieve this goal, the team implemented new contract monitoring procedures and increased communication to better understand each partner's unique challenges and needs.



Additionally, the Mayor and Council approved funding for eight finance positions, which enabled HSD to streamline financial policies and procedures. Through these efforts, we have been able to establish baseline data for continuous improvement, with a focus on strengthening the processes that are most impactful for our funded organizations. This new approach to doing business, supported by an increase in staff, has enabled us to deliver better services to CBOs.

"The bottom line is that many of our community partners operate on a contract reimbursement basis, meaning that they have to foot the bill before they can get reimbursed. That's why it's crucial for us to get the money out the door as quickly and as accurately as possible," notes Dee Dhlamini, Chief Financial Officer. "By doing so, we're able to reduce the financial burden on our partners which enables them to focus on providing services to their communities."

# Making an Impact

## A Testament to the Value of Home-Delivered Meals

Meals on Wheels (MOW) is administered in King County by Sound Generations. The other home-delivered meal program is Chicken Soup Brigade, a program administered by Lifelong that cooks meals from scratch, using whole foods



in their commercial kitchen. Both programs help meet the nutritional needs of homebound older adults, and they collaborate to ensure that a variety of culturally and nutritionally appropriate meal options are available to all clients.

Here are some home-delivered meal story highlights worth sharing:

- Sound Generations' Registered Dietitian received feedback from someone who received nutrition counseling: "I don't have to worry about going hungry anymore. I am finally able to think about my food choices, and don't have to worry about starving anymore. I am not eating based on a reaction or out of fear that I won't have enough. Part of that is having the consistency from MOW, but part of it is working with you and you have allowed me to feel that I am able to keep myself energized and nourished."
- Sound Generations' volunteer coordinator heard this from a site coordinator: "Our drivers care about the people they serve and call for health checks when they have concerns. One incident found the person on the bathroom floor where she had been in and out of consciousness for three days. The Kent police chief told me that he considers MOW some of his eyes in the community."
- Another volunteer shared, "Years ago, when my grandnieces would stay at our house during a school break, they would come with me to deliver meals. The night before they would make their own cards to hand deliver to my customers or hand out at the senior center. Months later, when delivering to this one individual, I noticed he had attached their card to his refrigerator. He said he enjoyed the card so much and that it brightened his day!"

*Adapted from "A Testament to the Value of Home-Delivered Meals," a July 2022 AgeWise article. Photo courtesy of Chicken Soup Brigade.*



## A Help Line For Teens, By Teens



That title is also the slogan for Teen Link, a confidential and anonymous telephone, chat, and texting help line for teens answered each evening from 6 p.m. to 10 p.m. by trained teens who are available to talk about any issue of concern. About 10% of the calls deal with suicide. The remaining 90% are about topics like relationships, problems at school, drugs and alcohol, self-harm, grief and loss, dating violence, family problems, eating disorders, and much more. If youth need to talk,

teen volunteers are there to listen and help young people find youth-friendly community resources. Teen Link, a Crisis Connections program, also provides youth suicide prevention trainings at schools and with community groups.

In 2022, Teen Link experienced a higher call volume than usual with a rise in relationship and friendship insecurity on their lines. In addition to increased need, the volume may be attributed to Teen Link tapping into social media with Teen Link Promo videos splashing across screens everywhere like Hulu, YouTube, Snap Chat, and Facebook; partnering with C89.5 FM to create a podcast episode called: “Coping 101: Teen Link”; and creating a TikTok video to drive viewers to download the web version of the Where to Turn for Teens resource booklet.

Here are some quotes volunteers wrote down from callers, chatters, and texters:

- “I think I’m okay now but thank you for talking to me. I wasn’t expecting to have a conversation like this but I think it helped me a lot more than venting about my problems.”
- “It was really good talking to you tonight. You made the experience really great & stress-free :)”
- “All you people who volunteer here mean everything not just to me but to everyone else who’s struggling.”
- “But yea thanks for saying that, I’ve never tried teen link before, and I was nervous as h\*\*l but I figured I’d give it a try because talking to people is literally what you guys DO so I’m not bothering you.”

To reach Teen Link, simply call or text to 1-866-TEENLINK or visit [www.teenlink.org](http://www.teenlink.org).

## Tiny Tots Celebrates Opening of New Childcare Facility in Othello

In June, Tiny Tots Development Center celebrated the completion of their new development center facility in Othello with a ribbon cutting ceremony. The facility creates 80 new childcare slots including:

- Two preschool classrooms with capacity for 20 children each
- Two toddler classrooms with capacity for 14 children each
- Two infant rooms with capacity for six children each



HSD, through the Child Care Bonus program, provided \$1.5 million to support the construction of this new facility. The program funds the creation of newly licensed capacity (infant care to preschool) ensuring at least 20% of capacity is reserved for children from families with incomes less than 80% of the area median.

“There is absolutely no way that Tiny Tots would have been able to raise the \$1.5 million for the building construction without this (Child Care Bonus) program,” said Angelia Hicks-Maxie, CEO of Tiny Tots Development Center. “Childcare programs, especially those who are led by leaders in the BIPOC community are often not at the table when it comes to funds like the Child Care Bonus program – I was impressed that we were invited to sit at the table and share what our needs were for the project in an authentic manner. We were never asked to compromise our dreams to chase the funds.”

For projects of this magnitude, it really takes multiple partners coming together to achieve the common goal of more access to quality childcare for all. The new Tiny Tots Development Center in Othello is a part of a larger development that also includes Seattle Children’s Hospital’s new Odessa Brown Clinic. The parcel that contains the clinic and childcare center also has a subsidized and market rate housing development.

*A longer version of this article appears on HSD’s Human Interests blog at <https://humaninterests.seattle.gov/2022/06/08/tiny-tots-development-center-opening/>*

## Supporting Survivors and Their Families

Domestic violence is a leading cause of homelessness for women and children, with even increased barriers and needs for immigrant and refugee survivors in the United States.

Through the Mayor's Office on Domestic

Violence and Sexual Assault (MODVSA), HSD invests in InterIm Community Development Association, a nonprofit, affordable housing and community development organization located in Seattle's International District. The agency provides multilingual, culturally competent housing-related and community building services to Asian, Pacific Islander, and immigrant and refugee communities in Seattle.

One of the programs providing housing advocacy to domestic violence survivors shared a success story involving one of their clients who they have worked with for over two years:

The client had fled their abusive relationship with their children with no support system and nowhere to go. Once the client was referred to an advocate at InterIm, they were able to gain access to a transitional housing unit where survivors can stay up to two years. During this time, the client was able to obtain and keep steady employment, and the children were able to stay in the same school district, as it was very important to the survivor to not disrupt their school environment.

With the housing stability support provided by InterIm, the family was able to stay safe and away from the abuser, and meet short term goals. Now the family has moved into permanent housing and become self-sufficient.



## Investing in Communities of Color



The Equitable Communities Initiative (ECI) committed \$100 million in new investments annually, starting with the City of Seattle's 2021 budget proposal to both scale current City programs and examine additional priority areas for

new investments. It will be community that collectively guides future investments.

These investments focused on the Black, Indigenous, and communities of color (BIPOC) receive the technical assistance of at least 18 City departments, which help make policy and programmatic recommendations to support near and long-term community priorities that ensure that BIPOC communities can thrive.

In 2022, HSD's Safe & Thriving Communities (STC) division provided one-time funding through the ECI to the Native Reentry program at Chief Seattle Club. With the additional funding, the program was able to expand its team by hiring three new members and enrolling 20 individuals into the program. The program helped enrollees secure employment, education, and key living essentials. We are thrilled to report that one of the members achieved incredible progress within just two weeks of their release. This individual obtained a driver's license, secured a full-time job, and opened a bank account, all with the support of the program.

In 2022, the ECI also provided one-time funding for reentry services, including the "Pathways to Careers" program at Boys and Girls Clubs of King County. Thanks to the additional funding, one participant completed an internship with the Bikeworks Resource Development team and successfully transitioned off electronic home monitoring. Another participant enrolled in Running Start with Seattle Colleges while receiving mental health support through the hospital where she gave birth to her son. A third participant obtained their driver's license with the support of their case manager and began an internship with the Community Safety team. Finally, another participant secured housing and obtained an interview for an internship with a program partner. These success stories inspire us to continue supporting more individuals in the community with the help of the ECI funding.

# Thank You.

Cover photo close-up credits (l-r): Summer Food Service Program (SFSP); Aging and Disability Services (ADS); ADS; and Seattle Youth Employment Program (SYEP); used with permission. View the full photos inside the report.

Additional photo credits—Page 7: OHSU - Kristyna Wentz-Graff; Page 9: SYEP; Page 10: SFSP (top), Woodland Park Zoo (bottom); Page 11: Tiny Tots Development Center; Page 12: Farm to Table (top), Senior Farmers Market Nutrition Program (bottom); Page 13: Field & Gola, Inc.; Page 17, ADS; Page 21, Food Lifeline; Page 22, Teens Who Care; Page 23, Chicken Soup Brigade; Page 24, Med Rofka on Pexels.com; and Page 25: Tiny Tots Development Center. Other images are owned by Seattle Human Services, City of Seattle, or other affiliated government agencies.



**Seattle**  
**Human Services**

Equity • Support • Community