



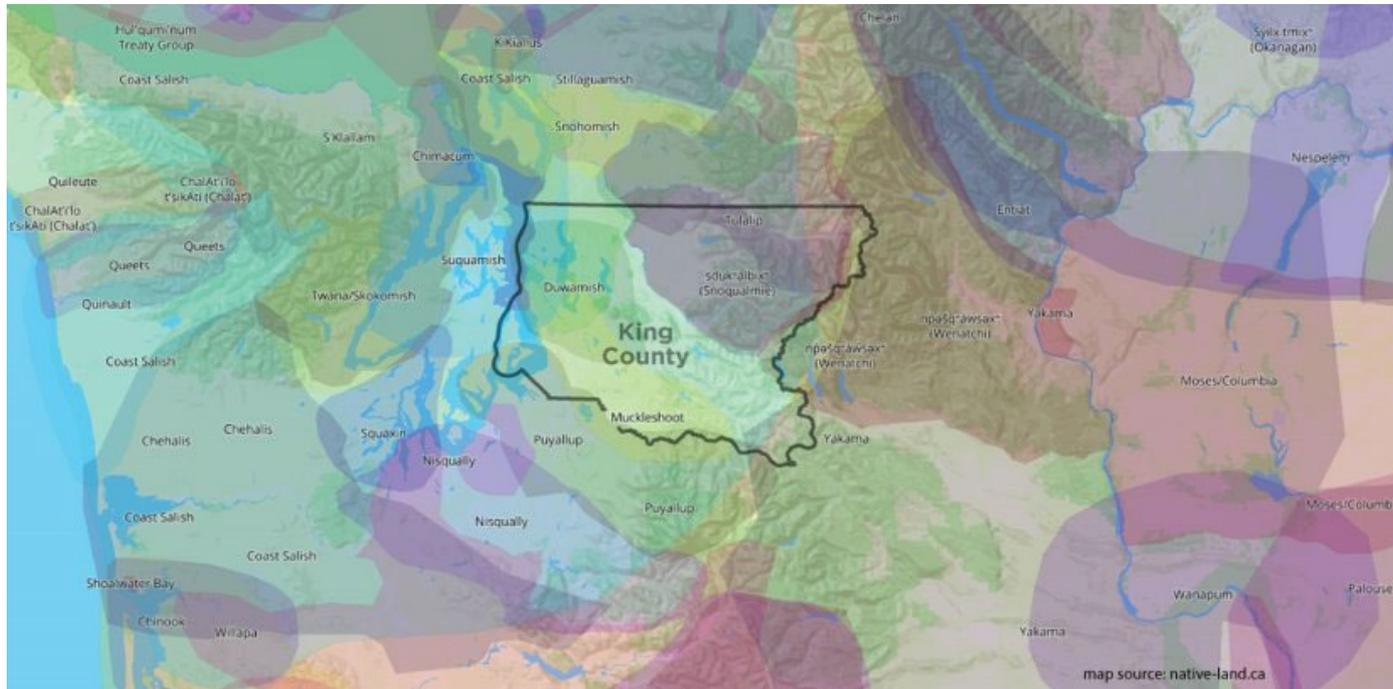
City of Seattle

2024 Energy, Utility, & Resource Summit

House Keeping

- Take care of your needs
- Practice active listening and engagement
- Be curious
- Make connections here, follow-up afterwards, & stay connected
- Wi-fi is available:

Ancestral Land Acknowledgement



We acknowledge that the city of Seattle and its greenspaces are on stolen Coast Salish land, specifically the ancestral land of the Duwamish, Suquamish, Stillaguamish, and Muckleshoot People. We recognize the stewardship of Seattle's greenspaces by the Coast Salish people since time immemorial, the disruption of this work by colonization, and now endeavor to continue this work. – [Green Seattle Partnership](#)

tudəx^wšəqtəb ʔə tiʔit šəqulg^wədɬ^w - Lifting Up the Sky



HollyAnna "CougarTracks" DeCoteau Littlebull
(Yakama, Nez Perce, Cayuse, Cree)



Jason Gobin – hik^w stubš
(Tulalip Lushootseed)

Reflection

In table groups, respond to any of the following:

- How does the story *Lifting Up the Sky* relate to your personal life or stories from your culture?
- How does the story relate to your work?
- How can we honor the meaning of the story in our work today at the summit and beyond?

Further Learning and Resources

- [Audio for Story](#)
- [Learning Lushootseed](#)
- [Story](#) written from Lushootseed to English
- [yəhaw'](#) Indigenous Creatives Collective
- [RSJI Connections](#) – Truth 5 & Relational Principles

Agenda

9:00-9:10	Greetings & Land Acknowledgement
9:10-9:30	Welcome & Introductions: Dr. Shukri Olow, YFE Division Director
9:30-10:30	Keynote Speaker: Pastor Williams & Miss Mary Flowers
10:30-11:00	Community Member Personal Story & Community Partner Recognition
11:00 – 11:10	Break
11:10-11:40	Speakers: Charmaine Dancy & Shamsu Said , Human Service Department, Temo Hernandez-Vivar, Seattle Public Utilities, Andrew Rodriguez, Seattle City Light, Tremayne Edwards, Byrd Barr Place
11:40-11:50	Speaker: Ashley McGirt, Therapy Fund Foundation
11:50-12:00	Q & A
12:00-1:00	Lunch, Raffle, and Visit Resource Tables
1:00-1:10	Speaker: Callista Kennedy, Public Health-Seattle & King County
1:10-1:20	Speaker: Miguel Jimenez, Office on Innovation and Performance
1:20-1:30	Speaker: Logan Edwards, Sound Generations
1:30-1:40	Speaker: Saurabh Harohalli, Office of Sustainability & Environment
1:40-1:55	Speaker Matheus Tavares, Office of Housing
1:55-2:05	Speaker: Melissa Levo, Seattle Public Utilities
2:05-2:10	Q&A, Wrap-up, & Thank you
2:10-2:30	Visit Resource Tables
2:30-5:00	Tour Museum of Flight



Seattle Human Services

Equity • Support • Community

Dr. Shukri Olow, Youth and Family Empowerment Division Director



WELCOME!

City of Seattle Energy, Utility, & Resource Summit



UTILITY ASSISTANCE PROGRAMS



Seattle
Human Services
Equity • Support • Community



Seattle
City Light



Seattle
Public
Utilities



WELCOME TO ALL ATTENDEES

- Akin Family Resource Center
- Association of Zambians in Seattle
- Ballard Food Bank
- **Byrd Barr Place (Presenter & Resource Table)**
- Catholic Community Services / St. James Cathedral / Solanus Casey Center
- **Center for MultiCultural Health (Resource Table)**
- Centers for Medicare and Medicaid Services
- Chinese Information and Service Center
- City of Seattle Aging and Disability Services (Human Services Department)
- **City of Seattle Information Technology (Resource Table)**
- **City of Seattle Office of Housing (Presenter & Resource Table)**
- **City of Seattle Office of Innovation and Performance (Affordable Seattle) (Presenter & Resource Table)**
- **City of Seattle Office of Sustainability and Environment (Presenter & Resource Table)**

WELCOME TO ALL ATTENDEES

- **City of Seattle Utility Assistance Programs - Emergency Assistance Program, Emergency Bill Assistance, and Utility Discount Program (Presenter & Resource Table)**
- Coordinated School Health/Behavioral Sciences
- El Centro de la Raza
- FamilyWorks
- Fathers and Sons Together
- Harborview Medical Center
- Highline School District
- Hopelink
- IDIC Filipino Senior and Family Services
- Lend a Hand Community and Arts Love
- Lifelong
- Mercy Housing
- Mount Baker Housing Association

WELCOME TO ALL ATTENDEES

- Multi-Service Center
- Neighborhood House
- North Helpline
- Pike Market Senior Center/Food Bank
- **Public Health – Seattle King County (Resource Table and Presenter)**
- Salvation Army
- **Seattle City Light (Presenter & Resource Table)**
- Seattle Municipal Court
- **Seattle Public Utilities (Presenter & Resource Table)**
- Somali Family Safety Task Force
- **Sound Generations (Presenter & Resource Table)**
- **Southwest Youth and Family Services (Resource Table)**
- **Therapy Fund Foundation (Presenter & Resource Table)**
- United Indians of All Tribes
- University Food Bank
- Villa Comunitaria

Keynote Speakers

- Pastor Aaron Williams
- Miss Mary Flowers

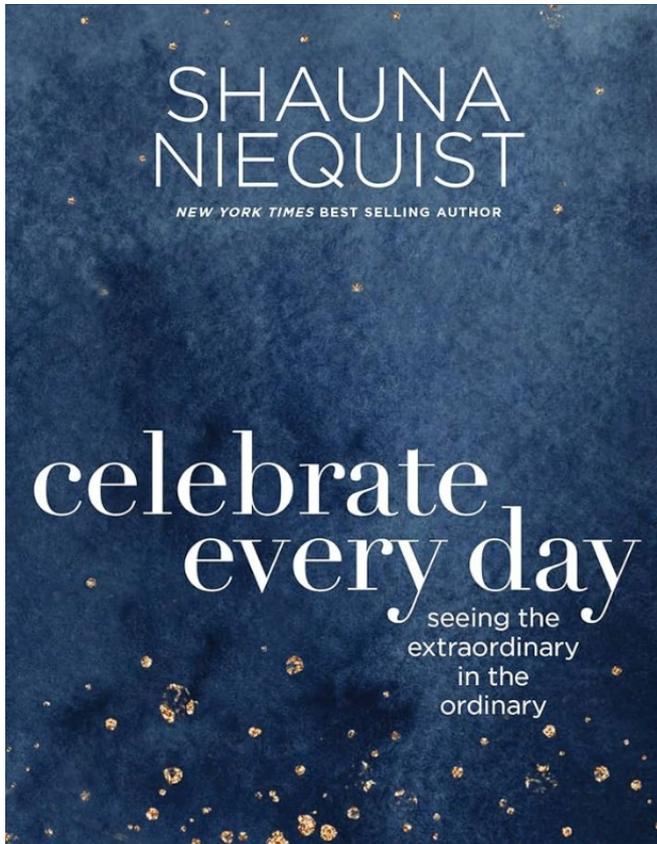
PUTTING THE SEE IN CELEBRATE



DO YOU SEE WHAT I SEE?

- “Life should not only be lived, but it should also be celebrated, because every day of your life is a special occasion.”





THE KIND OF PEOPLE WHO SEE

“This book is about being the kind of people who see.” Now more than ever before we need to surround ourselves with people who say, “I See You” and I Celebrate you.”

CELEBRATION AS AN ACT OF RESISTANCE

I'm convinced today that celebration is an act of resistance against despair and all the forces that try to take us down. When we celebrate the small steps we take, we are saying to this hustle and grind culture that we live in, that we're going to find something to celebrate about. The society that we live in today is very judgmental. It's a society that says I See You to judge you. I want to see you fail.



CELEBRATION AS AN ACT OF RESISTANCE

When we celebrate the small steps we take, we are saying to this hustle and grind culture that we live in, that we're going to find something to celebrate about.



CELEBRATION IS AN ACT OF RESISTANCE

It goes against the grain of the status quo in our society. The work you do as an organization is always understaffed, under-resourced, but somehow you keep showing up and serving the community. Somehow you keep meeting needs. Somehow you keep saying, I See You and let me see what I can do.



WHY WE DO THE WORK WE DO

- Dr. King often said “that all people are caught in an inescapable network of mutuality, tied in a single garment of destiny. Whatever is done directly affects all indirectly. If that is the case, I can never be what I ought to be, until you are what you ought to be. And you can never be what you ought to be until I am what I ought to be.” Dr. King captures in these words, why we do the work we do. The work we do directly on a daily basis, indirectly helps someone to be what they ought to be.

WHY WE DO WHAT WE DO

The work we do directly, on a daily basis, indirectly helps someone to be what they ought to be. A single mother got up this morning with their lights on. A father got up this morning with food on their table because of the work we do. Somebody got up this morning feeling connected and cared for, because of the work we do.



WHY WE DO WHAT WE DO

The collective and collaborative work that we do together can make a far greater impact than if we do it in isolation. In essence, to say to each other I See the Work You Do. Lifting up one another and encouraging each other along the way. We must celebrate one another, because the work we do is not only hard work, but it's heart work.



Table Discussion – choose a person to report out

Introductions : Share your name, your organization and what you do, and one aspect of your work that gives you hope.

Discussion:

Share an example of how your organization or partnership has improved service coordination to benefit people you serve.

How does the challenge to address systemic drivers of poverty sit with you? What opportunities to address systemic drivers of poverty do you see in your work?

Report Out – Share the organizations at your table

1. Give one example of improved service coordination that was shared.
2. BRIEFLY summarize how the challenge to address systemic drivers of poverty sat with your group and what opportunities to address them were identified.

Community Member Personal Story

- Scot Nelson

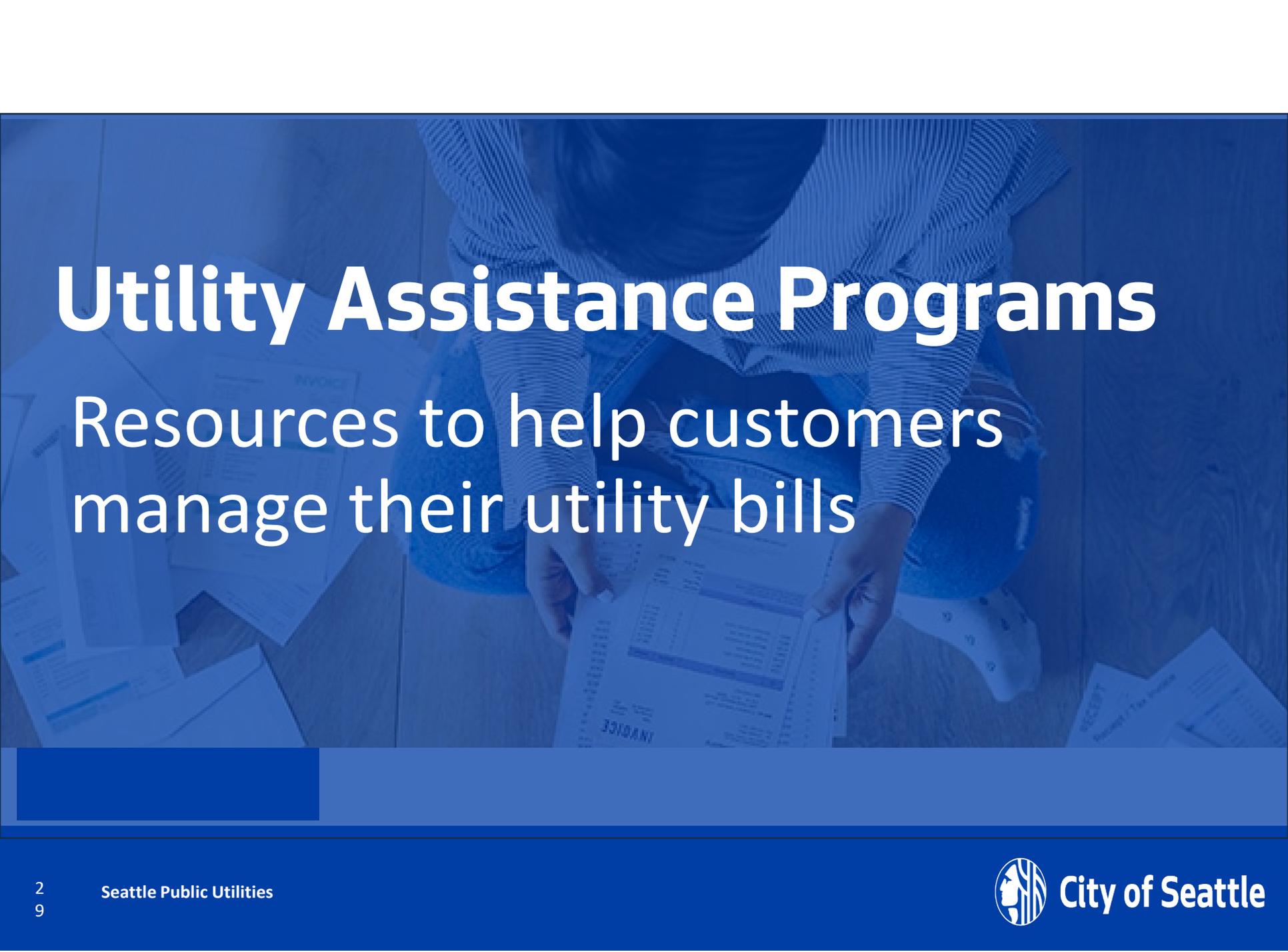


Community Partner Recognition

- Bellwether Housing
- Family Works
- Fathers And Sons Together (FAST)
- Mercy Housing
- Neighborhood House

Break

- Self-care
- Connect with others and meet someone new
- Visit resource tables
- See you at 11:15 AM

A person is sitting on a wooden floor, surrounded by several utility bills. They are looking down at one of the bills in their hands. The scene is overlaid with a blue tint.

Utility Assistance Programs

Resources to help customers manage their utility bills



Seattle City Light (City Light)

- We power 961,000+ people in the Seattle area
- Community-owned, not-for-profit utility
- Offer energy efficiency customer programs to promote a clean energy future
- Helped save customers \$164.3 million on their energy bills in 2023



Seattle Public Utilities (SPU)

- Provides essential services, including:
 - Drinking Water
 - Sewer and Drainage
 - Garbage, Recycling, and Compost
- Community-owned, not-for-profit utility
- Help customers save money and the environment
- Provided almost \$5 million in COVID relief and emergency assistance in 2023



Utility Bill Assistance Programs

- Utility Discount Program (SPU & City Light)
- Emergency Assistance Program (SPU)
- Emergency Bill Assistance (City Light)
- Project Share (City Light)
- LIHEAP - Federal Home Energy Assistance (City Light)
- SHEAP - State Home Energy Assistance (City Light)
- Payment Plans (SPU & City Light)

Program
updates
coming late
2025/2026



Partnering with You!

- Attending community meetings and events
- Building tools to help you connect customers to assistance
- Sharing program updates with community partners

We want to hear from you!



Utility Discount Program



Seattle
Public Utilities



Seattle
City Light



Seattle
Human Services

Equity • Support • Community



Utility Discount Program

Overview

DISCOUNT

 **60%** off of City Light bill

 **50%** off of SPU bill



How to Qualify

- Gross household income at or below 70% of State Median Income (SMI)
- Household income verification includes:
 - General: One-month of income documentation
 - Self-employed: Three months of income and/or other requested documentation that demonstrates eligibility
 - SNAP recipients: DSHS award letter
- Recertification every 2 years or every 3 years for seniors (65+)



Utility Discount Program

2024 Income Guidelines

Household Size	Gross Monthly Income	Gross Yearly Income
1	\$3,689	\$44,268
2	\$4,825	\$57,900
3	\$5,960	\$71,520
4	\$7,095	\$85,140
5	\$8,230	\$98,760
6	\$9,366	\$112,392
7	\$9,578	\$114,936
8	\$9,791	\$117,492
9	\$10,004	\$120,048
10	\$10,217	\$122,604
Each Additional	\$213	\$2,556

Ways to Apply



- **Call** (206) 684-0268 to apply. (Monday-Thursday)



- **Visit** our office, meet with a representative, OR attend an outreach event.



- **Return** the signed application with the required documents by mail, email, or fax.



- **Complete** an online enrollment form by going to our website www.seattle.gov/UDP



Contact Us



Address:

810 3rd Ave, Suite 440

Central Building (b/w Marion and
Columbia St.)

*Walk-in hours: 8:00 to 10:00 AM AND 12:00 to
2:00 PM Monday through Friday*



Email: UDP@seattle.gov



Telephone: 206-684-0268

Fax: 206-621-5012



Revisions to the Program Guidelines

- Medicare Part B amount is now deducted from the total household gross income
- IRA is no longer considered income
- Customers residing in subsidized housing are now eligible
- If the City Light customer is verified as an ACTIVE SNAP recipient in DSHS, we do not need income documents (NEW APPLICANTS ONLY)
- 1-month income verification is required while still meeting the annual household income criteria



Seattle Public Utilities

Emergency Assistance Program



Overview

- Immediate financial assistance for SPU (Water, Sewer, Solid Waste) bills
- Qualifying customers can **receive up to \$507 or \$1,014** for households with children under 18
- To qualify, a household must earn less than 80% of the Washington State median income



How to qualify

- **Customer:** Residential customer with City Light account in their name
- **Property:** Single-family residence only (no duplexes, apartments, or commercial properties).
- **Income:** Less than 80% of Washington State median income; SPU/SCL account is on UDP; has received an SCL EBA pledge this year; or verified as an active SNAP recipient.

Household Size	Gross <i>Monthly</i> Household Income	Gross <i>Annual</i> Household Income
1	\$4,217	\$50,604
2	\$5,514	\$66,168
3	\$6,811	\$81,732
4	\$8,109	\$97,308
5	\$9,405	\$112,872
6	\$10,704	\$128,448
Each add'l	\$244	\$2,928



Ways to Apply

- Complete an application:
 - Online application: utilityassistance.seattle.gov
 - (One application can be used to apply for multiple assistance programs.)
 - Paper or PDF application by request:
 - Email: SPU_EAP@seattle.gov
 - Call: 206-684-3000
 - Visit: seattle.gov/utilities/affordable
- Return [the completed and signed application](#) with the required documents by mail, email, or fax.





Seattle City Light

Emergency Bill Assistance



Overview

- Immediate financial assistance for Seattle City Light (electric) bill with past due balances
- Qualifying customers can **receive up to \$660 or \$1,320** for households with children under 18
- To qualify, a household must earn less than 80% of the Washington State median income



How to qualify

- **Customer:** Residential customer with City Light account in their name
- **Account Status:** Has \$250+ past due balance
- **Income:** Less than 80% of Washington State median income; SPU/SCL account is on UDP; has received an SCL EBA pledge this year; or verified as an active SNAP recipient.

Household Size	Gross <i>Monthly</i> Household Income	Gross <i>Annual</i> Household Income
1	\$4,217	\$50,604
2	\$5,514	\$66,168
3	\$6,811	\$81,732
4	\$8,109	\$97,308
5	\$9,405	\$112,872
6	\$10,704	\$128,448
Each add'l	\$244	\$2,928

Ways to Apply

- Online application: utilityassistance.seattle.gov
 - (One application can be used to apply for multiple utility assistance programs.)
- Paper or PDF application by request:
 - Email: SPUCustomerService@seattle.gov
 - Call: 206-684-3000
 - Visit: seattle.gov/city-light/BillAssistance
- Return [the completed and signed application](#) with the required documents by mail, email, or fax.



Seattle City Light Project Share



How to Qualify

- Funded by customer donations, Project Share serves income-qualified residential customers with past due balance of \geq \$250
- Gross household income is between 80.1% Washington State Median Income (SMI) up to 80% of Area Median Income (AMI)
- If approved, customers receive a **\$250 bill credit** (limit one per calendar year)

Household Size	Average Monthly Gross (Pre-Tax) Household Income
1	\$4,218 - \$6,475
2	\$5,515 - \$7,400
3	\$6,812 - \$8,325
4	\$8,110 - \$9,246
5	\$9,407 - \$9,988
6	\$4,218 - \$6,475

How to Apply

- Online application: civiform.seattle.gov/programs
 - One application can be used to apply for multiple programs including transportation, childcare, etc.
 - Available in Spanish, Vietnamese, Somali, Amharic, Korean and Tagalog, English, Traditional Chinese
 - Customers just need to complete a simple self-attestation form to verify income. No paperwork required!
- Paper application by request by calling 206-684-3000
- Return [the completed and signed application](#) with the required documents by mail, email, or fax.





Seattle City Light

Federal & State Energy Assistance



LIHEAP (Low-Income Home Energy Assistance Program)

- Assistance for heating and cooling costs to households at or below 150% Federal Poverty Level
- Payment support from **\$200 - \$1000 per year** based on household's annual electricity costs and household income.
- If approved, payment is sent directly to the energy provider (e.g., City Light) and placed as a credit on the customer account.
- LIHEAP is administered by community organization partners at Byrd Barr Place, Hopelink, and Multi-Service Center
- Learn more at seattle.gov/city-light/BillAssistance



LIHEAP 2024-2025 Income Guidelines

Household Size	Average Monthly Gross (Pre-Tax) Household Income
1	\$1,883
2	\$2,555
3	\$3,228
4	\$3,900
5	\$4,573
6	\$5,245

SHEAP (State Home Energy Assistance Program)

- Assistance for heating and cooling costs to households at or below **80% Area Median Income (AMI)**
- Payment support from **\$200 - \$1000 per year** based on household's annual electricity costs and household income
- If approved, payment is sent directly to the energy provider (e.g., City Light) and placed as a credit on the customer account.
- LIHEAP is administered by community organization partners at Byrd Barr Place, Hopelink, and Multi-Service Center
- Learn more at seattle.gov/city-light/BillAssistance



SHEAP 2024-2025 Income Guidelines

Household Size	Average Monthly Gross (Pre-Tax) Household Income
1	\$5,887
2	\$6,729
3	\$7,570
4	\$8,408
5	\$9,083
6	\$9,754

أسئلة؟

질문, 물음

Вопросы?

Questions?

Preguntas?

Câu hỏi?

Mga
Tanong?

Learn more at:



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Xie xie

gracias

شكرا

THANK YOU

Cảm ơn bạn

感謝の

धन्यवाद

SALAMAT

Learn more at:



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City of Seattle

Mission & Vision

TherapyFund
FOUNDATION

- To eliminate barriers to Black healing

- Health Equity for all





THERAPY FUND FOUNDATION PROGRAMS



FREE THERAPY

The backbone of our foundation stems from our Free Therapy Program, that not only provides community members with free therapy, but also provides the amazing clinicians who serve them, with an adequate wage!



MCGIRT ADAIR SCHOLARSHIP

We provide tuition, training, and book assistance to those committed to obtaining degrees and working toward a degree in psychology and serving marginalized community members.



PEER SUPPORT

Our Peer Support Services offer mentorship, recovery tips, life tips, and ways to heal through some of life challenges as someone who has directly been there themselves.



PRESERVING BLACK FAMILIES

Preserving Black Families focuses on sustaining family bonds, improving familial relationships among children and their parents/caregivers, as well as partners, spouses, and the entire family unit while also preserving the culture and kinship



YOUTH HEAL

Youth Heal is a WA Therapy Fund led program focused on Black youth, designed to provide violence prevention, intervention, and treatment strategies that are trauma-informed.



1 in 5 adults experienced a mental health concern in the past year.



Problems & Solutions

TherapyFund
FOUNDATION

- Health inequities & disparities
- Access to culturally responsive clinicians
- Adequate pay for under resourced clinicians
- Decolonized therapy practices

WTFF is working to increase access to healthcare by

Treatment in America



Nearly 60% of adults with a mental illness didn't receive mental health services in the previous year.⁴



Nearly 50% of youth aged 8-15 didn't receive mental health services in the previous year.¹



African American & Hispanic Americans used mental health services at about 1/2 the rate of whites in the past year and Asian Americans at about 1/3 the rate.¹

How much does FREE THERAPY COST?

\$130 PER SESSION

\$1,040 PER PERSON

\$208,000 FOR 200 PEOPLE

WHAT WILL IT COST NOT TO SUPPORT OUR
COMMUNITY IN GETTING THE HEALING THEY NEED?

	Low	High
Aetna	\$69	\$84
Cigna	\$62	\$82
Magellan	\$52	\$70
Anthem Blue Cross	\$67	\$88
United Health Care / United Behavioral Health / Opt	\$66	\$78
Blue Shield	\$65	\$89
Beacon Health Options / Value Option	\$62	\$74
Beacon Health Strategies	\$60	\$72
MHN	\$57	\$69
Molina	\$52	\$66

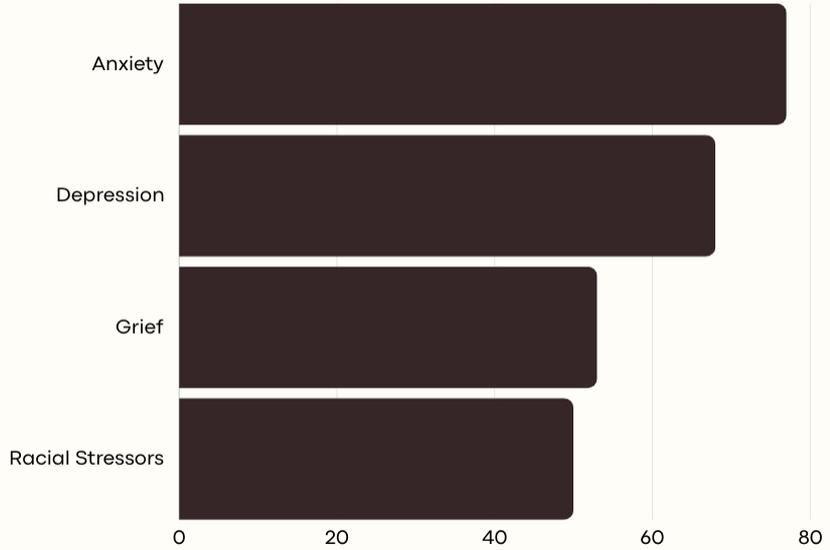
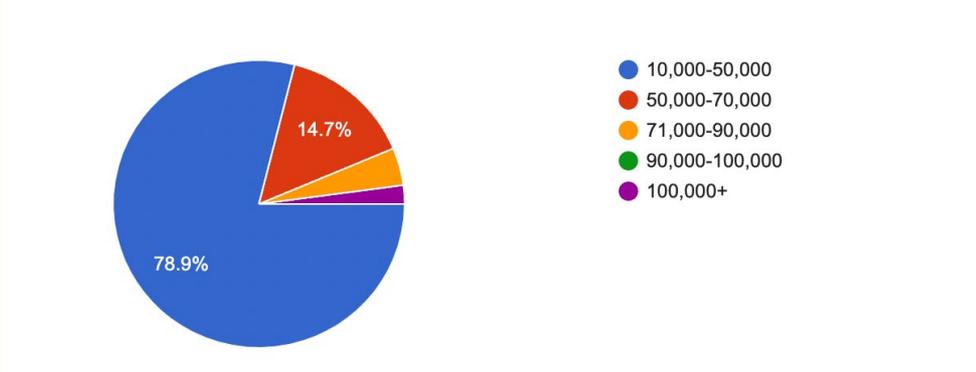
Split these in 1/2 to include the hour + of difficult billing



What we are seeing

Therapy Fund data 2022

[79% of those we funded had an income of \\$50,000 or less and 90% screened in with an ACE score of 6 or higher having experienced adverse childhood trauma.](#)



@THERAPYFUNDFOUNDATION

TherapyFund
FOUNDATION

How can I help?

Donate
Volunteer
Spread awareness
Attend Events
Use Affirming language



Lunch, Raffle, and Visit Resource Tables

- Enjoy lunch catered by McCormicks & Smick's and fellowship with one another
- Self-care
- Raffle for door prizes
- Visit resource tables
- See you at 1 pm



Public Health Seattle & King County
Access & Outreach
Community Health Access Program

Callista Kennedy | Project Program Manager IV | (206) 263-8368 | callista.kennedy@kingcounty.gov

Access & Outreach Program

Who are we?

- Build Systems
- Assure Access
- Develop/Implement enrollment programs
- Enroll the most vulnerable into program & service
- Racism is a Public Health Crisis
(Black/Hispanic-LatinX Equity Teams)
- King County Navigator Network
- King County ORCA Lift Network





We help resident enroll over the phone for most programs. This includes:

Community
Health Access
Program (CHAP)
1-800-756-5437

Health Insurance

ORCA Lift

Basic Food

Energy Assistance

Help Finding a Medical/Dental Provider

Breast Cervical Colon Health Program

King County Adult Dental Program

And much more!!!



Lead Organization for Health Insurance Enrollment

Three Counties

- King
- Clallam
- Jefferson

Robust Network of Navigator Partners

- 39 Partners
- Over 300 Navigators
- Diverse Network representing the communities we serve



ORCA LIFT offers reduced transit fare for qualifying adults 19-64.

This program reduces fare to \$1.00 any time of day. The fare, applies to travel on Metro buses, Kitsap Transit, Seattle Streetcar, Sound Transit buses, Sound Transit Link Light Rail, Sounder Train, Pierce Transit, & Everett Transit. And **discounted fares** on the Community Transit and King County Water Taxi, and Monorail.

Adult clients on Apple Health or Basic Food are income eligible!!!

ORCA Lift Subsidized Program is no charge for people on SSI or receiving Temporary Assistance for Needy Families (TANF).

All youth 18 & under ride for free!!!

Enroll: Call CHAP- 1-800-756-5437

On-line: www.reducedfare.kingcounty.gov

In Person:

Public Health LIFT Office: 201 South Jackson St., Seattle 98104 (next to Metro Pass Sales)

Federal Way Public Health Storefront: 1640 S 318th Pl. Federal Way 98003



**Access to Baby and Child Dentistry (ABCD)
puts young children across King County on a
lifelong path to good oral Health.**

ABCD connects low-income families with dentist
who know how to care for young children,
focusing on prevention and avoiding tooth decay,
as well as educating parents about how to take
good care of their children's teeth.

First tooth,
First birthday,
First dental visit

1-800-756-5437

www.kingcounty.gov/ABCD

You can also download the King County Dental
list.

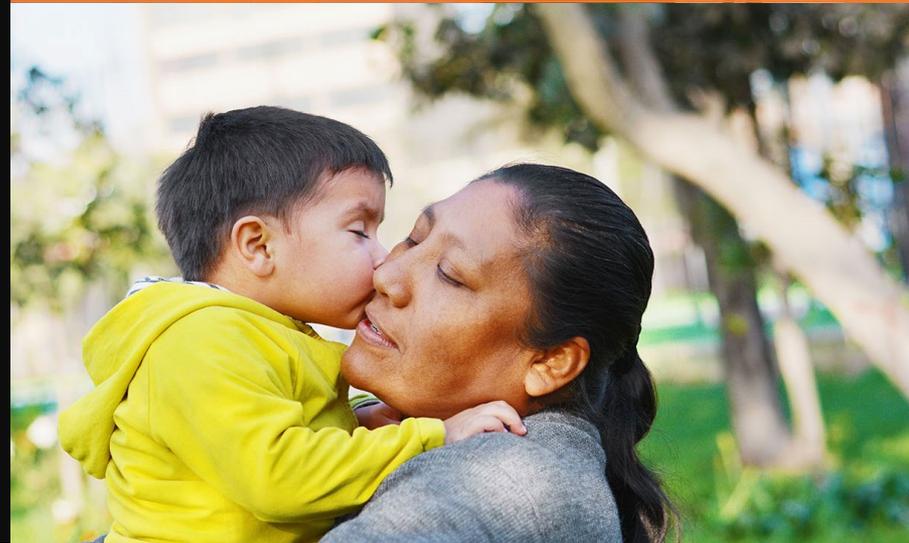


King County Adult Dental Program (KCADP)

- For residents living in King County who are not eligible for Apple Health due to citizenship status.
- Residents eligible will be covered dental services at our Public Health Center, Community Clinics, Mobile Van or other provider offices.
- To enroll they can call 1-800-756-5437 or contact a Public Health dental clinic.

Racism is a Public Health Crisis- Equity Programs

- Black, Hispanic/LatinX Communities & African Immigrant community.
 - We're asking one question: What can Public Health do to improve relationships in your community”.
 - We are listening and responding!
 - New King County Black Providers network. Kingcounty.gov/bcet
-



Access & Outreach Team/Field/ Chinook/ Federal Way Storefront Team

Metro Storefront
(Next to Metro Customer Service)
201 S Jackson St
Seattle, WA 98104
Mon-Thur 8:30am-4:30pm
2nd & 4th Sat 10am-2pm

Federal Way Storefront
1640 South 318th Place
Federal Way, WA 98023
Mon-Thurs 8:30am-5pm
1st & 3rd Sat 10am-2pm

www.kingcounty.gov/outreach

Daphne Pie Regional Health Services Administer (206) 263-8369 daphne.pie@kingcounty.gov	Willie Allen Supervisor South County (206) 263-8746 willie.allen@kingcounty.gov	Giselle Zapata-Garcia Equity Team (Hispanic/Latinx) King County Adult Dental Program(KCADP) (206)263-0104 gzapatagarcia@kingcounty.gov	Devon Love Equity Team (Black Community) 206-263-7901 devon.love@kingcounty.gov
Marlon Hall (English) ABCD Program Manager abcd@kingcounty.gov	Callista Kennedy (English) (206) 263-8368 callista.kennedy@kingcounty.gov	Jennifer Covert (English) 206-263-1179 jennifer.covert@kingcounty.gov	Miguel Urquiza (Spanish) 206-477-6965 miguel.urquiza@kingcounty.gov
Carmen Olvera (Spanish) 206-550-6119 carmen.olvera@kingcounty.gov	Bishaw Gezie (Amharic) 206-477-6961 bishaw.gezie@kingcounty.gov	Cindy Mai (Vietnamese) 206-477-6959 cindy.mai@kingcounty.gov	Yvette Angel (Spanish) (206) 477-7259 yvette.angel@kingcounty.gov
Brenda Kelek (Marshallese) 206-477-7358 bkelek@kingcounty.gov	Claudia Sierra (Spanish) 206-477-7272 claudia.sierra@kingcounty.gov	Ben Huh (Korean) (206) 477-7269 bhuh@kingcounty.gov	Nai Saechao (English) (206) 477-8110 nai.saechao.@kingcounty.gov
Luis Salazar (Spanish) 206-263-8261 luis.salazar@kingcounty.gov	Robbie Carrier (English) (206) 477-8341 robbie.carrier@kingcounty.gov	Llonia Patterson (English) 206-263-8292 llonia.patterson@kingcounty.gov	Fartun Mohamed (Somali) (206) 477-9628 fartun.mohamed@kingcounty.gov
Cristel Solis-Barrientos (Spanish) (206) 477-0544 cristel.solis- barrientos@kingcounty.gov			

Access & Outreach Team at Public Health Centers

Location	Navigator	Phone Number	Email
Federal Way	Stacie Martinez	(206) 263-9562	stacey.martinez@kingcounty.gov
White Center	Blanca Phillips (Spanish)	(206) 477-6819	blanca.phillips@kingcounty.gov
Kent	Rosie Martinez (Spanish)	(206) 848-0861	rosmartinez@kingcounty.gov
Auburn	Leticia Vargas (Spanish)	(206) 263-1365	leticia.vargas@kingcounty.gov
Columbia	Rosa Zapata (Spanish)	(206) 477-7274	rosa.zapata@kingcounty.gov
Downtown	Talia Ocampo (Spanish/ Portugese)	(206) 263-8745	tocampo@kingcounty.gov
North	Rebecca Lucine	(206) 477-9628	rlucine@kingcounty.gov
Eastgate	Enrique Palacios (Spanish)	(206) 477-0545	enrique.palacios@kingcounty.gov
Renton	Teresa Nguyen (Vietnamese)	(206) 477-1101	teresa.Nguyen@kingcounty.gov
Float/Metro	Karen-Hongyi Zou (Chinese)	(206)477-8716	karen-hongyi.zou@kingcounty.gov
Supervisor	Elizabeth Winders	(206) 263-0857	ewinders@kingcounty.gov

Affordable Seattle

As powered by CiviForm

Miguel Jimenez

Affordable Seattle Program Manager

miguel.jimenez@seattle.gov

COS_affordableseattle@seattle.gov



City of Seattle

VISION:

We believe all people should have easy access to City programs that make it possible to live and thrive in Seattle.



Affordable Seattle (seattle.gov/assistance-and-discounts)

The screenshot shows the Seattle.gov website interface. At the top, there is a navigation bar with the Seattle logo, a language selector set to 'English', and search and 'Pay or Apply' buttons. Below the navigation bar are several menu items: CITY ADMINISTRATION, PUBLIC SAFETY, ASSISTANCE AND UTILITIES, LEARNING AND EDUCATION, EXPLORE THE CITY, and TRANSPORTATION AND DEVELOPMENT. The main content area features a large heading 'Assistance and Discounts' followed by a sub-heading 'Save money on utilities, childcare, food, housing, home repairs, internet, and transportation.' To the right of the text is a photograph of three women sitting at a table, looking at documents and a laptop.

Featured Programs



Introducing CiviForm



English ▾

Affordable Seattle

GET HELP APPLYING

Affordable Seattle is an online resource to help you find benefits you may be eligible for in the City of Seattle.

Find out how much you could save each month in just 5 minutes.

People in Household

EDIT

Monthly Household Income

EDIT

Zip Code

EDIT

FIND SERVICES



Programs with this symbol can be applied for online in under 10 minutes

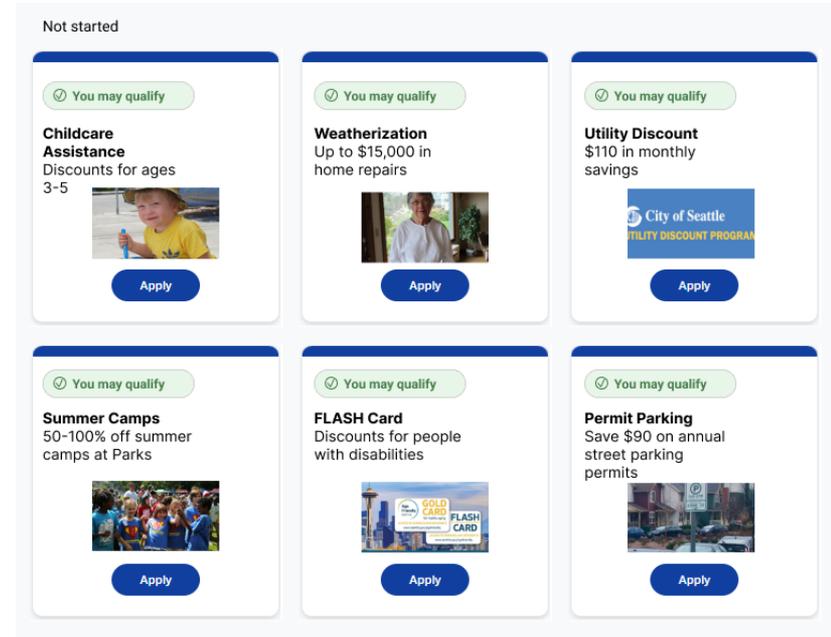
Community-Centered Design

- Ability to apply to programs on behalf of clients and get status updates
- Transferring applicant data across multiple applications to save time inputting details
- Clients can take control of their applications at any point
- Better access by not requiring an email to apply for programs



Invitation to Contribute

- We are continuing to building out this product and are seeking feedback.
- Not all city programs will be on this tool before the end of 2024.
- Focus on community-centered design
- Reimbursement to CBO for staff time.



Invitation to Contribute

Interested in adding your voice?

- User testing
- Research sessions
- Observations of current process

Email

miguel.jimenez@seattle.gov

Hold camera here!





Minor Home Repair



What We Do

Our Minor Home Repair program serves low-income homeowners who are faced with the challenge of affording home repairs



Common Repairs & Services



Plumbing:

- Unclogging Toilets
- Fixing leaking pipes and faucets
- Hot water tank replacements

Carpentry:

- Repairing rotted and unsafe steps and porches
- Installing locks and deadbolts



Health & Safety:

- Installing grab bars and handrails
- Checking & installing CO and Fire Alarms

Electrical:

- Replacing light bulbs
- Replacing broken switches, sockets and fixtures



Qualification Requirements

1. Live within one of our service areas
2. Own your home
3. Meet income requirements

Service Areas

Seattle, Bellevue, Shoreline,
Black Diamond, Maple Valley,
Enumclaw, Pacific, Algona,
Normandy Park, and
Unincorporated King County



Zero cost to clients for this federally funded program

\$

\$

\$

One Exception

Client has an upgraded item they would like installed instead of standard item



Application Asks

- General information
 - Home address, DOB, phone number and/or email , number of people living in home
- Provide proof of income for all individuals 18+ living in the home
 - Social Security letter and recent bank statement
 - Recent tax returns
 - Payroll stubs
 - Declaration of No Income (provided upon request)

NOTE: WE DO NOT COLLECT ANY SENSITIVE INFORMATION



Our Process:

Apply

Applications are accepted via email or mail

Certify

Certification process takes approximately 4 - 6 weeks

Lasts for 3 years

Schedule

Once certified, we reach out to schedule first appointment

For future scheduling requests, clients can call or email



Next Steps

- Submit an application!
 - Online copy available at soundgenerations.org or using QR code
 - NOTE: must email or print & mail applications to addresses below
 - See me for a hard copy to take home, today!
- Contact us
 - Email (preferred): mhr@soundgenerations.org
 - Voicemail: (206) 448 – 5751
 - Mailing Address: 2208 Second Ave, Suite 100, Seattle, WA 98121



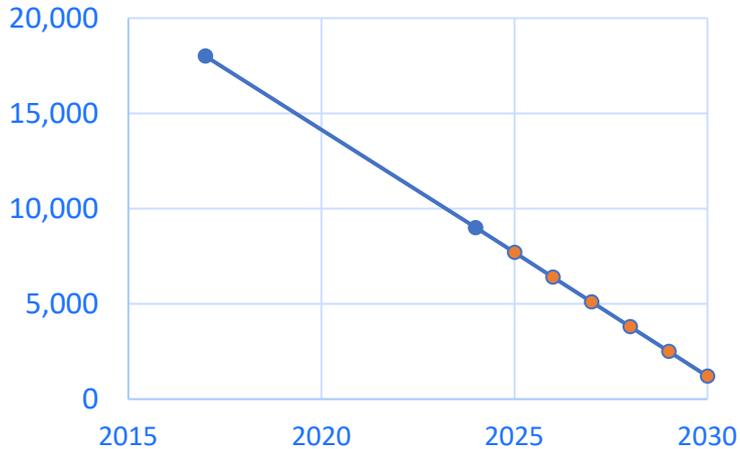
Clean Heat Program

Saurabh Harohalli, Clean Heat Coordinator



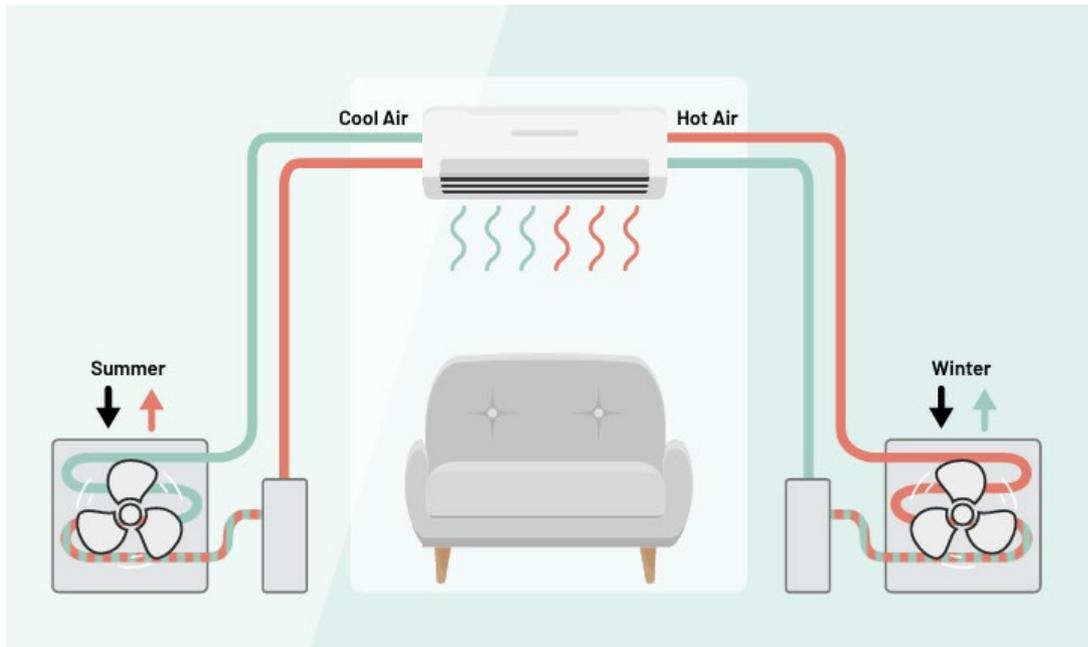
Clean Heat Context

Estimated homes with oil



- **Goal: no more oil in Seattle by 2030!**
- Reduce greenhouse gas emissions and lower environmental footprint
- About 9,000 oil heated homes in Seattle remain (was 18k in 2017)
- 1,300 households transition off each year

What is a heat pump?



All-electric heating
and cooling solution
for year-round
comfort

Benefits of Switching

Financial:

Reduces heating bills by more than 50%

Health:

Supports better indoor air-quality

Comfort:

Provides air-conditioning

Environmental:

Limits future oil leak risk

OIL HEAT vs CLEAN HEAT

Oil furnaces burn heating oil that is similar to diesel fuel to heat the home.

Burning heating oil **pollutes our air**.

Heating oil costs are **expensive**, and all costs are usually **billed entirely at once** when the tank is filled.

\$1,700 per year

Leaking oil tanks **pollute our soil and ground water**, and can cause expensive clean-up costs.

500 gallons

Heat pumps transfer heat from the air into or out of the house.

An electric heat pump is more than twice as efficient as an oil furnace and saves about **\$850 every year**.

Heat pumps also include **air-conditioning** and **air-filtration** providing year-round comfort.

Heat pumps run on **carbon neutral electricity** from Seattle City Light.

Two Program Pathways

Rebates and Incentives

- \$2,000-\$6,000
- Stack with \$2,000 tax credit
- For moderate and high-income households
- Must be converting oil

Free Conversions

- Full project cost
- For low-income households
- Must be converting oil furnace
- For a limited time: can convert gas furnace



Instant Rebates



DITCH DIRTY OIL
AND GET UP TO **\$8,000** IN SAVINGS

\$2,000 CLEAN HEAT INSTANT REBATE
+ \$4,000 BONUS INSTANT REBATE*
+ \$2,000 FEDERAL TAX CREDIT**

Income qualified households may qualify for a no-cost conversion.
Visit Seattle.gov/CleanHeat for more information.

All Households: \$2,000

Moderate-Income Households: additional \$4,000

Stack with \$2,000 tax credit

Claiming the instant rebate:

1. Visit www.NoMoreOilHeat.com to find participating contractors
2. Select contractor to perform work
3. Decommission oil tank

Free Conversions

Getting the Conversion

1. Visit www.seattle.gov/cleanheat to apply
2. Get an initial site visit
3. Get heat pump installed, tank decommissioned, and equipment operation training

Electrification creates pathway for access to City Light/Office of Housing weatherization services available only to electrically heated homes (insulation, air-sealing, etc.)



Thank you!

Saurabh.Harohalli@seattle.gov

www.NoMoreOilHeat.com (Rebates)

www.Seattle.gov/CleanHeat (no cost support)



Seattle Office of Housing

Affordable Home Improvement Programs
2024 Energy, Utility and Resource Summit
October 24th, 2024



What We Do

The Seattle Office of Housing (OH) increases opportunities for people of all incomes to live in the city by:

Investing in Affordable Housing Development and Programs

Implementing Policy and Equitable Development

Providing Affordable Home Improvement Programs: **Weatherization & Oil-to-Electric Conversion** | **Home Repair Loan & Grant** | **Side Sewer Assistance**

Weatherization Program

Provides **FREE** energy efficiency improvements to income-qualified homes by decreasing energy bills, increasing comfort, and saving money.

Types of Available Improvements

- Insulation
- Ductless Heat Pumps (for electrically-heated homes)
- Hot Water Heater Replacement (if they are failing, leaking, or rusted)
- Duct and Air Sealing
- Furnace Repair or Replacement
- New Kitchen and Bathroom Fans
- New Energy-Efficient Refrigerators



Weatherization & Oil-to-Electric Client

Weatherization Program Eligibility

You are eligible if you are:

- Income-qualified (you earn less than 80% of the Annual Income Limit).
- Living within Seattle City Limits or a Seattle City Light Customer.

You may also be eligible if you are:

- A Seattle City Light customer living outside Seattle city limits.
- Living in an all-electrically heated home.



Client and OH Staff Member

Oil-to-Electric Program

Our goal is to help lower your home's energy usage and reduce your utility costs by converting your oil furnace to an electric heating system, all for **FREE!**

Types of Available Improvements

- Oil-to-Electric Heated Furnace Conversion
- Oil Tank Decommissioning
- General Health and Safety Inspections

You may also qualify for improvements through our Weatherization Program after participating in the Oil-to-Electric program!



Mitsubishi Electric Heat Pump

Benefits of Converting from Oil-to-Electric



Affordability

(Save up to 40% on your regular heating costs!)



Less Maintenance



Healthier Air Quality



Air Conditioning



Safety & Reliability

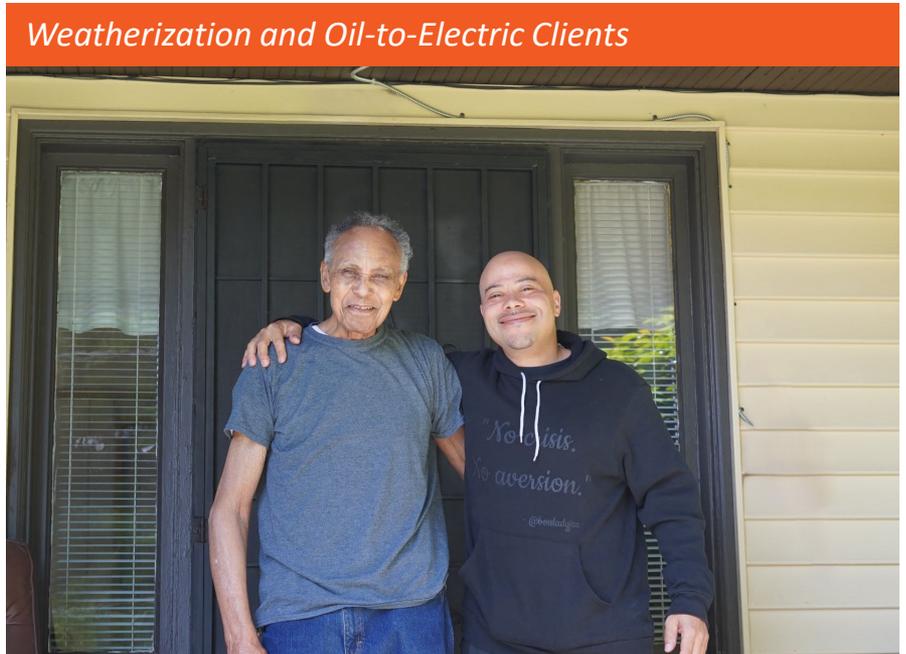


Reduced Environmental Impact

Oil-to-Electric Program Eligibility

You are eligible if you are:

- Income-qualified (you earn less than 80% of the Annual Income Limit).
- Living within Seattle City Limits or a Seattle City Light Customer



Applying to the Weatherization and Oil-to-Electric Programs

Call or email our team to request a mailed application:

(206) 684-0244

HealthyHome@seattle.gov

Apply Online through the CiviForm Portal or Download the application from our website and mail it in:

Weatherization: seattle.gov/housing/homeowners/weatherization



Point your phone camera at the QR code and follow the link!

Applying to the Weatherization and Oil-to-Electric Programs

Download the application from our website and mail it in:

Oil-to-Electric:

seattle.gov/CleanHeat

After you apply, it may take **up to 4 weeks** to hear back on the status of your application.



Point your phone camera at the QR code and follow the link!



Home Repair Loan & Grant Program

Loan Program

- Provides affordable loans to income-qualified homeowners to address critical health, safety, and structural issues.
- Loans start at \$3,000 and can go up to \$24,000 on your first loan with 0% interest.

Grant Program

- Income-qualified and your repair presents a more urgent health or safety issue
- Up to \$10,000 for your repair with our Grant Program; however, you must complete an application to see if you qualify.

Weatherization and Oil-to-Electric Client



Types of Improvements

Interior Repair or Replacement of:

- Abatement of Hazardous Materials
- Appliance Installation (if existing ones are nonfunctional, inefficient, or in very poor condition)
- Bathrooms
- Doors and Windows (if in poor condition)
- Electrical
- Floor Repair and Covering
- Foundation
- Furnaces/Boilers
- Hot Water Heaters
- Kitchen
- Plumbing

Types of Improvements

Exterior Repair or Replacement of:

- Abatement of Hazardous Materials
- Brick or Masonry
- Chimneys
- Driveways or Walkways
- Gutters
- Paint (exterior)
- Porches
- Retaining Walls (for code violations, or if hazardous)
- Roofs
- Sewers
- Siding (if in poor condition)
- Structural Repairs
- Water Lines

Accessibility Needs and Modifications:

- Tub-to-Shower Conversions
- Widening Doorways
- Installing ADA Toilets

Home Loan and Grant Program Eligibility

To qualify for a **Home Repair Loan** and **Home Repair Grant** programs, you must:

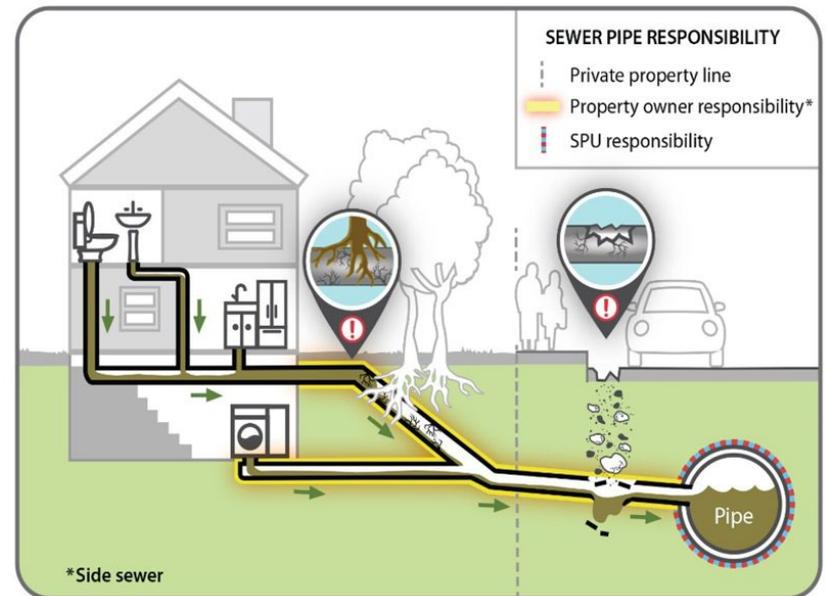
- Own property within the City of Seattle limits.
- Be Income-Qualified (earn less than **80%** of the Annual Median Income).



Home Repair Program Client

Side Sewer Assistance Program

- Provides income-qualified homeowners with **0% interest loans** to repair their side sewer.
- If you own your home in Seattle, you own the side sewer.
- The side sewer is the sewer pipe that carries wastewater from sinks, toilets, and drains to the public sewer in the street.



Side Sewer Assistance Program Eligibility

To qualify for the Side Sewer Assistance program, you must:

- Own a single-family home within the City of Seattle limits.
- Be Income-qualified (earn less than 80% of the Annual Median Income).
- Have a broken or collapsed side sewer that requires an emergency repair.

For more information about the program, please visit our website:

www.seattle.gov/housing/homeowners/home-repair/side-sewer-assistance-program



Applying to the Home Repair Loan/Grant and the Side Sewer Assistance Programs

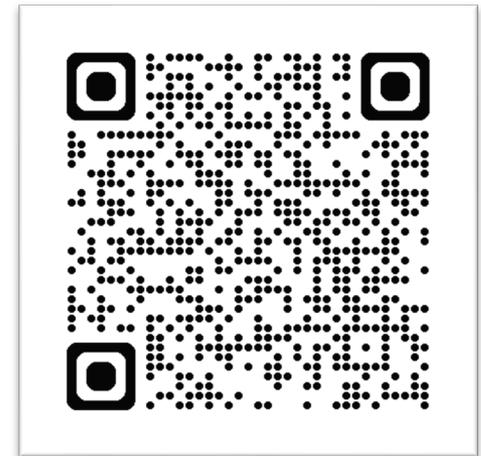
Call or email our team to request a mailed application:

- (206) 684-0244
- HomeRepair@seattle.gov

Download the application from our website and mail it in:

seattle.gov/housing/homeowners/home-repair

After you apply, it may take **up to 4 weeks** to hear back on the status of your application.

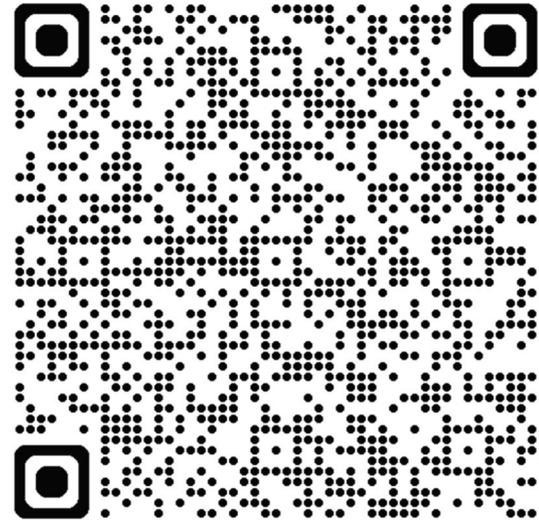


Point your phone camera at the QR code and follow the link!

Thank you!

For questions, please contact:

- (206) 684-0244
- HomeRepair@seattle.gov



Point your phone camera at the QR code and follow the link to see Income Limits!



Toilet Replacement Programs

Melissa Levo

October 2024

Seattle Public Utilities



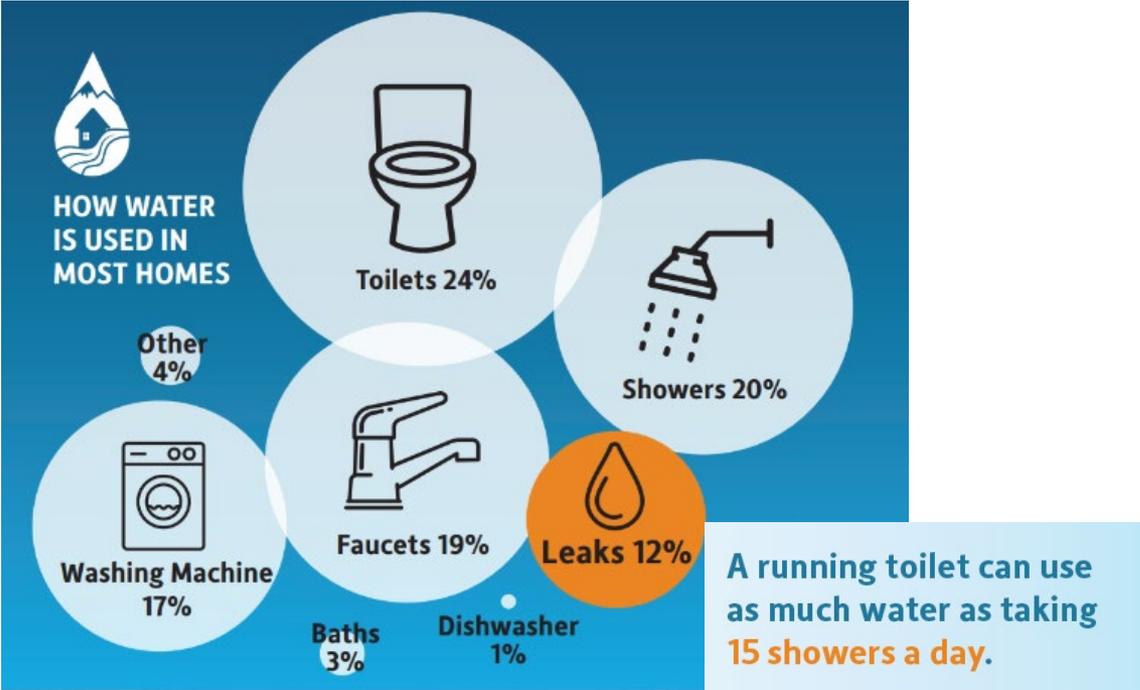
City of Seattle

We help replace old toilets

- “Old” means made before 2004



Why toilets?



Free Toilets - Overview

- Single Family/Condos: 1 free toilet and installation
- Multifamily Housing Providers: 2 free toilets per unit and free common area clothes washers
- New toilets are 1.1 gallon per flush (gpf) or less and meet performance standards (MaP PREMIUM rated)
- **Retrofits only** – no new construction



Free Toilets for Single Family/Condos

- 1 free toilet and installation
- Implemented by Sound Generations' Minor Home Repair program.
- Process:
 - Sound Generations does intake & schedules appt
 - mhr@soundgenerations.org
 - (206) 448-5751
 - The new toilet is provided, and the old one is recycled.



Qualifications (single family/condos)

- SPU is the property's water provider
- Meet income qualifications
 - Resident is on the Utility Discount Program
 - OR -
 - Makes less than 80% of state median income
(Ex: 1 person \$50,604; 4 people \$97,308)
- Existing toilets installed before 2004



Free Toilets for Housing Providers

- Rebate for replacing toilets and common area clothes washers
 - 100% of cost of the fixture
 - \$200 per toilet for installation
 - 100% of clothes washer installation cost
- Process
 - Apply and receive authorization
 - Buy and install toilets
 - Rebate issued after installation



Qualifications (housing providers)

- SPU customer
- Non-profit multifamily property (4 units or more)
- Building is subject to rent or income restrictions
 - Less than 80% of state median income
- Existing toilets installed before 2004 (no new construction)



Market Rate Rebate Programs

- \$100 rebate per toilet
 - New toilet must be 1.1 gpf or less and MaP Premium rated
 - No income requirements
 - Larger service area
 - Programs for all sectors



SAVING WATER PARTNERSHIP

Make a difference. Use water wisely.



How to participate

- Free Toilets for single family and condos
 - Contact Sound Generations:
 - mhr@soundgenerations.org or (206) 448-5751
- Free Toilets for low-income housing providers
 - [Apply online](#)
 - Or email melissa.levo@seattle.gov
- Market rate programs
 - Savingwater.org



Questions?

- Melissa Levo (Program Manager)
 - 206-733-9137
 - melissa.levo@seattle.gov

Closing Reflections & Next Steps

- Questions?
- Please let us know about your experience today, scan QR code on agenda
- Exchange contact information with 3 new people
- Please take the welcome packets with you and share broadly
- Expect a follow-up email with electronic versions of the materials share today
- Visit resource tables
- Enjoy the Museum of Flight
- Be safe, take care of yourselves, and each other
- Remember we're all in this together in "Lifting up the Sky"

