

Snohomish County

Human Services Department



PROGRAMS

Basic Needs

Children, Youth, and Family

Drug Abuse Prevention and Treatment

Mental Health

Older Adults and Disability

The Mission, Vision, and Values of the Snohomish County Human Services Department



MISSION

To help all persons meet their basic needs and develop their potential by providing timely, effective human services and building community.

VISION

We will be a mission-driven organization guided by a core set of values, and will act as a catalyst to enhance our communities' own intrinsic abilities to support and care for their residents.

We will:

- ◆ *use an organizational structure that is flexible, integrated and collaborative;*
- ◆ *support and empower each other to be effective, creative, and caring professionals;*
- ◆ *use the best tools that are available to effectively carry out our jobs;*
- ◆ *work in partnership with local communities and other organizations;*
- ◆ *advocate for equal opportunities for all persons; and,*
- ◆ *reflect and embrace in our own organization the full diversity of the communities we serve.*

VALUES

Accountability

Embracing Diversity

Integrity

Fairness

Risk-Taking

Stewardship

Compassion

Public Service

Respect

Creativity

Partnership

Wellness

Humor

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BASIC NEEDS PROGRAMS

The **Community Action Program** helps in developing and implementing strategies to address poverty and its effects by providing:

- ✦ Contracts with faith-based and community-based organizations for such services as: domestic violence legal advocacy; life skills training; housing resource and referral; and family law services. To receive services, the household income must be at, or below, 125% of the federal poverty level. All services are focused on moving individuals and families out of poverty.
- ✦ Assistance with the development of new and expanded services to low-income residents
- ✦ Advocacy on legislative issues affecting low-income residents
- ✦ Assurance that low-income residents have a voice in poverty strategies undertaken
- ✦ Public education on poverty in Snohomish County
- ✦ Opportunities for people who share common concerns to come together and plan, at the local level, for ways to meet the needs of low-income residents

For more information, please call (425) 388-7244.

The **Community Information Line** is an information and referral service to:

- ✦ Countywide services, and for anyone in search of information about specific human services' programs in the County.

In addition to accessing information through a telephone call, a small pocket directory of the most frequently requested services is available for a small fee. A CD-ROM with the resource data is also available for a fee.

The department provides financial support for this service. For more information, please call (425) 258-4227 or 1 (800) 223-8145. TTY (800) 856-8517.

Dental Access assists clients:

- ✦ In enrolling in a volunteer Medicare assignment program linking clients to participating dentists. For information call (425) 388-7239.

The **Energy Assistance Program** provides one-time per heating season assistance in paying the heat bill for eligible households. Highlights of the program are:

- ✦ Providing help with all heat fuel types (oil, natural gas, wood, propane, electric)
- ✦ Awarding grants ranging from \$25-\$750 depending on incomes, household size, type of housing, and heat bill
- ✦ Providing help with heating system repairs
- ✦ You do not need to have a past due balance or be shut-off to receive help
- ✦ Heating assistance is generally provided between November 15th and April 1st
- ✦ Households with **PSE** natural gas can be served year around

NOTE: To be eligible, you must meet program/income guidelines, and provide required documentation. For more program information, call the Energy Assistance Program at (425) 259-5185.

The **Homeless Coordination Program** is responsible for:

- ✦ Developing contracts with shelters and other agencies for emergency shelter, transitional housing units, and services that prevent families from becoming homeless.
- ✦ Developing, with other community agencies, plans that address homeless issues.

For more information, please call (425) 388-7264.

Legal Services provides:

- ✦ Legal assistance and representation on government benefit issues, etc. For more information, please call Northwest Justice Project at 1 (888) 201-1014. Seniors call (425) 258-2681.

The **Project Self-Sufficiency Program** assists low-income parents in obtaining skills needed to support their families. Services include:

- ✦ Case management
- ✦ Subsidized housing
- ✦ Personal and vocational counseling
- ✦ Information and referral; job preparation and referral; and emergency assistance vouchers.

To be eligible, individuals must be residents of Snohomish County and be a parent, at least 18-years-of-age, with care and custody of their children. For a recorded message regarding this program, please call (425) 388-7416.

The **Veterans' Assistance Fund** provides emergency financial assistance for low-income, honorably discharged veterans, their widows, and/or eligible dependents.

Assistance is available for:

- ✦ Rent
- ✦ Food
- ✦ Utilities
- ✦ Assistance with burial/cremation expenses of veterans
- ✦ Other basic needs.

In addition, staff provides veterans' entitlement/benefit information, outreach services to incarcerated and housebound veterans; and resource referral for services in the community. Office hours Monday through Friday, 8:00-Noon and 1:00 to 5:00. For more information, please call (425) 388-7255.

Volunteer Transportation is:

- ✦ Volunteers providing transportation to eligible disabled persons.

For more information, please call Catholic Community Services at (425) 257-2111 or 1 (888) 240-8572.

The **Weatherization Program** provides home energy conservation assistance to eligible households. Highlights of the program are:

- ✦ Providing insulation, air sealing, and other standard weatherization measures
- ✦ Providing energy conservation education
- ✦ Providing safety checks on home heating systems
- ✦ Inspecting home ventilation systems

This program serves homeowners and renters and is open year-round. For more information, call (425) 388-7205.

CHILDREN, YOUTH, AND FAMILY PROGRAMS

Developmental Disabilities provides support in the following areas:

- ✦ Contracting for high school transition, adult employment; and early intervention for children and community connections
- ✦ Planning for and developing new programs and resources
- ✦ Advocating for access to services and the community at-large on behalf of individuals and families
- ✦ Information and education services through website and outreach
- ✦ General problem-solving for individuals and/or families
- ✦ Participating in policy development working toward a continuum of services for individuals and families

For more information call (425) 388-7208 or (425) 388-7320.

The **Early Childhood Education and Assistance Program (ECEAP)**

prepares income-eligible children for success in school by addressing educational, health, and social needs of the children and their families. The following services are provided at 25 locations throughout Snohomish County:

- ✦ A preschool program for children offering educational experiences responding to children's individual needs, interests and family cultures
- ✦ Opportunities for adult family members to be involved in the program through volunteering, adult education, advocacy efforts and family activities
- ✦ A range of medical, dental, mental health, and nutrition services (including health screenings and meals for preschool children)
- ✦ Access to social service resources in the community

For more information call (425) 388-7254.

The **Family Caregiver Program** focuses its services on family and other unpaid caregivers such as friends, relatives, and members of the community.

The program serves those who care for elderly (age 60+) loved-ones; who, because of health and/or cognitive problems, have difficulty living independently. The program also serves family caregivers, age 60 and older, who care for a grandchild, age 18 or younger. Services include:

- ✚ Specialized information, assistance to access services, training/educational opportunities, respite care, support groups, one-on-one counseling/family consultation, and caregiver libraries. The “Caregiver Kit” has been a popular item with over 2,800 being distributed in the first 18-months of the program.

Both services and “Kits” are available throughout the county at *Caregiver Resource Centers* located at the Stillaguamish Senior Center, East County Senior Center, Northshore/Mill Creek Senior Program, Lynnwood Senior Center, South County Family Support Center, and the South County Senior Center.

A special outreach component of the Family Caregiver Program reaches the Filipino, Chinese, Korean, Vietnamese, and Hispanic communities.

For more information, call the Family Caregiver Resource Line at (525) 290-1250, TDD (425) 347-7997, or 1 (800) 422-2024, and/or visit www.snocare.org.

The program manager for the **Family Support Centers** provides:

- ✚ Program guidance, contract management, and technical assistance for centers located throughout Snohomish County.
- ✚ County funding for centers in Stanwood, Darrington, South Everett [including Latino Resource Center], Lake Stevens, Sultan, and Lynnwood. For more information call (425) 388-7200.

The **Office of Children's Affairs (OCA)** primary role is to provide staff support to the Snohomish County Children's Commission. The OCA team shares the vision that all children and youth will grow and develop their capacities to the fullest. Our mandate is to be catalysts and mobilizers in moving Snohomish County toward this vision, and in this regard, include advocacy on behalf of children and youth. Our roles include:

- ✚ Provision of community leadership, project support, group and project facilitation; technical assistance, contract monitoring, and program development around issues and projects that affect children and youth.
- ✚ Interaction with the community, including the Snohomish County Children's Commission.
- ✚ Being a resource to the community for education, information, and trainings as outlined below.

For more information, call Lori Hartelius at (425) 388-7390.

Office of Children's Affairs/Snohomish County Children's Commission

was created to:

- ✚ Link research with practice
- ✚ Help identify the priorities of the county's residents regarding our children
- ✚ Provide a clearer picture of existing gaps and needs; and to track federal, state, and local programs and activities relating to children.
- ✚ Sponsor forums, reports, campaigns, projects, and legislative advocacy activities
- ✚ Initiate many successful programs in the County

Twenty-five Snohomish County residents representing the geographic, professional, and community diversity of our area serve on the Commission. The Commission meets every month and works to respond to the mandates of the County Council and the needs of our children and youth. For more information, call Fredrick Bletson at (425) 388-7407.

Office of Children's Affairs/Snohomish County Community Team is a group of key administrators and decision-makers of public and private children/youth serving organizations, parents, youth, children/youth advocates, and other community representatives including businesses, non-profit organizations and churches. The primary purpose of the Community Team is to:

- ✚ Assist children, youth, and families by facilitating operational changes in the current service delivery systems to more effectively meet their needs.
- ✚ To minimize on-going and additional system involvement for those children and youth who are, or might be, considered "at-risk" of requiring greater system and professional involvement.

The Team meets on a monthly basis to hear cases presented by a child and family team whose members have been providing direct service to the family. The child and family team may consist of a DSHS social worker, school counselor, mental health worker, DCFS case manager, classroom teacher, public health or school nurse, Division of Developmental Disabilities case worker, a parole officer, or other supporters who have been involved with the family. In most cases, with the help of the child and family team, the family has tried every support or service known to them in Snohomish County; and due to barriers inherent in the service delivery system or financial constraints, the child and family team feels it has reached a dead end. For more information, call Lori Hartelius at (425) 388-7390.

Office of Children's Affairs/InterChange: What's Working! Holds:

- ✚ An annual event bringing educators and youth workers together to explore models, best practices, and collaborative strategies, to better serve youth.

For more information, call Michele Rastovich at (425) 388-7228.

Office of Children's Affairs/Youth Rap (Resources and Programs) meets on the fourth Tuesday of each month. The purpose is:

- ✚ To provide a forum for youth service providers to exchange information, enhance professional development, and strengthen local youth services.

- ✦ To provide the opportunities for service providers to participate in on-going conversations about best practices, common visions, and the most effective ways to use limited resources on behalf of our community's young people.

For more information, call Michele Rastovich at (425) 388-7228.

Office of Children's Affairs/The Delinquency and Youth Violence Prevention Program works with local communities, schools, law enforcement, youth serving organizations, and others to:

- ✦ Develop collaborative, community-based approaches to reduce youth violence and juvenile delinquency in Snohomish County.

Presently, the primary projects are the At-Risk/Runaway Youth Work Group and the Snohomish County Bullying Task Force. The mission of each of these projects is to build sustainable coordinated partnerships of families, neighborhoods, services, schools, and law enforcement to prevent and reduce juvenile delinquency. For more information, call Fredrick Bletson at (425) 388-7407.

Office of Children's Affairs/The Juvenile Justice Program Development Unit (PDU) continues to work on:

- ✦ Community strategies responding to the problem of juvenile delinquency
- ✦ Ensuring youth in the local juvenile justice system are treated fairly and monitors the County Juvenile Detention facility for compliance with Federal law.

The PDU reports to the community at large on the impacts of juvenile justice legislation, such as the Becca Bill, and seeks local collaborations creating improved outcomes for youth. Specifically, the PDU promotes prevention of delinquency. For more information, call Fredrick Bletson at (425) 388-7407.

Office of Children's Affairs/WayOUT is a two-day educational seminar for low-risk youth offenders and their parents. The goal of this early intervention program is to:

- ✦ Reduce recidivism while promoting cooperation between the Juvenile Justice Courts and community organizations working for the benefit of youth.
- ✦ Teach important life skills such as goal setting, decision-making, communication, and asset building and explore interactive activities, discussions, and lectures.

Representatives from Compass Health, Volunteers of America, WSU Cooperative Extension, ReDo Theatre, and Snohomish County Juvenile Courts present various segments of the program. WayOUT has evolved into a collaborative program with Snohomish County Human Services, Juvenile Court Services, and Cocoon House. For more information, call Nancy Fairbanks at (425) 388-7915.

DRUG ABUSE PREVENTION AND TREATMENT PROGRAMS

Alcohol and Other Drugs Prevention – The Ultimate Solution:

The Alcohol and Other Drugs Prevention Program provides:

- ✦ Funding to community-based agencies, local organizations, and schools to implement effective prevention programming.
- ✦ Information regarding prevention services available in our communities, neighborhoods, and schools.
- ✦ Tools to help communities assess their needs and develop appropriate prevention programming.
- ✦ On-going coordination, support, and training related to efficiency and effectiveness of services implementation, interagency collaboration, coalition building, and networking.
- ✦ Media campaigns with information related to prevention of substance abuse.
- ✦ Support and information to officials and policy-makers about policy change resulting in reducing substance abuse problems.

Prevention coordinators can be reached at (425) 388-7232 or 1 (800)-562-4367, Ext. 7231.

The **Alcohol and Other Drugs Treatment Program** funds and manages a continuum of care for indigent and low-income alcoholics and addicts that include:

- ✦ Sub-acute detoxification
- ✦ Outpatient assessment and treatment services, with specialized treatment for youth and parenting women; liaison services within DSHS; and the adult drug court.

For general information, please call (425) 388-7423 or (425) 388-7299. For specific information about services within DSHS, please call (425) 418-0951, (425) 501-3690 or (425) 238-4771.

The **DUI Task Force and Victim Panel Program** provides the following:

- ✦ DUI Victim panels for schools, driver's education classes, community organizations, and court-ordered offenders.
- ✦ Information booths for safety fairs, community fairs, and other events.
- ✦ An Annual DUI Task Force Awards Ceremony recognizing individuals who have contributed to traffic safety in Snohomish County.
- ✦ DUI Victims Memorial Wall Program for families wanting to place a tile in memory of a loved one killed in a drunk/impaired driving crash.

For more information call (425) 388-7229.

MENTAL HEALTH PROGRAMS

The **Geriatric Depression Screening Program** helps seniors:

- ✦ Maintain optimal health and a positive outlook through confidential in-home depression screening, consultation, advocacy, and referral.
- ✦ Educational presentations are available to senior groups throughout the county.

All services are free of charge. Please call (425) 290-1260 or 1 (800) 422-2024 for more information.

Mental Health: Community Services include the following:

- ✦ Funding for community services
- ✦ Monitoring of services
- ✦ Staffing Snohomish County Mental Health Advisory Board
- ✦ Planning and developing new programs
- ✦ Coordinating the Community Team for Adults ("A" Team)
- ✦ Discharge planning for patients of Western State Hospital
- ✦ Discharge planning for children's long-term care inpatient program facilities
- ✦ Quality assurance plus, concurrent and urgent review of client treatment records
- ✦ Advocacy and problem-solving for clients
- ✦ Coordinating services for difficult to place individuals and individuals involved with multiple systems

For more information call (425) 388-7211.

Snohomish County Designated **Mental Health** Professionals provide **Involuntary Treatment Services**. Mental Health professionals are available to:

- ✦ Investigate and evaluate mentally disabled individuals who may require emergency psychiatric hospitalization
- ✦ Impose emergency 72-hour detentions: 15-day probable cause hearings less restrictive alternative (court-ordered)
- ✦ Accomplish admissions to evaluation and treatment facilities
- ✦ Troubleshoot emergency mental health situations
- ✦ Seek less restrictive alternatives to hospitalizations

For more information call (425) 388-7215.

Peer Support Services provide:

- ✚ One-on-one peer support counseling for seniors in the home.

For more information, please call Senior-to-Senior Peer Support at (425) 349-8256.

OLDER ADULTS AND DISABILITY PROGRAMS

The **Adult Day Health Program** is a weekday rehabilitation program for physically and/or mentally limited seniors. For more information, please call Senior Information and Assistance at (425) 513-1900 or 1 (800) 422-2024.

Case Management assists:

- ✚ Disabled adults age 60 and above in obtaining and using necessary support services.

Case Managers may be reached at (425) 388-7296. To determine eligibility for case management, call Senior Information & Assistance at (425) 513-1900 or 1 (800) 422-2024.

COPES and Medical Personal Care Programs provide household and personal care services enabling disabled clients to remain at home. To apply for personal care services (funded by the Department of Social and Health Services), call Home and Community Services at:

- Everett: (425) 339-4010
- Sky Valley: (360) 794-1700
- Alderwood (425) 670-6450
- Smokey Point: (360) 651-6801

Clients eligible for one of these in-home programs are case managed by Snohomish County Long Term Care & Aging case managers.

Developmental Disabilities provides support in the following areas:

- ✚ Contracting for high school transition, adult employment and early intervention for children and Community Connections
- ✚ Planning for and developing new programs and resources
- ✚ Advocating for access to services and the community at-large on behalf of individuals and families
- ✚ Information and education services, through website and outreach
- ✚ General problem-solving for individuals and/or families
- ✚ Participating in policy development working toward a continuum of services for individuals and families

For more information call (425) 388-7208 or (425) 388-7320.

The **Family Caregiver Program** focuses its services on family and other unpaid caregivers such as friends, relatives and members of the community.

The program serves those who care for elderly (age 60+) loved-ones; who, because of health and/or cognitive problems, have difficulty living independently. The program also serves family caregivers, age 60 and older, who care for a grandchild, age 18 or younger.

Services include:

- ✚ Specialized information, assistance to access services, training/educational opportunities, respite care, support groups, one-on-one counseling/family consultation, and caregiver libraries. The “Caregiver Kit” has been a popular item with over 2,800 being distributed in the first 18-months of the program.

Both services and “Kits” are available throughout the county at *Caregiver Resource Centers* located at the Stillaguamish Senior Center, East County Senior Center, Northshore/Mill Creek Senior Program, Lynnwood Senior Center, South County Family Support Center, and the South County Senior Center.

A special outreach component of the Family Caregiver Program reaches the Filipino, Chinese, Korean, Vietnamese, and Hispanic communities.

For more information, call the Family Caregiver Resource Line at (425) 290-1240, TDD (425) 357-7997, or 1 (800)-422-2024, and/or visit www.snocare.org.

The program manager for the **Family Support Centers** provides:

- ✚ Program guidance, contract management, and technical assistance for centers located throughout Snohomish County.
- ✚ County funding for centers in Stanwood, Darrington, South Everett [including Latino Resource Center], Lake Stevens, Sultan, and Lynnwood. For more information call (425) 388-7200.

The **Geriatric Depression Screening Program** helps seniors:

- ✚ Maintain optimal health and a positive outlook through confidential in-home depression screening, consultation, advocacy, and referral.
- ✚ Educational presentations are available to senior groups throughout the county.

All services are free of charge. Please call (425) 290-1260 or 1 (800) 422-2024 for more information.

Health Maintenance provides assistance with activities of daily living such as:

- ✚ Bathing, blood pressure monitoring, etc.

For more information, please call Visiting Nurse Association at (425) 252-2500 or 1 (800) 293-1022.

The **Long Term Care and Aging** Division of the department assists disabled adult residents age 60+ and younger adults by:

- ✦ Developing, managing, and monitoring contracts providing community services to senior citizens and disabled adults
- ✦ Organizing educational programs, conferences, and forums for the public on a variety of aging and long-term care topics
- ✦ Providing leadership in legislative, educational, and advocacy efforts to enhance long-term care services
- ✦ Soliciting public input; researching and developing a long-term plan for providing services
- ✦ Developing the “Family Caregiver Programs Serving Snohomish County” – a collaborative effort among agencies, organizations and members of the community. Two key components are: the Family Caregiver Resource Line (425) 290-1240 and the Website: www.snocare.org.

The **Long Term Care Ombudsman** listens to complaints and questions regarding the quality of life and care long-term care residents receive. Working with residents, families, staff, local and state agencies and other organizations, Ombudsmen investigate and resolve resident complaints and answer questions. The purpose of the program is to:

- ✦ Protect and promote resident’s rights in long-term care facilities (e.g. nursing homes, boarding homes, adult family homes), thus improving their quality of life and care, and assisting in empowering residents to become self-advocates.
- ✦ Ombudsmen provide public information, education, consultations, and presentation.

The program is volunteer-based and recruits, trains, and supports over 26 certified volunteers who provide long-term care residents access to Ombudsmen’s services on a weekly basis.

For more information, call (425) 388-7393.

Nutritional Programs provide:

- ✦ Home delivered meals (Meals on Wheels) and groceries
- ✦ Congregating meal sites throughout the county.

For more information, please call Senior Information and Assistance at (425) 513-1900 or 1 (800) 422-2024.

Senior Peer Counseling Services provides:

- ✦ One-on-one peer support counseling for seniors in the home.
- ✦ Group support

For more information, please call Senior-to-Senior Peer Support at (425) 290-1252 or (800) 422-2024

Respite Care Services provide:

- ✚ In-home, adult day care, or overnight relief for families, or other caregivers of disabled adults.

For general information and intake, call Senior Information & Assistance at (425) 513-1900 or 1 (800) 422-2024.

Senior Center Operations offer:

- ✚ A variety of social, health, recreational, and educational programs.

For more information, please call Senior Information and Assistance at (425) 513-1900 or 1 (800) 422-2024.

Senior Community Service Employment is:

- ✚ A senior employment and training agency.

For more information, please call (425) 673-3305.

Senior Information and Assistance is:

- ✚ An information and referral agency to countywide services for seniors and their families.

For more information, please call Senior Information and Assistance at (425) 513-1900 or 1 (800) 422-2024.

Volunteer Transportation is:

- ✚ Volunteers providing transportation to eligible disabled persons.

For more information, please call Catholic Community Services at (425) 303-3312 or 1 (888) 240-8572.

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