



April 2024

Human Services Work Report



#WeAreMonroeWA

COMMUNITY HUMAN SERVICES ADVISORY BOARD

In Monroe, everyone feels at home and everyone feels they belong.

The Community Human Services Advisory Board (CHSAB) is still lacking a quorum. Mayor Thomas and City staff have conducted several interviews to fill the vacant positions on the board.

To apply for a board position, scan the QR code below or visit <https://monroewa.gov/949/Community-Human-Services-Advisory-Board>



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WASHINGTON

City of Monroe Community Human Services Advisory Board (CHSAB)



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Community Human Services Advisory Board (CHSAB)

The CHSAB encourages your involvement. If you have a suggestion or concern, contact staff or attend a board meeting. There is an opportunity at the beginning of each meeting to speak to the Board.

Meeting Dates/Time

1st and 3rd Thursday of each month | 6 p.m.
Check website for meeting location.

Rachel Adams, Human Services Coordinator
(360) 913-4817 | RAdams@monroewa.gov
Liaison to the Board

Jodi Wycoff, City Clerk
jwycoff@monroewa.gov
Recruitment Coordinator

To learn more and how to apply to serve on the Board, go to [MonroeWA.gov](https://monroewa.gov) (Search: CHSAB) or scan the QR Code.



“
In Monroe, everyone feels at home, and everyone feels they belong.”

- Imagine Monroe Vision Statement



What does CHSAB do?

Monroe's Community Human Services Advisory Board (CHSAB) advises the Mayor and City Council on programs and policies to respond persons experiencing homelessness, at risk of becoming homeless, living in poverty, adversely affected by crisis, and those in marginalized communities. The board is made up of seven voting members who have been appointed to their positions by the Mayor and Council to serve four years.

The CHSAB was established in 2020 following the collaborative work of community members serving as the Homelessness Policy Advisory Committee (HPAC) to address homelessness issues impacting Monroe. One of HPAC's recommendations was for the creation of a long-standing advisory board to continue addressing homelessness and other issues such as emergency shelters, mental health/crisis response, public education, and community partnerships.

The 7-member board is comprised of community members who live, work, and serve the Monroe community. The Mayor, City Administrator, Chief of Police, and Human Services Coordinator serve as ex-officio members.

The CHSAB focuses on, among many areas,

- Advocating in partnership elected City officials for change at the local, county and state level that will improve lives.
- Coordinating information among local citizens and stakeholders to seek thoughtful, effective, and lasting solutions.
- Providing non-binding advice and recommendations to the Mayor and City Council in the development, monitoring, implementation, and review of the City's programs, policies, and budget.





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HOUSING, PARTNERS, AND PREVENTION

POVERTY 101 COMING TO MONROE

City Human Services staff are excited to announce that the Everett Gospel Mission has partnered with the City of Monroe to offer a secular version of their Poverty 101 class that will be open to community members. In this class, participants will:

- Understand the history, barriers, and challenges involved in poverty
- Evaluate personal perceptions of people experiencing poverty
- Consider ways to connect with others to be a part of meaningful and effective change

The class is scheduled for September 7th, 2024, from 9am to 1:30 pm at the Monroe Community Senior Center. This is a free event and will have lunch provided. Registration will be required to attend.

A formal flyer and registration link are to come, but if you are interested in attending, please save the date!

If you have any questions about this event, please contact Katelyn Harrigan at KHarrigan@monroewa.gov

PARTNERS IN EMERGENCY PREPAREDNESS

On April 2-4, Rachel Adams attended the Partners in Emergency Preparedness (PIEP) Conference with Emergency Management Director Police Chief Jolley, members of the Police Department, and the Snohomish County Department of Emergency Management. The annual conference facilitates the sharing of resources and information across emergency response disciplines through a variety of break-out sessions focusing on community leadership, alerts and warnings, and disaster response lessons learned.

ACCESS & FUNCTIONAL NEEDS SUMMIT

Rachel Adams also attended the Access and Functional needs summit on April 24th and 25th. This summit emphasized the importance of empowering individuals of all backgrounds and abilities to meet their own needs in disaster response. A practical takeaway that helps to provide first responders and emergency managers with additional information about an individual's needs is to encourage community members to sign up for [Smart911](#).



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POLICY, BUDGET, SUPPORT SERVICES, & PUBLIC SAFETY

MONROE CITY COUNCIL PRESENTATION

On April 2, 2024, Human Services Coordinator, Rachel Adams, and Human Services Intern, Katelyn Harrigan, presented the Human Services 2023 annual report to the City Council. Additionally, a panel of local service providers, programs, and City employees presented about Monroe's continuum of care. According to the US Department of Housing and Urban Development (HUD), a Continuum of Care is "a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness." A very warm thank you to the local service providers for sharing their stories of how they contribute to Monroe's continuum of care and provide hope and help to our community members.

To watch the presentation, use the QR code here:



MAYOR THOMAS' STATE OF THE CITY ADDRESS

On April 9th, the Monroe Chamber of Commerce hosted the State of the City Address by Mayor Geoffrey Thomas. City Human Services Staff attended and were grateful to the Mayor for sharing important highlights from the Human Services 2023 annual report as a part of his address. The City of Monroe Human Services staff are proud to be a part of making Monroe a place where everyone feels at home, and everyone feels they belong.

ST. VINCENT DE PAUL CONTRACTED POSITIONS

The new Peer Support Outreach and Case Management Specialist positions began this year and have initial reporting data. Included on the following page is an overview of the accomplishments of the last months, and highlights the impact that these new positions are making in our community.

PEER SUPPORT OUTREACH & CASE MANAGEMENT SPECIALISTS

ST. VINCENT DE PAUL CONTRACT

FEBRUARY 2024 - APRIL 2024

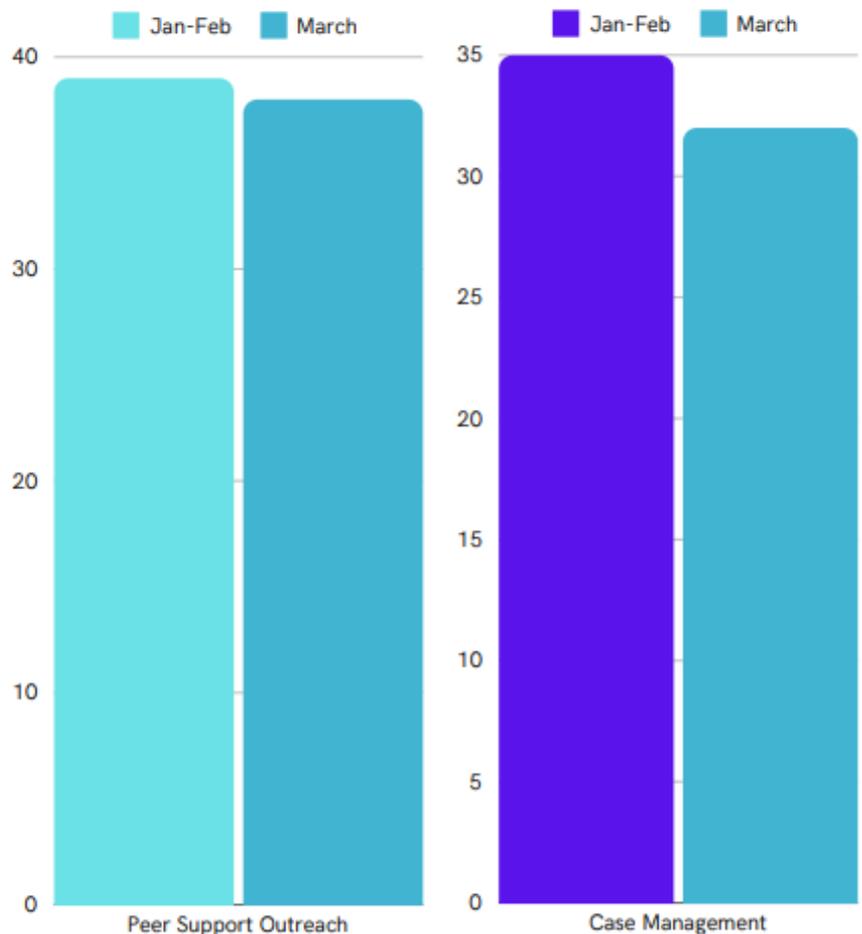
REFERRALS:

- EVERGREEN RECOVERY CENTER
 - IDEAL OPTIONS
 - CONQUER CLINICS
 - 211
 - TAKE THE NEXT STEP
 - MENTAL HEALTH CO-RESPONDER
 - MCKINNEY-VENTO LIAISON
 - ACRES OF DIAMONDS
 - GRIEF COUNSELING
- ... AND MORE!

OVERVIEW

The City of Monroe has contracted with St. Vincent de Paul to provide Peer Outreach and Case Management Support. Roger Evans, the Peer Outreach Specialist seeks out and connects with community members who are in need and helps them get connected to supportive resources. Dawnelle Carroll, the Case Management Specialist, walks alongside clients to navigate the available services and get them connected. Their many years of combined experience help individuals experiencing homelessness, substance use disorder, and mental illness.

CLIENTS SERVED





2020 HPAC Recommendations Progress Report



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A. Housing		Status
Emergency Shelter and Transitional Housing (Crisis Housing, Rapid Rehousing and Permanent Supportive Housing) – <i>City Strategic Plan</i>	The Cold Weather Shelter now has a VOA/County budget for staffing and expanded the opening criteria from below 32F to below 34F. Rental Assistance Program with HB1406 money approved by the CHSAB and City Council. Contracting with Take the Next Step.	Green
Support SVDP Safe Parking Project	SVDP Safe Parking program for McKinney Vento families.	
Support HHC Pallet Shelter Project		
Explore Emergency Shelter Options		
Explore Home Share/Group Home Model	MFTE Credit. Review process with CHSAB and Planning Commission. In progress.	
Explore Hoteling Model	2023/2024 Human Services Awards – Housing and Wrap Around Services: -\$250,000 St. Vincent de Paul -\$30,000 Monroe Gospel Women's Mission -\$20,000 Cocoon House	
Create More Transitional Housing in Monroe – <i>City Housing Action Plan</i>	East County Emergency Hotel Voucher Program: -\$592,192 partnered with Volunteers of America	
Encourage Planning for More Affordable Housing in Monroe – <i>City Comprehensive Plan</i>	Funding for Heather's Hope Communities group home model for McKinney Vento families. Applying for permits. Not implemented yet.	
Provide Rental Assistance Program through RFP – <i>HB1406</i>		
Work with TAC & CHSAB to identify partners and available funding		
B. Partners		Yellow
Diplomacy & Relationship Building (TAC & CHSAB)	Service Provider Check ins.	
Capacity Building (Partnerships)	Attached funding from City ARP grants to partnerships and MOUS.	
Build Sky Valley Consortium (Housing & Services)	Bus passes between TTNS and VOA.	
Establish Transportation services between Sky Valley and Everett	Lost Monroe Duvall Shuttle. Senior Center bus does not have capacity to expand to include transportation navigation.	
Evaluate transportation needs with partners	<i>Continue to work with Community Transit for local services? Contact Snoqualmie Valley Transit to restore service? SnowTrac proposal for services.</i>	
Evaluate existing transportation contracts with non-profits		
Coordinate partners applying for Transit Go (grant) program		
Provide information about services to remain housed, financial training, and incentives for businesses to hire employees with entry level skills, information about mental and behavioral health services.	City Human Services present at community events: Farmers Market, PRIDE, Juneteenth, Belonging, and School Resource Fair. Trifold brochures and website information connecting to local service providers. Utility billing insert.	
Work with Monroe Public School's Foundation to develop and promote annual "resource fair" set up like a vendor show.	VOA has maintained the East County Coordinated Entry contract. Coordinated Entry locations in Monroe and Sultan. The Human Services Implementation Budget has an RFP process attached to criteria the CHSAB defines from the 2021 Community Needs Assessment.	
Facilitate East County Coordinated Entry in partnership with VOA		
Establish and implement the 2022/2023 HS Budget Grant funding process with CHSAB: Determine Strategic Goals/Determine Criteria Release Application Review Applicants/Recommend Awards		
C. Prevention		Green
Develop education and outreach communication plan about services	Communication planning, education, and outreach with Mojo, City's Communications Consultant. <i>New Business Resource FAQ Booklet, Human Services Resource Contact Information, CHSAB Information, Website Content</i>	
Poverty 101 Trainings	Funding to host. Exploring a recommendation with CHSAB.	
Crisis Response Trainings	Partners have not hosted. <i>Planning for late Spring/Early Summer</i>	
Work with McKinney-Vento Family Liaisons and Monroe Public Schools Foundation in the Monroe School District to connect families with resources.	Great working relationship established.	
D. Public Safety		Green
Explore Mobile Mental Health Response Program	Partnerships with City of Monroe, City of Sultan, Snohomish County Fire and Rescue, Snohomish County Sheriff, Monroe Police Department and VOAWW. Funded. <i>coverage using State Appropriations funding.</i>	
Explore Fee Revenue – <i>City Court Assessment</i>		Red
E. Support Services		Yellow
Explore Shared Database System	ROI roadblock. Partners have not been ready. <i>Exploring Collaborative Case Management Software Needs Assessment with SoftResources.</i>	
Establish Family Resource Center	TTNS is now certified as a Family Resource Center and has full County funding for that designation.	
Coordinate more Mental Health Clinicians for Adults	Lobby for Alternative Response Team Continuum of Care.	
Coordinate more SUD Clinicians		
Establish Metrics and Tracking	Must come from partners or the CHSAB. Budget and RFP for 2025 Community Needs Assessment.	
F. Policy & Budget		Green
Define 2024 Work Plan, Priorities, and implementation Model	January 2024	
Identify performance measures to encourage future funding and show success.	Write reporting requirements into contract scope of work attached to monthly reimbursements and quarterly reporting. 2022 Priority: Mobile Crisis Response.	
Lobby for changes to State and Federal law	Grants Awarded: Snohomish County Partnership Proposal matching funding award; Association of Washington Cities Alternative Response Team Grant (1 st and 2 nd round); Federal Appropriations Committee grant for four years of additional funding; State Appropriations.	
Continue CHSAB as a standing committee	1/10 of 1% was adopted by the County. <i>Advocate for regional distribution of funding.</i>	
Explore 1/10 of 1% tax		
Identify budget enhancement needs and funding opportunities in 2024 for 2025/2026 biennial budget.		
Evaluate Program		



GRANTS TRACKING LOG



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Awardee	Source	Award Date	Program/Description	Award	Reimbursed	% Complete	Expiration
Boys and Girls Club	ARP	01/2022	Scholarships	\$14,975.00	\$14,975.00	100%	10/2024
Beck's Place	HSA22	12/2022	Foster boarding program	\$33,500.00	\$0	0%	12/31/2024
Cocoon House	HSA 23-24	03/2024	Housing with Wraparound Services	\$20,000.00	\$0	0%	12/31/2024
EvergreenHealth Recovery Center	ARP	01/2022	Detox and inpatient treatment for uninsured Monroe residents	\$66,000.00	\$62,426.00	95%	10/2024
EvergreenHealth Recovery Center	SCPP	12/2022	Detox and inpatient treatment for uninsured Monroe residents	\$66,000.00	\$62,069.00	94%	6/2024
EvergreenHealth Recovery Center	AWC/ARTG	12/2022	Detox and inpatient treatment for uninsured Monroe/Sultan residents	\$66,000.00	\$14,627.00	22%	6/2023
EvergreenHealth Monroe Foundation	ARP	09/2022	Social Worker providing mental health evaluations	\$15,900.00	\$15,900.00	100%	10/2024
EvergreenHealth Monroe Foundation	SCPP	02/2023	Social Worker providing mental health evaluations	\$14,034.32	\$14,034.32	100%	12/31/2023
Heather's Hope Communities	ARP	01/2022	Group home for McKinney Vento families	\$75,500.00	\$72,230.89	96%	10/2024
Housing Hope	ARP	09/2022	Support services for 62 families in services program	\$77,433.50	\$75,269.26	97%	10/2024
Kiwanis Club	ARP	09/2022	Book bags for 2 nd /3 rd grade kids below reading level	\$8,366.50	\$8,218.78	98%	10/2024
Melanie F. Ryan Coaching and Consulting	ARP	09/2022	Change agent classes	\$80,00.00	\$63,590.92	79%	10/2024
Miracles and Memories Academy	ARP	01/2022	Expanding childcare services for children with cognitive disabilities	\$69,025.00	\$69,025.00	100%	10/2024
Miracles and Memories Academy	HSA22	12/2022	Funding the gap between state and local disability service provision	\$28,350.00	\$28,350.00	100%	12/31/2023
Monroe Community Senior Center	ARP	01/2022	Staff hazard pay	\$7,000.00	\$7,000.00	100%	10/2024
Monroe Community Senior Center	ARP	01/2022	Free mental health one-on-one counseling for seniors	\$8,400.00	\$8,400.00	100%	10/2024
Monroe Community Senior Center	SCPP	02/2023	Free mental health one-on-one counseling for seniors	\$7,907.18	\$7,907.18	100%	12/31/2023
Monroe Gospel Women's Mission	ARP	09/2022	Emergency food and housing	\$91,600.00	\$79,043.21	86%	10/2024
Monroe Gospel Women's Mission	HSA 23-24	03/2024	Housing with wraparound services	\$30,000.00	\$0	0%	12/31/2024
Monroe School District	ARP	01/2022	Behavioral health software	\$14,000.00	\$14,000.00	100%	10/2024
Monroe School District	SCPP	12/2022	Behavioral health software	\$14,000.00	\$14,000.00	100%	12/31/2023
Monroe Public Schools Foundation	ARP	01/2022	STEM kits	\$5,000.00	\$4,928.03	100%	10/2024
Monroe Public Schools Foundation	ARP	09/2022	Current issues kids library resources	\$7,059.08	\$7,059.08	100%	10/2024
Rotary Club	ARP	09/2022	Community organization grants	\$43,500.00	\$43,500.00	100%	10/2024
Scooter's Place	ARP	01/2022	Adaptive riding therapy program for veterans	\$104,770.00	\$104,770.00	100%	10/2024
Scooter's Place	SCPP	12/2022	Adaptive riding therapy program for veterans	\$99,522.62	\$99,522.62	100%	12/31/2023
Sherwood Community Services	ARP	09/2022	Disability services and vocational outreach and engagement	\$27,750.92	\$22,229.86	80%	10/2024

Awardee	Source	Award Date	Program/Description	Award	Reimbursed	% Complete	Expiration
St. Vincent de Paul	ARP	01/2022	Safe parking program for McKinney Vento families	\$27,500.00	\$6,200.00	23%	10/2024
St. Vincent de Paul	ARP	09/2022	Resource center director	\$61,500.00	\$ 49,872.27	81%	10/2024
St. Vincent de Paul	HSA22	12/2022	Computers, bilingual staff, offsetting rent for service providers at Resource Center	\$28,500.00	\$ 15,854.25	56%	12/31/2023
St. Vincent de Paul	HSA 23-24	03/2024	Housing with wraparound services	\$250,000.00	\$0	0%	12/31/2024
St. Vincent de Paul	AWC/COM contract	02/2024	Peer Support Outreach Specialist and Case Management Specialist	\$94,880.00	\$7,139.00	7.5%	12/31/2024
Take the Next Step	ARP	01/2022	Ventures beginning business training	\$39,200.00	\$34,200.00	87%	10/2024
Take the Next Step	ARP	01/2022	Laundry vouchers	\$2,000.00	\$2,000.00	100%	10/2024
Take the Next Step	ARP	01/2022	Maintaining service levels	\$15,000.00	\$15,000.00	100%	10/2024
Take the Next Step	ARP	09/2022	Program staffing	\$72,000.00	\$30,993.18	43%	10/2024
Take the Next Step	ARP	01/2022	Mental health group classes	\$30,000.00	\$5,500.00	18%	10/2024
Take the Next Step	SCPP	12/2022	Mental health group classes	\$30,000.00	\$29,846.90	99%	12/31/2023
Take the Next Step	ARP	09/2022	Mental health one-on-one sessions	\$83,000.00	\$61,252.60	74%	10/2024
Take the Next Step	SCPP	09/2022	Mental health one-on-one sessions	\$18,535.89	\$18,535.89	100%	12/31/2023
Take the Next Step	ARP	01/2022	Sports scholarships	\$12,000.00	\$12,000.00	100%	10/2024
Take the Next Step	SHB1406	06/2023	Rental Assistance (\$70,000/3y)	\$210,000.00	\$65,102.00	31%	6/1/2026
Take the Next Step	City Council Directed Funding	03/2024	Mental Health one-on-one sessions	\$20,000.00	\$0	0%	12/31/2024
The Hand Up Project/Advocate Recovery Services	ARP	09/2022	Hotel respite program for McKinney Vento families	\$207,997.00	\$186,565.89	90%	10/2024
Volunteers of America	ARP	01/2022	ECEAP	\$75,500.00	\$62,790.44	83%	10/2024
Volunteers of America	SCPP	05/2022	Mobile Mental Health (50% match: 30K/30K-Sultan and Monroe)	\$60,550.00	\$60,550.00	100%	12/31/2023
Volunteers of America	AWC/ARTG	12/2022	Mobile Mental Health	\$60,550.00	\$60,550.00	100%	6/2023
Volunteers of America	SAMHSA	12/2022	4 years ongoing funding Mobile Mental Health	\$481,000.00	\$4,704.87	0.9%	2027
Volunteers of America	East County Motel Voucher Program	11/2023	Providing Motel Vouchers for Emergency Housing	\$592,192.00	\$0	0%	06/2024
Volunteers of America	DOC State Appropriations	07/2023	Expanding mobile mental health	\$180,000.00	\$32,473.87	18%	06/2025
Monroe/Sky Valley YMCA	ARP	01/2022	Childcare staff retention	\$34,775.00	\$34,775.00	100%	10/2024
Monroe/Sky Valley YMCA	ARP	09/2022	My Achievers Program	\$5,000.00	\$0	0%	10/2024
Monroe/Sky Valley YMCA	ARP	09/2022	Summer mini camp	\$13,650.00	\$11,649.00	85%	10/2024
Monroe/Sky Valley YMCA	ARP	09/2022	Teen program leader's club	\$7,500.00	\$0	0%	10/2024
Monroe/Sky Valley YMCA	ARP	09/2022	Ready, Set, Go! camp	\$60,000.00	\$55,195.55	92%	10/2024
Monroe/Sky Valley YMCA	HSA22	12/2022	Leaders Club	\$9,650.00	\$8,812.77	91%	12/31/2023