



Oct & Nov 2024

Human Services Work Report



#WeAreMonroeWA

COMMUNITY HUMAN SERVICES ADVISORY BOARD

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

OCTOBER 2, 2024

The Community Outreach Team and Community Service Officers (CSOs) of the Monroe Police Department presented to the board about their roles in the community related to homelessness, substance abuse, and mental health. Sgt. Carswell, Commander Ryan, and Officer Winfrey discussed policies and procedures regarding human services-related concerns. Judge Jessica Ness gave an overview of the Community Court including background, funding, and how it has positively impacted the community.

Mr. Joe Neigel of the Monroe Community Coalition presented to the board about data-driven programs that support substance use prevention and improved mental health of students in Monroe School District. He shared about data that demonstrates the highest levels of wellness among Monroe students since 2018, and discussed what barriers are still faced in the community.

Finally, the board requested a special meeting for more information about the Beck's Place change of scope request.

OCTOBER 23, 2024

Beck's Place Board President, Melanie Ryan, gave a presentation to the board about the background of Beck's Place, their programs, and how their change of scope request will fulfill the original intent of their Human Services Award grant. After the presentation and questions were answered, the board recommended that council approve Beck's Place's change of scope request.

NOVEMBER 6, 2024

City Administrator, Deborah Knight, presented the 2025-2026 Mayor's Recommended Budget, giving an overview of projected city-wide revenues and expenditures as well as highlighting the human services division and community partnerships.

Human Services Coordinator, Rachel Adams, brought forward the draft of the 2025 CHSAB work plan for the board to review and make suggestions. The draft will continue to be modified and brought before the board for final approval in January 2025.

HOUSING, PARTNERS, AND PREVENTION

VOLUNTEER & DONATION OPPORTUNITIES

Many interested Monroe residents have reached out to the Human Services staff about volunteer opportunities or places to donate items. Due to the demand and need for accessible information, Human Services Consultant Katelyn Harrigan has been drafting and compiling a comprehensive list of volunteer opportunities in Monroe and exploring options for how to make it accessible to the community.

Additionally, with many holiday donation events in the Monroe area, work is being done to share about these events for interested community members to get involved. For more information about volunteer or donation opportunities, please contact kharrigan@monroewa.gov and be on the lookout for updates on the City website.

MONROE HIGH SCHOOL PRESENTATIONS

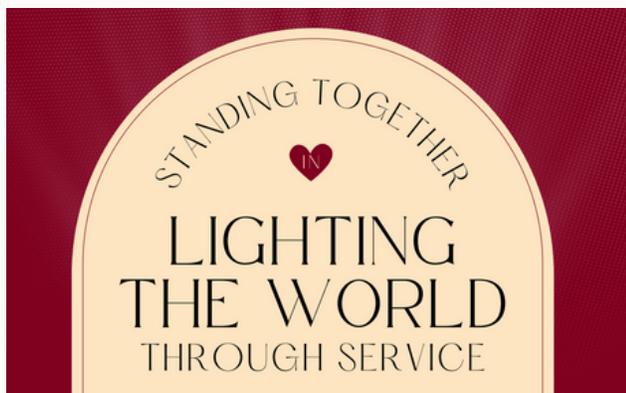
On November 7th and 8th, Human Services Coordinator Rachel Adams was invited to Monroe High School to present in their Health classes about the City of Monroe's resources for mental health, housing, and substance use disorder treatment. Ms. Adams was joined by a representative from the 988 Suicide & Crisis Lifeline, Shelene Richards, who spoke to students about reaching out for help or helping others in times of mental health crisis.



HOUSING, PARTNERS, AND PREVENTION

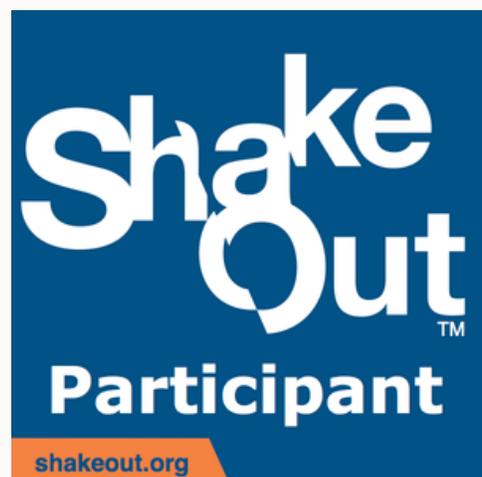
LIGHTING THE WORLD THROUGH SERVICE

On November 8th, Human Services Coordinator Rachel Adams was invited to attend an event, Lighting the World through Service, hosted by the Monroe Church of Jesus Christ of Latter-day Saints. Ms. Adams was able to share with participants about how the City of Monroe is serving the community and how community members can get involved. Ms. Adams was also available to ask questions and provide resource materials alongside many other Monroe service provider organizations, faith communities, and non-profits.



THE GREAT SHAKE-OUT

On October 17th at 10:17am, the City of Monroe participated in the Great Shake Out, an international earthquake drill event. Human Services staff coordinated an educational presentation that was sent out to City Staff about how to conduct the drill, and helped prepare temporary city hall. City Staff completed the drill successfully, and the Emergency Management team received feedback about how to improve communication and preparedness for any future earthquake events.





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PEER SUPPORT OUTREACH SUCCESS STORIES

On a Wednesday morning, the Human Services Coordinator Rachel Adams received a report about an older couple outside Tuscano's restaurant. Within an hour, Peer Support Outreach Specialist Roger and Case Management Specialist Dawnelle arrived to provide initial support and resources. The couple, who had been together for 25 years and had experienced homelessness in Monroe for the past four years, met with Roger and Dawnelle to discuss their needs. During this meeting, they collaboratively developed an action plan. Roger referred the couple to Hope and Chance, a program offering substance use treatment with wraparound services, and used his flex funding to arrange temporary accommodations in a motel for two nights until they could check in to the facility. Within 48 hours of initial contact and minimal resource use, the couple was successfully enrolled in treatment and wraparound services.

Another successful story involved a 22- and 24-year-old couple, who were referred to Roger by a mutual contact. The couple had been staying temporarily with this contact and needed help connecting to services. During their conversation, the male client shared that he had scheduled an intake appointment at a treatment facility in Wenatchee to be closer to his family and support system. However, he lacked transportation to the facility, and his partner expressed uncertainty about joining him. Roger met with them the following morning and used flexible funding to purchase bus tickets for the male client. He personally transported the couple to the bus station and saw them off. Within two days, Roger successfully assisted the couple in moving forward toward recovery and housing.

The most recent case involved an elderly gentleman referred to Roger by Human Services Consultant Katelyn Harrigan. Shortly after receiving the referral, Roger met with the gentleman to assess his situation and explore available resources. The client expressed feelings of hopelessness and low self-worth. Roger was able to schedule a dental care appointment through a free clinic offered by Cascade Church, and connected the client with additional services, including the Senior Center, SeaMar Community Health Clinics, Conquer Clinics for mental health support, and the local food bank. Two days later, Roger provided transportation to a doctor's appointment while the client's daughter was away, and subsequently coordinated with her to establish a care plan. Through consistent follow-up and personal attention, Roger was able to foster rapport with the client, providing him with essential healthcare and resources to support his social and emotional well-being.

These stories illustrate the effectiveness of collaboration between the Peer Support Outreach Specialist, Case Management Specialist, City staff, and community partners. They highlight the benefits of having a flexible, quick-response provider capable of developing personalized solutions for individuals with diverse needs.

CASE MANAGEMENT SPECIALIST SUCCESS STORIES

The following stories from the Case Management Specialist, Dawnelle Carroll, showcase the profound impact of her role in the City of Monroe and the community court. By leveraging strong connections with service providers, coordinating essential resources, and offering personalized, wraparound support, Dawnelle helps clients navigate complex systems to overcome barriers.

Earlier this year, a man in his 40s was feeling hopeless about recovery when he entered the community court facing trespassing charges. Having lost both parents to drug addiction, he had little hope for overcoming addiction and believed he wouldn't qualify for recovery services. However, Dawnelle intervened and discussed options for him. That same day, with her coordination with Eric Britt at the EvergreenHealth Recovery Center, they were able to enroll him in the Scholarship Bed Program. Dawnelle stayed with him throughout the entire transition from court to inpatient recovery. He successfully completed the 28-day detox and recovery program and secured housing in Everett. Today, he is now over 200 days clean and sober and is thriving as a member of the Everett Recovery Café.

A few years ago, Dawnelle met a young single mother battling addiction and homelessness, and though Dawnelle provided her with resources, the woman struggled at the time to transcend her circumstances and lost custody of her son. Earlier this year, their paths crossed again in the community court. With Dawnelle's persistent support and connections, the woman achieved transformative milestones: she secured housing, obtained a car, and completed outpatient detox at EvergreenHealth. Today, she is clean and sober, and she continues to support her recovery through Conquer Clinics. She is now reunited with her son, and the family is continuing along the path of healing and hope.

A man in his 60s, struggling with addiction, was eager to enter detox and recovery but lacked insurance to cover the treatment. Fortunately, the Scholarship Bed Program at EvergreenHealth Monroe had recently received city council-directed funding from opioid settlements. With this support, Dawnelle secured his placement in the program. Collaborating with Elisa Delgado, the Police Department's Embedded Social Worker, they coordinated his transition into clean and sober housing after he completed treatment. This seamless collaboration between service providers was crucial in offering him a clear path to sobriety and long-term stability.

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CASE MANAGEMENT SPECIALIST SUCCESS STORIES (CONTINUED)

Another client, this time a female who was fleeing domestic violence and seeking recovery, connected with Dawnelle through the community court. Working closely with the Police Department's domestic violence advocate, Dawnelle secured her placement at EvergreenHealth Recovery Center and got her connected to the coordinated entry system for housing. Again, the recently directed funding to the Scholarship Bed Program made it possible for this client to begin her journey toward healing and rebuilding her life.

A woman in her mid-30s, referred by the court, was on the brink of starting a new job but faced a major obstacle—her car had been impounded, leaving her without reliable transportation. Dawnelle stepped in, coordinated with the Peer Support Outreach Specialist Roger Evans, and negotiated with the towing agency to reduce the payment and release the vehicle. Grateful for this support, the woman expressed to Dawnelle, "If it wasn't for your help, I don't know where I would be today."

These stories illustrate the profound impact that Dawnelle has had in the community, by providing personalized, compassionate assistance to individuals in need, and connecting them to critical services and resources to rebuild their lives.

2020 HPAC Recommendations Progress Report



#WeAreMonroeWA

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.	
Poverty 101 Trainings	Funding to host. Exploring a recommendation with CHSAB.	
Crisis Response Trainings	Partners have not hosted.	
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.	
Explore Fee Revenue – <i>City Court Assessment</i>		Red
E. Support Services		Yellow
Explore Shared Database System	ROI roadblock. Partners have not been ready.	
Establish Family Resource Center	<i>Exploring Collaborative Case Management Software Needs Assessment with SoftResources.</i>	
Coordinate more Mental Health Clinicians for Adults	TTNS is now certified as a Family Resource Center and has full County funding for that designation.	
Coordinate more SUD Clinicians	Lobby for Alternative Response Team Continuum of Care.	
Establish Metrics and Tracking	Must come from partners or the CHSAB.	Yellow
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.	
Lobby for changes to State and Federal law	2022 Priority: Mobile Crisis Response. 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.	
Explore 1/10 of 1% tax	<i>Advocate for regional distribution of funding.</i>	
Identify budget enhancement needs and funding opportunities in 2024 for 2025/2026 biennial budget.		
Evaluate Program		

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	\$15,488.70	46%	12/31/2024
Cocoon House	HSA 23-24	03/2024	Housing with Wraparound Services	\$20,000.00	\$7,548.16	38%	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	\$80,000.00	\$77,986.16	97%	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 <u>hazard</u> 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	\$8,148.81	27%	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 <u>kids</u> 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	\$ 26,496.59	95%	10/2024

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	\$189,480.89	76%	12/31/2024
St. Vincent de Paul	COM contract	02/2024	Peer Support Outreach Specialist and Case Management Specialist	\$94,880.00	\$53,659.93	57%	12/31/2024
St. Vincent de Paul & COM	AWC (FY 23)	07/2023	Alternative Response Teams Grant	\$116,000.00	\$116,000.00	100%	6/2024
St. Vincent de Paul & COM	AWC (FY 24)	07/24	Alternative Response Teams Grant	\$90,000.00	\$34,492.21	38%	6/2025
Take the Next Step	ARP	01/2022	Ventures beginning business training	\$39,200.00	\$39,200.00	100%	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	\$72,000.00	100%	10/2024
Take the Next Step	ARP	01/2022	Mental health group classes	\$30,000.00	\$29,137.40	97%	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	\$75,770.00	91%	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	\$139,678.20	67%	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	\$207,997.00	100%	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	\$480,804.00	\$68,407.46	14.2%	2027
Volunteers of America	East County Motel Voucher Program	11/2023	Providing Motel Vouchers for Emergency Housing	\$592,192.00	\$143,275.41	24%	06/2024
Volunteers of America	East County Motel Voucher	07/2024	Providing Motel Vouchers for Emergency Housing	\$592,192.00	\$0	0%	06/2025
Volunteers of America	DOC State Appropriations	07/2023	Homelessness Assistance Unit – Expanding MMH	\$180,000.00	\$133,213.94	74%	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