

# 2024 ANNUAL REPORT

CITY OF MONROE  
HUMAN SERVICES



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### ***Imagine Monroe:***

*A lively center surrounded by nature. A place of beauty and goodwill.  
Our parks, waterways, and environment are healthy and accessible for  
everyone to enjoy.*

*Our historic downtown and business districts are thriving and full of locally  
owned businesses and locally sourced products.*

*We can find everything we need with regional connections and a variety of  
choices for work, housing, dining, shopping, arts, and activities.*

*Friendly and responsive, we strengthen connections through gathering  
spaces, events, services, and community-centered infrastructure –  
creating a safe place for all.*

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

## SPECIAL THANKS TO

### **Mayor Geoffrey Thomas**

### **Monroe City Council Members:**

Jason Gamble

Kevin Hanford

Kirk Scarboro

Heather Fulcher

Tami Beaumont

Kyle Fisher

Jacob Walker

Deborah Knight, City Administrator

Jeffrey Jolley, Chief of Police

Ryan Irving, Deputy Chief of Police

Commander Paul Ryan

Sergeant Jake Carswell

### **Community Human Services Advisory Board (CHSAB):**

James Harrigan, Chairperson

Roger Bacon

Eric Britt

Michael Gore

Quinn Jay

Erin Lopez

Lucia Zamarron

### ***In Memory of Jim Bloss***

*Founding HPAC member & CHSAB board member from its inception in 2020 until his passing on August 15th, 2024. Human Services staff are grateful for his many years of service and dedication to this community, and he will be deeply missed.*

## MAYOR'S MESSAGE

“The City of Monroe has a long history of working to help residents in our community who are living in poverty, without housing, or are otherwise vulnerable. Today, this history is supported by the City’s vision known as *Imagine Monroe* and by guiding policies, budgets, and daily operations. Together with residents, employers, service providers, our court, law enforcement, and others, we meet people where they are and strive for positive outcomes that help bring people away from the edge of vulnerability.

In 2024, City staff managed over \$2 million in grants from County, State, Federal, and City funds, investing in critical programs for mental health, therapeutic services, and housing assistance in partnership with local nonprofits. The Community Human Services Advisory Board recommended the allocation of \$300,000 from City General Funds for housing and wraparound services, aiding 52 families—32 of whom transitioned to permanent housing. Additionally, a partnership with Snohomish County leveraged State Emergency Housing Funds to house 13 more households, while SHB1406 revenue secured \$70,000 annually for rental assistance, benefiting over 30 families.

Significant progress was made in implementing the 2020 Homeless Policy Advisory Committee (HPAC) recommendations, strengthening Monroe’s Continuum of Care. This approach improves access to programs through outreach, shelters, and treatment facilities, helping individuals toward stability and long-term independence. Key developments include the new Peer Support Outreach and Case Management Specialist positions, which improve access to services and sustainable outcomes for residents and families in crisis. Continued support for the Scholarship Bed program, the Mental Health Co-Response program, and the Law Enforcement Embedded Social Worker have further supported the collective efforts to foster the well-being of our residents.

On behalf of our community, I extend my deepest appreciation to our legislative partners who have joined us in this work - including our state and federal representatives who have supported and delivered on integral policies and budget requests. I also thank our City Councilmembers and municipal court judge who have worked to make positive differences in people’s lives and realize community goals in what is, at times, a difficult space. I also thank our city staff, police, and human services providers. Together we are working to fulfill *Imagine Monroe*’s primary goal: to ensure that Monroe is a safe place for all, where everyone feels at home, and everyone feels they belong.”

Sincerely,

**Mayor Geoffrey Thomas**

## INTRODUCTION

“

*It has been an honor to serve the community and share in the progress and growth of our department over the course of 2024. To better respond to the evolving needs of our community, our team expanded to include three new contracted positions: a part-time Human Services staff member, full-time Peer Support Outreach Specialist, and part-time Case Management Specialist. In addition to our core work, we've provided support for the Police and Parks Departments, Code Enforcement, and the Municipal Court, strengthening our ability as an organization to address community needs holistically.*

*Housing has been a significant focus this year, and I'm proud of the strides we've made in partnership with local organizations. We've implemented both a low-barrier housing program and also a housing with wrap-around services program to provide much-needed stability and support for individuals and families in our community.*

*Since 2020, we've made remarkable use of grant funding to promote human services, mental health, and housing initiatives. However, with many of the pandemic funding sources now ending, the need for these services remains urgent. Looking ahead, we are preparing to update the Community Needs Assessment to examine the current gaps and barriers to services and what opportunities may exist to enhance our local Continuum of Care.*

*As we continue this important work, our vision remains clear: Monroe is a safe place for all—where everyone feels at home and everyone feels they belong.*”

Human Services Coordinator, Rachel Adams



## 2024 ACCOMPLISHMENTS

1. Hosted a Poverty 101 class in partnership with the Everett Gospel Mission for both city employees and the general public.
2. Secured a Third Round of Funding from AWC for Human Services Staff and the Case Management and Peer Support Outreach Specialists contracts.
3. Awarded \$300,000 of general funds to human services awards for housing and wraparound services
4. Awarded \$30,000 of Opioid Settlement Funds to the Scholarship Bed Program at EvergreenHealth Recovery Center
5. Strengthened the Continuum of Care with the Mobile Mental Health Co-Responder program partnership with the Volunteers of America Western Washington.
6. Provided Additional Funding for Mental Health Sessions for Underserved Individuals and School District Students through Take the Next Step.
7. Secured over \$550,000 in funding for Emergency Hotel Vouchers and facilitated program implementation.
8. Initiated and Managed the New Peer Support Outreach and Case Management Positions.
9. Continued to support partnerships with outside agencies through facilitating monthly check-ins and participating in regional coalitions and committees.
10. Renewed the Community Human Services Advisory Board for another 4-year term and filled all open board positions.
11. Facilitated and Attended Trainings, Participated in Regional Conferences, and Supported Initiatives in Emergency Management.
12. Attended and provided resources at community events such as the farmers market, back to school resource fair, national night out, and more.

## 2025-2026 GOALS

1. Conduct an Updated Community Needs Assessment
2. Facilitate the Allocation of Opioid Settlement Funding to Programs Focused on Mitigating the Opioid Crisis.
3. Award \$150,000 of Designated General Funds to Support Human Services Agencies in Monroe
4. Seek Sustainable Funding for the Peer Support Outreach and Case Management Positions
5. Provide Ongoing Support for the Mobile Mental Health Co-Responder program partnership with the Volunteers of America Western Washington
6. Seek and Secure Ongoing Grant Funding Sources for Human Services Programs
7. Continue Advocacy for and Coordination of Transportation Services in Sky Valley
8. Explore Options for a “23-Hour 59-Minute” Behavioral Health Crisis Relief Center in Monroe (See Second Substitute Senate Bill 5120)
9. Organize an In-person Service Provider Mixer Event
10. Continue to Support Emergency Management Activities and Coordination with Monroe Police Department
11. Explore Bringing a Recovery Cafe to the Sky Valley Area
12. Continue Strengthening the Continuum of Care and Service Provider Network
13. Continue Exploring Affordable Housing and Emergency Shelter Options in Monroe
14. Assist Monroe Community Coalition in Planning and Coordinating a Mental Health Resource Fair for Families in the Monroe School District

# HPAC RECOMMENDATIONS

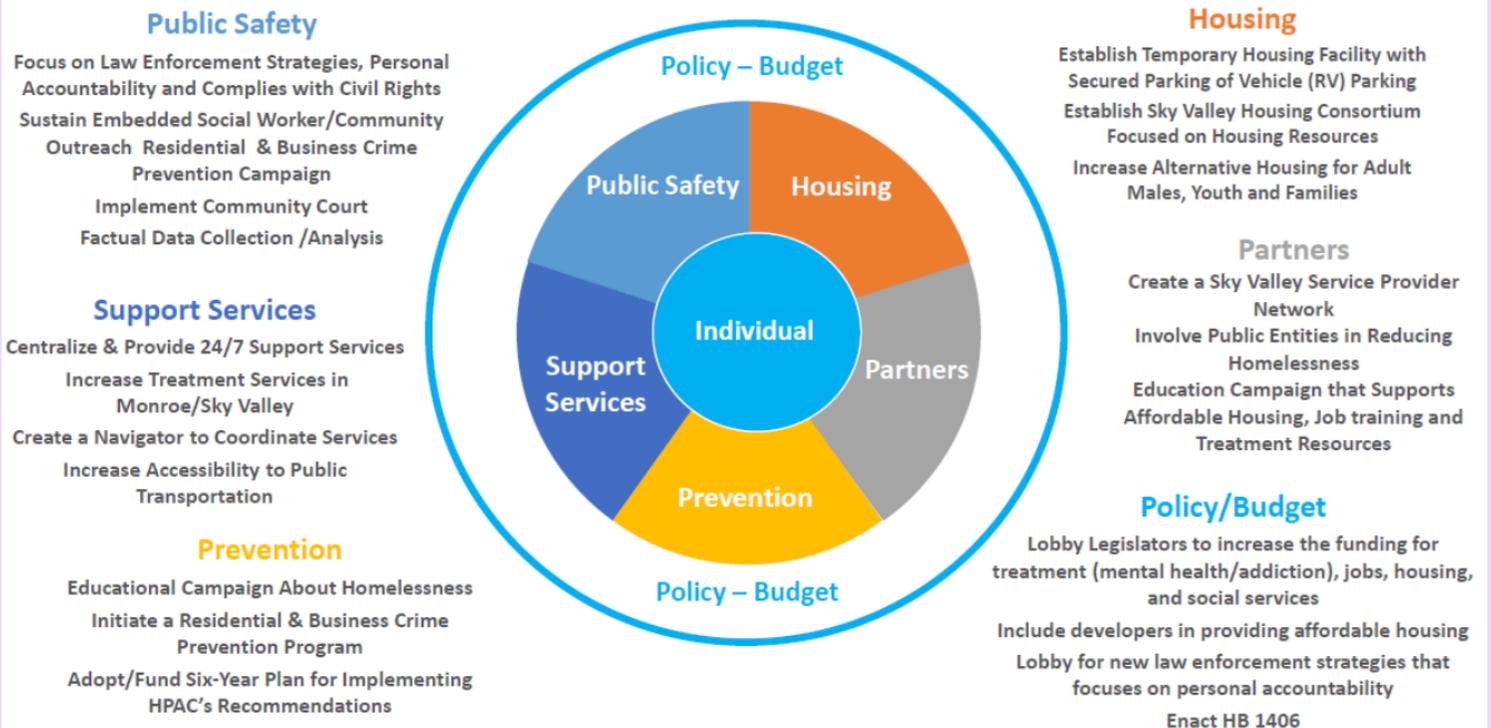
In 2019, the Homeless Policy Advisory Committee (HPAC) drafted a set of recommendations on how the city should respond to homelessness.

The recommendations were separated into the following categories:

- Housing
- Partners
- Prevention
- Policy and Budget
- Support Services
- Public Safety

Those recommendations were approved by Resolution No. 002/2020 of the Monroe City Council in February of 2020. The Community Human Services Advisory Board (CHSAB) was established by Resolution No. 07/2020 to oversee the ongoing work and make recommendations

## Homeless Policy Advisory Council Draft Recommendations



# HPAC PROGRESS REPORT

## Public Safety

- Law Enforcement Embedded Social Worker (**page 10**)
- Mental Health Co-Response with Volunteers of America Western Washington (**page 11**)
- Coordination with Community Service Officers, Police Department, and Code Enforcement Staff

## Support Services

- Peer Support Outreach and Case Management Specialists (**page 13**)
- Mental Health Funding with Take the Next Step (**page 16**)
- Preparation for 2025/26 Community Needs Assessment
- Exploring Implementation of a Shared Database

## Prevention

- Poverty 101 Training (**see page 30**)
- Scholarship Bed Program (**page 17**)
- Emergency Management Trainings and Coordination Meetings (**see page 31**)
- Presentations and Resources at Community Events and Schools (**see page 31**)
- Social Media Outreach and Information Sharing
- Maintain a Good Working Relationship with McKinney Vento liaison

## Housing

- Emergency Motel Vouchers, facilitating between Snohomish County and VOAWW (**page 18**)
- Rental Assistance with SHB 1406 Funding through Take the Next Step (**page 20**)
- Human Services Awards for Housing with Wraparound Services (**page 22**)
- Continue to Explore Options for a Safe Parking Program
- Exploring Pallet Shelter model and Continued Support for Affordable Housing

## Partners

- Facilitation of a Monthly Service Provider Meeting
- Participation in Monroe Community Coalition, Snohomish County Transportation Coalition (Snotrac), Homeless Policy Task Force, and Several Other Regional Working Groups

## Policy/Budget

- Federal, State, and County Grants Management (**page 26**)
- Conclusion of ARP-funded programs (**page 27**)
- Continued CHSAB facilitation and support (**page 29**)

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## LAW ENFORCEMENT EMBEDDED SOCIAL WORKER

Elisa Delgado is the current Law Enforcement Embedded Social Worker for Monroe and is a part of the Community Outreach Team on Tuesdays & Wednesdays.



Pictured, left to right: Officer Garret Winfrey, Elisa Delgado, Chief Jeff Jolley

The Law Enforcement Embedded Social Worker (LEESW) program, established through a collaborative agreement between the County and the City of Monroe Police Department (MPD), aims to provide alternative solutions to residents facing issues such as homelessness, mental illness, substance abuse, and financial struggles. Through a comprehensive approach, LEESW bridges the gap between law enforcement and social services, ultimately aiming to decrease repeated incidents and incarceration rates. The program's objectives include enhancing coordination between social service providers and law enforcement, reducing resource utilization, and facilitating healthy life changes for vulnerable individuals.

Over the course of 2024, Elisa assisted **65 unduplicated clients in Monroe**, of which 27 completed inpatient Substance Use Disorder Treatment and 7 initiated intensive outpatient treatment. **A total of 25 Monroe clients were able to secure permanent housing.**

In June 2024, the Interlocal Agreement between Snohomish County for these services was continued through 2026. At this time, the oversight of and budget for this program has moved from Human Services to be fully managed by Monroe Police Department.

## MENTAL HEALTH CO-RESPONDER

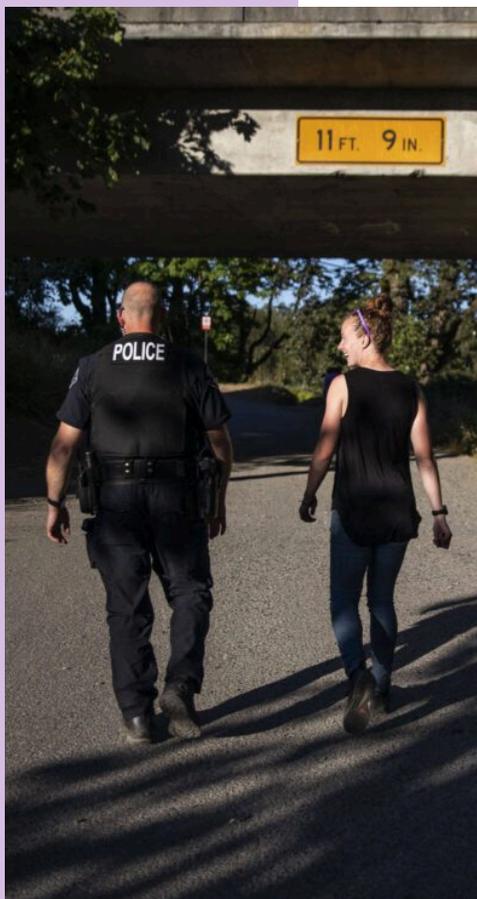
### VOLUNTEERS OF AMERICA WESTERN WASHINGTON

The cities of Monroe and Sultan met with local first responders in 2021 to improve responses for people in our community experiencing acute mental health crises. The goal was to develop a program to provide a mental health professional on-scene with first responders, within minutes instead of hours. In June of 2023, a new Mental Health Co-response Program was launched in Partnership with Volunteers of America. Co-responder Jessi Beyer is stationed Wednesday/Thursday in Sultan and Friday/Saturday in Monroe. Jessi can be dispatched alongside First Responders between 2:00pm- 12:00am those days. By responding alongside the police and fire departments, this program offers unique and valuable services to the residents of East Snohomish County.

For 2024, a total of **278 crisis calls** were diverted to the co-responder, and **154 unduplicated clients** were assisted.

This program is grant-funded by a \$480,804 federal grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) for a four-year period. Initially, the program intended to expand services to 7 days per week, which proved a challenging hiring task. Instead, the program will focus on sustaining Jessi's role for the duration of the grant funds and will explore sustainable funding sources to continue the program long-term.

The following page shares two notable success stories that demonstrate how the Mental Health Co-Responder assists law enforcement in acute behavioral health crises.



## MENTAL HEALTH CO-RESPONDER

### SUCCESS STORIES FROM JESSI BEYER



One of the most notable success stories from this year was the negotiation of a standoff between a client and the sheriff's office. This client had barricaded himself in his van in a field and called 911 to report that there was a bomb in the vehicle with him and his niece. The client had a long history of behavioral health-related calls with law enforcement, and it was unclear if the bomb and his niece were present or were a hallucination. The co-responder was asked to make phone contact with the client, where she built rapport, validated the client's fears, and gathered information to relay to law enforcement. Numerous sheriff's vehicles, as well as a drone operator from the Monroe Police Department, arrived. In addition, a trained negotiator from the sheriff's office arrived, though clinician maintained the lead negotiation position because of her rapport with the client while the negotiator communicated with incident command on behalf of the co-responder. The co-responder collaborated with the client on a plan for the client to leave the van and walk towards law enforcement, which the client did with the support of his father. The client was taken safely into custody and transported to the hospital for further evaluation.

Another success story from this past year involves a juvenile client who called into 988 to report self-harm and thoughts of suicide. 988 called 911 and requested law enforcement respond to the client's home. When law enforcement began with phone contact, the client's parents became very belligerent and stated they nor the client wanted law enforcement outreach. Law enforcement was able to offer the co-responder as an alternative, and the client and their parents were amenable to that. The co-responder was able to successfully and quickly build rapport with the client when they met in the client's living room, conduct a suicide threat assessment and safety plan with the client, and observe a noticeable improvement in the client's mood and body language over the course of their interaction. The co-responder also spoke with the parents directly and advised them on ways they could support the client, including considering EMDR therapy, giving the client purpose and meaning in the household, and slowly reducing social media usage by encouraging presence during family times.



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## PEER SUPPORT OUTREACH & CASE MANAGEMENT SPECIALISTS



**Roger Evans**, the Peer Support Outreach Specialist, provides rapid response to community members experiencing homelessness and in need of services. With his many years of personal and professional experience, he provides compassionate crisis response and assistance with getting clients into and through recovery, connecting them to housing and other services, building interpersonal relationships, and following up with clients as they progress.

**Dawnelle Carroll**, the Case Management Specialist works closely with the community court and the resource center to provide referrals and assistance to help clients navigate available services. She facilitates communication between clients and organizations, creates action plans, and collaborates with community members and local organizations to facilitate forward progress for clients in need.



The Association of Washington Cities has awarded Alternative Response Team grant funds to the City of Monroe that help fund these positions (See page 26). This year, The City of Monroe contracted with St. Vincent de Paul to provide these services to the community. For 2025, the Peer Support Outreach Specialist will continue to be contracted full-time, but the organization decided not to continue the Case Management Specialist contract. Human Services staff are working to restore these services through another organization.

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## PEER SUPPORT OUTREACH & CASE MANAGEMENT SPECIALISTS

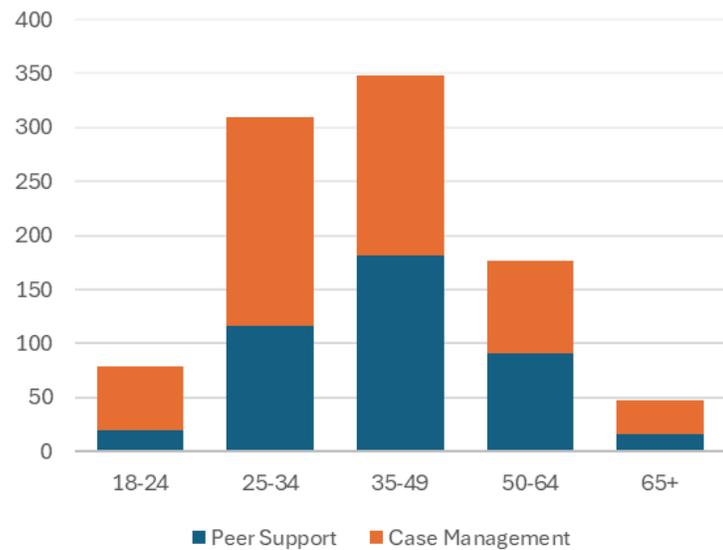
### Peer Support Outreach

- 173 Unduplicated Clients Served
  - 65% Male, 35% Female
  - 4 Veterans
- 258 total referrals to supportive services including:
  - 75 referred into SUD treatment
  - 56 referred to Mental Health support

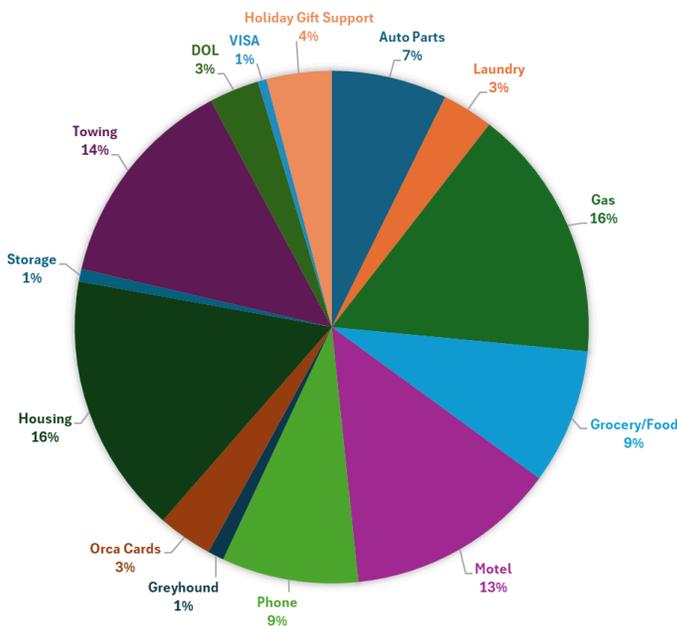
### Case Management

- 161 Unduplicated Clients Served
  - 48% Male, 52% Female
  - 15 Veterans
- 393 total referrals to supportive services for mental health, substance use disorder, and more

Age Distribution of Clients Served:



Flex Funding Utilization:



**77 Clients Obtained Permanent Housing & 75 Obtained Temporary or Shelter Housing**

**Total Flex Funds Spent: \$18,482.65**

- Peer Support Outreach: \$10,000
- Case Management: \$8,482.65

*Flex funds are utilized to procure goods and/or services directly related to the needs of individuals, which cannot be met through existing categorical services or formal/informal community mechanisms. Examples of such purchases may include, but are not limited to, food, clothing, medicine, bus pass, gas vouchers, etc.*

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## PEER SUPPORT OUTREACH & CASE MANAGEMENT SPECIALISTS

### SUCCESS STORIES

“A male client, unhoused in Monroe for over six years, found hope through Roger's unwavering encouragement and years of built rapport. On a Saturday morning, Roger was able to connect with him immediately, and worked diligently to connect the client to DSHS, Ideal Option for treatment, temporary housing through the motel voucher program, and started the process to obtain a new driver's license and a new job.

A mother and her 13-year-old child were residing between a vehicle and motel rooms, and though she was employed, she struggled to maintain stable housing. Roger was able to use his flex funding to secure temporary housing while he worked to place them in the St. Vincent de Paul housing with wraparound services program. By ensuring access to wraparound services, Roger helped empower the family to stabilize their living situation and build a foundation for a brighter future.

After receiving a call about a couple in their 50's outside of a Monroe restaurant, Roger and Dawnelle were able to respond within the hour. This couple, who have experienced homelessness in Monroe for the past four years, worked with Roger and Dawnelle to collaboratively develop an action plan. Roger referred the couple to 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.

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 enroll him in the Scholarship Bed Program at EvergreenHealth Recovery Center that same day. 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 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 and negotiated with the towing agency to reduce the amount and pay to 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.”



## MENTAL HEALTH COUNSELING

### TAKE THE NEXT STEP

Beginning in 2022 with ARP funding, Take the Next Step began offering mental health and referral services to their clients who face financial barriers to care. After receiving community feedback on the importance of this program, City Council reallocated \$20,000.00 of funding that had originally been for Take the Next Step's community block parties to be applied to further bolster this program. Between ARP funding, Snohomish County matching, and the council-directed funds, the total grant contribution for this program was \$101,535.89.

This total grant amount allowed **115 unduplicated individuals access to a total of 1,089 mental health sessions.**

The \$20,000 of funding alone allowed for **28 unduplicated families to receive a total of 227 mental health sessions.**

**60%** of referrals came from **Monroe School District, including 9 parents.**

As many as 341 total family members were impacted by the benefits of mental health counseling. Both students and parents alike found help and a sense of hope from this valuable resource.



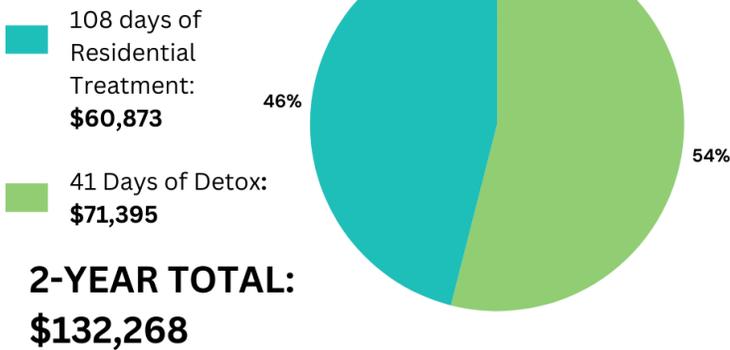
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## SCHOLARSHIP BED PROGRAM

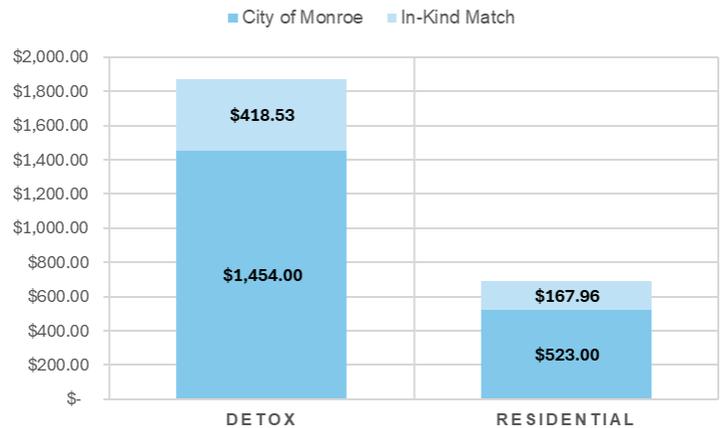
### EVERGREENHEALTH RECOVERY CENTER

The EvergreenHealth Recovery Center has been providing evidenced-based, compassionate addiction treatment for over 40 years. Beginning in 2022 with ARP and Snohomish County Partnership Proposal (SCPP) funding, they have offered a scholarship bed program that provides immediate detox and inpatient services for uninsured and underinsured individuals in Monroe. In 2022-2023, this program helped 15 patients receive a total of 41 days of detox and 108 days of residential treatment. Below is the cost analysis based on the program data in 2022-2023:

#### COST BREAKDOWN



#### AVERAGE COST PER DAY



In September of 2024, City Council approved the allocation of \$30,000 of the funds from Opioid Settlements be allocated to the Scholarship Bed Program for the remainder of the year. **From October to December, two patients were able to receive 7 days of detox, spending a total of \$7,385.** This contract has since expired, but human services staff are continuing the conversations with CHSAB on their recommendations for the Opioid Settlement funds going forward.

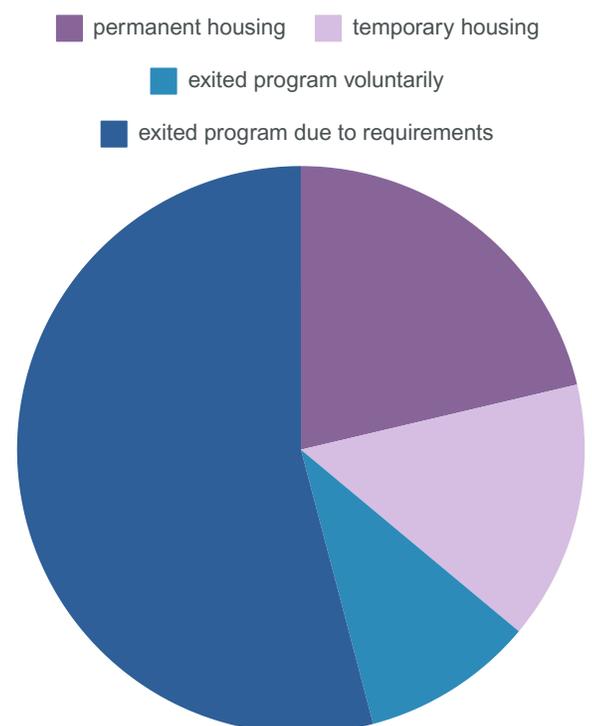
## EMERGENCY HOTEL VOUCHERS

### SNOHOMISH COUNTY & VOLUNTEERS OF AMERICA WESTERN WASHINGTON

The City of Monroe was awarded a grant through Snohomish County Human Services Department to implement an East County Motel Voucher program in partnership with Volunteers of America Western Washington (VOAWW). Funding for the program is provided through the Washington Department of Commerce Emergency Housing Funds (EHF). The primary purpose of this funding is to provide temporary shelter for those experiencing homelessness, with the ultimate goal of exiting people into permanent housing.

The first round of funding experienced roadblocks in its approval process, but was eventually executed on March 28, 2024, with an end date of June 30th, 2024. During this short time, **36 households, comprised of 51 individuals, were temporarily housed, and two households obtained permanent housing.**

Between the first and second rounds of funding, City Council approved changes to the program that required the funds to be used only for Monroe residents. As a result, 28 individuals no longer qualified for the program and were exited without permanent housing in August. In total from July and December, 13 individuals were permanently housed and 9 transitioned to temporary housing, totaling **36.1% of individuals who achieved greater housing stability.**



## EMERGENCY HOTEL VOUCHERS

### SUCCESS STORIES FROM VOAWW

“This program has helped 6 households escape domestic violence. One of the clients stated that they would not have been able to leave the domestic violence situation they were in without this program. Having access to a hotel helped them restart their lives, stabilize their situation, and create hope for a better future.

Several clients experience health issues that make it difficult to maintain their housing stability. Two clients with diabetes reported having their insulin and needles stolen, and they couldn't safely store their medications that require refrigeration while being unhoused. Another client had their legs amputated due to illness and has been living on the streets in a wheelchair. They were grateful to be able to check into a motel where they no longer feared for their safety or losing their only form of mobility. Another client, who was sleeping in their car for months with terminal thyroid cancer, had experienced constant discomfort and exposure to extreme temperatures. Being able to rest and feel safe has given them hope that they can achieve their goals and also gives them the opportunity to take care of their illnesses.

Two clients with substance use disorder were able to finally have the stability and safety to seek treatment. Being on the streets made it difficult to maintain treatment as they are constantly surrounded by the tools of their addiction. Leaving that environment provided them with hope that they can overcome their addiction, and to seek the mental health treatment that felt out of reach before.

One of the clients who was housed was able to get more hours and become a full-time clerk at Fred Meyers while staying at the motel. Another client in the program was promoted at their job as a packer at Chef's Store, and this in turn is helping them be able to find housing as they have increased income. Having a consistent, safe place to stay provides the clients with more employment opportunities as they are able to shower, have clean clothes, and be well rested.

”

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## SHB 1406 RENTAL ASSISTANCE

### TAKE THE NEXT STEP

Substitute House Bill (SHB) 1406 allows cities and counties to participate in a state-shared sales and use tax to be used toward affordable housing and, in smaller cities, rental assistance. The City Council implemented HB 1406 by Ordinance No. 025/2019. In 2023, Take the Next Step was awarded \$70,000 per year over a three-year contract to administer rental assistance to households below 60% area median income (AMI). In 2023, 30 households were able to stay securely housed thanks to this program. Below is the impact of this program in 2024:

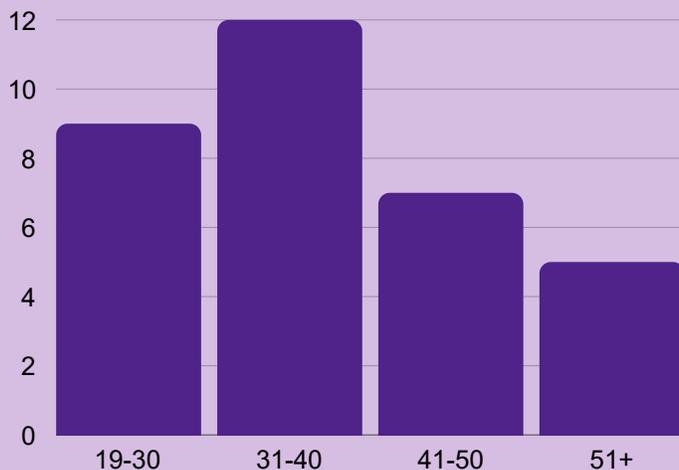
**Supported 33 Households & 105 unduplicated individuals**

*79% of households fell into the Extremely Low-Income category (<30% AMI)*

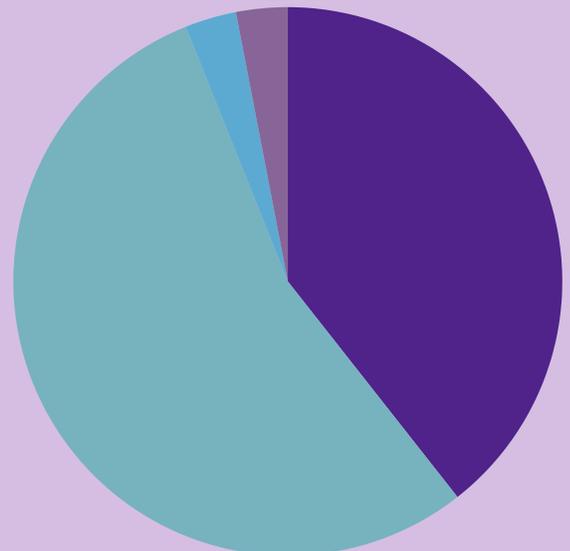
**Spent \$62,720.20 on rent, an average of \$1,664 per household**

*41 Total full or partial rent payments, 3 of which were first month and deposit*

### HEAD OF HOUSEHOLD: AGE & ETHNICITY



Hispanic/Latino White/Caucasian  
Multi-Racial Black/African Descent



# SHB 1406 RENTAL ASSISTANCE

## TAKE THE NEXT STEP



The following stories are from Take the Next Step's Co-Executive Director, Sarah Morgan:

“One household we worked with experienced a severe illness that resulted in 40 hours of lost work and significantly put them behind with their already tight income. One month of rental assistance allowed them to take care of the other expenses and get back on their feet as their health returned and so did their work hours.

Another family needed support during mom's postpartum when they experienced issues not receiving the Paid Family Medical Leave through Washington State. Without their income, the family of five risked not being able to stay in their home, while caring for their brand-new baby. The one month of rent helped them sort out their continued leave and working hours so that their children did not suffer, and they did not lose their home.

Similarly, we worked with a family who could not afford childcare, so mom stayed home with their young children. Dad worked but experienced a significant reduction in his working hours, putting a major financial strain on their household. On top of this, their rent was raised by \$400! We provided them a month of rent to ease their financial load for the month and worked alongside the family to support them in other ways while the dad's hours steadily increased.

One household came to us for assistance who had a set, limited income with an adult child to care for, requiring additional support and resources. The limited income allowed them to barely get by, and with an unexpected car breakdown, the maintenance cost meant they could not afford their rent. The month of assistance allowed some breathing room so that they could cover their car costs and not worry about an eviction.”

# HUMAN SERVICES AWARDS 2024

## HOUSING WITH WRAPAROUND SERVICES

The City of Monroe budgeted \$300,000 in General Fund revenues in 2023-2024 biennial budget to support human service programs serving Monroe residents. In 2023, the City Council approved the following awards:

- **St. Vincent de Paul - \$250,000**
- **Monroe Gospel Women's Mission - \$30,000**
- **Cocoon House - \$20,000**

The goal of this funding was to provide housing with wraparound services in Monroe. Wraparound supportive services are designed to provide comprehensive, personalized supports and resources through case managers, social workers, and/or other service providers to help address the complex issues and challenges in obtaining long-term housing stability.

**Cocoon House** is an organization that helps provide shelter housing, case management, and wraparound services to Youth ages 12-17. Clients are supported to remain or re-engage with school, reunify with parents or another safe housing situation, and to build life skills and permanent connections. This funding intended to cover the costs associated with 85 nights of shelter plus wraparound services.

**Monroe Gospel Women's Mission** provides emergency shelter housing and case management to female clients over the age of 18, with a significant portion being women over the age of 50. This funding was specifically to expand their program capacity to serve 50 senior women in 2024.

**St. Vincent de Paul** initiated a new program in partnership with CONQUER and Heather's Hope, to provide emergency housing through hotel nights and a shared duplex housing model with designated case management services. Their program goal was to serve between 10-30 households and transition them to permanent housing.

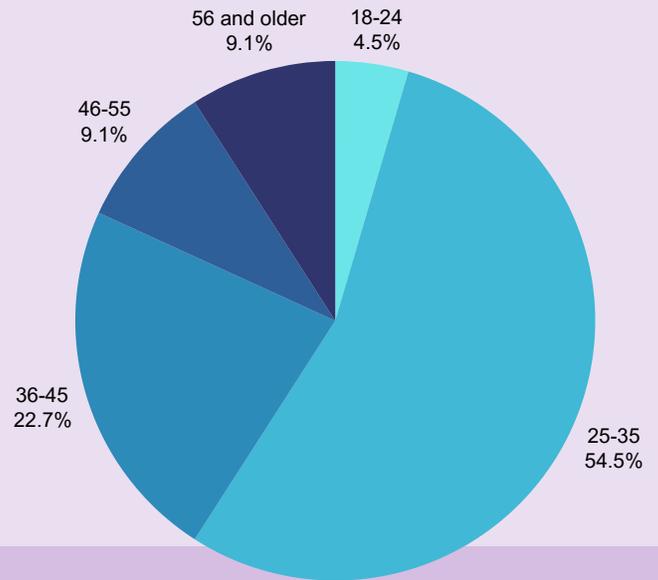
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## HUMAN SERVICES AWARDS 2024

### HOUSING WITH WRAPAROUND SERVICES

#### ST. VINCENT DE PAUL

- **22 Households** served
- **73% were permanently housed**
- **709 total bed nights** provided (motel and duplex)
- 89% of their funding was spent (\$223,682.74)
- Head of Household Age (see figure):



#### MONROE GOSPEL WOMEN'S MISSION

- **34 clients served**
  - ages 50 and older
- **41% were permanently housed**
- 30% exited to transitional housing
- **955 total bed nights provided**
- 90% of their funding was spent (\$27,081.83)

**IN TOTAL, 32 HOUSEHOLDS WERE PERMANENTLY HOUSED OVER ALL THREE PROGRAMS**

#### COCOON HOUSE

- **Two clients served for a total of 66 bed nights**
  - Ages 12-17
- Both clients were permanently housed
- 80% of their funding was spent (\$16,039.84)

## HUMAN SERVICES AWARDS 2024

### SUCCESS STORIES



A single mother and her teenage daughter, seeking refuge from a discriminatory environment, relocated to Monroe. With no job or support system, she started working for Uber but faced a setback after being rear-ended. The **St. Vincent de Paul** housing program provided temporary housing in a hotel and duplex, and with guidance from Case Manager Dawnelle, she navigated the insurance claim process, secured a new car, and returned to work. Within a month and a half, she secured a housing voucher and gained the confidence and stability to move forward for herself and her daughter.

A 24-year-old woman with two young boys was referred to **St. Vincent de Paul**. Although she was working full-time, her earnings were consumed by temporary housing expenses. With the program's support, she stayed in a hotel for one month and transitioned to the duplex unit for two months. During this time, she received assistance with basic needs and was approved for a housing voucher. This life-changing support helped her stabilize her finances and secure a permanent home, allowing her to continue building a bright future for her family.

A 53-year-old woman came to the **Monroe Gospel Women's Mission** after suddenly becoming homeless. The mission provided her personal hygiene items, new clothing, and transportation in the mission van to appointments. After a few weeks of helping her navigate available services, the client found an apartment for rent within her budget and began searching for part time work to supplement her social security.

A 17-year-old female came to **Cocoon House** after fleeing domestic violence and needing a safe place to stay. She was primarily Spanish-speaking and needed support navigating available resources. While with Cocoon House, she was active in her education and extra-curricular activities, and she participated in their Transitions program. There were challenges along the way with a housing situation that ended up falling through, but the program continued to support her and help her navigate available resources until she was successfully housed with friends.



## SHELTER HOUSING TAKEAWAYS

With two new shelter housing programs in 2024, many lessons were learned about the challenges that face this multi-faceted issue.

### Emergency Hotel Vouchers

#### Benefits:

- Immediate availability for sheltering and more cost-effective in the short term compared to acquiring additional infrastructure, staffing, or permits
- Compared to shelters that often separate by gender or can only take adults, hotels allow families (and sometimes pets) to shelter together
- Staying in a hotel may feel more socially acceptable than a traditional shelter

#### Drawbacks:

- High long-term cost and billing challenges
- Low-barrier requirements from the State and County may conflict with programmatic structures that maintain client accountability and utilize intensive case management
- High demand that exceeds capacity and staffing
- inconsistent cost and availability of hotel rooms
- This particular program had a complex contracting structure that delayed communication and increased difficulty of contract execution

### Housing with Wraparound Services

#### Benefits:

- Provides holistic client support through prioritizing case management
- Cost-effective in the long term by using existing structures and staffing
- More stability than hotel stays, which can help increase the opportunity for securing permanent housing
- Has structured rules and oversight for program compliance

#### Drawbacks:

- Limited capacity of shelters to meet the demand
- Shared living spaces may create conflict or privacy and safety concerns
- Some clients may have resistance to shelters due to stigma or wanting to stay housed with their family members and pets
- Some clients do not meet eligibility requirements

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## GRANTS OVERVIEW

### Association of Washington Cities (AWC) - Alternative Response Team Grant (ARTG)

- Round Two (July 2023 - June 2024) provided **\$116,000** for three contracted positions: a full-time Peer Support Outreach Specialist, a part-time Case Management Specialist, and a part-time Human Services staff member.
- Round Three was awarded in July of 2024 for **\$90,000** to further support these three contracted positions until June of 2025.
- **All funds will be utilized from this grant** as of January 2025.

### Substance Abuse and Mental Health Service Agency (SAMHSA) - Congressional Appropriations

- Total Grant Amount: **\$481,804**
- Purpose: to provide 4 years of funding for the Mental Health Co-Response program through Volunteers of America.
- As of December 2024, **\$58,579.57 of this funding has been utilized**. The Mental health co-response program was unable to hire a second co-responder and therefore less funds were spent in the first fiscal year than anticipated.

### Snohomish County Emergency Housing Fund (EHF)

- Total Grant Amount each round: **\$592,192**
- Purpose: Motel Voucher program, contracted with Volunteers of America Western Washington (VOAWW)
- **Round one spent \$143,275.41**
- Round two funds have not yet been spent, awaiting updated billing invoices. The contract period ends June 2025.

### Department of Commerce (DOC) State Appropriations

- Total Grant Amount: **\$200,000**
- Purpose: City of Monroe to continue existing pilot projects that enable the city to dispatch human services and social services staff in conjunction with law enforcement staff to support unhoused residents and residents in crisis
- Total Funds Spent: **\$124,800.58**
- The contract period ends June 2025

### SHB 1406

- Total Grant Amount: \$70,000 per year over 3 years, totaling **\$210,000**
- Purpose: Provide Rental Assistance through Take the Next Step's Family Resource Center
- Total Funds Spent: **\$139,678.20**
- Contract period ends in June 2026

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## AMERICAN RESCUE PLAN

Starting in 2022, American Rescue Plan Awards have awarded grants for Monroe businesses and organizations. Of that total, **\$1,301,601.45** was utilized for programs related to Human Services, and this grant expired at the end of 2024. Below is a table that outlines each human services-related award and how much was spent:

Organization:	Purpose:	Award:	Spent:	Percent Used:
Boys and Girls Club	Scholarships	\$14,975.00	\$14,975.00	100%
EvergreenHealth Recovery Center	Detox and inpatient treatment for uninsured Monroe residents	\$66,000.00	\$62,426.00	95%
EvergreenHealth Monroe Foundation	Social Worker providing mental health evaluations	\$15,900.00	\$15,900.00	100%
Heather's Hope Communities	Group home for McKinney Vento families	\$75,500.00	\$72,230.89	96%
Housing Hope	Support services for 62 families in services program	\$77,433.50	\$75,269.26	97%
Kiwanis Club	Book bags for 2 <sup>nd</sup> /3 <sup>rd</sup> grade kids below reading level	\$8,366.50	\$8,218.78	98%
MFR Coaching and Consulting	Change agent classes	\$80,000.00	\$77,986.16	97%
Miracles and Memories Academy	Expanding childcare services for children with cognitive disabilities	\$69,025.00	\$69,025.00	100%
Monroe Community Senior Center	Staff hazard pay	\$7,000.00	\$7,000.00	100%
Monroe Community Senior Center	Free mental health counseling for seniors	\$8,400.00	\$8,400.00	100%
Monroe Gospel Women's Mission	Emergency food and housing	\$91,600.00	\$91,600.00	100%
Monroe School District	Behavioral health software	\$14,000.00	\$14,000.00	100%
Monroe Public Schools Foundation	STEM kits	\$5,000.00	\$4,928.03	100%
Monroe Public Schools Foundation	Current issues kids library resources	\$7,059.08	\$7,059.08	100%
Rotary Club	Community organization grants	\$43,500.00	\$43,500.00	100%
Scooter's Place	Adaptive riding therapy program for veterans	\$104,770.00	\$104,770.00	100%

# AMERICAN RESCUE PLAN

## Continued

Sherwood Community Services	Disability services and vocational outreach	\$27,750.92	\$ 26,496.59	95%
St. Vincent de Paul	Safe parking program for McKinney Vento families	\$27,500.00	\$6,200.00	23%
St. Vincent de Paul	Resource center director	\$61,500.00	\$ 49,872.27	81%
Take the Next Step	Ventures beginning business training	\$39,200.00	\$39,200.00	100%
Take the Next Step	Laundry vouchers	\$2,000.00	\$2,000.00	100%
Take the Next Step	Maintaining service levels	\$15,000.00	\$15,000.00	100%
Take the Next Step	Program staffing	\$72,000.00	\$72,000.00	100%
Take the Next Step	Mental health group classes	\$30,000.00	\$29,137.40	97%
Take the Next Step	Sports scholarships	\$12,000.00	\$12,000.00	100%
The Hand Up Project/Advocate Recovery Services	Hotel respite program for McKinney-Vento families	\$207,997.00	\$207,997.00	100%
Volunteers of America	ECEAP	\$75,500.00	\$62,790.44	83%
Monroe/Sky Valley YMCA	Childcare staff retention	\$34,775.00	\$34,775.00	100%
Monroe/Sky Valley YMCA	My Achievers Program	\$5,000.00	\$0	0%
Monroe/Sky Valley YMCA	Summer mini camp	\$13,650.00	\$11,649.00	85%
Monroe/Sky Valley YMCA	Teen program leader's club	\$7,500.00	\$0	0%
Monroe/Sky Valley YMCA	Ready, Set, Gol camp	\$60,000.00	\$55,195.55	92%

## COMMUNITY HUMAN SERVICES ADVISORY BOARD (CHSAB)



Monroe's Community Human Services Advisory Board (CHSAB) advises the Mayor and City Council on programs and policies related to topics like homelessness, mental health, poverty, prevention and treatment of substance abuse, crisis response, and more. 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.

On May 14th, 2024, the CHSAB was renewed for another 4-year term and was able to re-establish a quorum for the first time since February 2024. It is now held on the first Wednesday of each month at 6 p.m. both in-person at the public works building and via Zoom meeting platform. New board members for 2024 are Quinn Jay, Michael Gore, Eric Britt, Erin Lopez, and Lucia Zamarron.

Full meeting minutes can be found by following the QR code below or visiting:

<https://monroewa.civicweb.net/Portal/MeetingInformation.aspx?Id=7936>



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## EVENTS, CONFERENCES, AND MORE

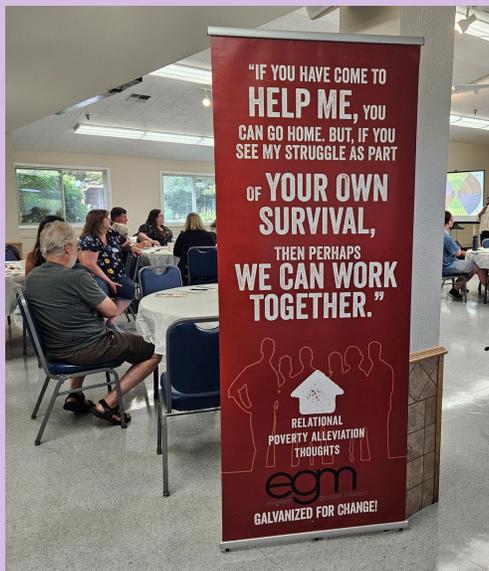
### POVERTY 101

Monroe Human Services staff partnered with the **Everett Gospel Mission (EGM)** to provide a Poverty 101 class to the community. The class was held at the Monroe Community Senior Center on September 7th.

The class was designed to help participants:

- 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

Participants were treated to an impactful seminar filled with interactive activities and lots of discussion. Human Services staff are grateful to the team at Everett Gospel Mission for bringing their insightful class to Monroe.



# POVERTY 101



#WeAreMonroeWA

**PRESENTED BY EVERETT GOSPEL MISSION**

Join us for this interactive learning experience as we:

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

CLASS COST: **FREE** (REGISTRATION REQUIRED)



**07 SEPTEMBER 2024**

 **MONROE COMMUNITY SENIOR CENTER**  
276 SKY RIVER PKWY, MONROE, WA 98272

 **9 AM - 1:30 PM**  
LUNCH PROVIDED

REGISTER HERE: 

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

# EVENTS, CONFERENCES, AND MORE

ATTENDED BY HUMAN SERVICES STAFF

In 2024, Human Services Staff attended many community events, educational conferences, and relationship-building opportunities. In addition to the ones pictured here, other examples include the Monroe Farmer's Market, Emergency Management trainings, Monroe Chamber of Commerce events, resource fairs, and more.



Monroe School District Resource Fair (Pictured Above) & Presentations at Monroe High School (Pictured Below)



AWC Action Days (Pictured Above) & National Night Out (Pictured Below)



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## LEGISLATIVE ADVOCACY

### PEER SUPPORT OUTREACH & CASE MANAGEMENT

The **Association of Washington Cities' Alternative Response Team Grant (ARTG)**, which funds the Peer Support Outreach and Case Management Specialist positions (see pages 13-15) is currently funded through July 2025.

The challenge facing the ARTG is its lack of inclusion in former Governor Inslee's proposed budget for the fiscal biennium lasting from July 1, 2025, to June 30, 2027. As of January 2025, it remains unclear whether this program will be included in Governor Ferguson's recommended budget.



This grant program provides services to the Monroe area that fill critical gaps in access to mental health, housing, and substance use disorder care that were identified in the 2021 Community Needs Assessment. Dedicated Peer and Case Management Specialists:

- Enhance service continuity and improve responsiveness to the needs of Monroe's vulnerable residents
- Distribute human services information and resources in Monroe
- Assist clients with creating personalized action plans for overcoming barriers and maintaining long-term stability

The City of Monroe is requesting \$130,000 inclusive of \$65,000 to continue to fund a full-time peer support outreach specialist and \$65,000 to fund a full-time case management specialist. It is a priority of the city to continue these positions and secure sustainable funding.

*For further information, please contact City Administrator Debroah Knight at (360)-863-4500 or [dknight@monroewa.gov](mailto:dknight@monroewa.gov)*

# APPENDIX

## POINT-IN-TIME COUNT 2024

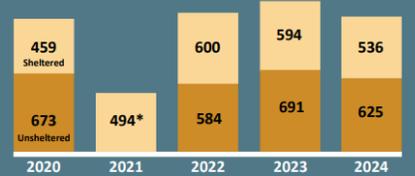
The Annual Homeless Point-in-Time (PIT) count is an event designed to provide a snapshot of households experiencing homelessness on a single day. Take the Next Step led the Monroe effort to gather accurate data on January 22, 2024. Resource Navigator Michael Lorio led a coordinated effort with local partners to provide resource locations for unhoused individuals to check in and receive resources. They also completed the PIT count interview which includes questions about demographic information, the total duration and number of times an individual has been homeless, and if the individual has a history of substance use dependency, disability or mental health needs. The full Snohomish County infographic is below:

### Point-in-Time Count Overview January 22, 2024

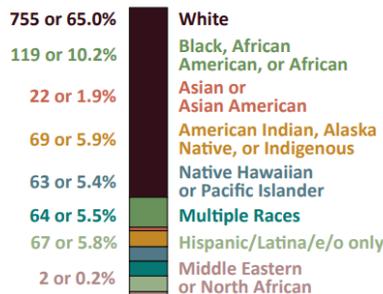
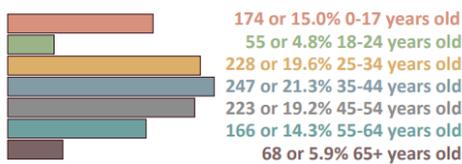


#### Snohomish County Point-in-Time History

\* In 2021, the county was granted an exception from conducting the Unsheltered count due to COVID-19 safety concerns.



#### these 1161 individuals were:



Due to HUD's changes in the collection of race and ethnicity at the end of 2023 the counts for all individual races includes persons who also identified Hispanic/Latina/e/o identity. A direct comparison to Snohomish County Census data is not yet available because of this change.

Where did you sleep last night?	Where was your last permanent residence?											Total	
	North County	Marysville / Tulalip	Snohomish	Everett	Highway 2 Corridor	Lynnwood	Edmonds	Under 10 Responses	Balance of State	Other US State / Other Country	Unknown / Unreported		
North County	19	10		7					3	7		13	59
Marysville	1	19	1	9	1				1	9	4	7	52
Tulalip	1	22		2					1	7	1	1	35
Everett	4	15	4	145	2	7			8	33	17	40	275
Highway 2 Corridor			3	3	1	37			1	5	1		51
Lynnwood			2	1	20	2	36	3	3	11	2	7	87
Edmonds					9	1	6	15	2	7	4		44
Under 10 Responses		1	4	1			1	1	7	6	1		22
<b>Total</b>	<b>25</b>	<b>72</b>	<b>13</b>	<b>194</b>	<b>43</b>	<b>50</b>	<b>19</b>	<b>26</b>	<b>85</b>	<b>30</b>	<b>68</b>	<b>68</b>	<b>625</b>

To avoid the possibility of identification, areas with fewer than 10 responses have been grouped together. Where not identified separately, "North County" includes Arlington, Smokey Point, and Stanwood; "Highway 2 Corridor" includes Gold Bar, Index, Monroe, and Sultan; and "Under 10 Responses" includes Bothell, Granite Falls, Lake Stevens, Maltby, Mill Creek, Mountlake Terrace, Mukilteo, and Snohomish.

# APPENDIX

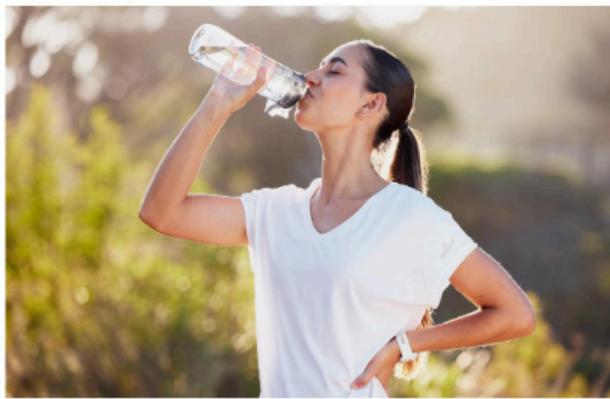
## SUMMER SAFETY ARTICLE

Monroe Human Services staff partnered Economic Development Coordinator Patrick Doherty to write an article about Summer Safety in the Summer 2024 edition of the Choose Monroe Magazine. To read the full article, visit:

[https://issuu.com/monroewa10/docs/choose\\_monroe\\_summer24](https://issuu.com/monroewa10/docs/choose_monroe_summer24)

### FUN IN THE SUN – SAFELY!

As clouds give way to warm sunshine and rain puddles dry up, the out-of-doors beckons us to engage in our favorite summer activities. Water-based sports, hiking, camping, and outdoor gatherings are among the top activities enjoyed around Monroe over the next few months. Amidst all the fun, it's important to remember that safety must always be first when enjoying outdoor activities. Let's delve into some essential tips for staying safe while enjoying the myriad of summertime activities our region has to offer.



#### HOT WEATHER

As summer approaches, we must prepare for extreme heat events, which are becoming more frequent and intense in our region. According to Snohomish County Public Safety, these events pose significant risks to public health, leading to increased hospitalizations, demand for emergency medical services, and unfortunately, even fatalities. Heat stroke and heat exhaustion can occur when the body's temperature rises faster than it can cool itself. It's important that everyone take precautions during extreme heat, but certain groups are particularly vulnerable, including older adults, infants, young children, pregnant women, outdoor workers, people with limited mobility, and those with pre-existing or chronic medical conditions. Being informed and proactive can help lessen the risks associated with summer heat. For more information, visit [www.sno.wa.gov/health/safety/heat](#).



#### WATER SAFETY

Swimming, paddle-boarding, and river rafting rank among our favorite summer pastimes, yet they require us to exercise caution and common sense. To ensure kids have fun safely in the water, Snohomish Regional Fire & Rescue offers their annual Kids Water Safety Day Camps to provide invaluable education and hands-on experience to prevent drowning.



#### HIKING & CAMPING

"The mountains and Forest lands along the Skykomish corridor offer endless beauty and natural resources near Monroe," states Forest Service District Manager Michael Smith. "For more information, please visit our website (QR code available) or call us at (360) 677-2411. Our office is located in Skykomish in the National Forest. Plan Ahead: Research the terrain, and check the weather forecast. Let others know your expected return. Pack Essentials: Bring your own essentials, pictured above, for any unexpected situation. Stay on Trails: Stay on designated trails to avoid wandering off-trail. Pay attention to trail regulations. Leave No Trace: Learn more about the Leave No Trace principles and preparedness information at [www.lnt.org](#).

#### FIREWORKS

What's more than fireworks? Safety. For more information, visit [www.fireworks.gov](#).

