



HUMAN SERVICES WORK REPORT

FEBRUARY & MARCH 2025

PREPARED BY:

KATELYN HARRIGAN
HUMAN SERVICES CONSULTANT

RACHEL ADAMS
HUMAN SERVICES COORDINATOR



Human Services Work Report

February & March 2025



COMMUNITY NEEDS ASSESSMENT 2025

In 2021, the City of Monroe conducted a Human Services Needs Assessment to identify the gaps and needs in our community. These assessments are typically conducted every 4 years and help determine the priorities and areas of focus. This biennium, human services staff will be conducting another needs assessment through a collaborative partnership between Human Services consultant Katelyn Harrigan and another agency with expertise in gathering primary qualitative data. This project is expected to begin in May of this year and conclude in August.

MONROE MAGAZINE ARTICLE

In late February, Human Services staff and Joe Neigel, Director of Prevention Services for Monroe School District, drafted an article about resources for the Monroe Magazine. The focus of the article is to raise awareness of the supportive services for mental and behavioral health in the community and in the schools. Be on the lookout for the article in the May 2025 publication!

CASE MANAGEMENT SPECIALIST CONTRACT

In 2024, Monroe City Council approved a contract for Case Management Specialist services that was not executed by the original organization. After releasing an RFP to fill this position, three organizations applied and were reviewed by the CHSAB. After evaluation, Take the Next Step was identified as the most qualified proposal, and was approved by City Council to accept this award on March 25th, 2025. The contract is expected to be executed in April.

FLEX FUNDING RFP

In January, the CHSAB made a recommendation to City Council to release \$15,000 of the Human Servicard funding to be released as an RFP for flex funding administration for an organization that provides case management services to Monroe residents. City staff received an application from Take the Next Step to administer these funds, and the application was reviewed and recommended by the board. This decision will be brought before City Council in April for approval.

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HOPE ON THE HORIZON

Human Services staff have partnered with members of the Monroe School District and Monroe Community Coalition for Healthy Youth and Families to plan and host community event focused on mental health called Hope on the Horizon: Weathering the Storm Together. All community members are welcome and encouraged to attend. See the Save the Date below for more information:

LOCAL TEEN PROGRAMS

In March, human services staff met with new program managers and directors at the Monroe YMCA and Boys and Girls Club to learn about their teen program offerings. Both organizations offer a free and welcoming place for teens to go in the afternoons, and there are many opportunities coming up for programs to enhance their learning, career development, community involvement, and most of all fun!

Save the Date!
Tuesday, May 6, 2025
5:30-7:30 p.m.
at Monroe High School

Is Your Child:

- Feeling Isolated?
- Showing Defiance?
- Struggling with Screentime?
- Feeling Sadness and/or Anxiety?

Inviting all PreK-12 parents, guardians, and neighbors to join us for this community event

"HOPE ON THE HORIZON"
Weathering the Storm Together

RURAL DISASTER PREPAREDNESS

On Feb 5th and 6th, Human services staff attended a virtual FEMA training for Underserved Population Preparedness Planning for Rural Responders and volunteers. As members of the emergency management team and frequent responders to the needs of underserved populations, this course was a great learning opportunity.

HOPE AND CHANCE VISIT

On March 24th, Human Services Staff toured Hope and Chance, a housing with wraparound services program in Seattle, WA that has helped house several Monroe residents through referrals from the Peer Support Outreach Specialist. Staff are grateful for the resource and connection and hope to see the program expand into Snohomish County.

Featuring:

- Community Partners
- Expert Panelists
- School Resources



Notice of Non-Discrimination: The Monroe School District does not discriminate on the basis of sex, race, creed, religion, color, national origin, age, honorably discharged veteran or military status, sexual orientation including gender expression or identity, the presence of any sensory, mental, or physical disability, or the use of a trained dog guide or service animal by a person with a disability in its programs and activities and provides equal access to the Boy Scouts and other designated youth groups. The following employees have been designated to handle questions and complaints of alleged discrimination: Civil Rights Compliance Coordinator: Dan Johnston; Section 504/ADA Coordinator: David Paratore; Title IX Coordinator: Cassandra Bunney, 14692 - 171st Avenue SE, Monroe, WA 98272. Title IX inquiries may also be directed toward the U.S. Department of Education, Office for Civil Rights (OCR).

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MENTAL HEALTH CO-RESPONDER UPDATE

As of February, Mental Health Co-Responder Jessi Beyer has assisted 34 unduplicated individuals experiencing crisis so far this year. The following stories highlight the work of the co-responder in the community:

In January, A deputy called the co-responder and requested she assist with a threat assessment and advise them on their involuntary detention decision. The co-responder spoke at length with the client and determined that he was not an imminent threat. The co-responder successfully de-escalated the client, built rapport with him, and completed a robust safety plan and plan for the evening and weekend. The co-responder called the client the next day to check on him, and the client stated he was feeling much better, stated he had followed the plan that he and the co-responder made, and thanked the co-responder for her empathy and support.

In February, the co-responder was called to a domestic violence incident alongside SWAT where a male had assaulted a female, damaged a car, and had barricaded himself in his house with his toddler. The co-responder supported negotiation efforts by gathering intelligence about the male and advising on negotiation strategy, which resulted in peaceful surrender. The co-responder then followed up with the female the next day to check in and provide resources and referrals to various domestic violence resources, including shelters and employment support programs.

CO-RESPONSE CLIENT REPORTING

Month	Unduplicated Client Total	Year to Date
December 2024	12	189 (2024)
January 2025	18	18
February 2024	16	34

The co-responder reports an increase in clients experiencing psychosis since the beginning of 2025 and has noted that there are several clients who have become frequent 911 callers. Previously, there has been no more than three high-utilizing clients across East Snohomish County, and so far this year there have been more than a half dozen. A challenge has been providing adequate resources that meet their unique needs as the clients are often too acute for some programs, yet not acute enough for more intensive treatment options. The co-responder continues to work alongside her clinical supervisor to best devise care plans for clients experiencing psychosis.

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HUMAN SERVICES CALL LOG

At the beginning of this year, the Human Services Department began tracking and reporting calls and requests for services to provide insight into the case load and response times of the division. In January, Human Services staff fulfilled 17 out of 18 requests for services with one still in progress at the end of that month. Three calls supported internal city departments and one was from a Comcate. The remaining calls were mostly from available contact information from website and written materials with requests for housing, legal, mental health connections and other resource information.

In February, Human Services staff completed 13 out of 14 requests for services. Six calls offered support for other internal City Departments in Community Development, Code Enforcement, Municipal Court, and the Monroe Police Department. The remaining calls were mostly from available contact information the on from website and written materials with requests for housing, resource information and outreach.

In March, Human Services staff completed 10 of 12 total requests for services. Two requests are still ongoing. Nearly all requests were related to housing and homelessness, and were from outreach, community partners, and Code Enforcement. One client who was helping a family member look for shelter housing told staff, "everyone was so professional and so welcoming and understanding... blessings to you all. You have given us hope."

Month	Opened Cases	Resolved	Internal (City) Requests	External Requests
January	18	17	4	13
February	14	13	7	7
March	12	10	6	6
Year-to-Date	44	40	17	26

Human Services Work Report

February & March 2025



PEER SUPPORT OUTREACH SPECIALIST UPDATE

A young couple, along with their 5-year-old child, reached out to Rachel in search of affordable housing and other resources after recently relocating to the area. Roger quickly coordinated with Housing Hope, and by that Thursday, they were able to complete all necessary paperwork. By the following week, the family received a call from Housing Hope for the next steps in their housing journey. Roger's quick response and seamless communication helped them navigate the process efficiently, and they were successfully housed soon after.

A couple, living in an RV with limited savings and struggling to find stable housing, sought Roger's support. The husband was employed, and the wife was actively searching for a job. The couple's savings were not enough to secure an apartment, and a deposit would have taken months to accumulate. Roger recognized an opportunity to assist both the couple and someone else in need. With help from community partners, he purchased the RV from the couple and provided housing for an individual who had been unhoused in Monroe for over seven years. This move allowed the couple to regain stability while providing housing for someone in need. Through this transaction, Roger established trust and laid the groundwork for the couple to eventually take further steps toward permanent housing.

A man who had just been released from prison had nowhere to go. With nowhere to turn, he ended up at Ideal Option, where Erin Lopez connected him with Roger for housing assistance. Roger responded promptly, meeting the man the next morning. He took him to Hope and Chance, and within the same day, the man was placed into their housing with wraparound services program. Roger's quick action and support helped the man take the crucial first step in his new life.

An elderly woman and her daughter reached out to Hope and Chance for assistance. With Roger's guidance, they navigated the program and, within just a few months, were able to secure permanent housing. Their housing journey was completed in under 90 days, thanks to Roger's dedication and the resources available through Hope and Chance. This quick turnaround allowed the family to regain stability and improve their quality of life.

Human Services Work Report

February & March 2025



PEER SUPPORT OUTREACH SPECIALIST UPDATE

	January	February
Total Clients	36	37
Male	22	22
Female	14	15
Under 18	4	3
18-49	28	27
Age 50 and older	4	10
Veterans	1	1
Referred to Mental Health Services	5	5
Refer to Substance Use Disorder Treatment	5	10
Permanent Housing	2	0
Temporary Housing	2	4

Human Services Work Report

February & March 2025



ADDITIONAL ATTACHMENTS & REPORTS

COMMUNITY HUMAN SERVICES ADVISORY BOARD (CHSAB) MEETING MINUTES

- JANUARY 8TH, 2025
- FEBRUARY 5TH, 2025
- MARCH 5TH, 2025
- MARCH 12TH, 2025 (SPECIAL MEETING)

EMERGENCY HOUSING FUND (EHF) MOTEL VOUCHER PROGRAM QUARTERLY REPORTS

- CITY OF MONROE REPORT
- VOA REPORT

HUMAN SERVICES GRANTS AND CONTRACTS TRACKING LOG



COMMUNIUTY HUMAN SERVICES ADVISORY BOARD

Regular Business Meeting
Wednesday, January 8, 2025, 6:00 PM
Hybrid Meeting: Zoom Online Meeting Platform
and Parks & Public Works Building at 769 Village
Way

CHAIR
James Harrigan
MEMBER
Erin Lopez
Lucia Zamarron
Roger Bacon
Quinn Jay
Eric Britt
Michael Gore

MINUTES

1 CALL TO ORDER

Meeting Participation Information:

Pursuant to Council Rules of Procedure and the 2022 Open Public Meetings Act update, the Monroe Community Human Services Advisory Board meeting will be held in a hybrid format. Board members, staff, and members of the public may participate in the Community Human Services Advisory Board meetings both in-person and remotely.

In-person:

Monroe Public Works Building
769 Village Way
Monroe, WA 98272

Join Zoom Meeting

[Click Here](#)

Meeting ID: 825 5773 3767

Passcode: 286992

2 ROLL CALL

PRESENT: [James Harrigan, Michael Gore, Eric Britt, Quinn Jay, Erin Lopez, Lucia Zamarron]

EXCUSED: [Roger Bacon]

**STAFF
PRESENT:** [Rachel Adams, Katelyn Harrigan]

3 PUBLIC COMMENTS

(This time is set aside for members of the public to speak to the Community Human Services Advisory Board on any issue related to Human Services. Three minutes will

be allowed per speaker.)

4 CONSENT AGENDA

- a) Minutes from December 4th, 2024 Meeting.

Board member Gore moves to adopt the minutes, second by board member Britt. Motion passed 6-0.

5 ANNOUNCEMENTS/PRESENTATIONS

6 PUBLIC HEARING

7 FINAL ACTION

8 UNFINISHED BUSINESS

- a) Review the Draft 2025 CHSAB Schedule and Work Plan - Rachel Adams

Board member Gore moved to Prioritize the Community Needs Assessment RFP to the first quarter of the Draft 2025 CHSAB Schedule and Work Plan with Rachel Adams adjusting the timeline as needed. Board member Jay seconds, motion passed 6-0.

- b) Opioid Settlement Funding - Rachel Adams

The board discussed the following:

1. Consider how much Opioid Settlement Funding the board would like to allocate toward remediation projects/programs for the 2025/2026 biennial budget. \$250,000.00 was accounted for in this biennial budget of the total Opioid Settlement Funding the city has collected to date. The city expects to receive a total of \$380,800.00 over 17 years.
2. Consider which remediation strategies the board would like to focus on.
3. Consider a plan for collecting public input as required by the settlement agreements.

The board expressed interest in a few strategies including continuing the scholarship bed program for treatment, funding a youth prevention program, and supporting a continuum of care organization for post-treatment and

recovery. Before moving forward, the board would like more information from the Community Coalition on existing or possible programs and funding for youth prevention. This item will be brought back for further discussion at the next meeting.

9 NEW BUSINESS

- a) Nominations and Approval of the 2025 CHSAB Chair and Chair Pro-tem - Rachel Adams

1. Nominate board members James Harrigan and Michael Gore to fill the roles of CHSAB Chairperson and Chair Pro-tem, respectively.

2. Board member Britt moved to **approve nominations of board members James Harrigan and Michael Gore to fill the roles of CHSAB Chairperson and Chair Pro-tem, respectively.** This motion was seconded by board member Zamarron, and a vote was held. Motion passed 6-0.

10 DISCUSSION ITEMS

- a) 2025/2026 Human Services Awards and Implementation Budget Discussion - Rachel Adams

The City of Monroe budget for 2025/2026 includes \$150,000.00 for human services implementation. This amount includes the \$75,000.00 for 2025 and \$75,000.00 for 2026. After discussion, the board expressed interest in funding essential needs flex funding attached to case management, and delaying further recommendations for the majority of funding until after the results of the Community Needs Assessment. Board member Gore moved to **Recommend that City Council consider approving \$15,000 of the Human Services Award funding for an RFP for an organization to provide Basic Needs Flex Funding attached to Case Management.** This motion was seconded by board member Britt and a vote was held. Motion passed 6-0.

11 STAFF/DEPARTMENT REPORTS

Rachel Adams reminded the board about the 2025 Point-in-time (PIT) count happening on January 23rd, 2025, and encouraged anyone interested to reach out to Take the Next Step and volunteer.

12 BOARDMEMBER REPORTS

13 ADJOURNMENT

Board member Jay moves to extend the meeting to 8:15 p.m., seconded by board member Britt. Motion passed 6-0.

Meeting adjourned 8:15 p.m.

Next Meeting **February 5, 2025** at 6:00 p.m.



COMMUNIUTY HUMAN SERVICES ADVISORY BOARD

Regular Business Meeting
Wednesday, February 5, 2025, 6:00 PM
Hybrid Meeting: Zoom Online Meeting Platform
and Parks & Public Works Building at 769 Village
Way

CHAIR
James Harrigan
MEMBER
Erin Lopez
Lucia Zamarron
Roger Bacon
Quinn Jay
Eric Britt
Michael Gore

MINUTES

1 CALL TO ORDER

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Monroe, WA 98272

Join Zoom Meeting

[Click Here](#)

Meeting ID: 825 5773 3767

Passcode: 286992

2 ROLL CALL

PRESENT: [James Harrigan, Roger Bacon, Michael Gore, Lucia Zamarron, Eric Britt]

EXCUSED: [Quinn Jay, Erin Lopez]

STAFF PRESENT: [Rachel Adams, Katelyn Harrigan, Amy Bright]

3 PUBLIC COMMENTS

(This time is set aside for members of the public to speak to the Community Human Services Advisory Board on any issue related to Human Services. Three minutes will be allowed per speaker.)

4 CONSENT AGENDA

- a) Board member Gore moved to approve the Minutes from January 8th, 2025, seconded by Roger Bacon. Motion passed 5-0.

5 NEW BUSINESS

- a) Proposed Accessory Dwelling Unit (ADU) and Permit Processing Code Amendments - Introduction

City of Monroe Planner Amy Bright provided the Community & Human Services Advisory Board with information relating to the provisions of HB-1337 in regard to Accessory Dwelling Units (ADUs) and how those provisions will impact housing options in Monroe. The Planning Commission is just beginning its review of the proposed changes to the Monroe Municipal Code for compliance with HB-1337 and City Council will receive an overview of all the proposed amendments at a later date. The board asked questions about HB-1337, landlord tenant laws, and gave feedback about possible implications for community land trusts.

6 ANNOUNCEMENTS/PRESENTATIONS

- a) 2024 Human Services Annual Report - Katelyn Harrigan

Human Services Consultant Katelyn Harrigan presented the 2024 Human Services Annual report to the board, highlighting the accomplishments, program updates, grant funding information, and more updates from the past year. Board member Gore left the meeting at 7:27 p.m. during this presentation, but a quorum of 4 board members was maintained.

7 PUBLIC HEARING

8 FINAL ACTION

- a) Approve the 2025 CHSAB Schedule and Work Plan - Rachel Adams

Board member Bacon moved to approve the revised 2025 CHSAB Schedule and Work plan. Second by board member Britt. Motion passed 4-0

9 UNFINISHED BUSINESS

10 DISCUSSION ITEMS

- a) Staff Recommended Process for the 2025 Human Services Community Needs Assessment - Rachel Adams

Board member Bacon moved to approve the staff recommended process for the 2025 Community Needs Assessment. Second by board member Britt.
Motion passed 4-0

11 STAFF/DEPARTMENT REPORTS

Rachel Adams gave details about the Cold Weather Shelter and the current Legislative Session happening in Olympia.

12 BOARDMEMBER REPORTS

Board member Britt informed the board that Thursday, February 6th was Recovery Day in Olympia. Board member Bacon expressed his appreciation to Take the Next Step and their efforts during the recent Point-in-Time count on January 23rd, 2025. Chair Harrigan mentioned his productive conversations with local lawmakers about literacy programs and its impact on mental health and relevance to human services efforts.

13 ADJOURNMENT

Meeting adjourned 8:00 p.m.
Next Meeting **March 5th, 2025** at 6:00 p.m.



COMMUNIUTY HUMAN SERVICES ADVISORY BOARD

Regular Business Meeting
Wednesday, March 5, 2025, 6:00 PM
Hybrid Meeting: Zoom Online Meeting Platform
and Parks & Public Works Building at 769 Village
Way

CHAIR
James Harrigan
MEMBER
Erin Lopez
Lucia Zamarron
Roger Bacon
Quinn Jay
Eric Britt
Michael Gore

MINUTES

1 CALL TO ORDER

Meeting Participation Information:

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In-person:

Monroe Public Works Building
769 Village Way
Monroe, WA 98272

Join Zoom Meeting

[Click Here](#)

Meeting ID: 825 5773 3767

Passcode: 286992

2 ROLL CALL

PRESENT: [Roger Bacon, Eric Britt, Michael Gore, Quinn Jay, James Harrigan, Lucia Zamarron (6:04 p.m.)]

EXCUSED: [Erin Lopez]

STAFF PRESENT: [Rachel Adams, Leigh Ann Barr]

3 PUBLIC COMMENTS

(This time is set aside for members of the public to speak to the Community Human Services Advisory Board on any issue related to Human Services. Three minutes will

be allowed per speaker.)

4 CONSENT AGENDA

- a) Board member Jay moved to approve the February minutes, seconded by board member Britt. Passed 5-0. Board member Zamarron joined the meeting after the vote was held.

5 NEW BUSINESS

- a) Associate Planner Leigh Anne Barr gave an Introduction to the board regarding proposed code amendments for the conversion of existing commercial buildings into residential uses, and how this will impact housing supply.

- b) Flex Funding RFP Application Review - Rachel Adams

Human Services Coordinator Rachel Adams presented the application by Take the Next Step for flex funding administration attached to case management.

Board member Britt moved to recommend that Take the Next Step be awarded flex funding. Board member Zamarron seconded the motion. A vote was held. **Motion passed 5-0-1**, with board member Jay abstaining from the vote.

- c) Case Management Specialist RFP Applications Review - Rachel Adams

Human Services Coordinator Rachel Adams outlined the process for completing the scoring sheets for the Case Management Specialist applications, and suggested a special meeting be held to make a recommendation for the award. **Board member Bacon moved to set the Special Meeting date to March 12th 2025 at 6:30 p.m.**, seconded by board member Jay. **Motion passed 6-0.**

6 DISCUSSION ITEMS

- a) Human Services Community Needs Assessment - Rachel Adams

Chair Harrigan left the meeting prior to this discussion, at 6:42 p.m. As Chair pro tem, Board member Gore became acting Chair. Human Services Coordinator Rachel Adams proposed three options to the board for completing the 2025 Needs Assessment, including a hybrid option to have Human Services Consultant Katelyn Harrigan perform the Community Needs Assessment alongside a public outreach consultant. **Board member Bacon**

moved to recommend the City Council amend Contract No. 2025-001 with Katelyn Harrigan to perform the 2025 Community Needs Assessment and negotiate a contract with a public outreach consultant to assist Ms. Harrigan with the primary qualitative data collection. Board member Britt seconded the motion. A vote was held, and the **motion passed 5-0**. Board member Harrigan returned to the meeting at 7:03 p.m. after the vote was complete to resume his role as Chair.

7 STAFF/DEPARTMENT REPORTS

8 BOARDMEMBER REPORTS

9 ADJOURNMENT

Meeting adjourned at 7:28 p.m.

Next Meeting Regular meeting on **April 2, 2025** 6:00 p.m.



COMMUNIUTY HUMAN SERVICES ADVISORY BOARD

Regular Business Meeting
Wednesday, March 12, 2025, 6:00 PM
Hybrid Meeting: Zoom Online Meeting Platform
and Parks & Public Works Building at 769 Village
Way

CHAIR
James Harrigan
MEMBER
Erin Lopez
Lucia Zamarron
Roger Bacon
Quinn Jay
Eric Britt
Michael Gore

MINUTES

1 CALL TO ORDER

Meeting Participation Information:

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In-person:

Monroe Public Works Building
769 Village Way
Monroe, WA 98272

Join Zoom Meeting:

- <https://us02web.zoom.us/j/86977008532?pwd=DvVudK6YZbjxYWXCWYpQvIWHwwPlu.1>

Meeting ID: 869 7700 8532
Passcode: 119568

2 ROLL CALL

PRESENT: [Michael Gore, Roger Bacon, James Harrigan, Eric Britt]

EXCUSED: [Quinn Jay, Erin Lopez, Lucia Zamarron]

**STAFF
PRESENT:** [Rachel Adams, Katelyn Harrigan]

3 PUBLIC COMMENTS

(This time is set aside for members of the public to speak to the Community Human

Services Advisory Board on any issue related to Human Services. Three minutes will be allowed per speaker.)

4 NEW BUSINESS

- a) Case Management Specialist RFP Applications Review Rachel Adams

Each board member scored the three RFP applicants and submitted their scoring sheets ahead of the meeting. Board member Zamarron recused herself from the scoring process. After scoring was compiled, the organization with the most high scores and highest average score was Take the Next Step. Board member Bacon moved to recommend that City Council consider awarding Take the Next Step the contract for Case Management services. Board member Britt seconded the motion. Motion passed 4-0.

5 STAFF/DEPARTMENT REPORTS

Rachel Adams, Human Services Coordinator, invited the board to attend a community event for mental health called Hope on the Horizon, which will be held on May 6th, 2025 at Monroe High School from 5:30-7pm. She also mentioned that on Friday is Housing and Homelessness Advocacy Day in Olympia.

6 DISCUSSION ITEMS

7 ADJOURNMENT

Adjourned 6:57 p.m.
Next Meeting **April 2nd, 2025** at 6:00 p.m.

8 BOARDMEMBER REPORTS

Snohomish County Human Services Department
Office of Community & Homeless Services (OCHS)

Quarterly Performance Report

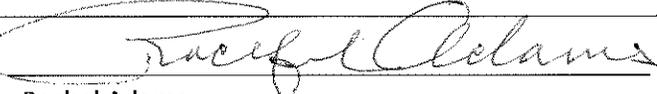
Agency Name: City of Monroe

Period: Quarter 1 (7/1 – 9/30) | Quarters 1-2 (7/1 – 12/31) | Quarters 1-3 (7/1 – 3/31) | Quarters 1-4 (7/1 – 6/30)

Due Date: 14 days after Agency receives the Quarterly Performance Report

Return the completed Report via email to the OCHS staff person that sent it to you; retain a hard copy with original signatures for the Agency's records. Prior to submission, the Agency's Executive Director or Other Designated Representative must certify that they received and reviewed the Outcome data on the Report, as demonstrated by the signature below.

AGENCY REVIEW by the Executive Director or Other Designated Representative:

Signature:  Date: 1/6/2025
Name: Rachel Adams Title: Human Services Coordinator

If you the agency has any issues/concerns (discrepancies) regarding the data presented please provide a brief response below:

Concerns:

- Total Contract amount is \$548,192 July 1, 2024-June 30, 2025
- Budget was for \$280,000 in hotel vouchers
- Currently spent \$411,831
- About \$200,000 over budget in the motel vouchers line item
- All clients were exited from the hotel on December 2nd without communication to the City of Monroe
- VOA program coordinator was on leave for an extended period – Who was providing case management?
- City of Monroe staff was not utilized for case management
- Staff changes in VOA and the County managing this contract
- VOA still has unsettled invoices out with the hotel
- Expenditures from FY23 blur into FY24
- Haven't received any contractually required reporting requirements from VOA and City of Monroe contract.
- No invoices have been reimbursed to City of Monroe or VOA

If you have any questions about the data or the report please contact your OCHS Contract Manager for the applicable project/contract. They can assist you and if applicable coordinate with the HMIS team if necessary.

Please review performance benchmarks for *all* Projects listed. If any Project is not meeting performance benchmarks for the time period please provide an Agency response. **Please provide complete responses for all unmet performance benchmarks and include;**

1. Relevant factors that impacted performance. For example, include problems encountered, changes in original project proposal, staff turnover, etc.; and
2. A description of actions the Agency is taking to meet the benchmark.

Please clearly indicate the Project/Benchmark in your response(s).

Plan:

- Budget amendment with the County and City of Monroe is needed to clean up the invoicing, get VOA reimbursed, and close the contract with VOA
- Brian Smith is exploring why there has not been reporting to City of Monroe
- City of Monroe will keep the contract open with Snohomish County and internally manage any remaining funding

Snohomish County Human Services Department
Office of Community & Homeless Services (OCHS)
Quarterly Performance Report

Agency Name: Volunteers of America Western Washington – Monroe Motel Voucher Program

Period: Quarter 1 (7/1 – 9/30) | Quarters 1-2 (7/1 – 12/31) | Quarters 1-3 (7/1 – 3/31) | Quarters 1-4 (7/1 – 6/30)

Due Date: 14 days after Agency receives the Quarterly Performance Report

Return the completed Report via email to the OCHS staff person that sent it to you; retain a hard copy with original signatures for the Agency's records. Prior to submission, the Agency's Executive Director or Other Designated Representative must certify that they received and reviewed the Outcome data on the Report, as demonstrated by the signature below.

AGENCY REVIEW by the Executive Director or Other Designated Representative:

Signature: [Handwritten Signature] Date: 02/28/2025
Name: Eunice Gonzaga Title: Senior Director

If you the agency has any issues/concerns (discrepancies) regarding the data presented, please provide a brief response below:

If you have any questions about the data or the report please contact your OCHS Contract Manager for the applicable project/contract. They can assist you and if applicable coordinate with the HMIS team if necessary.

Please review performance benchmarks for **all** Projects listed. If any Project is not meeting performance benchmarks for the time period please provide an Agency response. **Please provide complete responses for all unmet performance benchmarks and include;**

1. Relevant factors that impacted performance. For example, include problems encountered, changes in original project proposal, staff turnover, etc.; and
2. A description of actions the Agency is taking to meet the benchmark.

Please clearly indicate the Project/Benchmark in your response(s).

1. Benchmark: Exits to Permanent Housing

Target: 17% exits to permanent destination (Goal: 30%)

Factors Impacting Performance:

Several factors contributed to the program falling short of the 30% target for exits to permanent housing during this reporting period:

- Limited Affordable Housing Options: The scarcity of affordable housing in the area, coupled with rising rent prices, significantly impacted our ability to secure permanent housing for clients. Many clients were unable to increase their income sufficiently to meet the housing market demands, which created a barrier to finding suitable and affordable permanent housing.

- **Change in Project Parameters:** Originally designed to serve East County, the project was later focused solely on the City of Monroe. This shift resulted in many individuals being exited from the program, leading to an increase in the number of clients who were not housed upon exit. This change in service area and client population contributed to the overall lower housing percentage.
- **Staffing Challenges:** Our Program Coordinator had to take medical leave during this period, causing a temporary disruption in service delivery. While we worked with another department to provide case management support, the absence of a key staff member hindered our ability to meet our housing goals.
- **Delayed Motel Billing:** The delayed billing from motels used for client housing created financial strain on the program. A large portion of the budget was tied up in these delayed payments, limiting available funds for other critical services, such as extended case management and housing placement assistance.
- **Over-enrollment at Program Inception:** At the start of the contract, the program was over-enrolled beyond its original capacity. This created additional strain on resources, particularly staffing, and led to a backlog in case management. The higher-than-expected enrollment impacted our ability to prioritize housing placements, as the number of individuals requiring assistance exceeded the available staff and housing resources.

2. Benchmark: Length of Hotel Stays (Target: Fewer than 90 Days)

Target: Maintain fewer than 90 days for hotel stays (Actual: 97 days)

Factors Impacting Performance:

The program was nearly on track to meet the benchmark, with an actual length of stay of 97 days, just slightly above the target of 90 days. Several factors contributed to this slight overage:

- **Housing Market Challenges:** The increased cost of housing and the limited supply of affordable housing in Snohomish County made it difficult to quickly move clients from temporary accommodations to permanent housing. Additionally, bottlenecks at affordable housing programs, where there is often a delay in processing applications, further slowed down housing placements.
- **Resource Allocation and Availability:** The program experienced over-enrollment, and the high demand for available housing resources exceeded what was available. This strain on housing options further delayed clients' ability to transition to permanent housing, resulting in longer stays in motels than originally anticipated.

3. Benchmark: Bed Nights

Target: 1,700 Annual Bed Nights

Annual requirement of 1,700 bed nights (Actual: 4,266 bed nights between Q1 and Q2)

Performance Achieved:

We have significantly surpassed the bed nights target. The actual bed nights for the first two quarters were as follows:

- **Q1 (7/1/2024–9/30/2024):** 3,279 bed nights
- **Q2 (10/1/2024–12/31/2024):** 987 bed nights
- **Total for Q1-Q2 (7/1/2024–12/31/2024):** 4,266 bed nights

This performance exceeds the expected annual bed night requirement by more than 250% in just the first half of the year. It reflects a high level of utilization of available motel resources, demonstrating our capacity to provide temporary housing to a significant number of clients.

4. Benchmark: Positive Impact on the Community – Number of Exits to Permanent Housing

30% of exits to permanent housing (Actual: 17%)

While we did not meet the 30% benchmark, it is important to recognize the positive impact this project has had on the community. During this reporting period, the program successfully helped stabilize multiple households and individuals who were previously unhoused. Although 17% of clients exited to permanent housing—just over half of the target—these individuals are now in stable, permanent housing, highlighting the program's positive outcomes.

All Grants & Contracts Tracking - 2025

Source	Awardee/ Sub-contractor	Award Date	Expiration	Award Amount	Reimbursed	% Complete	Description	Notes
AWC FY24	City of Monroe & St. Vincent de Paul	Jul-24	Jun-25	\$ 90,000.00	\$ 90,000.00	100%	Alternative Response Teams	supports PSO/CMS contracts
SHB 1406	Take the Next Step	Jun-23	Jun-26	\$ 210,000.00	\$ 194,590.57	92.70%	Rental Assistance	as of Feb 25
SAMHSA	Volunteers of America Western Washington	Dec-22	Sep-27	\$ 480,804.00	\$ 60,495.50	12.60%	Mental Health Co-Response	awaiting approval of changes for Dec-Feb invoices.
EHF	Volunteers of America Western Washington	Jul-24	Jun-25	\$ 592,192.00			Emergency Hotel Vouchers	Awaiting contract amendment to process outstanding invoices
Human Services Consultant	Katelyn Harrigan LLC	Jan-25	Dec-25	\$ 40,560.00	\$ 5,611.00	14%		Updated March 8th, 2025
Peer Support Outreach	St. Vincent de Paul	Jan-25	Dec-25	\$ 54,920.00	\$ 4,431.96	15%	Roger Evans	Feb processing. Updated 3/31
Case management Specialist	Take the Next Step	Apr-25	Apr-26	\$ 30,000.00				awaiting contract finalization
Human Services Awards (General Funds) - FLEX FUNDING	TBD	Apr-25	Apr-26	\$ 15,000.00			Flex Funding attached to Case Management	awaiting contract finalization
Human Services Awards (General Funds)	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
Community Needs Assessment (General Funds)	TBD	TBD	TBD	TBD	TBD	TBD	Community Needs Assessment 2025	
Opioid Settlement Funds	TBD	TBD	TBD	TBD	TBD	TBD	Opioid Crisis Mitigation, Prevention, etc.	