



# HUMAN SERVICES WORK REPORT

APRIL & MAY 2025

PREPARED BY:

**KATELYN HARRIGAN**  
HUMAN SERVICES CONSULTANT

**RACHEL ADAMS**  
HUMAN SERVICES COORDINATOR



# Human Services Work Report

April & May 2025



## COMMUNITY NEEDS ASSESSMENT 2025

---

In 2021, the City of Monroe conducted a Human Services Needs Assessment led by Kulik Strategic Advisors to identify community gaps and set service priorities. These assessments are typically conducted every four years.

This year, Human Services staff are launching a new assessment in collaboration with consultant Katelyn Harrigan. Kulik Strategic Advisors, who led the 2021 effort, are returning to lead key informant interviews and focus groups. The project began in May and will conclude in August.

A kickoff meeting with service providers has taken place, and planning is underway for Marco Alcorn's onsite visit for focus groups in July. Key Informant Interviews are currently being scheduled. To ensure broad community input, staff will also conduct outreach at summer events such as the Farmers Market, PRIDE, and Juneteenth.

The resident survey is now live and can be completed by following the QR code below:



English Survey



Spanish Survey

## HOPE ON THE HORIZON EVENT

---

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.

The Mayor, Police Chief and Superintendent gave the event's welcome and introduction. Tessa Stuckey, author of For the Sake of Youth, was the event's Keynote speaker. Community Partners present at the Resource Fair included:

- Boys and Girls Club
- City of Monroe Human Services
- Compass Health WISE
- Conquer Clinics
- Fairfax
- Ideal Option
- LETI
- Monroe Community Coalition for Health Youth
- Monroe Police Department Domestic Violence Services Coordinator
- Monroe/Sky Valley YMCA
- Sea Mar Mental/Behavioral Health
- Seattle Childrens Hospital Mental/Behavioral Health
- Take the Next Step Family Resource Center
- The Compassionate Friends of Snohomish County
- VOA 988 Crisis Services
- VOA Mobile Mental Health Co Responder

# Human Services Work Report

April & May 2025



## MENTAL HEALTH CO-RESPONDER UPDATE

As of May, Mental Health Co-Responder Jessi Beyer has assisted **69** unduplicated individuals experiencing crisis so far this year. The following stories highlight the work of the co-responder in the community:

In April, a 988 calltaker contacted 911 after a client called to share his final wishes before attempting suicide. When the co-responder and a deputy arrived, they couldn't reach the client at his front door. The client's parents, who lived next door, unlocked the home. Inside, the client's father found him on the bed with a bag over his head—just as described by the 988 calltaker.

The client was still alive. The co-responder began a medical assessment while the deputy called for an aid car. Once responsive, the deputy convinced the client to walk to the ambulance. When the client became verbally escalated inside the aid car, the co-responder stepped in again.

By calmly engaging the client—asking about pronouns and complimenting nail polish—the co-responder built quick rapport and de-escalated the situation. The client was safely transported to the hospital without further incident, showing the impact of compassionate, person-centered crisis response.

## CO-RESPONSE CLIENT REPORTING CHART

Month	Unduplicated Client Total	Year to Date
April 2025	<b>20</b>	<b>54</b>
May 2025	<b>15</b>	<b>69</b>

In May, during a ride-along with Monroe Police Officer Marc Schuermeyer, the co-responder assisted on a suicide-in-progress call. The client had left on foot after the attempt was interrupted. Officers located him and prepared for an involuntary detention. Once the scene was secure, the co-responder approached the visibly agitated client.

Through calm conversation, the co-responder quickly built rapport and de-escalated the situation. Despite earlier warnings about potential use of force, the client agreed to voluntarily enter the ambulance for transport.

Afterward, the co-responder and Officer Schuermeyer discussed how to improve future collaboration to reduce client distress while keeping scenes safe. This incident shows the value of co-response in creating safer, more compassionate outcomes.

# Human Services Work Report

April & May 2025



## HUMAN SERVICES CALL LOG

---

In April, Human Services staff successfully resolved all 3 service requests. Two of these were follow-ups from January and February, including a Comcate related to individuals living in a place not meant for human habitation and a request to connect an individual with outreach services. One new request in April involved a wellness check at Travelers Park. One case supported Code Enforcement efforts, while the other two were addressed through outreach coordination.

In May, Human Services staff responded to 4 service requests, successfully closing 3. One case remains open pending safe conditions for outreach. Two requests involved connecting individuals with affordable senior housing options. The remaining two calls supported internal city departments, including a business owner concern about trespassing and a response to encampment activity in coordination with Code Enforcement and Law Enforcement partners.

<b>Month</b>	<b>Opened Cases</b>	<b>Resolved</b>	<b>Internal (City) Requests</b>	<b>External Requests</b>
April	1	3	0	1
May	9	9	4	5
<b>Year-to-Date</b>	<b>54</b>	<b>52</b>	<b>21</b>	<b>32</b>

# Human Services Work Report

April & May 2025



## PEER SUPPORT OUTREACH SPECIALIST UPDATE

---

A male client in his 30s initially connected with Peer Support Outreach Specialist Roger Evans through Pastor Todd at Peace Lutheran. The client expressed interest in returning to school and working toward greater stability. The specialist helped him secure a job interview, which ultimately did not result in employment.

Adapting to the client's shifting goals, the specialist connected him with yard work opportunities and continued to meet with him regularly to explore next steps. The following week, the client was introduced to a representative from Orion for access to job training resources. Over the next few weeks, he engaged in small jobs, including yard work and moving assistance, while continuing to build confidence and skills.

The client has made some progress alongside a few setbacks. He is currently learning to navigate relationship-building, set healthy boundaries, and access additional resources. Support is ongoing, with a focus on personal development and long-term stability.

Additionally, the Peer Support Outreach Specialist began working with an unhoused client who was staying with her family in a motel while working locally. After an initial denial from the Housing Hope program, the specialist supported her through the appeal process.

The appeal was eventually approved, and the client was accepted into the Housing Hope program. When she toured the apartment, she had a deeply emotional response upon seeing a full-size refrigerator—a moment that reflected more than just relief. After months without a real kitchen, the sight of a refrigerator symbolized hope, stability, dignity, and the opportunity to prepare home-cooked meals for her family once again.

Throughout the process, the Peer Support Specialist developed a strong relationship with the client and her family, offering ongoing encouragement and guidance. Connections were made within the Housing Hope community, and additional support was arranged through Union Gospel Mission to help furnish the new home.

By the time this report is published the client will have signed their lease and received their keys.

# Human Services Work Report

April & May 2025



## PEER SUPPORT OUTREACH SPECIALIST UPDATE

	<b>April</b>	<b>May</b>	<b>Year to Date</b>
Total Clients	27	29	162
Male	14	21	106
Female	8	11	59
Under 18	3	0	13
18-49	17	22	112
Age 50 and older	9	10	45
Veterans	0	0	2
Referred to Mental Health Services	1	2	14
Refer to Substance Use Disorder Treatment	6	9	38
Permanent Housing	7	0	11
Temporary Housing	3	0	11

# Peer Support Outreach Specialist

The City of Monroe has contracted with St. Vincent de Paul to provide Peer Outreach Support to persons in need of information, resources, and services to overcome barriers to substance abuse, homelessness, and mental health.



## Roger Evans

For the past 6 years, Roger has worked in the Sky Valley region to walk alongside those who are experiencing crisis to offer hope and a helping hand. Roger has battled and overcome his addiction and homelessness and provides a unique perspective in his role as a Peer Outreach Support Specialist. He seeks out and connects with persons in Monroe who are in need and connects them to support agencies.

**(206) 606-3573**

**roger@svdpnsc.com**

**Mon.-Sat., 8 a.m. — 8 p.m.**

## OTHER CRISIS CARE RESOURCES

### 211 Washington

Dial 2-1-1 to seek crisis intervention assistance or visit [WA211.org](http://WA211.org) for resource information.

### 988 Crisis Lifeline

Call or text 9-8-8 to reach trained crisis counselors 24/7/365.

Visit [988lifeline.org](http://988lifeline.org) to chat with someone.

### Take the Next Step, Family Resource Center

202 S. Sams Street, Monroe, WA 98272.

Call (360) 794-1022 to learn about their available resources and services.

### Volunteers of America, Sky Valley Resource Center

617 1st St Sultan, WA 98294

Call (360) 793-2400 (extension 1408) if you or your family is in crisis or experiencing homelessness.

# Human Services Work Report

April & May 2025



## CASE MANAGEMENT SPECIALIST UPDATE

---

While supporting virtual community court, the Case Management Specialist, Mike Lorio, recognized another long-time client. After assessment, intensive inpatient treatment was identified as the best path. The client was connected to a program and waited for his court date.

Later, during outreach, the Case Management Specialist saw him again. While they celebrated his step into community court, the client confided he felt overwhelmed and was thinking about leaving the state to avoid the process.

The Case Management Specialist talked with him about his fears and the value of sticking with community court. That conversation helped shift the client's mindset. He agreed this was a real opportunity—and chose to move forward.

The next week, he followed through and entered treatment. This moment of reconnection helped keep him on a path toward recovery and stability.

Another client, auditing the Community Court, decided the program was a good fit. However, getting to the attorney's office to sign enrollment paperwork was a major barrier due to her living situation.

The Case Management Specialist, aware of the client's challenges and their history of mistrust, stepped in to help. The Case Management Specialist coordinated with the attorney, who emailed the documents so they could be printed and brought directly to the client.

An appointment was made, and the Case Management Specialist met the client to review and sign the paperwork. Afterward, the documents were scanned and returned to the attorney—allowing the client to officially start the court process on time and in line with her treatment plan.

This small but significant effort helped the client overcome a key barrier. More importantly, it marked progress in building trust. By supporting her through this step, the Case Management Specialist helped the client move forward on a path toward stability and recovery.

# Human Services Work Report

April & May 2025



## CASE MANAGEMENT SPECIALIST UPDATE

	<b>April</b>	<b>May</b>	<b>Year to Date</b>
Total Clients	2	7	9
Male	1	3	4
Female	1	4	5
Under 18	0	0	0
18-49	2	6	8
Age 50 and older	0	1	1
Veterans	0	0	0
Referred to Mental Health Services	0	0	0
Refer to Substance Use Disorder Treatment	0	0	0
Permanent Housing	0	0	0
Temporary Housing	0	0	0

# Case Management Specialists



The City of Monroe has contracted with Take the Next Step to provide Case Management Support to persons in need of information, resources, and services to overcome barriers to substance abuse, homelessness, and mental health.



## Michael Lorio

Michael has been dedicated to the mission of Take the Next Step for over 14 years, developing programs to meet the unique needs of the Sky Valley community. As a certified Chaplain and Resource Navigator, he has provided compassionate support to marginalized individuals during times of crisis. He played a key role in founding and directing the Monroe Emergency Cold Weather Shelter and contributed to Take the Next Step becoming a Trauma Informed Certified Family Resource Center. Now leading the TTNS Outreach Program, Michael collaborates with treatment and mental health agencies, using his extensive knowledge to guide others toward stability and recovery.

**(425) 261-9864**

**[mikel@ttns.org](mailto:mikel@ttns.org)**

**Monday-Friday 9:30 a.m. — 5 p.m.**



## Gena Schwartz

As a Resource Navigator at Take the Next Step, Gena walks alongside individuals and families in her community, helping them access vital resources like housing assistance, food support, healthcare, and help with keeping their utilities on. She builds trusting relationships and supports people as they navigate challenges, working to connect them with the services they need to find stability and hope.

**(425) 725-0568**

**[gena@ttns.org](mailto:gena@ttns.org)**

**Monday-Friday 9:30 a.m. — 5 p.m.**

This program is a partnership between the City of Monroe & Take the Next Step

MonroeWa.gov | (360) 794-7400

ttns.org | 360-794-1022

# Human Services Work Report

April & May 2025



## ADDITIONAL ATTACHMENTS & REPORTS

---

### COMMUNITY HUMAN SERVICES ADVISORY BOARD (CHSAB) MEETING MINUTES

- APRIL 2, 2025
- MAY 7, 2025

### HUMAN SERVICES GRANTS AND CONTRACTS TRACKING LOG