



# HUMAN SERVICES WORK REPORT

AUGUST & SEPTEMBER 2025

PREPARED BY:

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# Human Services Work Report

August & September



## COMMUNITY NEEDS ASSESSMENT 2025

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In 2021, the City of Monroe conducted a Human Services Needs Assessment to identify community gaps and set service priorities. This year, Human Services staff conducted an updated assessment in collaboration with consultant Katelyn Harrigan and Kulik Strategic Advisers (KSA). The project commenced in May, and the final draft of the report was presented to the CHSAB on September 1<sup>st</sup> and to the City Council during the September 16<sup>th</sup> Study Session.

The needs assessment identified priority human service needs, including affordable housing, mental and behavioral health, health and dental care access, transportation services and safety, affordable childcare, food and nutrition support, substance use disorder treatment and prevention, and employment, educational, and legal services. The assessment provided recommendations intended to guide the City Council, City staff, and the Community Human Services Advisory Board in strategic planning and budgetary decision-making to address community needs.

In addition to presentations for Monroe City Council and CHSAB, Ms. Harrigan also presented the findings of the report to local human services partners and the Monroe Community Coalition. Upcoming presentations include the Economic Development Advisory Board (EDAB) in October and a second coordination meeting with the Coalition in November.

## SCHOOL DISTRICT RESOURCE FAIR

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On August 20<sup>th</sup>, Human Services staff attended the Monroe School District's annual back-to-school resource fair at Park Place Middle School. Human Services Coordinator Rachel Adams (pictured below) and Consultant Katelyn Harrigan attended to provide parents and students with local resources and city information. Kudos to the Monroe School District for a successful and well-attended event!



## NATIONAL NIGHT OUT

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Human Services Consultant Katelyn Harrigan attended National Night Out on August 5 to provide City of Monroe booths with human services information and to hand out stickers with the new city branding. Many thanks to the Rotary Club of Monroe for putting on such a wonderful event for the community.

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## MOBILE MENTAL HEALTH CO-RESPONDER UPDATE

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**In August**, the co-responder was asked to assist with an attempt to contact a client after he violated a protection order. This particular client was known to experience psychosis and suicidality. The law enforcement incident commander informed the co-responder that the client was going to be arrested for violating the protection order, but he was hoping the co-responder could speak to the client over the phone and convince him to come out of his residence peacefully so no force would need to be used, and no one would be injured. Over the course of a 28-minute phone call, during which the client opened by stating he was going to fight any law enforcement officer who came onto his property, the co-responder was able to validate the values underlying the client's psychosis, build rapport, and convince the client to exit his house and be peacefully taken into custody. The client was arrested without incident, and per the family's request, the clinician included language in the deputy's Superform requesting a mental health and medication re-evaluation for the client once he was in the jail mental health system. One of the sergeants on scene stated he was very grateful for the co-responder's assistance and stated that she probably saved multiple people from going to the hospital, both the client and deputies.

**In September**, the co-responder was asked to call a client experiencing suicidal ideation after the recent loss of his friend to suicide. The call rapidly turned into the client describing in detail how he would hunt down and kill law enforcement. The client was a veteran, and while he did not currently have access to firearms, the co-responder used multiple risk assessment tools to determine that the client was at high risk for both suicide and homicide. The co-responder consulted with the Snohomish County Sheriff's Office sergeant and master patrol deputy, and they concluded the best path forward was to immediately blacklist the client from purchasing a firearm and follow up with an ERPO the next day. The clinician wrote a detailed affidavit for the ERPO with specific threats made by the client during her two-hour conversation with him, and the ERPO was successfully filed the next day, reducing the client's risk to both himself and law enforcement.

Month	Unduplicated Client Total	Year to Date
Aug	25	133
Sept	11	144

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## PEER SUPPORT OUTREACH SPECIALIST UPDATE

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Due to unanticipated life events, Peer Support Outreach Specialist, Roger Evans, has had to step away from his role with St. Vincent de Paul and the City of Monroe. In the June and July human services monthly report, there was a year-over-year snapshot of this valuable program and how much impact it has had on our local homeless residents accessing important solution-based resources, treatment programs, and housing.

The program is currently on hold since St. Vincent de Paul is not able to provide a replacement for this position from their current staff. City Staff is preparing to release an RFP to seek out a new organization to provide these contracted services in 2026. In the interim, any outreach opportunities should be directed to the Monroe Police Department Law Enforcement Embedded Social Worker team by contacting Elisa Delgado at: [Elisa.Delgado@co.snohomish.wa.us](mailto:Elisa.Delgado@co.snohomish.wa.us) or 425-293-3808. For connection to local resources, including the Case Management Specialist, please reach out to the City of Monroe Human Services Coordinator, Rachel Adams at: [RAdams@monroewa.gov](mailto:RAdams@monroewa.gov) or 360-913-4817.

## HUMAN SERVICES CALL LOG

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### August and September:

Human Services staff responded to four service requests, successfully closing all cases. Two calls involved coordination with Code Enforcement and Law Enforcement. One case involved working with multiple partners to find shelter and animal boarding for a woman experiencing a mental health crisis after hours over a weekend.

Month	Opened Cases	Resolved	Internal (City) Requests	External Requests
August and September	4	4	2	2
Year-to-Date	80	77	33	37

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## CASE MANAGEMENT SPECIALIST UPDATE

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**October highlights:** Through the Outreach Program, the case management specialist was successful in assisting two new clients in reengaging with the Community Court Program (CCP). Additionally, the case manager is working with four clients who appeared in the Municipal Court to try the CCP.

Another success is the news that a long-term client received permanent housing in Everett. A navigator is assisting her with having a road map to continue receiving her mental health assistance. The case manager also contacted treatment programs with clients seven times in real time. These included Conquer Clinics, Ideal Option and Skyland Ranch. Two of those clients began treatment at Conquer. They were also able to help a client begin their inpatient treatment plan at EvergreenHealth Recovery Center, including one of the most unusual forms of assistance in our experience: fostering the clients two pet Roosters.

Another very important case was assisting a gentleman who has ongoing serious mental health issues with receiving the medication needed to help treat those concerns. This included negotiating with the provider, getting assistance from the Community Service Officer, and negotiating the client having permission to violate a no trespass order so they could receive the medication.

**September highlights:** Through outreach, two clients were successfully reengaged with the Community Court Program. The Case Management Specialist has been encouraging clients to establish weekly check-ins to help them stay consistent and meet the plans they have laid during community court. Three clients from the Municipal Court who may be strong candidates for the Community Court began the assessment process.

The Case Management Specialist was able to assist three clients in evaluating their options for inpatient treatment. Two of these participants made the decision to obtain local services through Evergreen Recovery. One was able to begin treatment while the other was expected to be able to begin early in October.

One young man has committed to going into inpatient treatment, but has struggled getting started because he has a dog he cares for very much. The Case Management Specialist was able to connect him with Beck's Place, and they began the assessment process to hopefully provide long-term foster care so the gentleman can go to treatment with confidence and peace of mind.

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## CASE MANAGEMENT SPECIALIST UPDATE

	<b>August</b>	<b>September</b>	<b>Year to Date</b>
Total Clients	17	20	70
Male	11	14	43
Female	6	6	26
Under 18	0	0	0
18-49	15	18	63
Age 50 and older	2	2	7
Veterans	0	0	0
Referred to Mental Health Services	0	6	8
Refer to Substance Use Disorder Treatment	2	6	14
Permanent Housing	1	1	2
Temporary Housing	1	2	3

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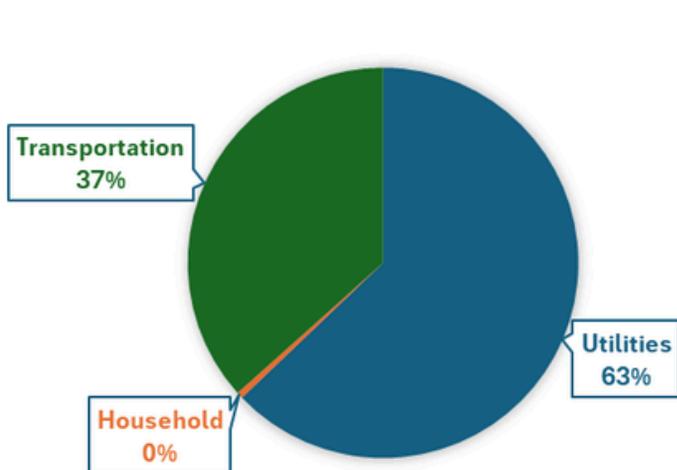


## TAKE THE NEXT STEP FLEX FUNDING CONTRACT UPDATE

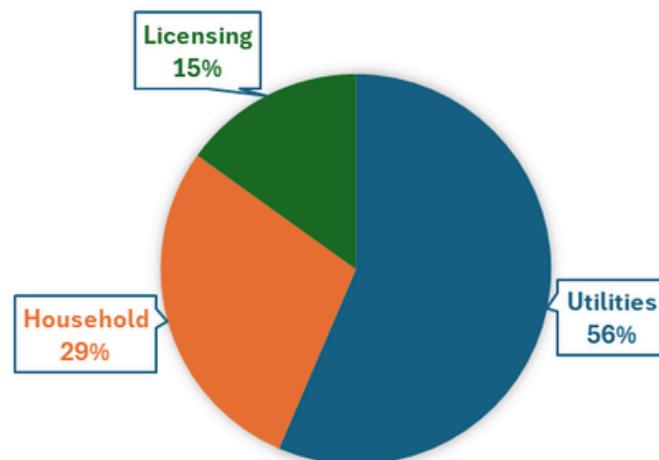
In August, Flex Funding assisted seven unduplicated families and 20 household members with providing solutions to problems where no other resource exists. All households were under 60% AMI.

One impactful story included a teen mom with two young children participating in the Take the Next Step (TTNS) Growing Together program. Her husband was in a serious car accident which resulted in the husband suffering neck and spine fractures in two places and needing to take the next three months off work. The situation had become huge financial strain on their family. By working with TTNS Resource Navigator Kara, they were able to look at all of the household bills and expenses, identifying where any expenses could be cut, working to resolve several debts and even exploring the possibility moving to reduce expenses further. Through Flex Funding, TTNS was able to provide some immediate financial relief by assisting with a utility payment.

### AUGUST 2025 TTNS FLEX FUNDING



### SEPTEMBER 2025 TTNS FLEX FUNDING



In September, Flex Funding assisted five families and nine unduplicated household members who earn below 60% AMI. One client had her hours cut at work and is unable to pay her PUD bill. Flex funds were used to cover the bill, and her Resource Navigator helped her renew her discount so she would continue to receive 50% off of her bill in the future. Another client, who was staying in a local shelter, had a vehicle that she was using to get to medical appointments and to work on employment. Flex funding was used to help her keep her registration and tabs up to date so that she could continue her progress toward employment.

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## ADDITIONAL ATTACHMENTS & REPORTS

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

- AUGUST 6, 2025
- SEPTEMBER 3, 2025

### HUMAN SERVICES GRANTS AND CONTRACTS TRACKING LOG