

Seattle Human Services Department

2021 REPORT TO THE COMMUNITY

Mayor Bruce Harrell
Acting Department Director Tanya Kim

2021



Seattle
Human Services
Equity • Support • Community

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A Message from Our Acting Director



Our Mission to connect people with resources and solutions during times of need so we can all live, learn, work, and take part in strong, healthy communities continued to hold a greater sense of urgency in 2021. Over the course of the year, Seattle Human Services Department (HSD) staff and our community of providers continued to be a part of the front-line response to COVID-19. HSD worked hard to adapt programs and rise to challenges to ensure all of our communities have access to the opportunity to thrive.

As we take on new bodies of work in 2022, we remain committed to helping people grow up and grow old with opportunity and dignity and will work to support and empower diverse communities across Seattle. We are proud to share some highlights from 2021, and we are grateful for the help and hard work many of you provided us to realize these achievements:

- Aging & Disability Services (ADS) helped 14,000 clients secure COVID-19 vaccine appointments and provided 1,350+ in-home vaccine screenings. Staff also assisted in standing up 120 vaccine clinics in Seattle Housing Authority buildings and other community-based locations.
- The Summer Food Service Program distributed 82,903 meals including lunches, breakfasts, and snacks at 39 sites throughout Seattle, including parks and schools.
- The nationally recognized Mobile Integrated Health Program partnership continued to increase the service area for Health One, added a second Seattle Fire unit to respond to referrals, and announced the launch of a third unit in 2022.
- As the Homeless Strategy & Investment (HSI) division moved towards its year-end sunset, the team held steady on its commitment to increase access to safer spaces and to keep COVID protections in place across shelters. In 2021, a net 380 new shelter beds were created by year-end, most in new 24/7 non-congregate shelter spaces.
- Work continued to stand up our new Safe and Thriving Communities (STC) Division. We hired STC's first Division Director and acquired two SPD services: Crime Victim Advocates and Victim Support Team. The Mayor's Office on Domestic Violence and Sexual Assault (MODVSA) continued its work after moving into the division.

As we look ahead, please join us in celebrating these tremendous contributions and looking forward to what we will achieve together in 2022!

Best,

A handwritten signature in black ink, appearing to read 'Tanya Kim'.

Tanya Kim

About Seattle Human Services Department

The Seattle Human Services Department (HSD) is one of the largest contributors to Seattle's safety net. We advance our vision and mission by investing over \$190M in contracts to nearly 150 community-based organizations and programs that support strong and healthy communities.

In 2021, HSD had about 400 employees organized through five divisions designed to deliver outcomes that work for community, promote innovation, and advance racial equity. These divisions were Youth and Family Empowerment (YFE), Safe and Thriving Communities (STC), Aging and Disability Services (ADS), Homelessness Strategy and Investment (HSI), and the Leadership and Administrative Division (LAD).

To connect people with resources and solutions during times of need so we can all live, learn, work, and take part in strong, healthy communities.

OUR MISSION



Key Impact Areas

1

Preparing Youth for Success

- 3,330 families (unduplicated) were served by Family Support Programs focusing on System Navigation and Child Development
- 335 youth participated in paid opportunities through the Seattle Youth Employment Program

2

Supporting Affordability & Livability

- 35,447 Utility Discount Program customers enrolled—9,521 new to the program
- 1,913,307 emergency meals served to low-income and vulnerable populations
- HSD provided funding for 214,549 food bank visits (duplicated) and 1,457,972 meals through meal programs (including shelter and supportive housing)

3

Supporting Safe Communities

- 6,434 survivors received domestic violence, sexual assault, and/or commercial sexual exploitation advocacy services
- 1,567 Limited English Proficient (LEP) hotline callers were assisted with accessing advocacy services

4

Addressing Homelessness

- 15,454 households received homeless services
- 2,618 households moved from homelessness to housing or prevented from becoming homeless

5

Promoting Public Health

- 720 individuals received medical care through the Mobile Medical Van
- 133,661 dental and/or medical visits provided to low-income and vulnerable populations

6

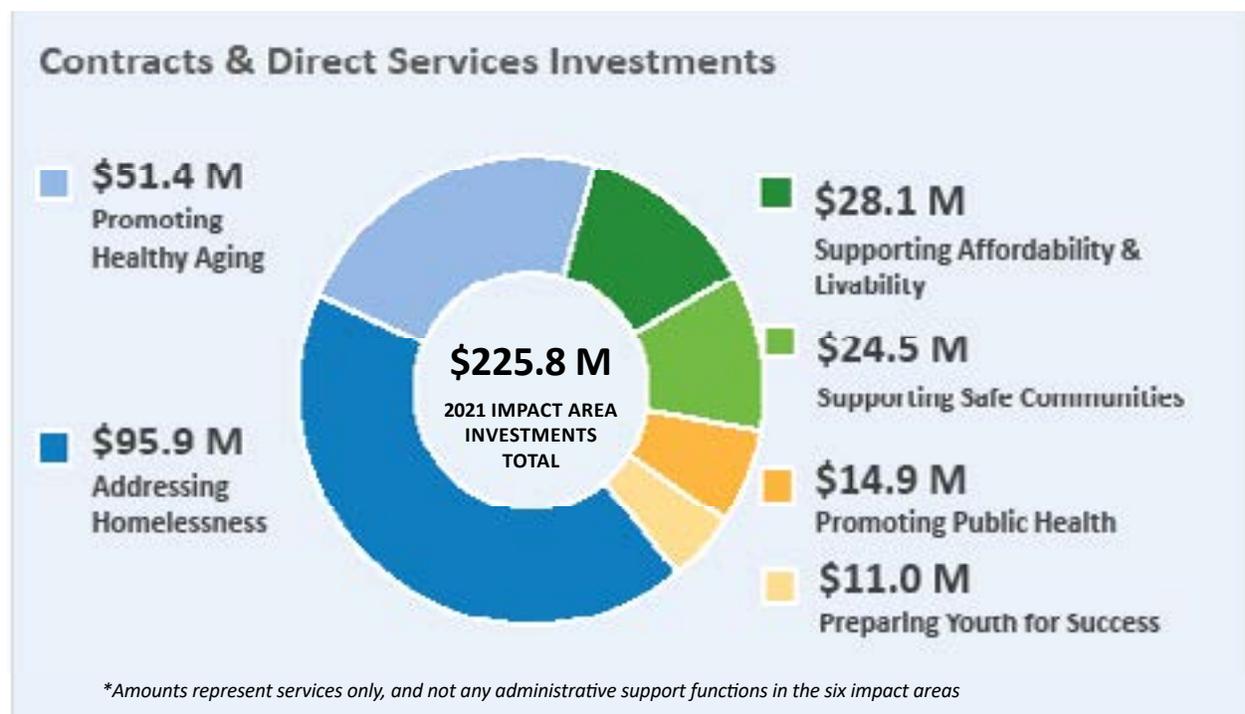
Promoting Healthy Aging

- 568,762 home-delivered meals served to 3,105 individuals
- Community Living Connections completed 142,498 contacts (duplicated)
- 12,844 people received long-term care assessments

Budget

Serving Community. Achieving Results. Stewarding Resources.

HSD focuses its funding investments, grantmaking, and direct services in six key impact areas. For the purposes of this report, individual program investments may be combined from multiple city, state, and federal accounts that have been identified in support of these six impact areas. Other City reports may account for this funding by other names. The projects listed on individual pages are representative, and do not necessarily total the entire amount listed.

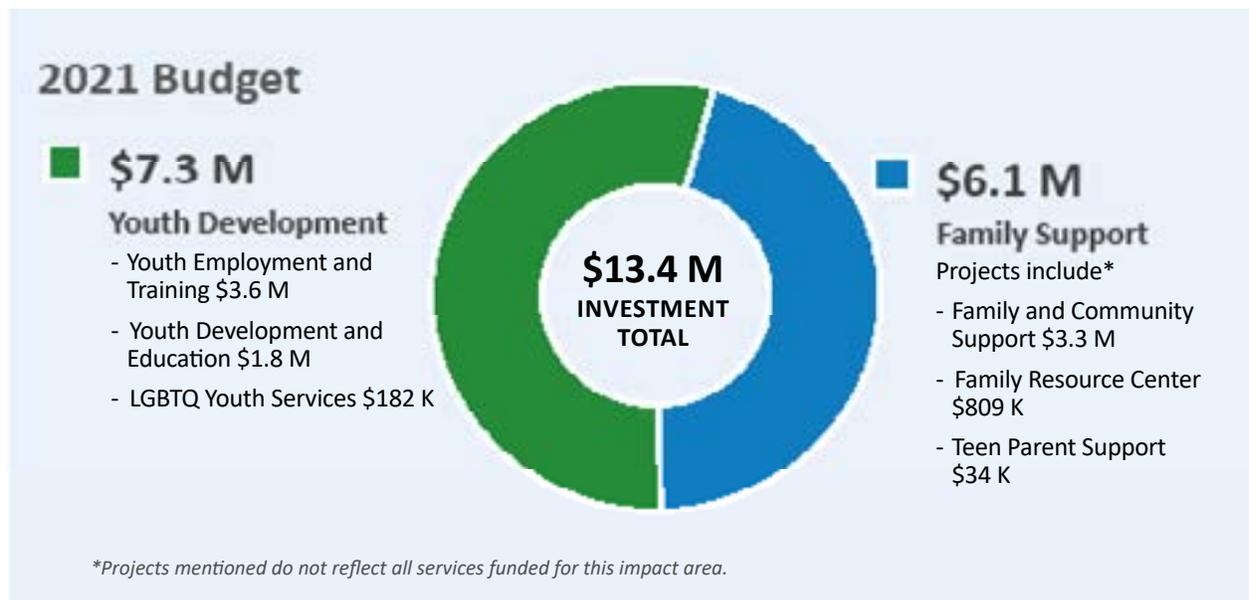


Preparing Youth for Success



HSD's Youth and Family Empowerment (YFE) Division supports positive youth and family development through strategic investments in youth employment opportunities, mentoring and educational support, food and nutrition, and behavioral and mental health programs that help families and young people thrive.

HSD is deeply committed to ensuring that *all youth in Seattle successfully transition to adulthood* regardless of race, income, immigration status, or neighborhood. To achieve this, the department supports a combination of direct services to Seattle youth including the Summer Food Service Program and Seattle Youth Employment Program, and robust investments in community-based organizations that use their lived experiences to provide culturally appropriate support to youth and young adults. The Preparing Youth for Success investments are rooted in racial equity, prioritizing support services and opportunities for Black, Indigenous, People of Color (BIPOC) participants.



Summer Food Service Program Wraps Another Unusual Summer

Flexibilities from the U.S. Department of Agriculture allowed HSD to implement meal service in ways that were responsive to the community’s safety needs during COVID-19 pandemic restrictions. The Summer Food Service Program distributed 82,903 meals including lunches, breakfasts, and snacks at 39 sites throughout Seattle, including parks and Seattle Public Schools.



Family Support
 3,330 families were served by programs focusing on system navigation and child development



Water Bottle Giveaway

HSD joined the Seattle Office of Sustainability & Environment, Seattle Public Utilities, and local donors to coordinate a reusable water bottle giveaway event at Rainier Beach High School on December 7th. The distribution of hundreds of bottles included information about the Cedar River Watershed and HSD’s Be Ready, Be Hydrated campaign—www.bereadybehhydrated.com or preparethidratate.com.

Preparing Youth and Young Adults for Success

HSD released \$3,723,398 of General Funds through the Supporting Youth and Young Adults for Success Request for Proposals (RFP) in February 2021. HSD sought proposals from a diverse group of agencies with experience:

- actively engaging and working with low-income young people from Black, Indigenous, People of Color (BIPOC) communities in Seattle between the ages of 14 and 24;
- developing and providing year-round supportive services;
- using an anti-racist approach that supports positive cultural identities; and
- preparing young people to get and keep good paying jobs.



In response to this RFP, HSD received 74 proposals totaling \$21,014,876.30 in requested funds from agencies. Seventeen agencies were selected for funding.

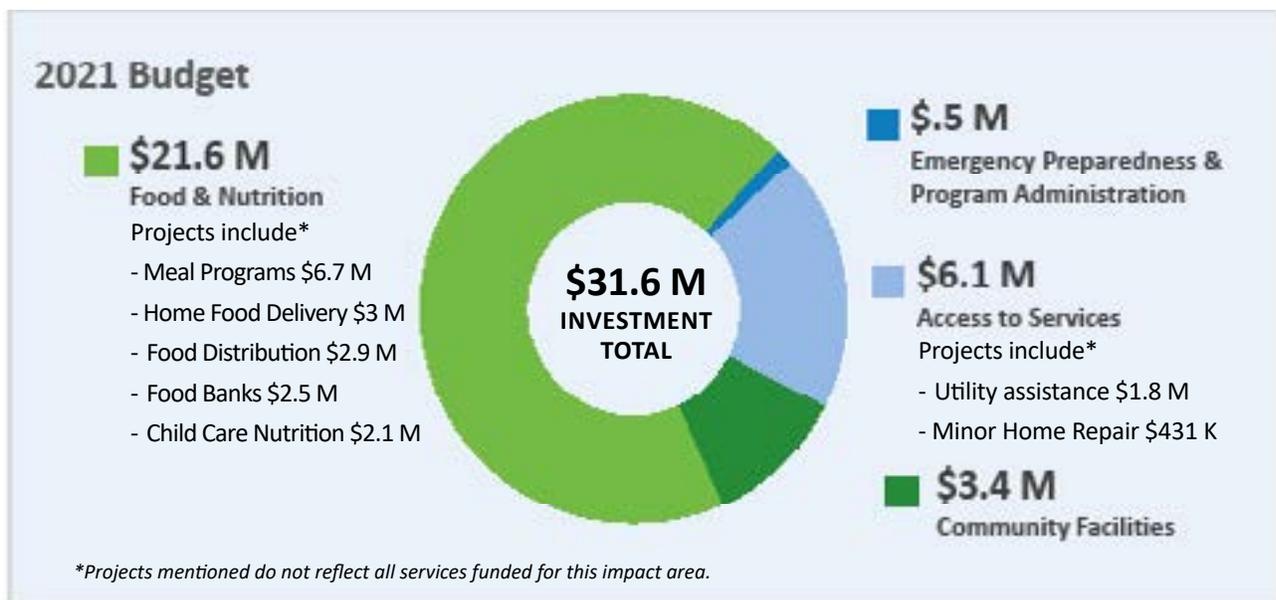
Supporting Affordability & Livability



To create an inclusive and accommodating city for residents of all economic backgrounds, HSD offers programs that help to ensure *all people living in Seattle are able to meet their basic needs*.

The COVID-19 pandemic increased the economic burden on many individuals and families throughout the city. Some lost their jobs overnight, others had to balance school closures and childcare needs with the ongoing demands of their jobs, and others were directly impacted by health issues of themselves or their families. Many residents risked their own health to provide essential services to our community. There was also continued pressure to meet the rising costs of living in Seattle, which impacted many residents' ability to afford childcare, food, housing, transportation, and utilities.

In 2021 YFE was able to address the rising cost of living in Seattle by providing discounted utilities through the Utility Discount Program, increasing access to culturally appropriate meals and food, and partnering with the Office of Immigrant and Refugee Affairs to provide direct payments to low-income Seattle residents.



The Seattle Relief Fund

HSD partnered with the Office of Immigrant and Refugee Affairs (OIRA) on the Seattle Relief Fund, which awarded a total of \$16,179,000 to 9,392 applicants—including 5,257 individuals and 4,135 households.

These funds benefitted 19,482 people, including 6,511 children. HSD and OIRA contracted with 46 community-based organizations on outreach and application assistance.



Supplemental Programs

1,913,307 emergency meals were served to low income and vulnerable populations in 2021

Good Food Kitchens and Local Restaurants Transform Seattle's Food Economy



Using Coronavirus Local Fiscal Recovery funds, HSD executed a \$690,000 contract with Seattle Good Business Network to provide free restaurant meals to those in need. The program, created in response to growing food insecurity and the economic food system impacts of COVID, also supports a diverse array of local restaurant and catering partners.

Good Food Kitchens programming takes a holistic approach to service that centers care and dignity for those receiving meals by funding restaurants and caterers who create nourishing, culturally relevant meals that feature locally sourced ingredients. The program simultaneously provides economic relief for restaurants and farmers hit hard by lost revenues and pandemic closures, leading to a more resilient and connected local economy.

Mariah DeLeo, Good Food Economy Program Manager, added, “2020 stay-at-home orders and ongoing COVID-19 related impacts have had a crushing economic effect on restaurants, farms, and our communities Many have been doing this with the help of donations or otherwise at their own expense for nearly two years now, and we’re so happy to be able to support their efforts.”

Farm to Table Nutrition

Seattle's Farm to Table program brings sustainably grown foods from local farmers to local preschools to improve access to nourishing food and cultivate an equitable food system.

City investments in nutrition and gardening education and staff training at preschools are key supports to this mission. 333 children and 35 families participated in virtual cooking classes developed by Farm to Table partners to continue providing nutrition education during the pandemic.



Utility Discounts
35,585 households enrolled in the Utility Discount Program (UDP) —9,659 new to the program.

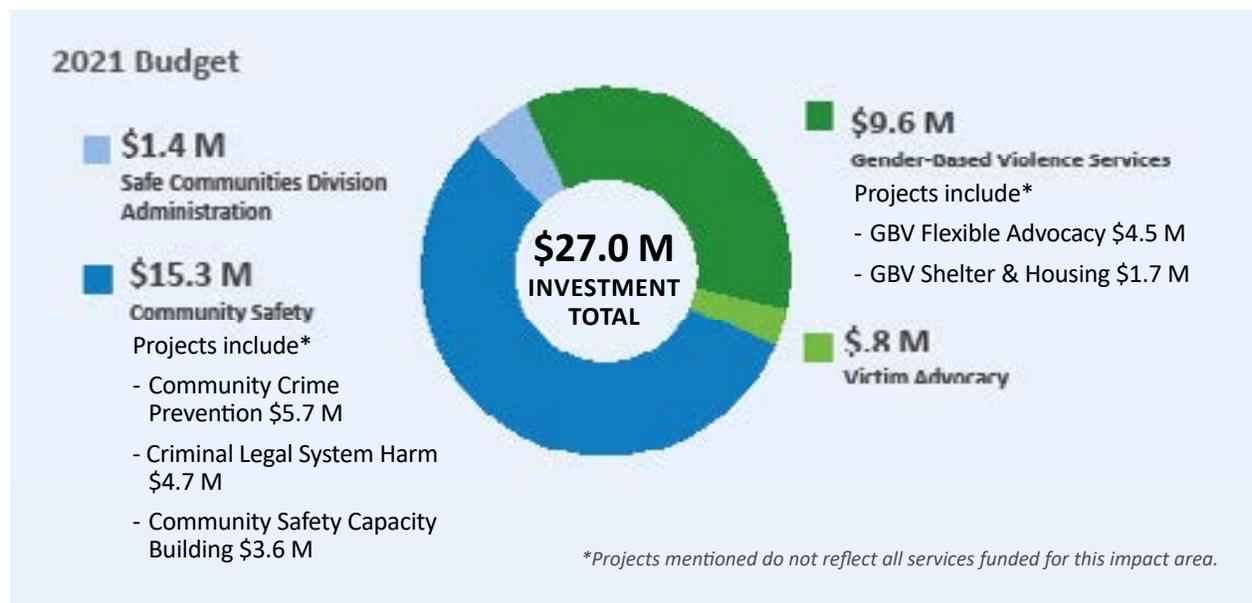
Supporting Safe Communities



The Safe and Thriving Communities Division is a new division created at the end of 2020 that consolidated HSD’s safety investments. The division was created in response to the Black Lives Matter protests in 2020 and the community advocacy efforts that urged the City to focus on BIPOC communities and shift safety investments into community-based organizations. The division manages reinvestments in community building efforts using nearly \$22 million in annual funding and includes the Mayor’s Office on Domestic Violence and Sexual Assault (MODVSA), Crime Survivor Services, and Community Safety staff.

As part of centering community, HSD invited the public to attend a series of forums in November 2020 that helped shape the hiring process of the new division’s director in 2021. These community engagement forums also resulted in a structure that shares responsibility for decisions and outcomes for community safety investments.

By the start of the year, the division welcomed 13 colleagues over from the Seattle Police Department to form the Crime Survivor Services Unit. The unit’s focus is victim advocacy, providing immediate support to survivors of domestic violence, sexual assault, human trafficking, elder abuse, child abuse, violent crimes, and homicides.



Investing in our Communities

Requests For Proposals (RFP) released in 2021:

- **Community Safety Capacity Building (CSCB) RFP: \$10,400,000.** Funded community-led solutions focused on capacity-building to end violence and reimagine and increase safety in Black, Indigenous, and People of Color (BIPOC) led communities, with a specific focus on Black, Indigenous, Latinx, Pacific Islander, and Immigrant and Refugee communities.
- **Asian and Pacific Islander Resiliency RFP: \$300,000.** Responded to the increased racism and intolerance toward the API community in 2020 and 2021, with investments in programs that made community members feel safe, supported, and unified and efforts to educate people about racism.
- **Supportive Reentry RFP: \$1,383,000.** Funded support for currently and formerly incarcerated individuals to gain knowledge, skills, and support; connect or reconnect with cultural roots and supportive communities; and to obtain long term, living wage employment in order to transition successfully from incarceration and into the community.



Advocacy Services

1,567 Limited English Proficient (LEP) hotline callers assisted with accessing advocacy services in 2021

Mayor's Office on Domestic Violence and Sexual Assault (MODVSA)

Funding from MODVSA helped 7,997 individuals and families to receive support from survivor services, outreach, and prevention programs managed by community-based organizations and systems advocates.

These investments help to ensure that survivors and their families find safety and all members of our community have access to critical services. They help build community support to end abuse and violence and hold offenders accountable. By investing in a wide array of services, we know that we empower more survivors to lead the way for change and, ultimately, to end sexual violence.

Crime Survivor Services Unit

The CSS unit provides direct services to survivors of crime, with two distinct programs:

- **Crime Victim Advocates (CVA):** System-based advocacy for survivors of felony crimes—in partnership with Seattle Police Department—provides survivor-centered legal advocacy throughout the duration of a criminal investigation and court proceedings. Staff includes 11 full-time advocates, including three assigned to the Sexual Assault Unit.
- **Victim Support Team (VST):** Short term, crisis-focused support and resources emphasizes immediate next steps, urgent needs, and connections to longer term services. VST fills the gap in services that exists on the weekends when other systems and resources are not available. Working in pairs, volunteers provide crisis intervention, both in-person and over the phone. Requests for services come from a wide range of sources, including patrol officers, detectives, prosecutors, ER social workers, and system-based advocates. Staff includes one full-time & one part-time HSD-employed advocate.

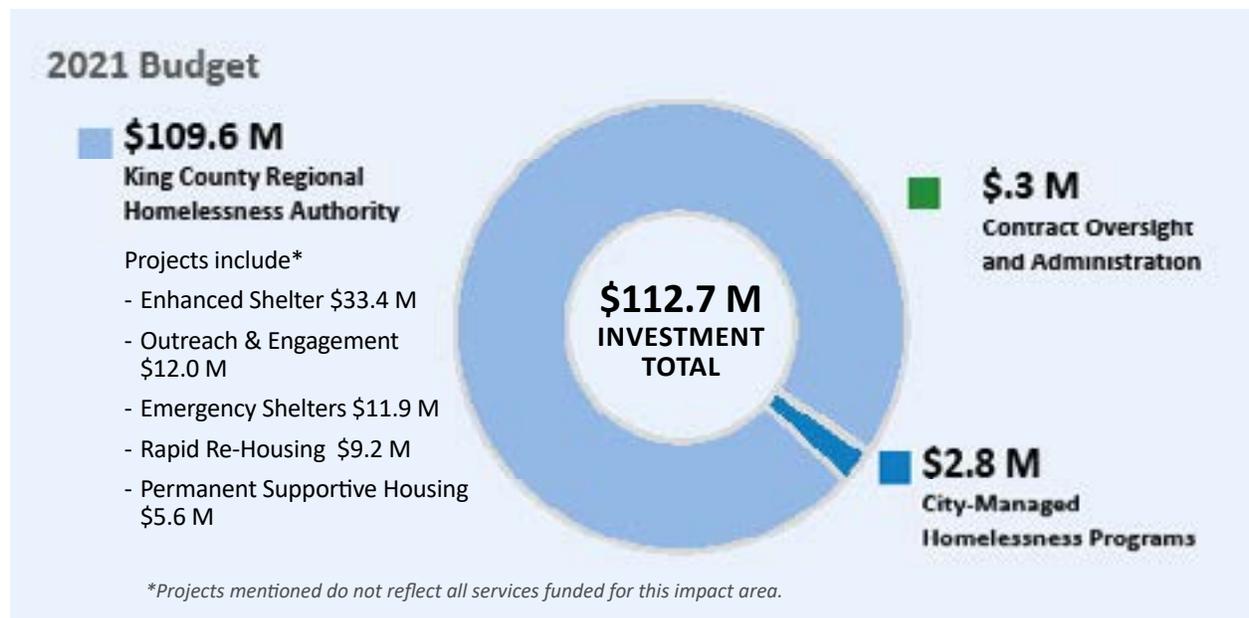
Addressing Homelessness



With the launch of the new King County Regional Homelessness Authority (KCRHA) in 2022, the Homeless Strategy & Investment (HSI) division moved towards its year-end sunset, but held steady on its commitment to increase access to safer spaces and to keep COVID-19 protections in place across shelters.

By year-end 2021, a net 380 new shelter beds were created, with 350 new 24/7 non-congregate shelter spaces in the last quarter. By the end of 2021, the City funded approximately 2,800 total shelter spaces, a 700-shelter unit increase over levels at the end of 2020. Additionally, 92% of City-funded shelter spaces are now 24/7 enhanced with wraparound onsite services—this compares to 75% pre-pandemic (Q4 2019).

Remaining staff in the division worked to close out over 160 contracts that the King County Regional Homelessness Authority (KCRHA) took on starting in January 2022. HSD staff also worked in partnership with the Lived Experience Coalition and colleagues at King County on key governance, administrative policy, and community outreach for the new Authority's launch. Learn more about the new regional authority at kcrha.org.



City Opens Temporary Hotel-Based Shelters



HSD in partnership with the Department of Finance and Administrative Services (FAS) leased two temporary hotel shelters with 197 units to support the goal of moving hundreds of individuals experiencing unsheltered homelessness into shelter and on to permanent housing. The King’s Inn was operated by Chief Seattle Club as a 24/7 enhanced shelter with 66 rooms serving unhoused American Indian/Alaska Native peoples. The Low Income Housing Institute operated the second

hotel shelter, the Executive Hotel Pacific, with 139 rooms. Both programs offered a host of wraparound services to support individuals in their time of crisis and on the path to permanent housing. These included food access, hygiene resources, case management, and housing navigation. Through this initiative, homeless individuals were connected to housing options such as permanent supportive housing, rapid rehousing, and Emergency Housing Vouchers.



Severe Weather Emergency

Over the course of a 9 day severe weather shelter activation that ended January 3, 2022 in response to prolonged cold temperatures and snowy conditions, HSD in partnership with service providers, the KCRHA, volunteers, and other City departments provided a total of 2,116 overnight stays across six emergency shelters for people experiencing homelessness.

HOPE Team

The Homelessness Outreach and Provider Ecosystem (HOPE) team coordinates citywide efforts by outreach, shelter providers, City departments, and community to connect people living unsheltered in Seattle to services and shelter. The team also coordinates outreach to high-priority areas where people living unsheltered need support and connections to shelter prior to an encampment removal.

In 2021, the HOPE Team made over 1,200 referrals to shelters. In the second quarter, the team made 432 referrals, the most recorded by HSD since tracking of this data began in Q4 2018—and a 132% increase over Q1 2021 referrals, and were made based on 1,097 shelter recommendations from 17 different provider partners.

157 Roy Street Shelter

As many people began to start planning for a post-COVID world, the City of Seattle identified an old City Light property at 157 Roy Street in Uptown that could be repaired for use as a shelter.

Although the building had been previously used as an emergency shelter operated by DESC, it needed to be rehabbed due to vandalism, break-ins, and people living there in the years since it had closed. This was a significant City reinvestment.



Exiting to Permanent Housing

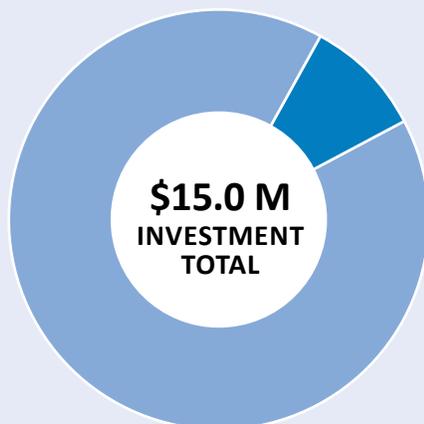
2,618 households moved from homelessness to housing or were prevented from becoming homeless in 2021

Promoting Public Health



The Human Services Department invests additional dollars in Public Health—Seattle & King County to supplement basic services. These additional investments improve our communities, reduce health inequities, and maximize the lifespan of all Seattle residents by helping to ensure all residents have access to preventive care, primary care, specialty care, urgent care, and behavioral health services. The goal of these programs and services is that *all people living in Seattle experience moderate to optimum health conditions.*

2021 Budget



\$0.5 M
HIV Management

\$14.5 M
Physical Health Care

Projects include*

- Primary Care: Medical & Dental \$8.4 M
- Health Care Access & Outreach \$2.6 M
- Access to Drug and Alcohol Treatment \$1.9 M

**Projects mentioned do not reflect all services funded for this impact area.*

Seattle Access and Outreach

Access and Outreach services promote health, self-sufficiency, and well-being by linking low-income residents to health insurance, the Basic Food program, ORCA LIFT, energy assistance, and other public-sponsored benefits.

In addition to outreach staff who attend community events, the program provides services at the Court Resource Center in the King County Jail to ensure that people are directed to needed services upon release.



Medical Care

720 individuals received medical care through the Mobile Medical Van



Dental Services

133,661 dental and/or medical visits were provided to low-income and vulnerable populations

Medical and Dental Care

The City's investments in public health work to ensure all low-income Seattle residents, whether they have health insurance or not, have access to primary care and behavioral health services. These investments also work to ensure that kids can get dental check-ups and dental sealant applications conveniently at their schools.

Mobile Integrated Health Program Expands



The nationally recognized Mobile Integrated Health Program partnership continued to increase the service area for Health One and added a second Seattle Fire unit to respond to referrals, and announced the launch of a third unit in 2022. The second unit began operating on April 15, staffed with a team of two specially trained firefighter/EMTs and a case manager from HSD's Aging and Disability Services Division.

The team serves people who make non-emergency 9-1-1 calls with issues like substance abuse, non-emergency medical issues, and a need to access services. Health One continues to focus on providing alternatives to transporting individuals to hospital emergency departments.

When the second Health One unit became operational, the program added Ballard and the University District to its primary service area, which also includes the downtown core and Capitol Hill neighborhood. The units can deploy citywide at the crews' discretion, and will further reach clients in South Seattle and SODO neighborhoods with the first unit. The second unit will be located at Fire Station 2 in Belltown, operational from 9 a.m. to 7 p.m. Tuesday through Friday. The program now allows for full weekday operations between the two units. Health One is dispatched through SFD's Fire Alarm Center by calling 9-1-1 and cannot be contacted by members of the public directly.

Promoting Healthy Aging



HSD's Aging and Disability Services (ADS) Division is designated by the state and federal governments as the Area Agency on Aging (AAA) for Seattle and King County. In this role, staff plan, coordinate, and advocate for a comprehensive, countywide service-delivery system for older people, family caregivers, and individuals with disabilities. The division funds and delivers an array of long-term services and supports. This includes case management for clients who receive in-home care, nutrition services, caregiver support, senior centers, and information and referrals to ensure that *all older people and adults with disabilities experience stable health and are able to age in place*. In 2021, ADS conducted 12,844 long-term care assessments and supported programs that provided 568,762 home-delivered meals to 3,105 individuals.

2021 Budget

\$34.0 M

Case Management

Projects include*

- Case Management for Older Adults and Adults with Disabilities \$26.9 M
- Medicaid Transformation \$2.7 M

\$2.6 M

Care Coordination

Projects include*

- Family Caregiver Respite \$1.2 M

\$19.8 M

Healthy Aging

Projects include*

- Emergency Response \$6.0 M
- Community Living Connections \$2.7 M
- Senior Centers \$1.9 M
- Support Services \$1.1 M



*Projects mentioned do not reflect all services funded for this impact area.

Making Seattle Age-friendly

An age-friendly city is a community in which people can grow up and grow old with ease. The World Health Organization (WHO) determined specific environmental, economic, and social factors that influence the health and well-being of older adults. Sometimes, these are called “The 8 Domains” of livability. Through Age Friendly Seattle, HSD collaborates with other City departments and stakeholders to make improvements in:

1. Transportation
2. Housing
3. Outdoor Spaces and Buildings
4. Social Participation
5. Respect and Social Inclusion
6. Civic Participation and Employment
7. Community and Health Services
8. Communication and Information



Age Friendly Seattle Live Staff hosted two monthly virtual event series as well as special events during the pandemic to disseminate information and keep older adults socially connected. Outreach and captioning in multiple languages attracted a multicultural audience and video recordings were posted online. In total, 57 events hosted in 2020 and 2021 have been viewed more than 11,000 times.

Collaboration with the Health Care Community

Aging and Disability Services collaborates with health care providers in multiple ways. Our Case Management Program Health Home care coordinators serve some of our most vulnerable clients, providing close coordination between primary and behavioral health services, transitional support, health promotion services, and community resource referrals for clients and family members. All 100+ case managers and nurses supported clients in following up with their primary care providers and specialists, as needed. Our Primary Care Liaison made more than 60 outreach visits to clinics, hospitals, health insurance companies, and other health care practices, and 11 to social service providers and educational programs at local universities, helping to increase awareness of local Area Agency on Aging services that support patient goals. ADS collaborated with local geriatricians to present six Geriatrics Workforce Enhancement Program training events for staff and a Falls Prevention Week panel presentation that included a two local pharmacists (one with special focus on the Somali population), a physician, and a Registered Nurse.



Monthly E-News Helps Keep You Informed

AgeWise King County is a monthly e-zine published by the Seattle King County Advisory Council on Aging & Disability Services. Sign up for free at agewisekingcounty.org/subscribe/.

Community Living Connections

HSD funds Community Living Connections—a network of community providers—to connect older people, adults with disabilities, caregivers, family members, and professionals to resources and service options. Staff can also determine if you are eligible for programs, services, and public benefits to help you or your loved one live with dignity and enjoy the best quality of life possible. Calls are free and confidential.



To access services, call 1-844-348-5464 or visit communitylivingconnections.org

Responding to COVID



HSD's Aging and Disability Services (ADS) division led our department's continuing response to COVID in 2021. ADS was the first Area Agency on Aging (AAA) in the nation to participate in the Sprint to Accelerate Vaccination Equitably, a 10-week improvement plan coordinated by Harvard Medical School's Center for Primary Care, designed to increase COVID-19 immunization rates. ADS convened a statewide team comprising Aging Network leaders, technology professionals, and resiliency experts. The committee set goals to promote health and accelerate the safe and equitable administration of the COVID-19 vaccine among older adult Holocaust survivors, particularly among Russian and Ukrainian elders in King County. Public Health—Seattle & King County and the Washington State Department of Health produced translated educational materials that helped Russian and Ukrainian people weigh the risks and benefits of getting vaccinated. Information was shared on the Resilient American Communities website. Recognizing that cultural humility and historical trauma must be considered when doing outreach and marketing vaccinations, we found that the efforts of local trusted messengers, like Jewish Family Service, health care, and faith community leaders were profoundly important.

HSD's ADS staff also managed six federal and state covid response fund sources in 2021. Funds helped community partners reach more than 13,000 individuals through nutrition services, caregiver support, vaccine outreach and administration, and digital access. In Spring 2021, American Rescue Plan Act (ARPA) funds were appropriated by Congress for older adult services. ADS will receive ARPA funds into 2024. Supporting community partners in sustaining nutrition operations remained a high priority for 2021 ARPA investment. ARPA planning for future years includes support for activities that prevent and mitigate the impact of social isolation.

Seattle has led the way by listening to our public health officials—it's why we have the lowest cases, hospitalizations and deaths of every major city. It is crucial that in our workplaces where we work, eat, have meetings, and laugh together, we make sure we are doing what we can to keep ourselves and our colleagues, our children and families, customers, and members of the public safe from serious illness, hospitalization, or death

JENNY A. DURKAN, MAYOR OF SEATTLE, AUGUST 2021



Addressing Vaccine Equity

HSD's ADS division was the first Area Agency on Aging in the nation to participate in the Sprint to Accelerate Vaccination Equitably, a 10-week improvement plan coordinated by Harvard Medical School's Center for Primary Care, designed to increase COVID-19 immunization rates.

ADS convened a statewide team comprising Aging Network leaders, technology professionals, and resiliency experts. The committee set goals to promote health and accelerate the safe and equitable administration of the COVID-19 vaccine among older adult Holocaust survivors, particularly among Russian and Ukrainian elders in King County. Public Health—Seattle & King County and the Washington State Department of Health produced translated educational materials that helped Russian and Ukrainian people weigh the risks and benefits of getting vaccinated. Recognizing that cultural humility and historical trauma must be considered when doing outreach, we found that the efforts of local trusted messengers, like Jewish Family Service and faith community leaders were profoundly important.

Throughout the year, ADS division staff helped 14,000 clients secure COVID-19 vaccine appointments and 1,350+ in-home vaccine screenings. Staff also assisted in standing up 120 vaccine clinics in SHA buildings and other community-based locations.

Child Care Nutrition Program

HSD's Child Care Nutrition Program (CCNP) distributed over \$50,000 in emergency operating funds to 95 participating family home childcare providers throughout King County. These funds were provided by the U.S. Department of Agriculture to invest in childcare programs that work hard to provide healthy and varied meals to the children they care for and who experienced economic losses during the first year of the COVID-19 pandemic.

Making an Impact

Seattle Youth Employment Program's Impact on Community & Young Dreams

Over a year into a worldwide pandemic, the Seattle Youth Employment Program (SYEP) had to adapt to a hybrid environment as Seattle began to open back up again. Interns, ranging from 16 to 24 years old, gained experience through a variety of different organizations throughout the City for the summer of 2021.



Multimedia Resources and Training Institute

For Ikram, her experience at Multimedia Resources and Training Institute (MMRTI) in the Central District was unlike any other. MMRTI is a “non-profit and non-political institute founded [in 2004] by a group of professionals, technologists, educators, parents, and youth in the Greater Seattle Area to prepare the underserved immigrant youth in the community for success in multimedia technology locally, regionally, and globally.” Its Ethio Youth Media (EYM) TV program teaches immigrant youth how to broadcast on TV and become future community leaders. EYM TV airs every week on SCAN Cable 77/21.

Ikram was glad to be able to work on creating two documentaries. One is “about the effects of COVID 19 at Yesler Terrace community,” she shared. “The other program I worked on was the digital navigators, a youth-led program that provides resources for digital access to the residence of Yesler Terrace.”

Her supervisor, Assaye Abunie, states that the program is a great opportunity for young adults to get involved. “We need more community engagement and young people are full of knowledge on things like media and technology. It’s good to have them and they’ve been very helpful.”

You can view the amazing work that Ikram contributed to on MMRTI’s YouTube channel: www.youtube.com/channel/UCByYRVhVngwY0iDuGBcxBFg

Duwamish Valley Youth Corps

Max, Liam, Sibakhan, Andrew, and An worked with the Duwamish Valley Youth Corps, a program shepherded by the Duwamish River Cleanup Coalition program.



They worked Monday through Thursday, with Mondays being a job lab day to learn about different jobs that promote environmentalism. Tuesdays were for restoration work, “like clearing out blackberry bushes and learning more about the site we’re at,” shared Max. Wednesdays they heard from a guest speaker and completed more restoration work. “And Thursdays are for educational field trips to learn about our environment and what’s changing.”

With a focus on environmentalism and restoration, these interns had a hands-on experience with physical labor in the outdoors. Andrew’s fondest memory was doing aquatic research. “We transferred kelp from one area to another. We did that, and learning to remove invasive species and replanting was cool.”

Sibakhan said this experience was an eye-opener and a chance to learn about things they didn’t really know about before. “We were in Georgetown where they got this whole area that’s about building local things and metal art, which I like.”

Liam admired the different possible careers that the internship could lead to in the future. “I don’t think this is exactly what I want to pursue,” he said, referring to the physical labor, but he wants to use what he learned from this experience to apply to other jobs. “A future job that we [heard] from people would be like bioengineering and landscape design, which I think fits me more.”

Reflecting back on the work the interns contributed, An believes this internship “gave me a lot of information about the environment and how to restore Seattle.” He recommends that other youth who are eligible should apply to SYEP because it’s a great opportunity to explore possible career paths and gain new friends.

A longer version of this story originally appeared in a Human Interests blog post at humaninterests.seattle.gov on August 20, 2021. Blog post author Jody Wong was also an intern with SYEP last summer! She spent six weeks with HSD’s Communications team learning about blogging, editing reports, and supporting Age Friendly Seattle virtual events.

Robotic Pets Promote Connectivity and Wellbeing

As awareness of the impact of social isolation and loneliness on older adults grew during the COVID-19 pandemic, service providers looked for ways to address these issues. The idea of using animatronics may seem like an unconventional approach to the issue but research has shown that robotic pets, also called “carefree companion pets,” can have positive impacts on mood and well-being. HSD’s Aging and Disability Services division, along with Area Agencies on Aging in other parts of the state, launched the Furry Friends program, which brings carefree companion pets to older

adults experiencing loneliness or dementia. The Aging and Long-Term Supports Administration (AL TSA) at the State Department of Social and Health Services identified funding to purchase 350 “silver cats” and 350 “freckled pups.” Over 100 of the 700 pets were destined for Seattle and King County.

The pets have been shown to reduce feelings of depression, isolation, and loneliness; provide an engaging and calming experience without the use of medication; improve cognitive activity; and help provide a sense of purpose. The pets have also been shown to benefit caregivers.

At the Southeast Seattle Senior Center (SESSC), one of the local partners for the program, staff were excited when the pets arrived via FedEx in November. During the pandemic, “seniors were afraid to go out,” said Kate Harkins, who coordinates community engagement and volunteer activities at SESSC. “We have seen their loneliness lead to depression and lower self-care. Our seniors are so excited about this new ‘friend,’ and many signed up to receive one very quickly. This is a creative and COVID-safe way to bring some fun and warmth into seniors’ lives.”

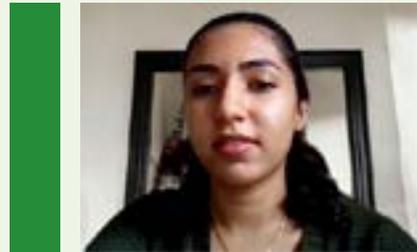
Find a longer version of this article in the December issue of AgeWise King County at <https://www.agewisekingcounty.org/publications/agewisekingcounty/december-2021/robotic-pets-promote-connectivity-and-wellbeing/>



John, a SESSC client, said his furry friend gave him something to talk about with others as the center reopened.

SYEP Keeps Helping Youth After Summer

Seattle Youth Employment Program (SYEP) staff continue to work with young people long after they have completed their internship or school year program training.



Youth Development Counselor Victoria West coached two alumni, Gheeda Hamam and Calvin Fung, into landing long-term internships with City departments through the SHR College Intern program. Victoria supported alumna Gheeda (pictured above) in applying for an internship with our Aging and Disability Services (ADS) division which aligns with her career aspirations in the human services field. Victoria also worked with alumnus Calvin, helping him prepare his credentials and practice for the job interview. Calvin was selected for an internship with the Seattle Department of Construction & Inspection's Tree Tracking program.

Gheeda became an integral member of the Age Friendly Seattle team in Fall and Winter 2021 and into 2022. "She came to us already having gained a solid foundation of skills through SYEP, and she continued to grow over the course of her internship," shared one of her colleagues. "She helped envision and produce two separate online event series during the pandemic, ensuring older adults stayed connected and got the information they needed to stay healthy. This entailed identifying and prepping event speakers, marketing the events, supporting real-time event needs, and doing post-production editing."

Committed to language access, Gheeda helped ensure marketing materials for the events were translated into multiple languages (sometimes using her own bilingual skills in Arabic!) and helped coordinate live interpretation.

In 2021, SYEP supported 355 paid youth opportunities through its Earn and Learn program and employment internships, which ranged from environmental work to media production and much more. Perhaps one of those youth will be applying for a job opening with you soon!

Learn more about the Seattle Youth Employment Program at Seattle.gov/SYEP and Age Friendly Seattle virtual events and becoming an age friendly city at Seattle.gov/agefriendly

Ending Life on Her Own Terms



Recently, Health Home Care Coordinators Kim Wooding and Christy Narvaez shared a story about a client's greatest wish that came true:

Their client—an 81-year-old woman born in Peru—was diagnosed with advanced

kidney disease and diabetes. She was on dialysis and had a foot wound that medical providers suggested was cause for amputation. Her situation was grave. The client declined amputation and wanted to focus on end-of-life planning. She wanted to explore alternative medical treatment—hot spring therapy—in an environment that comforted her—Peru.

The client's daughter opposed her mother's plan and requested Kim's intervention. Kim requested bilingual communication support from Christy. Using Motivational Interviewing techniques and a client-centered approach, they listened to the client's point of view and her understanding of the risks and benefits of leaving the country, and they supported her plan. Kim and Christy spoke with the client's son, who was prepared to accompany his mother back to Peru. They collaborated with Adult Protective Services, providing a full report of the situation, including client choice.

The client flew back to Peru, where her son connected her with dialysis services. She attempted healing through hot springs. We understand that the client passed away on her own terms in Peru— happy to have returned to her homeland.

This story originally appeared in a longer article in the July 2021 edition of AgeWise King County, a monthly e-zine published by the Seattle-King County Advisory Council on Aging & Disability Services.

Addressing Racism in Housing Outcomes toward Those Impacted by Homelessness

We have experienced landlords' reservations about renting to people that are previously homeless out of fear of damage to property, drug use, mental health issues, evictions, etc. However, it is twice as challenging when they are a person of color.



Due to COVID-19, a majority of move-in transactions are performed online and by phone with our guest, the housing navigator, and the leasing agent, which generally goes smoothly. African American male Marcus met the income, credit, and rental requirements, and his approval took less than 48 hours.

On the day of move-in, Marcus took the day off to pick up his keys to his unit. He entered the leasing office and identified himself. Instead of the leasing agent giving him his keys, she explained that they would need a money order for the pro-rted amount before closing. He was confused and called his housing navigator for assistance. However, the leasing agent refused to speak with her.

Marcus was understandably frustrated and wanted to give up. He refused to return to the shelter, stating that if he came back he would never leave.

The following day, I called the apartment complex, requested a copy of their leasing criteria, and spoke with the leasing agent's manager. Although she was very apologetic and wanted to correct the situation, we discussed the tenant's rights, and the purpose of our Housing Navigators program to remove barriers to housing access and prohibit discriminatory rental practices. She apologized to Marcus for his experience and asked if he still wanted the unit.

Marcus was able to move in the next day, and is doing well. He loves his new apartment despite what he went through. He is very thankful that we did not give up and continued to be his voice when he was ready to walk away.

This story was provided by a staff person from one of our contracted emergency services shelter providers.

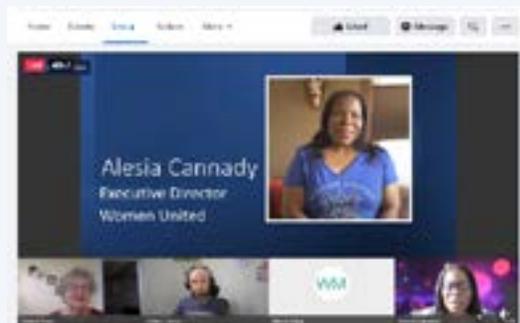
Focus on INNOVATION

Innovation is more than just a new technological invention or new product development. Innovation can be a new operational process that reduces costs or speeds delivery, a new program model that delivers services to clients in a better way, or a new way of working with partners.

2021 Summit Awards—The Public Relations Society of America (Puget Sound region) awarded 2019 HSD grantee The Vida Agency with two Summit Awards—a President’s Choice Award and a Summit Award in Diversity, Equity & Inclusion—for its work on the Sweetened Beverage Tax-funded *Be Ready, Be Hydrated* public awareness campaign. The campaign was a multimedia effort co-designed with BIPOC youth that promoted positive messages about water as an alternative to sugary beverages.

HSD Wins Top Award from USAging

HSD won the highest Innovation Award presented by USAging—a national organization which represents more than 600 Area Agencies on Aging throughout the United States—at their 2021 conference, recognizing a new way of doing business—the Collaborative Funding Process devised in collaboration with Community Living Connections community partners and Baker Consulting.



This approach allowed agencies that deliver services to decide each agency’s funding allocation and service expectations. Agencies met every three weeks for four hours each meeting to discuss their programs and services with the goal of creating a network of agencies that provide an array of services for older adults, adults with disabilities, and their caregivers living in King County. Collaboration enabled network expansion to support new agencies serving LGBTQ+ and south Asian elders and African American caregivers, and the network now has greater capacity for south King County residents, and improved access to transportation services.

USAging also recognized the Aging and Disability Services division with an Achievement Award for our Age Friendly Live virtual event series. Age Friendly Seattle received the American Society on Aging’s 2021 Award for Excellence in Multicultural Aging, recognizing Age Friendly Live’s outreach to immigrant elders and world language captions in virtual events and videorecordings.

Focus on RACIAL EQUITY

In our roles of planning, grantmaking, and provision of direct services, HSD works to ensure that funding processes, programs, and policy decisions are made with a focus on racial equity. These efforts aim to create accountability between our department and the people we serve.

HSD's Race and Social Justice Initiative (RSJI) history and the work of the HSD RSJI Change Team are grounded in the principles of the People's Institute for Survival and Beyond (pisab.org/our-principles). Our African Descent, Asian and Pacific Islander, Latinx, and White caucuses continue the work of undoing racism by working through internalized racial oppression and internalized racial superiority, how they manifest in our lives, and daily engagements to improve ourselves.

These were a few 2021 highlights from HSD Change Team and Caucus workgroups:

- Supported department development of HSD's Racial Equity Plans and actions.
- Built and strengthened relationships with community organizations, such as Living Cities, People's Institute NW, Village of Hope, Seattle University, and Africatown Community Land Trust, and attended weekly community hosted meetings.
- Latinx Caucus held community conversations on race, culture, immigrant experience, and colorism.

Improving Hiring Processes, Increasing Diversity

In 2018, the Joint Caucus Human Resources Workgroup (or JCHR) was formed to reduce bias and inconsistencies in HSD's hiring processes. The JCHR's goals are that our workforce equitably reflects the diversity of people and the needs of the communities we serve, and to increase community and stakeholder inclusion in HSD's hiring and recruitment.

The JCHR developed a set of holistic recruitment and hiring process recommendations to meet these intended goals. As such, HSD is able to identify workforce underrepresentation and apply recruiting strategies to help address underrepresentation relative to the racial demographics of the populations we serve.

In 2021, the Change Team presented department leadership with recommended expectations for an inclusive and equitable hiring process for executive leadership positions. The JCHR recommendations were a helpful guide in the recruitment and hiring of both the new Safe & Thriving Communities Division Director and HSD Deputy Director.

ADS Supports BIPOC Elders Virtually

HSD's Aging and Disability Services (ADS) division coordinates Memory Sunday, an annual event highlighting memory loss and early detection of Alzheimer's and other dementias among people of African descent. In 2021, 22 faith communities (representing about 1,200 individuals) participated online and provided community resources.

ADS also coordinates Legacy of Love, an annual African American Caregivers Forum, during National Family Caregivers Month in November. In 2021, 90 people participated live online.



**Learn about other Mayor's Council on African American Elders events at www.seattle.gov/MCAAE

Spotlight on Asian American & Pacific Islander Caucus

HSD's Asian American and Pacific Islander (AAPI) Caucus connected and worked with their community this year to address and disrupt the rise in anti-AAPI hate in correlation to COVID-19 perceptions and supported the anti-AAPI hate RFP funding opportunity which closed in June.

The group also worked to build relationships amongst staff by joining a museum and Chinatown-International District walking tour with Wing Luke Museum, and creating a dedicated space and library in honor of Dwight Mizoguchi (a long time HSD staff member and RSJI pioneer who passed away in 2020) where they share books by and about AAPIs with colleagues.



HSD Senior Leadership Team



Michael Bailey
DEPUTY DIRECTOR



Rex Brown
DIVISION DIRECTOR, SAFE & THRIVING COMMUNITIES



Dee Dhlamini
CHIEF FINANCIAL OFFICER



Stasha Espinosa
DIRECTOR OF LEGISLATIVE & EXTERNAL AFFAIRS



Tanya Kim
ACTING DEPARTMENT DIRECTOR



Anne Lee
INTERIM DEPUTY DIRECTOR



Terry McLellan
DIRECTOR OF HUMAN RESOURCES



Mary Mitchell
DIVISION DIRECTOR, AGING & DISABILITY SERVICES



Shukri Olow
DIVISION DIRECTOR, YOUTH & FAMILY EMPOWERMENT



Kimberly Patterson
SENIOR EXECUTIVE ASSISTANT

****Tenures Concluded in 2021 & 2022**

ERICA AZCUETA, DIRECTOR, HOPE TEAM

TESS COLBY, INTERIM DEPUTY DIRECTOR ON HOMELESSNESS

JENNA FRANKLIN, DIRECTOR OF EXTERNAL AFFAIRS

SHERRI KOKX, INTERIM DEPUTY DIRECTOR ON YOUTH, FAMILIES & SAFETY

SUSAN MCCALLISTER, DIVISION DIRECTOR, LEADERSHIP & ADMINISTRATION

DIANA SALAZAR, DIVISION DIRECTOR, HOMELESS STRATEGY & INVESTMENT

LENA TEBEAU, SENIOR EXECUTIVE ASSISTANT

Leadership is the capacity to translate vision into reality.
—WARREN BENNIS

Thank You.

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