

## Human Services COVID Support Update

The current Human Services ARPA-related efforts to address and respond to the negative impacts of COVID have focused on the following areas: Community Support Specialists; Emergency Financial Support; and Direct Services for those who have been historically underserved and disproportionately impacted.

### Community Support Specialists

The Community Support Specialists positions (1.4 FTE Limited Term ARPA Navigators) were both on board beginning October 2021. A dedicated email address [communitysupport@shorelinwa.gov](mailto:communitysupport@shorelinwa.gov) and phone line 206-801-2740 were established and shared with the community in Currents, on the City's webpage, and through local networks and email lists. Business cards with the contact information were distributed at various community sites. The [Human Services Resources webpage](#) was revised and launched to focus on commonly requested information and to highlight resources accessible to Shoreline residents. The Community Support Specialist role is to assist individuals to identify an appropriate resource for their needs and provide a referral or "warm hand-off". This sometimes includes providing direct assistance such as support with completing application forms. If appropriate, individuals are referred to organizations that can provide longer case management support.

In order to become more familiar with existing Shoreline resources as well as resource gaps, Community Support Specialist Judy Kuguru met with many community leaders and organizations. In addition to Judy sharing information about her role, organizations shared their observations of community needs and barriers, as well as available resources, and how to make referrals. These discussions informed the staff recommendations for initial human services investments made possible by ARPA funding. Contact included the following organizations:

- Ballinger Homes
- Bosnian Mosque
- Canopy
- Center for Human Services
- Charm'd
- Fred Meyer Management
- Grounded in Excellence
- Hopelink
- North Helpline Food Bank
- Ronald Commons
- Ronald United Methodist Church
- Shoreline Community Care
- Shoreline Community Church
- Shoreline Goodwill
- Shoreline Family Support Center
- Sound Generations – Geriatric Regional Assessment Team (GRAT)
- Spartan Recreation Center
- The Works

### Community Support Data

Since the beginning of the Community Support Program, assistance has been provided to 82 residents. 65 were referred to other community organizations and 23 were assisted directly, either through meeting in person or over the phone/email. Assistance provided involved the follow issues:

- Food/Basic Needs: Safeway grocery cards; DSHS applications (TANF, SNAP EBT Card, Basic Food Employment and Training Programs), culturally specific food, WIC
- Housing: rent and mortgage assistance

- Financial/Transportation: help with car repairs; accessing community transportation, Orca card, energy and water assistance, applying for Social Security
- Employment: interview help at Workforce
- Health/Medical: applying for health insurance, access COVID vaccinations/boosters, obtaining eyeglasses
- Legal: domestic violence, immigration assistance, support for family overseas (Ethiopia)

### Investment Status Update

#### Category A: Emergency support for ongoing COVID Crisis Response

The current activity for this category includes funding for Safeway grocery cards and flexible financial assistance to provide emergency support.

Emergency Support	Distribution/Notes	Amount
Safeway Grocery Cards	\$50 value cards were ordered early April and expected to arrive early May to be distributed to partners with MOUs. Partners will include Hopelink, Shoreline-Lake Forest Park Senior Center, and other agencies serving low-income residents.	\$50,000
	200 - \$125 value distributed to Shoreline Community Care 3/22/2022. 200 - \$50 value cards will be provided when order arrives.	\$35,000
Flexible Financial Assistance	Contracts executed with following agencies to provide flexible financial assistance: <ul style="list-style-type: none"> <li>• Center for Human Services \$50K</li> <li>• Canopy \$25K</li> <li>• Shoreline Community Care \$25K</li> </ul>	\$100,000
<b>Subtotal</b>		<b>\$185,000</b>

#### Category B: Direct service support to low-income, historically underserved populations disproportionately impacted by COVID

Emergency Support	Distribution/Notes	Amount
Human Services	Contracts Executed <ul style="list-style-type: none"> <li>• CHARMD LLC \$50K, will be amended to add \$28,500</li> <li>• Canopy \$57K</li> <li>• Center for Human Services \$120K</li> </ul> <p>*Note: Grounded in Excellence was allocated \$28,500 for youth mental health services. They chose to work with CHARMD to provide the direct services so for ease of administration those funds will be added to that contract.</p>	\$255,500
Hotel Vouchers	Emergency shelter for victims of domestic violence and other crimes, as deemed appropriate by Shoreline Police Community Service Officer.	\$10,000

Bus/Transportation	Bus tickets for King County Metro and Community Transit will be distributed through MOUs to community partners to support transportation needs.	\$5,000
	<b>Subtotal</b>	<b>\$270,500</b>
	<b>Category A&amp; B TOTAL</b>	<b>\$455,500</b>

Contracts with CHARMD, Canopy, Center for Human Services, and Shoreline Community Care have been executed and agencies are currently providing services.

**Looking Ahead**

Requests for financial assistance for rent, transportation, and other basic costs appear to be increasing. It is possible that this is due to some of the other supports funded with emergency COVID funds starting to be fully expended. Staff will work to better understand these shifting needs through ongoing engagement with local providers.

Staff will also continue to focus on working with local partners and agencies to distribute the remaining Safeway grocery cards and bus tickets and working with the human service programs to evaluate the utilization of services and the flexible financial assistance funds. Program service utilization along with continued input from our partners will help to inform staff recommendations regarding allocation of remaining funds later this year.