

# COMMUNITY PARTNER CONNECTION

ONE department • ONE vision • ONE mission • ONE core set of values

NEWSLETTER

Spring 2014



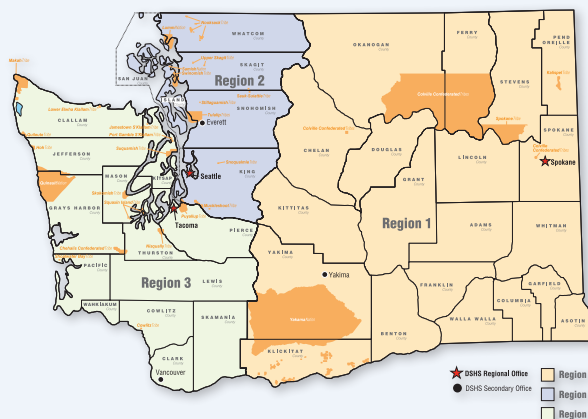
## A Meeting of the Outreach Minds

LEFT TO RIGHT Josie Mendoza, *Mobile CSO Interim Administrator*, Kate Kennedy, *Spokane County Housing & Community Development Specialist*, Christy Jeffers, *Housing & Community Development Program Administrator*, Aileen Luppert, *Spokane County Library District Librarian*, Fran Cervantes, *Mobile CSO Program Specialist 3*, Leslie Stickel, *Washington Connection Program Consultant*, Sergio Lopez, *Mobile CSO Program Specialist 3*

# East Mobile CSO

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## DSHS East Mobile CSO

The DSHS Mobile Community Services Office (Mobile CSO) would like to thank all of our community partners who through their partnership and support have allowed the Mobile CSO to become an access point for vital services. Not only do these partners host our services, many times they provide the perfect opportunity and exposure for the Mobile CSO to network and establish new partnerships. This exposure in the Spokane area allowed us to connect with the Spokane County Library District who has certified navigators to offer medical enrollment services. We were also approached by the Spokane County's Salvation Army Regional Services who provides rental assistance to underserved areas in Spokane County. We had the perfect opportunity to finally meet in person and work together on March 12 at the annual Veterans Resource Fair hosted by the Spokane Community College Vetcorps.

- The East Mobile CSO delivered on site eligibility determinations for DSHS social service programs.
- Onboard the East Mobile CSO, the Spokane County Library District staff helped folks with medical enrollment and provided information regarding other library services.



- Staff from the Spokane County, Salvation Army Regional Services stopped by to meet the East Mobile CSO staff and plan future events in underserved areas, such as Airway Heights and Deer Park, where they can deliver rental assistance.
- The East Mobile CSO was also joined by Leslie Stickel, Region 1 Washington Connection Program Consultant. Leslie spoke to the group onboard the Mobile CSO about Washington Connection outreach efforts and promotion of the Client Benefit Account.

This meeting led to planning of East Mobile CSO events at the Airway Heights Community Center on April 29, and July 15 – Mark your calendars! The Airway Heights Community Center Director, J.C. Kennedy, has been extremely accommodating and very receptive to bringing services to the Airway Heights community.

### Other upcoming Mobile CSO event in Spokane County:

#### Deer Park - June 18, in partnership with Deer Park Library

The Mobile CSO is collaborating with the Spokane County Library District to bring medical enrollment and The Salvation Army Spokane Regional Services to bring rental assistance to these events. Mobile CSO event locations and hours can be found at [www.dshs.wa.gov/MobileOffice](http://www.dshs.wa.gov/MobileOffice).

## DSHS West Mobile CSO

The Mobile CSOs operate as response vehicles for disaster events – being mobile allows critical social services to be delivered on site to affected areas that may be otherwise cut off from services. Sadly, tragedy struck the Oso

community between Arlington and Darrington on March 22 when homes and lives were lost as a result of a devastating landslide. The West Mobile CSO Team was deployed from March 25 through March 28 to serve residents who were

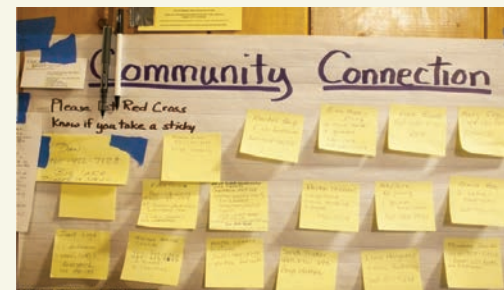
unable to reach the Smokey Point or the Everett Community Service Office (CSO). Representing the Community Services Division within DSHS, the West Mobile CSO delivered basic assistance program services such as cash, food (including issuing and replacing EBT cards), childcare, and classic Medicaid for aged or disabled persons, and the team also served as the on-site point of contact for the DSHS Emergency Coordination Center. Coordination of services was essential due to the tremendous outpouring of support!

Coordinated efforts from these organizations made our efforts successful:

- State Department of Licensing offered replacement services of license or ID cards.
- Whatcom Alliance for Health Advancement offered enrollment assistance for medical health insurance.

- Cascade Valley Darrington Clinic hosted in-person medical navigators and held a free clinic on March 29.
- The Red Cross case workers screened clients for services.
- Darrington Community Center and Resource Center hosted the Mobile CSO and served as a center for emergency community resources including Red Cross services.
- The Best Hardware Store hosted the West Mobile CSO.
- DSHS Smokey Point, Everett, and Mount Vernon CSOs and the Statewide Customer Services Contact Center sent volunteers to assist the West Mobile CSO Team.
- DSHS Smokey Point and Mount Vernon CSOs continued to serve the community by sending two workers once the West Mobile CSO demobilized.

The West Mobile CSO Team witnessed the power of humanity and the community uniting to support one another. Observing this collaboration, support, and TEAMWORK was something positive to take away from this difficult situation. Thank you all!



Donations board offered by Darrington residents.





## Spokane – Maple CSO

On March 11, Jordan Bjork and Renna Torman, leadworkers from the Spokane Maple CSO, attended the SHIBA Birthday Event at Center Place in the Spokane Valley for seniors turning 65 between January and June of 2014.

Jordan and Renna represented DSHS at a booth with fliers, QMB applications and other useful information regarding the Medicare Savings Program. They also brought a laptop with them to assist clients in completing applications and field questions concerning their cases.

The presentations were aimed at instructing individuals turning 65 on how Medicare works. Some of the topics included were: Medicare Options – How to decide which options you need; Medicare Savings Programs – who qualifies, how to apply, what do they pay, how to read and understand Medicare Summary Notices and Medicare Fraud. The presenters did a fantastic job breaking down very complex material into digestible information.

This was a great opportunity to put a face to our organization in the local Spokane community. It gave seniors a chance to connect with our services and resources in an environment outside of the Community Services Office. When asked of Jordan and Renna if they would do it again, their response was an emphatic “Yes!”.

## Wenatchee CSO

Tricia Goodrich, Financial Service Specialist 3 volunteered to represent the Wenatchee Community Services Office at the Homeless Point in Time Count and Resource Fair held January 23, 2014.

Tricia helped count the sheltered and unsheltered homeless population in Wenatchee and East Wenatchee. Warm clothing, thermoses and food items were available for those in need. While they were selecting their items, Tricia got to speak with numerous unsheltered people of whom she still has a relationship with today. One such person is Ruby, who declared herself homeless going on seven years. Ruby sleeps by the Chelan County Courthouse on a sidewalk grate where warm air blows up through the grate. Tricia

visits Ruby often bringing her hot coffee mixed with hot coco – which is Ruby’s favorite.

Tricia’s passion for helping the homeless has increased since witnessing the community partners collaborating to ease the plight of this population and is grateful for the opportunity to help with the count and Resource Fair.



## Spokane County Community Court

Community Court was started up in mid-December. It’s an alternative to jail time for low level offenders who commit misdemeanors in downtown Spokane. These low level offenders meet with probation and community social service providers where a needs assessment is completed. From there they are referred to a room full of community service agencies to discuss needed services.

Spokane Municipal Court Judge Mary Logan presides over the Community Court, which takes place once a week at the Downtown Spokane Library.

Some of the community service providers include – SNAP, Frontier Behavioral Health, Health Benefit Exchange, Community Justice Center, Goodwill, Project Access, Nurse Practitioner, a representative for alcohol treatment options, Social Security ATTY, the Department of Licensing, and DSHS Spokane Maple CSO.

Phyllis Fernandez, Financial Specialist from the Spokane Maple Access Office attends this event every Monday where she processes applications for cash and food assistance, eligibility reviews and mid-certification reviews, issues ID vouchers, answers general questions and processes changes. Phyllis is able to assist an average of 13 people a week.

## Okanogan CSO

On January 7, Financial Services Supervisor, Anna Guzman-Zaragoza attended a Migrant Coalition outreach meeting. This was a planning meeting that was attended by several community partners such as: Work Source, Northwest Justice Project, Support Center and Family Health Centers. As a result of this meeting a community – wide presentation on Human Trafficking was organized. This presentation is expected to be attended by a wide range of agencies and individuals who are interested in learning more about Human Trafficking and what is being done to stop it.

And on April 3, Financial Service Specialist, Dwayne Marchand attended a job fair in Twisp, Washington to represent DSHS. Other partner agencies in attendance were: Work Source, Veteran’s Administration, Harvest Foods, Home Depot, Career Path Services, Three Rivers Hospital, Perry Technical Institute, SHIBA, the Armed Forces, Room One and The Cove.

## Snohomish County Fire Department receives a grant from the Verdant Health Commission

For nearly 25 years, Shane Cooper has been a firefighter responding to 911 calls for a medical emergency. That all changed January 1 when he became Snohomish County's first community paramedic in an innovative program that aims to get patients the help they need so they won't have to call 911 in the first place.

Snohomish County Fire District 1 received a two-year grant from the Verdant Health Commission to launch the program to reduce 911 calls by helping patients who are falling through the cracks of the traditional emergency medical system.

Cooper's caseload includes:

- Frequent 911 callers – about 50 people who generated more than 400 calls to 9-1-1 in the last year.
- Patients who call 911 more than once in a 24-hour period or more than 30 times over 30 days.
- Fall patients. As the population ages, these calls are expected to increase. Patients who fall once are two to three times more likely to fall again.
- Patients referred by firefighters.

The community paramedic bridges a gap between the patients firefighters see regularly and the community services that already exist to help meet their needs. Firefighters have long recognized that some patients have complex needs that won't be resolved by a trip to the hospital, but that's often their only option. This may address the patient's immediate medical need, but the underlying problems that



led up to the emergency call remain and the patient continues to call 911.

Cooper follows up with at-risk patients with a telephone call or a home visit. As a Community Partner, he can use his laptop computer during home visits to access DSHS's online resources and help patients, even those without computers or internet, register for services and programs. This can provide patients with assistance that is often less costly and more effective in meeting needs that fall outside the scope of a traditional EMS response.

The patients aren't the only ones who benefit from this approach. Helping patients solve their problems so they no longer need to call 911 allows fire engines and medic units to remain available to respond to other emergency calls. This improves service and enhances response times for the nearly 200,000 residents in Fire District 1's service area in unincorporated south Snohomish County, Brier, Edmonds and Mountlake Terrace.

## Community Action of Skagit County

*by Justin Keefe, Community Outreach Coordinator, Community Action of Skagit County*

Community Action of Skagit County has been using Washington Connection for many years to assist people with applications for Basic Food and many other services. The website makes it very easy to get the client information to DSHS and makes the whole process a little less intimidating for the client.

In February, Brenda came in to our office with questions about health insurance. At 63, she still had a couple years before she could qualify for Medicare and was not sure how she could afford insurance after going through a divorce and being taken off her husband's insurance. After determining that she was eligible for Apple Health we then assisted her with an application for Basic Food through Washington Connection. This was an added bonus that she wasn't expecting. After she was approved for benefits she let us know that she was very grateful for the additional help and thankful to not have to buy groceries with a credit card anymore.

## City of Seattle Partner Café

City of Seattle Partner Café was founded by a single idea of Cheri Coleman, who at the time was a Community Capacity Building Coordinator with the City of Seattle's Human Services Division. Her role was to help organizations close gaps in reaching diverse communities by becoming Assisting Partners with Washington Connection - the online Web Benefit Portal.

In working with her dynamic and visionary supervisor, a forum was created that would allow a cross section of individuals from all sectors to learn how to seek consensus through collaborative communication in a safe community forum. Many sectors were unknowingly duplicating services in a neighborhood and in many cases one policy apart of one another with one shared goal. That goal was to help and assist those in need and create a better community.

With that and a macro view of seeing what was most needed, bringing these neighborhood organizations together a forum was born, the City of Seattle Partner Café.

Since the creation of the Partner Café, Cheri has moved onto other



employment opportunities but has continued to keep this forum moving forward. The Partner Café continues to meet on a monthly basis bringing together community members and organizations in the City of Seattle to network, discuss ideas, share knowledge along with marketing the importance of Washington Connection – Your link to Services.

### REGION 3 update

## New CSD Region 3 Administrator

February 16, 2014 Kendrick Stewart has agreed to serve as the Regional Administrator.

Our recruitment process started with a rigorous announcement process which included not just our normal internal postings, but advertisement in 4 regional newspapers. In addition we sent the announcement to all advocate, stakeholder and tribal government partners in the region asking for their help in getting the word out about this vacancy.

Over 100 people applied for this important role and, after rigorous screening conducted by one internal staff person and one representative stakeholder, ten applicants were invited to first round panel interviews. This

interview panel included the Interim RA (Gloria Marshall-Perez), a Community Services Office Administrator, a peer Regional Administrator, a partner agency administrator, a tribal member and a community stakeholder member. Kendrick was one of two final candidates to participate in a robust and lively staff forum and one-on-one interview with me.

Kendrick began his state career with Community Services Division (CSD) and brings to this position experience and knowledge from a multitude of internal and external perspectives and keen understanding for where CSD has been and where it is going. His welcoming demeanor and passion for our programs, the clients we serve, and

enthusiasm for staff development and a culture of respect will lead Region 3 and support the CSD leadership team very well.

I want to thank you for your patience with the intensive round of hiring, and the staff in Region 3 who participated in the staff forums for giving me their honest feedback. I hope this choice has honored their time and feedback. I especially want to thank the staff in Region 3 who worked a little harder the day of the forum to allow the forum participants to be away from their day-to-day tasks.

Please join me in welcoming Kendrick back to CSD in his new role.



## Employment Pipeline Results in First Hires!

An effort to work directly with businesses to hire DSHS clients is starting to pay off. The first group of clients went through training and began working on January 28. Thirteen WorkFirst participants went through a six-hour customer service “boot camp” at South Puget Sound Community College in Lacey. Of those 10 are now employed by Xerox at their call center for a major cell phone carrier in Lacey. Successfully completing the course satisfies a Xerox request for six months of customer service experience, allowing clients to qualify for the positions more quickly.

The new hires began their jobs at \$10 and after seven weeks can earn up to \$13.80 per hour. At that time they will be eligible for overtime and performance and recruitment bonuses from Xerox. Additionally, employees are eligible for full benefits after 90 days of continuous employment.

The effort was launched by ESA Assistant Secretary David Stillman September 2013 with a simple vision: provide our state’s employers the opportunity to readily employ DSHS clients after completing the required training and help clients achieve self-sufficiency. ESA’s Don Mercer and Eddie Rodriguez; along with Employer Navigators Calvin Greer from Region 3 and Anh Ong from Region 2, have been busily working with CSOs, community partners and local businesses to create and implement the initial model.

“We want to support businesses by providing them with qualified, trained and job ready candidates,” said Stillman. “Our ultimate measure of success in this program is connecting DSHS clients to employment that helps them achieve self-sufficiency.”

Xerox is the first partner in the Employment Pipeline to “go live”. The company operates three locations in the

Puget Sound area including Lacey (1,200 employees), Federal Way (1,200) and Kent (600) and hires an average of 10 people per day per site. Other business partnerships are in the works for similar customer service positions including State Farm and Comcast.

Once hired, clients continue to receive a variety of supportive services to help them maintain continuing employment. ESA Employer Navigators work with them “on site” to provide assistance with transportation, child care, clothing and other needs.

Transportation remains the biggest obstacle for clients. In response, Mercer and Rodriguez were successful in acquiring the use of four, 12-passenger vans from Intercity Transit for use by clients to get from the nearest bus stop to work and back (approximately 2 miles each way), as well as enlisting the help of area child care providers to expand hours to coincide with work shifts.

## High School and Beyond Night

On March 20th, middle school students throughout Pierce County attended the “High School and Beyond Night.” High School and Beyond Night was the first annual event for students in the Tacoma School District. Pierce South CSO WorkFirst staff joined the festivities and attended the event at Stewart Middle School. The intent of this event was to provide students a better understanding of what is available beyond middle school. Students learned:

### Which High School is Right for them?

**Interview Skills 101:** Learn how to build your resume and learn skills for mastering a job interview.

**AVID, Say What?** Interested in joining AVID, but not sure what it’s all about? Students learned about the application process! AVID is the Advancement Via Individual Determination college readiness system, and begins in the 7th grade and continues through the 12th grade.

**How to Pay for College:** Learned what it will take to make your dream a reality.

**How to Survive High School:** Learn from the best; listen to current high school students as they share their wisdom about what it takes to survive high school.

DSHS staff participation provided support for the future of the children at Stewart Middle School. A recent article in The Tacoma News Tribune shows students at Stewart Middle School, located in Tacoma’s East Side, consistently test poorly, and the state will now intervene. The low test scores are a result of the children living in poverty, high stress, poor nutrition, along with finances for the family. Since these families may be on our caseloads, we take this report very seriously. DSHS and community partners attended this event to collaborate and discuss how to provide resource consistent with our mission of Transforming Lives

Staff received a thank you card from the students. Special thank you to WorkFirst Staff at Pierce South CSO: Annette Parrish, Megan Noel, Mia Mosley, and Jo Anderson for your passion and commitment to the community and our mission.



## Region 3 Hosts Financial, ABD Social Service Specialist and Support Staff Conference



Over the course of three days; February 19th, 20th, and 26th, in collaboration with the Contact Center Management Team, Region 3 Management Team invited all Financial, ABD Social Services Specialists, Support Staff, regional SSIF, Administrative Hearing Coordinators and Trainers to a conference to promote One Region, One Division and Our Business... Transforming Lives. There was 802 staff who attended one of the three days, ensuring coverage in all the offices for all three days. Each day had a similar agenda, with the exception of the breakout sessions. On day one during the breakout session, staff heard from Shane Riddle and Erik Peterson who provided program information on MCS and HEN. On day two during the breakout session, support staff heard from Arjean Travis, Craig Rinas, Roy Paulson, and Reggie Wright about

changes in the EBT program. All three days, financial staff heard from Mary Wood from Health Care Authority on the Affordable Care Act implementation.

CSD Director Babs Roberts joined us on two of the days and allowed staff an open forum to ask questions around labor, our culture, and program. We introduced our new Regional 3 Administrator, Kendrick Stewart. Gwen Delp, Smokey Point Community Service Administrator, and Patty Busse, Port Angeles Community Service Office Administrator, shared a presentation on "Finding your Leadership Voice" influence without authority. Rebecca Henrie, Chief of Operations, and Andrey Svidenko, Project Coordinator, provided information on PIOC; where to find it in SharePoint and how staff can make recommendations. Dr. Karen A. Johnson, Strategic Initiatives Executive, provided insight on "Speaking Your Authentic Voice with Anyone, Anytime, and Anywhere." Authentic Voice is the ability to recognize and name your real concerns and needs underneath the presenting issues of any situation with Respect. Staff also engaged in table discussions on "Innovation – Ideas to Exceed Our Customer and Performance Needs". Patty Busse,

Port Angeles Community Service Office Administrator, also provided us with how this conference was essential to our culture of Respect.

The day was filled with laughter and networking amongst our peers. We sang Happy Birthday to a fellow employee, heard a poem from an employee who had been carrying it on her person for 20 years, and heard the Thursday song from a Shelton employee. Staff left empowered and committed to actively engage in our business of Transforming Lives. Feedback from staff who attended is positive.

Thank you to the planning committee: Mike Johnson, Debbie Smith, Vicky McLaurin, Kristine Hammond, Cathy Pickus, Louise Huntingford, Samarra Gregory, and John O'Lague. A special thank you to the staff that assisted in registration, copying material, and room set up. A very special thank you to the staff at the offices that covered and ensured clients received services, while their peers attended the conference. The event was a collaborative effort for the Region, everyone played a role and we appreciate all of the efforts.

## Crime Stoppers and DSHS partner to wish the community a safe and happy holiday

In collaboration with Crime Stoppers in Tacoma/Pierce County, CSD Region 3 distributed 3,500 Santa Slam basketballs to seven elementary schools (Blix, Fern Hill, Mary Lyon, McCarver, Roosevelt, Sheridan, and Stanley) in the Tacoma School District with a message to "Have a Safe and Happy Holiday". Tacoma School District 10 reports a drastic increase in homeless students, and that number continues to climb. Region 3 worked with the school district to identify the schools with the highest free and reduced lunch. As a gesture to provide hope and support when many families struggle with the holiday festivities, Region staff delivered "Santa Slam" basketballs for distribution to all students within these schools.

Region staff arranged the delivery with the school district headquarters; however, some schools did not get the news of

the gift. So when the truck filled with basketballs stopped at each school the staff was elated and surprised when we came in to give them the gift. The generosity was received with warmth, and the schools gave the gifts to the children before the winter break. The children wrote letters to DSHS and Crime Stoppers thanking them for the basketballs, and drew pictures how they will use their basketballs to play with their friends and siblings.

Special thank you to our generous donors Crime Stoppers and PC Marvet and to our staff Calvin Greer, Jarret McGill, and Bo Sotelo for your contribution.

View the Crime Stoppers and DSHS partner poster [here](#).

Region 3 staff delivered Santa Slam basketballs to students.





## Lakewood Celebrates Black History Month

February was the observance of Black History Month - a time for paying tribute to the generations of Americans who have contributed so much to our nation, often in the face of adversity and prejudice. Black History Month helps to instill pride, dignity, awareness and understanding among African American people and other people whom African Americans must relate to and interact with in everyday life. In essence, Black History helps to create a culture of RESPECT.

The Lakewood CSO closed out this annual observance with its own extravaganza on Thursday, February 27th. The event was led by committee members: Charleen Anderson, Glenda Figueroa, Charlotte Kerney, Symantha Lindsay, Danielle Magee (chair), Teri Tith, and Monica Whatley.

The program began with the indulgence of a buffet-style spread which included popular soul food dishes: fried chicken, ribs, collard greens, macaroni and cheese, cornbread, etc. The program included entertainment, Black History education, including a guest speaker - retired DCS worker, Cynthia Tucker - representing the Tacoma Association of Colored Woman's Clubs, a soul food sampler featuring boiled peanuts, hog head cheese and chitterlings (chitlins), and Black History trivia. The event was culminated with a popular line dance (The Cupid Shuffle) led by the CSO Administrator, Yvonne.

The celebration was fun and inspiring. It really unraveled Black History with reminders of the stories of achievement, artistry, bravery and patriotism that often go untold.

