

COMMUNITY PARTNER CONNECTION

Transforming Lives

NEWSLETTER

Summer 2019

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Child Care Subsidy Program transition



Washington State Department of
CHILDREN, YOUTH & FAMILIES



In 2018, the Washington State Legislature passed House Bill 1661, transferring early learning and child welfare services from the Department of Early Learning (DEL) and the Department of Social and Health Services (DSHS) to the newly established Department of Children, Youth & Families (DCYF). This transition connects children at the highest risk of experiencing adversity with the services and supports that best meet their early learning needs.

Additionally, these changes moved the DSHS juvenile rehabilitation and juvenile justice divisions to DCYF as well as placed former DSHS Child Care Subsidy Program eligibility staff under the same roof as the policy and quality assurance staff at DCYF. The final phase of this transition was complete on July 1, 2019.

Child care subsidy staff were at the forefront of this transition,

coordinating rules and policies to further engage and retain child care providers and consumers. Communication was critical to the success of this transition, which is just one example of the strong commitment and foundation Washington's child care partners demonstrate every day.

DCYF worked directly with providers and consumers to make this transition as seamless as possible. Effective July 1, 2019, the call center was renamed the Child Care Subsidy Contact Center (CCSCC). Consumers can contact the CCSCC at 844-626-8687. For consumers, the application for benefits remains the same.

Providers with questions about this transition or the children in their care can contact the provider team at providerhelp@dcyf.wa.gov or at 800-394-4571.

For additional information, visit <https://dcyf.wa.gov/news/child-care-subsidy-changes-coming-july-1-2019>.

It starts with one to stop opioid misuse

Forty-eight percent of people in Washington State know someone with an opioid addiction. Opioids are a type of drug commonly prescribed to reduce pain. Opioids affect the reward center of the brain, making the person taking the drug need more in order to feel the same affect. As a result, these drugs can be highly addictive.

The Health Care Authority (HCA) Division of Behavioral Health and Recovery (DBHR) created the Starts with One campaign to educate young adults, their parents and older adults about the dangers of prescription drug misuse. For each demographic the campaign developed the message of taking "one simple step".

- For young adults, the message is to take one act of courage. If you see your friends using opioids, tell someone.
- For parents, the message is to have one honest conversation and talk with your kids about the risks of using opioids.
- For older adults, the message is to treat your medication like it is expensive jewelry and lock it up.

We know that youth are 50% less likely to use opioids when their parents openly discuss the risks. We also know that 75 percent of opioid misuse starts with individuals using medication not prescribed to them. With this messaging, HCA and DBHR

hope to educate people about the risks of opioids and help prevent substance use disorders.

The Starts with One campaign website, getthefactorsrx.com, has information about specific types of opioids, how to store and dispose of unused medications and how to start conversations about opioid misuse with kids. The more we understand how substance abuse starts, the more we can stop it from happening.



Meals on Wheels

Richland, WA



Earlier this year, Mid-Columbia Meals on Wheels began an exciting new program—the Moneta Project Memory Café. At our café, we provide a supportive restaurant atmosphere, allowing individuals with dementia and their care partners to enjoy a complimentary meal together in a social setting free of stigma. The goal of this program is to provide those in our community who are experiencing memory loss, and their loved ones, with an opportunity to relax and enjoy each

other's company in an environment where dementia is the norm. We hope to help the Tri-Cities become a more dementia-friendly place.

Funding for this program is provided by Kadlec Foundation. Breakfasts take place 8-10 a.m. the second and fourth Wednesdays of every month at our Meals on Wheels Café at 1834 Fowler St. in Richland. For more information about our Memory Café, please contact Sarah McDonald at 509-735-1911 or smcdonald@seniorliferesources.org.

Communities in Schools

Support for Stephanie

Spokane, WA

Stephanie was failing three of her classes and did not make it to school very often.

That's when the Communities in Schools site coordinator at Stephanie's middle school began working with her to establish trust and rapport. She helped meet Stephanie's basic needs by enrolling her in "Bites to Go" and the "Fresh Start Hygiene Kit Program". The site coordinator also encouraged her to get involved in the Communities In Schools after school program.

During a home visit, the site coordinator found a very frail mother, almost unable to walk, and an environment she knew was unsafe for children. Upon leaving, the site coordinator called local police to conduct a safety check for the children. The children were removed that night and placed in emergency care. The student experienced more trauma as she was placed in a shelter, foster care, and finally a permanent placement with a family member. Through these transitions, the site coordinator supported her.

Last semester, Stephanie was on the honor roll and was chosen as Student of the Month by her peers and teachers. Her need for guidance, support, and encouragement continues and she meets daily with the site coordinator who provides that vital connection.

At Communities in Schools, we do whatever it takes to help a child succeed.

To donate or volunteer, email info@cisspokane.org.



Coulee Medical Center and the Board of Commissioners, in partnership with the Colville Tribal Health Program proudly present:

Annual Gathering of Wellness Powwow

Coulee Medical Center announces the fourth annual Gathering of Wellness Powwow and Health Fair will take place Friday, Sept. 13, 2019.

The powwow will be from 9:30 a.m. to 2:30 p.m. across Highway 174 from Coulee Medical Center at 411 Fortuyn Rd. in Grand Coulee. Grand entry for the event starts at 10 a.m. The competition categories prove to make this a fun event: Tiny Tots, Jr. Girls/Boys, Teen Girls/Boys, Adult Women/Men, Golden Age Women/Men, First 5 Drum Groups will be paid.

This project was developed to help Coulee Medical Center reach our organizational goals of learning to meet the cultural needs of our patients.

People for People

54 years of working together, changing lives

At People for People, we believe that we can do more in our communities and have a greater impact on people's lives by working with our community partners.



PEOPLE FOR PEOPLE

Working Together, Changing Lives

Our work with DSHS to provide the Basic Food Outreach Program Master Contractor services for eastern Washington is one example of this. We contract with 15 agencies in our region to help educate and inform individuals and families about the Basic Food Assistance Program, ensuring they have access to this service and that more households in Washington state are

food secure. Our partners include 2nd Harvest, Blue Mountain Action Council, Community Action Center of Whitman County, Columbia County Public Health, Chelan Douglas Community Action Council, Columbia Industries, Entiat Valley Community Services, Frontier Behavioral Health, Greater Spokane County Meals on Wheels, Loon Lake Food Bank, Rural Resources, Spokane Baptist Association of Homes, Senior Life Resources, Tri Cities Community Health and Triumph Treatment Services. By partnering with these agencies, more people in our region are connected to this service, which meets a basic human need. Additionally, they are connected to the unique services offered by each of the agencies or referred to other agencies that can assist in meeting their needs.



Meals on Wheels

Country line dancing for a great cause

On May 31, seniors from throughout Yakima County gathered at the Union Gap Senior Center for a night filled with good food, fun raffle prizes, toe-tapping music and even some country line dancing lessons. In honor of Older Americans Month, People for People's Meals on Wheels program hosted a Senior Dinner and Dance, which benefited the Senior Nutrition Program. Over 100 people gathered to share an evening of conversation, laughter and dancing all while raising money to provide nutritious meals to homebound seniors.

2-1-1 and Senior Nutrition Partner to get farmers market vouchers to seniors

The Senior Farmers' Market Nutrition Program provides low-income seniors with coupons that can be exchanged for eligible foods, including fruits and vegetables, at farmers markets and other community-supported agriculture programs. People for People's Senior Nutrition Program received over 800 vouchers for low-income seniors living in Yakima County. In order to get the word out to the community, the Greater Columbia 2-1-1 Information and Referral call center provided information to callers about the vouchers and then scheduled eligible seniors for an appointment to complete the necessary paperwork and pick up their voucher. The Greater Columbia 2-1-1 is a service provided by People for People and serves 16 counties in eastern Washington. Call 2-1-1 to Get Connected and Get Answers throughout Washington or visit www.win211.org.





International Community Health Services

On May 1, International Community Health Center (ICHS) staff celebrated the Bellevue Clinic's five-year anniversary with cake, camaraderie and pride. Some staff members have been with the clinic since it first opened and have seen it grow into a vital community resource first-hand.

Today, ICHS serves more than 5,000 patients at the Bellevue Clinic annually, providing high-quality and affordable medical, dental and behavioral health care with translation services in more than 50 languages.

"I think what makes ICHS Bellevue special is the diversity of people, beliefs and ideas," said Anh Phi, lead medical eligibility specialist. "Variety is the spice of life. I love talking to our patients and staff and opening myself up to new things."

The Bellevue clinic marked ICHS' first location on the Eastside as well as a critical juncture in its evolution from a single, volunteer-run clinic into a major regional health center. Since its opening, the clinic has continuously added staff, programs and services that have allowed it to be adaptive to the needs of the local community. This year, the clinic added Suboxone treatment for opioid addiction.

"It is an honor to work at the clinic that serves my family, friends and neighbors," said Vanja Knezevic, Bellevue Clinic Health Center Manager. "Every day, I take pride and am grateful that I have an opportunity to serve the community I live in."

"Bellevue is growing bigger and better every day," said Stephanie Light, lead medical receptionist. "I'm glad to be part of something so beneficial to my community."

The ICHS Bellevue Clinic also works in close coordination with other community organizations to remove barriers to patients' good health and to support safer neighborhoods, nutritious foods, green spaces, jobs, housing and economic opportunity. For example, a partnership with Eastside Legal Assistance Program gives low income patients access to free legal help.

The ICHS Bellevue Clinic has been so successful it has nearly outgrown its current capacity. A \$1.6 million grant from the state legislature will soon add additional space for preventative behavioral health programs and services that will help fuel the next phase of its development.

ICHS expands breast cancer prevention with \$105,000 Susan G. Komen grant

International Community Health Services (ICHS) was awarded a \$105,000 community grant from Susan G. Komen Puget Sound that will expand women's breast cancer prevention. The grant supports the ICHS Breast Health Outreach, Prevention and Education (B-HOPE) project, which promotes early breast cancer detection among low income, minority, immigrant and refugee women in Seattle and King County.



"We are thrilled to see our extensive experience and impact within the community recognized with our largest Komen grant to date. It will allow us to move our B-HOPE project beyond education and outreach, to also include screening, diagnosis and follow up," said Teresita Batayola, ICHS CEO. "ICHS's Women's Preventive Health Services and community advocacy programs have received funding from Komen's Puget Sound chapter for more than a decade. Our long partnership is grounded in a mutual commitment to make screenings more accessible to all women because early detection saves lives."

The B-HOPE project prioritizes outreach to the Pacific Islander, Latina, Asian Indian and East African communities, with a focus on women who have never or rarely had a breast health exam. Key activities will include providing breast health education at community events; offering interpretation and help signing up for health insurance; organizing community presentations and support groups; and providing free or low-cost screenings at ICHS clinics and health fairs through a partnership with Swedish Mobile Mammography Services.

"This grant will allow us to reach women who have traditionally had difficulty accessing preventative care, including immigrants and refugees who may not have access to affordable screenings or treatment in their home countries," said Rana Amini, ICHS health services manager, on behalf of ICHS at Komen's 2019 Community Impact Celebration on April 18. "The inability to find providers who can speak their language can be a grave difficulty. Cultural barriers can keep women from accessing the care and support that they need. For example, some women may not feel comfortable discussing breast health with male providers. Others may associate medical treatment with pain or sickness. For these reasons, patient navigation and education are crucial to reducing barriers to breast cancer screenings for low-income women and those who speak limited English."

In 2018, ICHS helped more than 5,000 women better understand the importance of early breast cancer detection through its activities at community events and health fairs. Since 2008, more than 24,000 women have received mammograms through ICHS, and more than 36,000 women have benefited from breast health outreach and education offered by B-HOPE staff. Among the ways ICHS partners with Komen is through its annual support of the "Race for the Cure," now known as the "More than Pink" walk. On June 2, an ICHS fundraising team joined this year's walk at Seward Park.

According to Susan G. Komen's 2015 community profile report, area Pacific Islander women are most likely to be late in detecting breast cancer among all ethnic groups. Fifty-eight percent are not diagnosed until a late stage. Pacific Islander women also have the lowest five-year survival rate at 82%.



Used with permission: www.ichs.com/bellevue-is-growing-bigger-and-better-every-day/

Year Up

Year Up is a one-year, intensive training program that provides talented and motivated yet under-served young adults (ages 18-24) with a combination of hands-on skills development; coursework eligible for college credit; corporate internships; and wraparound support.

For the first six months of the program, students develop technical and professional skills in the classroom. Students then apply those skills during the second six months on an internship at one of Year Up's corporate partners. Students take coursework eligible for college credit, earn an educational stipend, and are supported by staff advisors, professional mentors, dedicated social services staff and a powerful network of community-based partners. We offer information sessions at 4 p.m. every Tuesday and Wednesday.

Contact us at yupsrecruitment@YearUp.org or visit www.yearup.org. Walk-ins are welcome!

ALUMNI SPOTLIGHT

Briana Shannon

Before Year Up, I was working two part-time jobs to save up for school. A friend told me about Year Up and I believed it was a great opportunity to work at a major tech company and receive free college credits to apply towards my degree.

The best part of the Year Up program was finding opportunities not only to lead but to serve my community under Year Up's umbrella. I had the honor to serve as president-elect for my class and earned a program management internship at Microsoft in the core services engineering team.

Today, I am a full-time engineering program manager at Microsoft, currently driving engineering hygiene and compliance across my organization. Alongside these responsibilities, I also lead the new program Learn and Grow, which was implemented to encourage Microsoft's growth mindset.



ALCOHOLICS AND ADDICTS HELPING ALCOHOLICS AND ADDICTS Sober Living



Alcoholics and Addicts Helping Alcoholics and Addicts (AAHAA) Sober Living is a community of men and women in recovery. Through group conscience, fellowship, a 12-step program and faith, we work towards a common goal.

We are a safe, clean and sober environment. Maintaining that type of surrounding stops the regression of life and begins the transformation, if people are willing. We have nine different locations, housing managers in each home and case management. They all provide

an environment that allows individuals to lay the groundwork for a healthy and productive way of life. In our houses we provide food, TV, all utilities, phone, computer, Wi-Fi, internet, laundry, beds, dressers and linens. We do not provide any hygiene products or clothing.

AAHAA has been a contributing partner in King and Pierce counties since 2008. We hold partnerships with Department of Corrections, Federal Bureau of Prisons, mental health facilities, churches, vocational and educational programs and treatment centers.

El Centro de la Raza Veterans Outreach program

El Centro de la Raza's veterans program provides outreach and advocacy to veterans of color and their families. Our veteran outreach specialists are knowledgeable about the U.S. Department of Veterans Affairs system and other veteran supportive services available throughout King County and Washington state.

Services are available regardless of discharge status. We provide resources for:

- VA Pension and Disability Compensation
- Military Sexual Trauma Counseling
- Crisis and PTSD Advocacy
- Vocational Rehabilitation
- VA Home Loan Resources
- LGBTQ Benefits
- Mental Health Resources
- Survivors and Dependents Benefits
- Housing and Rental Assistance
- Employment/Job Readiness

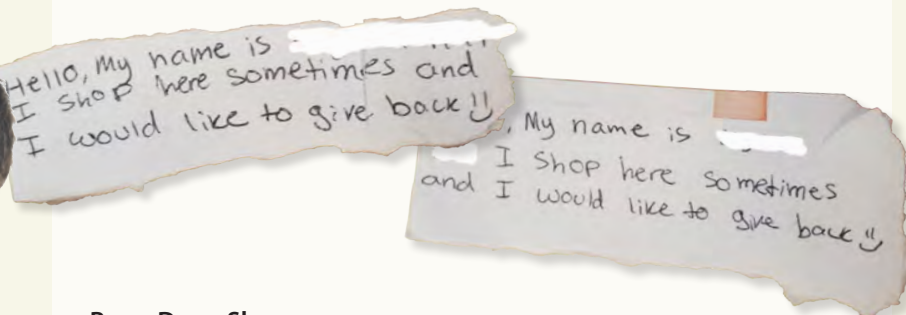


Clothes for Kids



Paying it forward

We got these sweet notes in bags of donations. One of our student shoppers donated their gently used clothing to Clothes for Kids as a way to give back to the community, and it made our week!



Prom Dress Shop

In March 2019, Clothes for Kids hosted our first ever Prom Dress Shop for local students. Students from across Snohomish County came in to pick out their perfect dress, shoes, handbag, make-up and jewelry – the works! We provided 45 prom dresses and all the accessories, and saw students leave the shop feeling glamorous and happy. It was a wonderful event that we plan to offer again during the 2019-20 school year.



Clothes For Kids provides school clothing (including new socks, underwear and shoes) to low-income students in our community. Each school year, Clothes for Kids provides high-quality school wardrobes for thousands of students in a retail store environment, where kids and teens can pick out their own clothes with their families. The only thing that is missing from our store is a cash register!

Who qualifies for Clothes for Kids program services?

Any student in Snohomish County or the Northshore School District (Head Start/ECEAP through 12th grade) who requests help is eligible to receive free school clothing from Clothes For Kids twice each school year – one wardrobe in the fall (Aug. 21-Dec. 20, 2019) and one wardrobe in the spring (Jan. 6-Mar. 27, 2020).

Back-to-school clothing distribution at Clothes for Kids will begin on Aug. 21, 2019

Each student who comes in to shop can get a full school wardrobe at no cost, including outerwear, shoes, socks and underwear.

Clothes for Kids welcomes volunteers

We are currently filling volunteer position for all our shifts. Please contact our Program Coordinator, Heidi Nornes: hnornes@clothesforkids.org.

For more information about Clothes for Kids visit www.clothesforkids.org or call us at 425-741-6500.



Wallingford Community Senior Center addressing housing insecurity among older adults in North Seattle

In late 2018, Wallingford Community Senior Center launched a Housing Resource support group, designed for older adults in our community living on low or fixed incomes who are struggling with housing insecurity. The resulting conversations inspired us to provide a series of forums to answer questions and provide resources and education for those seniors who often face the choice between paying the mortgage or rent, or buying groceries and medicines.

On Thursday, March 21, WCSC hosted its first forum. The Homeowner Resource Forum for seniors was created to address the concerns of seniors who want to age in place but who have limited resources. WCSC social worker Denise Malm brought together a panel of experts to discuss property tax relief, advocacy and other important issues facing older adult homeowners in Seattle.

Co-sponsored by Denise Rodriguez, executive director of Washington Homeownership Resource Center, the forum's panelists included Lynda Taylor, housing director of Urban League Metropolitan Seattle, as well as representatives from the Phinney Neighborhood Association Village and Rebuilding Together Seattle.

After the success of this inaugural panel, WCSC planned a second panel this summer focusing on the needs of low- and fixed-income seniors who are renters. The Renter Resource Forum for seniors is scheduled for Tuesday, August 20 at 1:30 p.m. Questions about these forums? Call 206-461-7825 or email register@wallingfordseniors.org



WithinReach ensures access to WIC and other health resources

Navigating complex health and social service systems can be overwhelming, especially for parents with limited resources. WithinReach makes it easier for Washington families to connect with resources they need to be healthy and safe. We provide multiple ways – in-person, mobile and online – for people to access community supports.

In addition to having easy-to-access resources, it's equally important for parents and caregivers to connect with resources that are close to home. WithinReach offers three options for people to find out about nearby WIC services and other essential support:

Text "WIC" to 96859: By entering their zip code via the prompt on their cell phones, parents are connected to the three WIC clinics nearest them.

Visit ParentHelp123.org: In addition to WIC services, the Resource Finder on ParentHelp123.org – which can be accessed in both English and Spanish

– taps into a comprehensive database of more than 6,000 health and community resources. People can find information on proximate food support, low-cost clinics, birth and breastfeeding resources, parenting classes and much more.

Call the Family Health Hotline: If a parent feels overwhelmed or has specific questions about WIC eligibility or more, it can be helpful to have a one-on-one conversation. The multilingual staff on the Family Health Hotline at 1-800-322-2588 offer care coordination and navigation, supplying people with the tools they need to thrive. Learn more at www.withinreachwa.org.



Unity Care announces its new community health center

Unity Care NW is pleased to announce the completion of our North Whatcom Health Center in Ferndale! We celebrated the opening of this new community health center with a ribbon-cutting ceremony on Thursday, June 27. We welcomed local dignitaries who helped us celebrate, and the event featured food and entertainment. We also hosted an open house so attendees could tour the new facility.

This new 23,000 square foot facility opened to patients in July and is now accepting new patients. It features 16 exam rooms and 12 dental operator rooms; which significantly expands access to primary medical, dental and behavioral health services in Whatcom County. The health center also features an on-site pharmacy and lab. When fully operational, the North Whatcom Health Center will provide care to 9,500 north Whatcom County residents.



ORION

Orion welcomed Jerry Chase as their new President and CEO on May 10, 2019.

Chosen as retiring CEO John Theisen's successor after a three-year transition plan, Chase was the former president and CEO of Bsquare, a leading provider of Internet of Things software products and solutions. He previously served as CEO at Lantronix and Terayon, where he successfully led both companies through difficult turnaround situations. Chase is also a Marine Corps veteran and graduate of Harvard Business School.

Over the past 18 years, under Theisen's tenure, Orion has become a leading national model for social enterprise. The mission of Orion is to change the lives of people with barriers to employment by building esteem and creating opportunities through training, education and successful business platforms. Orion uses operations in its aerospace and contact center business lines as training opportunities for individuals with barriers to employment, like poverty and homelessness.

"This opportunity came at a time when I was looking to use my skills to benefit others," said Chase. "Orion is a model for success. John and the Orion team have created a social enterprise that is self-sustaining and wildly impactful. My vision is to protect, grow and replicate this model in other companies and communities while preserving its focus on social impact."

Along with a new president and CEO, Orion is also getting a new look. Orion is unveiling a new logo and brand that will better position the organization for the future. A key driver behind the new brand was the successful 2016 merger with Diversified Industrial Services in Mukilteo, WA. As part of the merger, Orion gained new manufacturing capabilities, expanding product lines while also allowing additional training opportunities to support its transitional employment model. Orion also expanded its service offering to include individual employment services and community inclusion services. These programs support more than 50 individuals with intellectual and developmental disabilities in community employment settings.

"A top priority during our rebranding effort was the strong desire to continue to appeal to our existing customers and partners," said Chase. "They are the strong foundation for our mission and business and we will continue to serve them at the world class level they require. We also wanted our new brand to reflect the growth in our mission and business because of the Diversified Industrial Services merger, and we wanted to appeal to new partners and customers as we strive to grow our mission and business. We believe the new look and brand really hit the mark!"



Considering a career in early childhood education?

Check out Lake Washington Institute of Technology's Early Childhood Education program. We offer initial certifications, associate degrees and, starting this fall, a Bachelor of Applied Science in Early Childhood Education (ECE).

The Associate in Applied Science (AAS) degree prepares students for a rewarding career planning, implementing and evaluating quality programs for young children. The Bachelor of Applied Science (BAS) builds upon the skills and knowledge developed in the AAS program and prepares students for leadership roles in early childhood education. Early childhood education workers help positively shape children's formative years to prepare them for successful futures. The Early Childhood Education program at Lake Washington Tech follows the standards set for the National Association for the Education of Young Children (NAEYC).

Recent changes to state regulations require that child care providers have specific state certifications to remain employed. Lake Washington Tech provides the training needed for child care providers to earn these state certifications. Several levels of certification build together to an associate degree, allowing students to earn state-level certifications like the State Early Childhood Education Initial Certificate, and specializations in family child care, infants and toddlers, school-age and administration. Students who may need additional English language support in the classroom may qualify for our I-BEST Early Childhood Ed certificate.

When you complete the Early Childhood Education program, you will be ready for employment in a wide range of settings. Graduates find employment in preschools, child care facilities, Head Start programs and family child care. The AAS degree and certificate coursework is designed to allow students to meet the requirements for various levels of entry into the field of early childhood education. BAS graduates may pursue careers in management as directors or program supervisors.

Students in the Early Childhood Education program at Lake Washington Tech may be eligible for Workforce funding like Worker Retraining and Basic Food Employment and Training. For more information about training programs at Lake Washington Tech, check out our website: www.lwtech.edu.

Arms Around You

Seattle's Arms Around You is building trust to help individuals re-enter society

Arms Around You provides pre- and post-entry programs to assist individuals in gaining necessary life skills. The organization not only helps participants with employment and education opportunities but also provides them with tools in order to navigate their interpersonal relationships.

When Avon Curtis founded *Arms Around You*, she knew firsthand the importance of a reentry resource program for individuals facing an array of personal obstacles.

While living in the bay area for over 25 years, she established a strong support system that helped her emerge from a previously incarcerated and homeless population. Upon returning to her hometown of Seattle, she noticed the lack of support for incarcerated and homeless individuals as well as domestic violence survivors and those battling drug and mental health issues. In order to bridge the gap for those facing challenging times, Curtis recently started *Arms Around You* to create an indelible system of support.

"We want them to know that they can trust us to help with building strong reentry goals," stated Curtis, who serves as the organization's Chief Executive Officer. "Our goal is to help the most vulnerable people become self-sufficient, productive, contributing members of their communities."

Arms Around You provides pre- and post-entry services to help individuals in Washington's King and Pierce counties gain necessary life skills in the wake of the barriers they face. The organization assists participants in successfully returning to their communities by providing peer counseling, educational training, and employment opportunities that are designed to

increase public safety and reduce recidivism. Most importantly, the staff and volunteers of *Arms Around You* place emphasis on each individual participant and guide them to adopt vital communication skills in order to succeed in school, jobs and interpersonal relationships.

Through collaborations with different agencies and referrals from different community organizations, *Arms Around You* partners with case managers in correctional and social service agencies to provide the greatest support to participants. Although the organization was founded just last year, Curtis and her team are providing support to 20-50 participants per month.

Moving forward, *Arms Around You* will continue to build a strong community around those who benefit from their services. Curtis is planning to shape the organization's executive board and is working to eventually provide an array of services under one roof to prevent participants from traveling to different sites. Through creating a

greater presence within Washington, the staff and volunteers of *Arms Around You* hope to instill a sense of trust with participants and create an open dialogue regarding the struggles they endure daily. This relationship built on trust will not only aid participants to successfully reenter society, but will also encourage them to give back to their communities, just as Curtis herself can substantiate.

"I just want to be able to provide the hope, the training and the support for individuals transitioning into life by helping them become productive, contributing members of their communities," concluded Curtis. Learn more about [Arms Around You](#).



Avon Curtis, Chief Executive Officer of *Arms Around You*.

Refugee Women's Alliance

Source: Oksana Bilobran, *Refugee Women's Alliance, Naturalization and Legal Services*

Written by: Joanne Walby, *ReWA Communications Officer joanne@rewa.org*

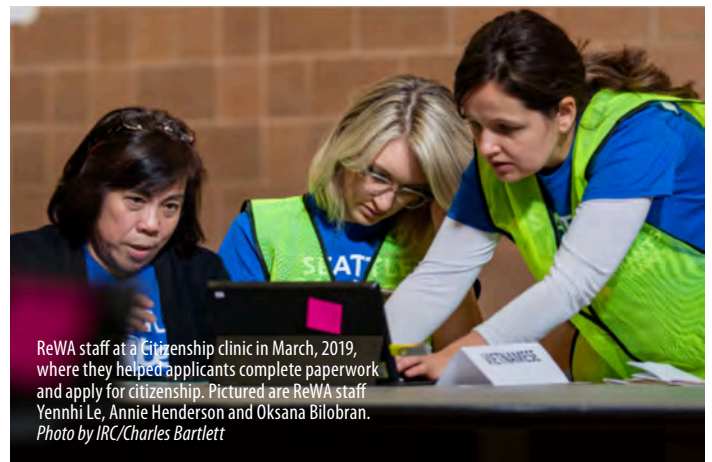
"Congratulations on receiving your green card, Abdi!"

Abdi had waited four years to hear these words, anxiously checking his mail box and repeatedly meeting with his attorney, Oksana Bilobran, at Refugee Women's Alliance.

Abdi and his family arrived from Somalia as refugees in 2014 and came to ReWA for assistance. After one year he was eligible to apply for a Green Card and met with ReWA's naturalization and legal services office. But a process that usually takes six months dragged on for four years as the U.S. Citizenship and Immigration Services made numerous document requests — far more than is normal, according to Bilobran.

Without a green card, Abdi had to renew his work permit each year, but sometimes it would expire while he waited for the renewal. On more than one occasion these delays cost him his job, and with a growing family at home, many sleepless nights. "My job is to help ReWA clients navigate this process," Bilobran said. "This means I also push back when the agencies overstep their authority to make sure our clients' rights are protected." In Abdi's case, Bilobran successfully argued that the USCIS request

was "overbroad and unreasonable" since the client already met the eligibility requirements according to the law. In the end, the USCIS dropped the case and issued the green cards for Abdi, his wife and children. Now, Abdi is master of his own destiny.



ReWA staff at a citizenship clinic in March, 2019, where they helped applicants complete paperwork and apply for citizenship. Pictured are ReWA staff Yennhi Le, Annie Henderson and Oksana Bilobran. Photo by IRC/Charles Bartlett

Sea Mar Managed Care Department

Reaching out to the underserved populations by building bridges in our communities

One of the biggest challenges community health centers face is building trust with the communities they serve. How do CHCs ensure that patients are not only aware of benefits available to them, but also make sure they actually receive those benefits? This is where the Managed Care Department at Sea Mar Community Health Centers steps in. The Sea Mar Managed Care Department connects patients with services that often times they do not know even exist.

With the main office located in the Hilltop District of Tacoma, Managed Care has the responsibility of ensuring that targeted populations are being reached on a daily basis. Under the leadership of Sea Mar Managed Care Director Ana Owens, the Managed Care team is focusing on new ways of reaching patients. Under her leadership, Sea Mar has started to implement text message campaigns to remind patients of their medical appointments and educate patients about basic food benefits and encourage them to call Sea Mar to verify eligibility.

Although text message technologies are useful in helping connect efficiently with patients, human interaction can never

be replaced. For this reason, Managed Care invests in highly trained personnel to assist patients with enrollment and education benefits. The goal is to cross-train personnel in all Sea Mar clinics and the call center because exceptional service is a priority, whether the interaction occurs over the phone or in person.

Outreach events are another vital component within Sea Mar Managed Care. In the current year, the team is focusing on creating quality events in the areas where Sea Mar patients and clients reside. One way they do this is with Sea Mar Customer Resource Navigators who travel to hard-to-reach areas outside of Sea Mar clinics to educate the community about Sea Mar services and enrollment programs. CRNs can be found at local libraries and DSHS offices as well as state conferences such as the annual Community Health Worker Conference. Managed Care staff also volunteer to talk on Sea Mar's Spanish radio station El Rey 1360 AM every week. They educate listeners on important topics like diabetes prevention checkups, reducing hypertension risks and ways to stay active. El Rey radio station also serves as a great channel for Managed Care staff to promote

free Zumba fitness classes organized by Sea Mar's fitness program, We Move to Give.

We Move to Give has special Zumba classes coming up this summer located in the highly anticipated new waterfront in downtown Seattle, which will take place 10:30-11:30 a.m. every Sunday from July 7 – Aug. 25. The mission of We Move to Give is to encourage people to move and be healthier by providing free fitness for all. Managed Care personnel will be on site at every class to share information about Sea Mar services, voter registration and benefits such as Basic Food.

Another free event this year is Sea Mar Fiestas Patrias in Seattle, a celebration commemorating the independence of Latin American countries, with delicious, traditional Latin food, art exhibitions, free health fairs, a Zumba fitness class and more. The 2019 Sea Mar Fiestas Patrias theme is "Building Bridges," which celebrates Sea Mar's efforts in encouraging Latinos and all people who are underserved to improve their health by taking advantage of the many services Sea Mar offers. The theme also captures Sea Mar's open invitation to outside

organizations, groups and individuals to learn more about the Sea Mar experience and Latino culture. This year, the event will be celebrated at Seattle Center on Saturday and Sunday, Sept. 14 and 15 as well as in South Park on Saturday, Sept. 14.

Cross the bridge and join Sea Mar Managed Care as we continue to build bridges throughout the state of Washington. If you are interested in learning more about the various Sea Mar outreach programs and services, please give us a call at 855-289-4503.

For more information about Sea Mar, please visit www.seamar.org.



Park Place

Comprehensive Life Resources

Park Place is a residential facility in Tacoma that provides intensive, individualized treatment and recovery services for adults with serious mental illness.

Most residents come to Park Place with a complex set of life challenges that include mental health, physical health, homelessness, unemployment, isolation, criminal history and substance abuse.

When screening potential clients, we explain that Park Place exists as a transitional phase in recovery where individuals develop the skills necessary to successfully manage their symptoms and overcome the barriers that have prevented them from being successful on their own.

At Park Place, residents have the opportunity to participate in counseling, skill-building and wellness activities focused on supporting them to live successfully in the community and put them on a path to achieve their personal goals.

Working with our residents is a multi-disciplinary treatment staff comprised of three mental health therapists, four case managers, two certified peers, 24 residential counselors, an RN medical manager, activity coordinator and psychiatrist is on site. We also bring substance use disorder and physical healthcare services to our site regularly.

Our therapeutic team utilizes Motivational Interviewing, Cognitive Behavioral Therapy, Behavior Modification and Dialectical Behavior Therapy (DBT) among other evidence-based treatment in individual, group and milieu interventions to help clients achieve their recovery goals. Community-based activities are designed to eliminate the self-stigma associated with mental illness that prevents many people from actively engaging in treatment. They get to see that they are not alone, and while the way their challenges manifest are unique, their challenges are shared by others.

The team works closely with clients to develop a unique transition plan based on their strengths and goals. This process is initiated before clients enter our building. Our assessors explain our program in detail and ensure that clients are prepared to put in as much work as we are to ensure they will be successful at our facility, which strongly emphasizes recovery and partnership.

Over the last two years, 64% of our successful discharges have involved clients moving to independent living or back with their families (44% independent and 20% with family). It is our primary goal to ensure every client is able to reach their maximum potential and to engage with their families and community in healthy, productive ways.

DSHS Policy & Program Updates

Make the healthy choice the easy choice by gleaning

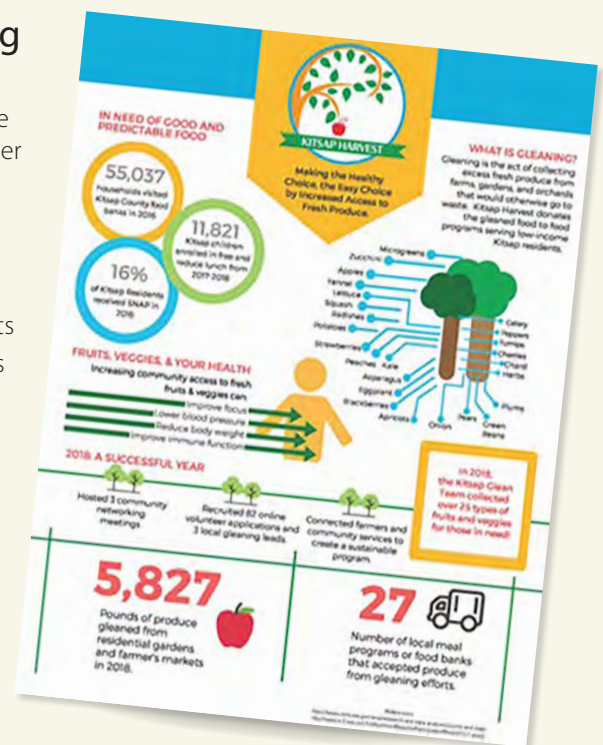
The Kitsap Public Health District SNAP-Ed team understands the connection between gleaning and SNAP-Ed goals: if we increase the access of fresh produce in our community, we will increase the opportunity, and ease, of making healthier choices. In partnership with AmeriCorp VISTA Gleaning Coordinator and Kitsap County WSU Extension, Kitsap Harvest has developed into a robust and thriving gleaning program:

2018 highlights include:

- 5,163 pounds of produce gleaned from residential gardens and farmers markets
- 27 local meal programs or food banks accepted produce from gleaning efforts
- 75 registered volunteers through WSU Extension online system
- Two articles in the newspaper highlighting this programming

Kitsap County WSU Extension has seen success integrating Kitsap Harvest with their direct education programming. Julie Evenson, WSU Kitsap County Extension shares:

"The partnership with Kitsap Harvest's gleaning program has exceeded my expectations. When I asked if gleaned food could also be sent to the local women's shelter (where I teach nutrition education classes), I had no idea over 600 pounds of fresh fruits and vegetables would be at their disposal these past few months. The women, children, and staff at the shelter have been overjoyed to receive such nutrient dense, healthy foods. A lot of them are eating foods they've never tried before, and it has created great dialogue on where this food comes from and how much healthier it is to buy local produce (and how much cheaper it is to potentially grow their own someday). Having access to this food has also complimented and reinforced our nutrition education efforts and messages of eating healthy."



DSHS Community Service Office team, SNAP-Ed team up to promote healthy lifestyles

For the past two years, WSU Skagit County Extension SNAP-Ed nutrition educators have been a regular presence at the Department of Social and Health Services' Local Planning Area Meetings. The meetings—intended to increase community outreach—have become the catalyst for an incredible partnership that's helping Skagit County DSHS clients increase their buying power and make healthy choices for themselves and their families.

Spearheaded by DSHS Community Services Division employee Edwin Blau, the SNAP-Ed-DSHS partnership has allowed the two entities to collaborate in efforts aimed at improving food access for local DSHS clients. On two occasions, SNAP-Ed staff have been invited to the Skagit County CSO for a "Lobby Takeover." These month-long events—in November 2018 and March 2019—provided unique opportunities for SNAP-Ed staff to engage directly with DSHS clients, conducting food demonstrations, instructing classes and promoting healthy eating campaigns.

WSU Extension SNAP-Ed took over the Skagit County DSHS lobby in November 2018, displaying information about programs and resources available to DSHS clients.

While their collaboration has meant increased client awareness, it has also improved DSHS staff awareness of programs and services provided by SNAP-Ed and other partnering organizations. These programs, like Safeway's Complete Eats program, which allows clients to get free fruits and vegetables using their SNAP benefits, are designed to help enhance participants' benefits and provide them with tools to make healthy choices.

The information shared by SNAP-Ed has been so helpful, that Skagit County DSHS staff have requested that the SNAP program updates be a regular part of their staff meetings to keep them apprised of available classes and programs, information that they can then pass on to local DSHS clients. These regular updates have been a critical step in improving food access.

"Our goal is to bring something positive to the lives of DSHS clients," said Talea Price, WSU Skagit County Extension SNAP-Ed Program Coordinator. "These families are trying to get back to normalcy, and it's so difficult. Conversations about the resources available and how to increase their purchasing power ease the burden a little bit."

But DSHS clients aren't the only ones benefiting from increased SNAP-Ed outreach.

"These families have so many stories," Price continued. "They have so much to share. We're so grateful. Every day, we learn from them."

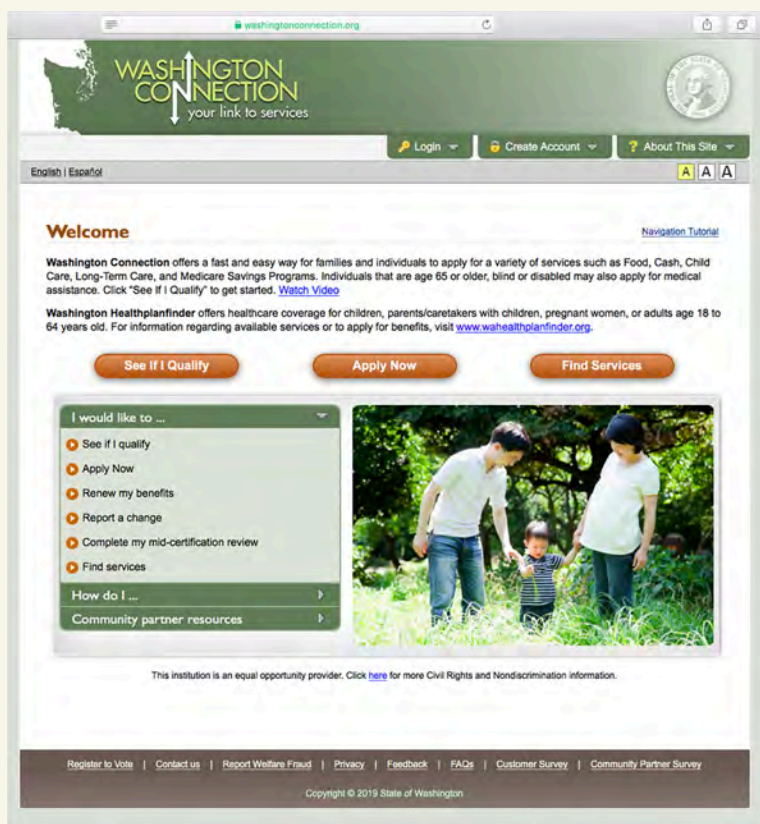


WSU Skagit County Extension SNAP-Ed Program Coordinator Talea Price enjoys an afternoon cooking demonstration with DSHS participating families.

Washington Connection releases new security protocols:

180-day Non-use Inactivation Protocol for Community Partners

On April 21, 2019, the Washington Connection Partner Account was updated to enhance security profiles. Effective immediately, Washington Connection Assisting Agency Community Partners who have not logged in to their partner account in the past 180 days using their SAW User ID will be inactivated. It's important to note that this change does not affect customers. Ongoing partner users will receive email notification informing them of impending inactivation at 150 days of non-usage.



To avoid service interruption, please sign in and utilize your Washington Connection Partner Account regularly.

Conceal typed Social Security Numbers

On July 21, 2019, Washington Connection enhanced customer security by concealing Social Security numbers. This change will be noticed when users type in the Social Security number online for new benefits, reviews and changes. The SSN will be immediately replaced with an asterisk (*). For a user-friendly experience, the system was also programmed with a feature that, when selected, will temporarily reveal the hidden SSN.

When Washington Connection Community Partners receive authorization to retain a copy of the online submittal, only the last four digits of the SSN will display on the pdf.

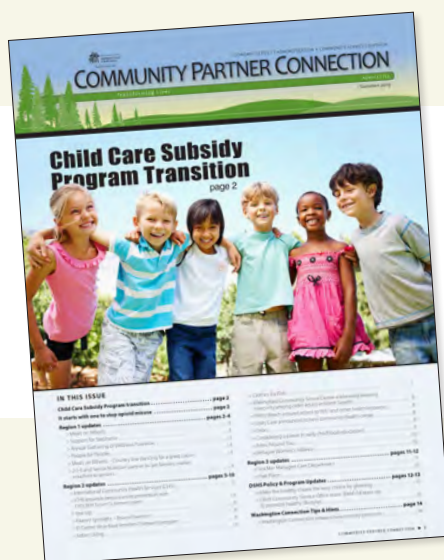
Update and Expand Consent/Authorization Language

On July 21, 2019, the Washington Connection Community Partner Account was modified to implement a new consent and authorization process for partners during eApplication, review, change form, login and client search functionality.

- The updated Partner Login Consent was updated to include new language on the nondisclosure warning pop-up window; and – I agree button replaces the close button.
- The eApplication authorization language has been updated with clear instructions and language. This same authorization is now required when completing the online review and change form.
- A client consent has been added to the Client Search feature to capture and track authorization to access information.

Contact your local Community Access Consultant or the Program Administrator for additional details for any of these enhancements.

Partnership in focus



Are you a Washington Connection Community Partner? Does your organization have an inspiring community story or an upcoming event to share? Would you like to share your short story in this newsletter? Please contact Stephanie Hart at Stephanie.Hart@dshs.wa.gov for more information.

Articles are written and submitted by our community partners with permission for the Department of Social and Health Services to publish.