

COMMUNITY PARTNER CONNECTION

Transforming Lives

NEWSLETTER

Summer 2018



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KeyArena preparing for free health clinic

Each year KeyArena at Seattle Center becomes the largest free health clinic in Washington state. From **Sept. 20–23, 2018**, healthcare professionals and general support volunteers will come together to provide **free dental, vision and medical care** to individuals.

- All are welcome! Patients DO NOT need ID or proof of immigration status
- The Clinic serves people in need who struggle to access and/or afford healthcare
- Admission tickets will be distributed beginning at 5 a.m. in the tent on Fisher Pavilion at Seattle Center (Corner of 2nd Ave N & Thomas St)
- No advance registration: FIRST-COME, FIRST-SERVED
- Highest demand for tickets is on Saturday and Sunday
- Interpreters available

- FREE parking in two locations:
 - > First Ave. garage, 220 First Ave. N.
 - > Mercer St. garage, 650 Third Ave. N.

All services are **FREE**

DENTAL: Fillings, extractions, x-rays, deep cleanings.

VISION: Vision screening, complete eye exams, reading glasses and prescription eyeglasses. Bring a current eyeglass prescription (no older than one year) to skip the exam and just get eyeglasses.

MEDICAL: Physical exams, PAP smears, x-rays, EKGs, mammograms, ultrasounds, foot care, wound care, selected lab tests, behavioral health, immunizations, acupuncture, naturopathic and chiropractic care, physical therapy consultation, nutrition and pharmacy counseling, skin cancer screening.

RESOURCES: Social work, help with health insurance, and more.



Come prepared for a long day with food, comfortable clothing and any daily medications.

INTERESTED?: Visit <http://seattlecenter.org/patients/> to download fliers in multiple languages, read FAQs, and much more. Or email: SKCClinic@seattlecenter.org or call (206) 684-7200.

REGION 1 update

Senior Action Network of Eastern Washington

Cooking for a Cause 2018

One night each year, Senior Action Network of Eastern Washington hosts a select group of Spokane's best chefs to go head-to-head, all for a good cause – to support Greater Spokane County Meals on Wheels! Cooking for a Cause is a fabulous night of decadent food tastings, silent and live auctions, music, dancing and more! Each attendee receives a token. Sample dishes from sweet to savory and once you have tried them all, vote for your favorite! The night ends with the tallying of the votes to name the Top Chef! Join us this year, 6-11 p.m. Sept. 7, 2018, at the beautiful Davenport Grand Hotel in the heart of Downtown Spokane.

Single tickets are \$75 each, or you can purchase an entire table (eight tickets) for \$600.

Tickets can be purchased here: <http://www.sanewa.org/cooking-for-a-cause.html>

Discounted rates are also available for any of the three Davenport Hotels, using this link: http://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkData=Event%20Rate%5EZs7%60GEGAD%7CGEGAT%7CGEGAK%60&app=resvlink&stop_mobi=yes



Yakima Neighborhood Health

Mark your calendars for the week of August 12 for National Health Center Week. That is when the nation's community health centers celebrate decades of success serving as the primary medical home for millions of Americans.

Yakima Neighborhood Health Services is holding two events: **Break Bread with the Homeless Breakfast**, 8-9:30 a.m. Aug. 15, 2018, at the Yakima campus, and **Festival in the Parking Lot/Health Fair**, 1-4 p.m. Aug. 16, 2018, at Scoon Road Clinic in Sunnyside.

If you would like to be a volunteer cook or server

for the breakfast, please contact either Annette Rodriguez at 509-574-4228 or Leah Ward 509-853-2357.

The free Festival/Health Fair on Aug. 16 brings together our many nonprofit community partners in an opportunity to spread the word about their

services to a gathering that typically attracts more than 200 people. This year's sponsorship donations will go toward backpacks and school supplies for the deserving children in attendance. Call Leah Ward for more information.

Health centers today serve more than 27 million people in 10,400 rural and urban communities across America. These community-based "family doctors" enjoy longstanding bipartisan support by Administrations and policymakers at all levels, as well as in both the private and public sectors.





Removing transportation obstacles for individuals in the WorkFirst Program

People For People has been performing a pilot project for Washington State Department of Social and Health Services (DSHS), to help remove critical obstacles for people who are participating in the WorkFirst program. Those obstacles may be connected to transportation to work, education, or child care.

The WorkFirst program helps participants pay for child care expenses, perform job search activities, get the training they need to get a better job, and find and keep jobs. To be eligible for the WorkFirst program, individuals must either care for their own children or be pregnant; must meet income and citizenship status; and must participate in all the required job search and work preparation activities.

WorkFirst is a great program to help participants get out of poverty. However, participants often lack enough cash to provide their own transportation, purchase car insurance, get gas or buy bus tickets to meet program requirements.

In order to help participants succeed, DSHS is making sure that transportation is not an obstacle. That is why *People For People* was contracted by DSHS to perform a pilot project. The pilot project includes brokering for transportation services in Central Washington to pick up participants and their children and transport them between their homes and the WorkFirst program sites or daycare facilities.

People For People began this pilot project in January 2016 in the Wenatchee region. The pilot project was then expanded to include the Moses Lake region in August 2016 and again to include the Sunnyside region in April 2018. The number of trips provided under this pilot project has grown over the past couple of years, reaching a record high of 350 trips provided in October 2017. On average, *People For People* arranged 29 trips per month in 2016, 161 trips per month in 2017, and a current average of 181 trips per month in 2018.

People For People is excited about the success of this partnership! With this pilot project, they are meeting their mission by using transportation resources to strengthen communities so that the WorkFirst participants can be empowered to enrich their lives.

Mental Health Awareness Month recognized

May has been designated Mental Health Awareness Month nationwide. In recognition, the Rotary Club of Colville and Kettle Falls hosted a fundraiser for Community Partnerships for Mental Health. The goal of this event was to raise awareness and reduce stigma surrounding mental illness.

Community Partnerships for Mental Health is a local nonprofit organization that focuses on education, advocacy and support for individuals and families experiencing mental health challenges in their lives. They believe that mental illness does not define a life, and that treatment, support from family and friends and self-education can make life satisfying and meaningful for those living with mental illness.

The fundraiser was held at Fired Up Brewing in Colville with live music performed by Sara Brown and Dr. Smash. A portion of the proceeds from the sale of beer produced by Fired Up Brewing was donated to Community Partnerships for Mental Health. Alexis Larsen of the Colville Rotary spearheaded the event.

One in four individuals will suffer from a mental illness during the course of his or her lifetime. Community Partnerships for Mental Health hopes that mental illness can become part of our everyday conversation and that the stigma can be reduced in our community. If you have questions or would like information on mental illness they can be reached at 509-675-3099.



Lake Washington Institute of Technology – Spring 2018 Job Fair

The annual Lake Washington Institute of Technology (LWTech) Spring Job Fair took place on campus May 15, 2018. Through our strong partnership with both Snohomish and King County WorkSource partners, more than 45 employers were recruited to participate in the job fair. The employers had a wide array of current job openings in many different fields, including IT, social and human services, manufacturing, healthcare, automotive, sales, non-profit, transportation and business.

More than 300 LWTech students, alumni, job seekers and community members attended, and positive feedback was consistently received from all of the participants. Attendees were especially impressed with the quality of the participating employers and the available jobs, as well as the overall flow and set-up of the job fair. Additionally, the employers were equally impressed with the job fair organization, set-up, refreshments and more specifically the number of highly qualified job seekers that attended. The employers stated that they would definitely like to participate in any future job fairs at LWTech.

LWTech's mission is "To prepare students for today's careers and tomorrow's opportunities." Events such as job fairs and hiring events contribute to LWTech's mission fulfillment and commitment to students and alumni. It also provides prospective students and community members with easy access to job opportunities and employment resources.

Learn more about educational opportunities at LWTech at www.lwtech.edu. Think you might be eligible for Workforce funding to support your education? Take a survey at www.lwtech.edu/wfd. For more information about future job fairs and job search workshops, check out the Employment Resource Center information at www.lwtech.edu/erc.

*Lake Washington
Institute of Technology*
11605 132nd Ave. NE
Kirkland, WA. 98034
425-739-8100
www.LWTech.edu



Skagit Valley domestic violence and sexual assault services

Please suit up and join us in our epic battle against domestic and sexual violence in our community. Only you can help us fight the good fight for this very worthy cause.

Do you think you have what it takes to save the day? Your heroic presence is requested Nov. 3, 2018, at Swinomish Casino. Your community needs you! Will you answer the call?

For more information call us at 360-336-9591 or email us at admin@skagitdvsas.org.



Greater health equity keeps kids in school

Bellevue is a diverse city with large Asian and Hispanic populations, and with areas of high poverty. Highland Middle School reflects this diversity. More than 40 percent of the school's students are eligible for free- or reduced-price meals.

International Community Health Services' multilingual and culturally aware staff and providers will help address acute challenges that include disproportionately high dropout and truancy rates among Highland Middle School's Hispanic students.

In some areas of Bellevue, ethnic minorities make up more than 60 percent of the population. Asians represent the largest ethnic minority group, at 29 percent of the population, followed by Hispanics and Latinos, a group that increased nearly 50 percent between 2000 and 2010. One-third of Highland Middle School students speak a language other than English as their primary language.





Staying ahead by putting community first

By Sluggo Rigor and Victor Pineda

In 1970, Vietnam veteran Sabino Cabildo returned to Seattle to resume schooling at the University of Washington (UW). Earlier in his youth, Cabildo was introduced by his father to the elderly Filipino citizens in Chinatown and he quickly developed a kinship to the resident manongs upon his return from service in Vietnam. A number of the elderly had lived in cramped and run-down quarters in Chinatown and had sustained themselves through periodic work in Alaska and elsewhere. And they had few, if any, relatives to rely upon. Cabildo's activist interest compelled him to call attention to the plight

I forgot my homesickness and loneliness because of IDIC.

—Naty, 87

of elderly Filipinos living in decrepit facilities and dying in the bowels of Chinatown. He formed the International Drop-In Center (IDIC) at the corner of Sixth Avenue and Maynard Street in the summer of 1971.

At the time, none of the agencies in the International District had any interest in helping elderly Filipinos in the area and IDIC quickly took the active role of focusing attention on the plight of aging Filipinos in Chinatown. Shortly thereafter, interest about the fate of the elderly Filipino citizens in Chinatown were picked up by concerned adult volunteers from the health and religious professions. Fr. Manuel Ocaña, Pastor Steve De Pano, and Sister Heidi were among the very first volunteers from the faith community to step forward to help. Together with the activist interests over the plight of

If not for IDIC, seniors will just stay home and get sick. They improve our quality of life.

—Obdulia, 94

elderly Filipinos, the collective effort sustained the momentum for IDIC and defined its early beginnings. In August of 1974, IDIC was formally recognized by the IRS as a 501(c)(3) nonprofit charitable organization.

At the present home of IDIC on Beacon Hill in South Seattle, a broad range of activities and services are available to members and county residents, such as information and assistance, veterans' advocacy and benefits assistance, health seminars, estate planning guide and referrals, subsidized housing referrals, disability and public benefits advocacy, and other concerns that seniors citizens encounter. To combat mild depression there is the Program to Encourage Active, Rewarding Lives for Seniors (PEARLS), courtesy of the City of Seattle's Human Services Department.

The IDIC is managed by an Executive Director who reports to an all-volunteer, 15-member board. With its current limited resources, the IDIC has a total of nine full- and part-time staff with support from tireless volunteers, both young and old. Without their help, IDIC would not be able to deliver services and run activities that benefit the community. Volunteers play a crucial role in the center, they assist in implementing programs, raise funds through events, assist in the daily operations/activities and help ensure that IDIC can continue to support and serve more than 500 seniors each year. Volunteers are the heart and soul of this organization.

Unity Care NW Supports Healthy Lifestyle Options

Unity Care NW's Bellingham health center will be piloting two projects, beginning later in 2018, to increase accessibility to healthy lifestyle options and support for our patients. **Veggie Rx**, a partnership with the Bellingham Food Bank, is a food prescription program that will provide access to fresh and frozen fruits and vegetables to targeted patient groups. Through this initiative, we expect that access to more fruits, vegetables, and fiber-rich foods will help improve our patients' health status, promote their wellness goals, and foster their own health and nutrition literacy. **Parkscripts** is being launched in

partnership with Recreation NW. It is a park prescription program to encourage knowledge and use of Whatcom County's abundant parks, green spaces and trails. Time spent outdoors and increased physical activity benefit a host of ailments, including chronic disease, depression and anxiety. Our patients will be supported by staff as they develop health goals and navigate a park locator website

developed by Recreation NW that provides information on the location and amenities of these park spaces. We are excited by the promise of these two programs for improving the health of our patients.



Bellevue students access better health for better learning

ICHS puts counseling and health services in easy reach at Highland Middle School

An International Community Health Services (ICHS) clinic offered in partnership with Youth Eastside Services (YES) and the Bellevue School District opened this fall at Highland Middle School with funding from Best Start for Kids and support from King County. The school-based clinic promises to improve Bellevue teens' school attendance, graduation rates and achievement as it puts counseling and health services right in students' midst.

Students can see an ICHS health provider for treatment of illnesses, injuries and ongoing health problems, as well as for well child checkups and immunizations. YES therapists help students with issues such as depression, anxiety, family stress and substance abuse.

"In bringing clinical services to students, ICHS, the Bellevue School District and YES are effectively removing barriers to care and creating greater health equity,"

said Teresita Batayola, ICHS CEO. "This is especially important for Bellevue's diverse community. When we take care of students' social, emotional and physical wellbeing they are more focused and present for learning. Ultimately, students' better health leads to better educational outcomes."

These are fraught times for parents and teens. Netflix's [13 Reasons Why](#), a TV-series depicting teen suicide, a [distracted driving bill](#) recently approved by Washington state, and a [report in February](#) from the American Academy of Pediatrics that warns against early marijuana use, underscore the rise in teen health risks. East King County is no exception.

According to the 2016 Healthy Youth Survey, nearly one in four of sixth and eighth graders in the Bellevue School District reported having been bullied in the past 30 days, and 29 percent of 10th graders reported feeling depressed within the past year. Suicide is the second leading cause of death among teens between 15 and 24 years old in Washington.

"YES is eager to further deepen our long-term relationship with the Bellevue School District, forge our first formal partnership with ICHS, and integrate our work to meet the physical, mental health, and wellness needs of eastside youth," said David Downing, YES associate director. "Following a 10-year national trend, we have seen the same increase in stress, anxiety, depression and suicidal thoughts among the youth we serve. Through this partnership at Highland Middle School, we will provide critical support for student success with an onsite, full-time and integrated team that will prevent and intervene with the many challenges students face today."



About ICHS

Founded in 1973, International Community Health Services (ICHS) is a nonprofit community health center offering affordable primary medical and dental care, acupuncture, laboratory, pharmacy, behavioral health WIC and health education services. ICHS' four full-service medical and dental clinics – located in Seattle's International District and Holly Park neighborhoods, and in the cities of Bellevue and Shoreline – serve nearly 29,000 patients each year. As the only community health center in Washington primarily serving Asians and Pacific Islanders, ICHS provides care in more than 50 languages and dialects annually. ICHS is committed to improving the health of medically underserved communities by providing affordable and in-language health care. For more information, please visit www.ichs.com.



Dow Constantine, King County executive, today announced \$3.7 million in funding for Best Start for Kids that will include a new ICHS school-based clinic opening in Bellevue. ICHS is teaming up with Youth Eastside Services (YES) and the Bellevue School District to open a clinic at Highland Middle School this fall that will put counseling and health services right in students' midst. ICHS is reducing health disparities to create better health and education outcomes.

Advanced Manufacturing training through CareerReady

Seattle Jobs Initiative's CareerReady program will launch in South King County in September 2018. CareerReady provides a path to career growth through Advanced Manufacturing training, support services, coaching, job placement and retention services. Working with an experienced Career Navigator,

CareerReady participants will be supported as they receive manufacturing training with Aerospace Joint Apprenticeship Committee (AJAC), navigate wraparound services and develop workplace performance skills. CareerReady is a business-driven program model, matching South King County busi-

nesses that are committed to helping their staff grow and advance, with local job seekers who are well prepared for a first step in a manufacturing career. Please contact Santosha Scott, CareerReady Project Manager, at sscott@seattlejobsinit.com with questions and to learn more.

Spending the summer with Kid's Country

July – August 2018

We've taken the guesswork out of what you can do with your children over summer break. Summer Celebration is a tailor-made program with your child in mind. All ten of our learning centers, from Tacoma to Everett, are preparing to kick off the summer in style.



Summer Celebration activities range from art classes to silly comedy acts!

- Arts classes through the Tippy Easel provides each child materials and individual instruction.
- The summer wouldn't be complete without a visit from the Parrot Ambassadors, where children will enjoy a show and then an up-close-and-personal parrot experience.
- Back by popular demand, The Reptile Man will be on site for an exciting and interactive show where the children will meet some very interesting friends.
- Alex Zerbe, the Ziniac Comedian, will stop by for a couple of silly and very zany shows, prepare yourself for some pretty silly knock-knock jokes at the dinner table.
- We will have science labs with the Mad Scientist, unbelievable bubbles with the Bubble Man, and a visit from Officer McGruff and our hometown heroes.
- As we close out the summer, Kid's Country extends an invitation to all of our families to join us for a family BBQ and family-friendly activities.

Let's hear it for Summer Celebration!

November – December 2018

When the holidays draw near, the staff and families at Kid's Country reflect on the past year and what we are most thankful for. It is in this spirit that you will find many of our centers pulling together for community Giving Trees and Food Drives.

As you enter the lobby of our centers, you will see the brightly decorated holiday tree filled with ornaments, each one designed with a special child in mind. Visitors and families are encouraged to select an ornament (or two!) and purchase gifts for the child listed on the ornament. Gifts are wrapped, collected and placed under our tree to await the arrival of our local Fire Department, who ensures the safe delivery of each gift to the children.

In addition to the Giving Tree project, we also collect nonperishable food during the months of November and December. Last year, one of our centers collected almost 4,000 lbs. of food during the December 2017 food drive! The children at our Tacoma site were able to deliver their donations to the local food bank and then spend some time volunteering.

The sense of family and community is strong within the Kid's Country family.



The I-BEST Manufacturing program opens a huge door

Wendkouni "Eric" Zongo has come a long way in a short time. Three years ago, he was an Uber driver, making \$12 per hour. The 41-year-old husband and father is from Burkina Faso. A friend told him about the I-BEST Manufacturing program at Shoreline Community College. Opportunity Grant funding "took the stress away," allowing Eric to focus on school. He loved the great teaching and support provided by the I-BEST program. As a student he landed a \$14-per-hour assembly line job at Genie Industries in Redmond, where he steadily earned raises as he completed his Certificate of

Proficiency and Manufacturing Degree. At Boeing he hopes to develop deeper expertise.

In March, he started as a tool maker at Boeing earning \$24.75 per hour. The I-BEST Manufacturing program and the Opportunity Grant "opened up a huge door in front of me," says Eric. "It shifted my entire vision. I just have to put in energy and run!"

If you would like to learn more about the Manufacturing program at Shoreline Community College, contact Wanda Waldrop at manufacturing@shoreline.edu.



Wendkouni "Eric" Zongo

United Way of King County's Benefits Hub comes to the Eastside

By Charlee Roundhill and Elisabeth Kole, Benefits Hub Program Coordinators, United Way of King County

United Way of King County is partnering with Bellevue College to bring Benefits Hub to their campus in an effort to help low-income college students succeed. This new collaboration means that six King County colleges will now offer this program.

Many college students struggle to make ends meet and are therefore unable to persist in school. Nationwide, 36 percent of community college students do not know where their next meal is coming from and 46 percent experienced housing insecurity last year alone. These concerning statistics help paint the picture for why students from high-income families who enter college are now six times more likely than students from low-income families to graduate.

United Way of King County's Benefits Hub is here to connect low-income college students to crucial services that will help them persist in school.

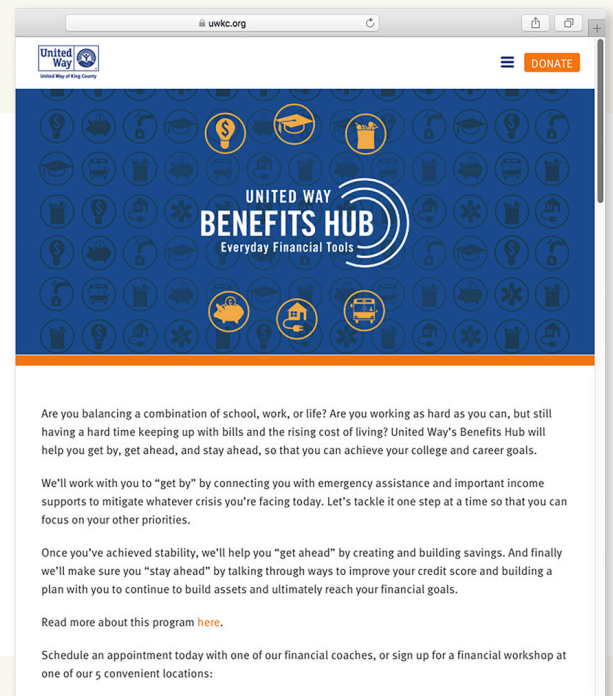
Bellevue College opens the door of higher education to more than 32,000 students each year. To help these students persist in achieving their education goals, Bellevue College will bring vital services to campus.

In partnership with institutions like Bellevue College, United Way of King County's Benefits Hub program helps college students meet their financial challenges throughout King County. In addition to Bellevue College, United Way of King County's Benefits Hub is also available at Green River College, Highline College, Seattle Central College, Shoreline College and South Seattle College.

www.uwkc.org

Open to the entire community beginning fall 2018, Benefits Hub will be a place at Bellevue College where students and other individuals can find:

- Emergency financial grants of up to \$1,000
- Financial education, coaching, and savings opportunities
- Assistance applying for financial aid
- Access to public benefits
- Tax preparation
- Emergency food
- Emergency housing resources (including Streets To Home)
- Legal services
- Transportation
- Child care



REGION 3 update

Olympic Community Action Programs

The Olympic Community Action Program is a group of local citizens that was organized by the Clallam-Jefferson Community Action Council in 1966. Back then these men and women recognized the unmistakable signs of poverty lurking in the shadows of the majestic Olympic Mountains: poor health, hunger, high unemployment and homelessness. OlyCAP has been responsive to the needs of the communities of the Peninsula. The agency today employs more than 160 dedicated professionals working at locations throughout Clallam and Jefferson counties. We operate dozens of programs with a single common thread: service to our community.

Vision

We help children and families by creating a seamless culture of commitment, strengthening and expanding community connections, and linking families to necessary service and support.

Volunteer Opportunities

If you would like to volunteer your time in service to the community, we have literally hundreds of opportunities available (e.g. senior nutrition, local food banks, early childhood services, energy assistance, Encore! Adult Day Care, community centers, job lift driver and community services). If interested, complete the volunteer interest form <https://www.olycap.org/contact-us/> or contact us directly at one of the following locations:

Senior Nutrition OlyCAP

823 Commerce Loop • Port Townsend, WA 98368
Phone: (360) 385-2571 • Fax: (360) 385-5185

OlyCAP

228 W First Street, Suite J • Port Angeles, WA 98362
Phone: (360) 452-4726 • Fax: (360) 457-4331

OlyCAP

421 Fifth Ave • Forks, WA 98331
Phone: (360) 374-6193

St. Leo Food Connection

About us

From modest beginnings, we have been serving food in the Hilltop Neighborhood for more than 35 years. We love our community, and over the years, we have been providing nutritious, healthy food and fighting hunger in Tacoma. We were started by the St. Leo Jesuit Parish, a part of the Archdiocese of Seattle, in 1982. Seeing the need for a food bank, members of St. Leo Parish started the St. Leo Food Bank out of a small garage. We settled in our location on South 14th and Yakima Ave. Now we have grown, supporting many programs: the Food Bank, Backpack Program, Break Bags, Summer Meals, and Springbrook Mobile Food Bank. In 2017, we served more than 1.6 million meals, encompassing all of our programs.

Volunteer with us

Come support our work fighting hunger! We could not do it without the help from individuals and groups – we love our volunteers! We can always use more help. If interested, there are plentiful opportunities.

Individual Volunteers: <https://goo.gl/forms/AIXtic68zYjCd8KA2>

Group Volunteers: <http://goo.gl/forms/FEZ05qedqJyIVYx63>

Children's Program: email our Coordinators directly at jv@foodconnection.org or childrensfeeding@foodconnection.org.

Springbrook Mobile Food Bank: email our Volunteer Coordinator if interested at carolinec@foodconnection.org.



Food Bank Volunteer Descriptions

To see more information about the Volunteer Opportunities, take a look at each description:

- [Computer Operator](#)
- [Donation Processor](#)
- [Driver](#)
- [Food Line Assistant](#)
- [Warehouse Assistant](#)

You can be a partner in feeding hungry families

As the need for healthy and accessible food grows in Pierce County, the talents and gifts of people like you have become even more important for your friends and neighbors. Philanthropists like you make all the difference for someone who is facing hunger.

By giving, you have magnified your ability to change the lives of others. Consider this: Each meal's worth of food that is served at the St. Leo Food Bank only costs about 28 cents. That means that each \$20 you give will feed a family of four for more than a week!

Did you know:

- \$83 per month feeds a family of four for the year
- \$50 per month provides infant formula to a family for a year
- \$25 per month supports a child in the Backpack Program and Summer Meals for the year

When we feed others, we affirm our shared dignity as one human family. Many supporters have found creative ways to extend this spirit into their network of families, friends, neighbors and coworkers. Stock and Vehicle Gifts, Office Drives and Corporate Citizenship and Amazon Smile are some other ways to help fight hunger.

To plan an event or discuss different ways of giving, please contact James Harper at (253) 383-5048 ext. 0 or at development@foodconnection.org.

Thurston County Food Bank

About

Thurston County Food Bank has been helping neighbors since 1972. It is the mission of the Thurston County Food Bank to eliminate hunger within our community. The Thurston County Food Bank is governed by a Board of Directors, all community members. Our service area includes the urban core of Olympia, Lacey, Tumwater, their surrounding growth areas, and underserved parts of Thurston County. To reduce access barriers, the Thurston County Food Bank, in collaboration with community partners, operates 18 satellite food banks.

We also operate mobile food banks at nine low-income neighborhoods, primarily mobile home parks and apartment complexes. In partnership with four school districts, we distribute weekend food bags at 33 elementary schools and one Head Start Program. These school programs target homeless children. To promote childhood nutrition, the Food Bank currently supports three school gardens. Our main location in downtown Olympia provides food using the client choice model, which allows families to choose the food they want instead of receiving a pre-made bag.

The Thurston County Food Bank works with the rural food banks in Rochester, Tenino and Yelm. Collaborations include acting as the lead agency for the Emergency Food Assistance Program, accessing food through Food Lifeline and Northwest Harvest, as well as providing food and technical support to some smaller rural operations.

Thurston County Food Bank also provides nutrition education through the SNAP Education Program and assists with Basic Food applications. We also distribute the



Commodity Supplemental Food Program for low income seniors, which provides them with an additional box of food each month.

Volunteer

What do volunteers do at the food bank?

We have a variety of volunteer tasks available, from food sorting and delivery, to office support, to facility and equipment maintenance. For more details, check out What Do Volunteers Do at TCFB? <http://thurstoncountyfoodbank.org/what-do-volunteers-do-at-tcfb/>

When can I volunteer?

Volunteers are scheduled Monday through Friday for daytime shifts, two evenings a month and at other times to support special programs and events.

Families and groups volunteering at the food bank

Families and groups of all sizes have numerous opportunities to support our programs during the week and on the weekends. Our biggest events occur in November, December, January and May with additional projects throughout the year. Groups are encouraged to contact the food bank to get more information.

Who can volunteer?

The food bank has various tasks for individuals of all ages. Students and youths age 12 and older may volunteer without parental or custodial supervision. Youths under the age of 12 must be accompanied by an adult. Students needing class/school community service hours may volunteer during the school year, and during spring, summer and winter Breaks. Follow the "Getting Started" information above.

Volunteers are our foundation

Volunteers established the food bank in 1965 and they have been the foundation of our success ever since. There is an ever-present awareness to serve those in need, in the spirit of neighbor helping neighbor. In 2016 more than 11,000 volunteers supported our programs.

DSHS changes to Cash programs

DSHS Cash programs have several recent and upcoming changes

Starting July 1, 2018, the payment standard for **Temporary Assistance for Needy Families (TANF)**, **State Funded Assistance (SFA)**, and **Refugee Cash Assistance (RCA)** increased by 9.3 percent based on changes approved in the Washington State 2017-19 Biennial and Supplemental Operating budgets. The increase brings a maximum TANF grant for three people from \$521 to \$569 a month, and affects the maximum earned income limits, increasing from \$1,042 to \$1,138 a month. This is a step toward improving how we provide essential supports and assist families and children who are experiencing financial hardship, which means greater access to things like safe homes, healthy food, education and the basic household supplies we all need.

Starting July 1, 2018, we no longer use means testing to determine income eligibility for child-only TANF caregiver households due to a change in the 2017-2019 Washington State Budget. These changes will affect non-parental relatives and unrelated caregivers for child-only TANF cases. Currently a relative or unrelated caretaker applying for or receiving a non-needy TANF grant for a child must meet an income means test before determining whether the child is eligible for benefits. Eliminating means testing will allow more children to remain within their families when their parents are unable to care for them; this will also provide greater economic, social, and emotional stability, and better child outcomes so they can reach their full potential.

Starting Feb. 1, 2019, resource limits used to determine eligibility for TANF, SFA, RCA, **Pregnant Women's Assistance, Aged, Blind, or Disabled**, and **Housing and Essential Needs** will increase allowing one motor vehicle with an equity value up to \$10,000 and all other resources up to \$6,000. Currently, the equity value limit for a motor vehicle is \$5,000 and the limit for all other resources is \$1,000.

Increasing resource limits allows applicants and recipients of public assistance to build resources that support stability leading to financial independence and to keep a more reliable vehicle, which may support participation in activities leading to long-term economic stability.



Resources to Initiate Successful Employment (R.I.S.E.)

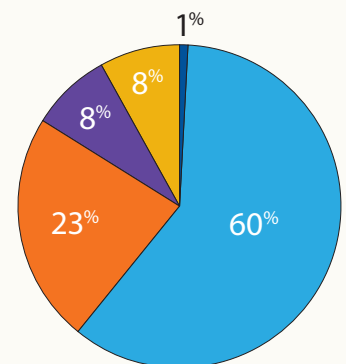
In 2015, Washington state (alongside nine additional states) received federal funding from the United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) to pilot a program to fill service gaps experienced in current Employment and Training (E&T) programs. Resources to Initiate Successful Employment (RISE) is Washington's three-year, \$22 million pilot project operating in King, Pierce, Spokane, and Yakima counties.

Participants are Basic Food recipients who are work registrants and seek support to engage in E&T services. The RISE target population are the homeless, veterans, limited-English speaking individuals, non-custodial parents owing back child support, and the long term unemployed (those without a job for 12 months or longer). Currently, the highest percentage of RISE participants are those who are long-term unemployed followed by the homeless population¹.

RISE focuses on barrier reduction through a standardized approach of comprehensive case management, Strategies for Success, and work-based learning activities:

R.I.S.E. Participants

- Long-term Unemployed
- Homeless
- Non-custodial Parent
- Limited English Proficiency
- Veteran



Comprehensive Case Management: A case management approach that focuses on mentoring and weekly contacts with participants.

Strategies for Success Training: Provides RISE participants with opportunities to sharpen their personal skills with in-person life skills courses designed specifically around employability.

Work-Based Learning: Direct employer connections through the assistance of an Employment Navigator focused on individual career exploration, employment opportunities and on the job training.

RISE enrollment ended on March 31, 2018, with the RISE Pilot exceeding the targeted enrollment goal. From Feb. 1, 2016, through March 31, 2018, RISE assisted 5,092² participants facing multiple barriers to employment and access to services available under the Basic Food Employment and Training (BFET) program. Although enrollment has ended, we encourage past participants to re-engage in RISE before pilot services end. Although the RISE pilot program will end on Dec. 31, 2018, many RISE providers will transition into BFET and provide services, such as **Strategies for Success Training**, to assist with continued barrier reduction. For more information about RISE, or for a list of participating providers, please visit: <https://www.dshs.wa.gov/RISE>.

¹ Data as of April 1, 2018

² Data as of March 31, 2018

Staying connected

Helping eligible individuals and families maintain access to phone and voicemail service

As of June 1, 2018, DSHS Community Services Division (CSD) has partnered with Lifeline mobile phone service providers to help CSD program recipients continue their existing Lifeline mobile phone service when they are in need of additional cell phone minutes. The federal Lifeline program provides free mobile phones and a monthly allotment of cell phone minutes to people with limited incomes.

The following Lifeline wireless providers are partnering with the Division on this effort: Assurance, Access, Q Link, Safelink, and TerraCom. CSD program recipients who have existing Lifeline phone service through one of these five providers and are in need of additional minutes are encouraged to contact the Division for more information by visiting their local [Community Service Office](#) (CSO) or calling the CSD Customer Service Contact Center at 1-877-501-2233. In order to receive additional minutes, CSD can provide program recipients with unique PINs to redeem for more cell phone minutes. Any PINs issued must be picked up in person at a local CSO.

The Division is pleased to have this opportunity to help recipients maintain access to their phone and voicemail and stay connected to important contacts such as medical providers, current or prospective employers, schools, child care providers, state agencies and emergency services.



Welcome to Washington Apple Health booklets have moved online!

As of early April, new Washington Apple Health (Medicaid) clients no longer are automatically mailed a Welcome to Washington Apple Health booklet.

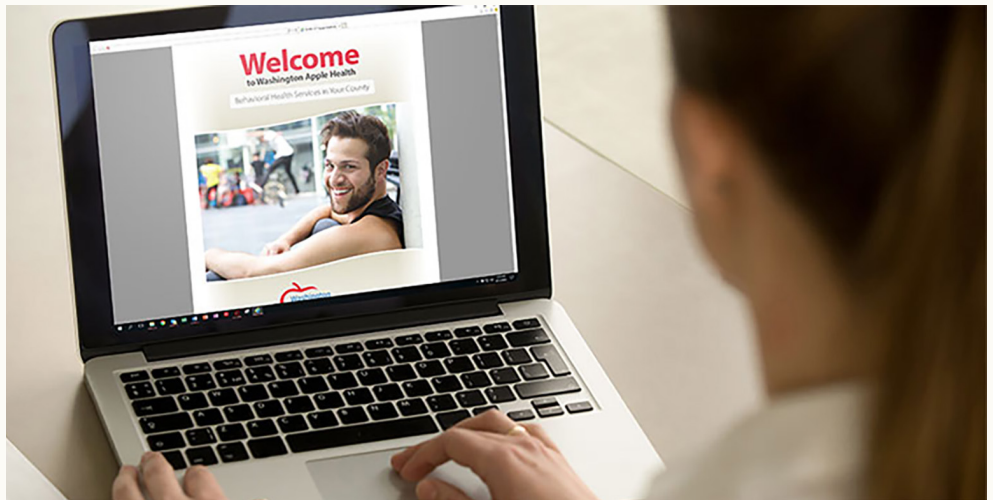
Apple Health clients will now receive a standalone letter sharing how to view their covered services and benefits [online](#). The new letter will include names of covered household members and their managed care plan.

Why are we making this change?

New Medicaid managed care rules from the federal Centers for Medicare and Medicaid allow states to notify clients of the availability of their booklet rather than automatically mail it to each client—as long as clients can request a printed copy at no charge.

This change in rules reflects today's practice in the health insurance industry: online access to benefit booklets. The five managed care organizations under contract with HCA to serve the majority of Apple Health clients already emphasize online access to benefit booklets, as do our PEBB Program contractors.

The number of Apple Health clients with online access through computers, tablets, and smart phones has dramatically increased in the past 10 years. We believe this change will give clients choices while reducing costs, in preparation for new communications to Apple Health clients in counties changing to integrated managed care in 2019 and 2020.



How do clients access booklets online?

Visit the [Apple Health client booklets page](#) to access the four available booklets in the top 14 languages in Washington state.

How do clients request a printed booklet?

Call 1-800-562-3022 between 7 a.m. and 5 p.m., Monday through Friday (except holidays) to request a printed booklet. The name of their particular Welcome booklet is listed in the letter clients receive when they start Apple Health coverage.

Customer Service Contact Center conducts survey

In an effort to collect customer feedback to improve service delivery, the CSD Customer Service Contact Center offered callers an option to complete a telephone-based survey last April-May 2018. The survey was optional and confidential. As callers were transferred into the queues, they were asked if they wanted to participate in a short survey. Callers were then instructed to stay on the line after the call ended with the agent to complete the survey. The survey results are currently being reviewed to develop a plan moving forward. The plan will be shared with staff and others as needed. The survey, which was initially available in English, will be made available to other supported languages in subsequent phases.

Language Based routing

As you may know, the CSD Customer Service Contact Center has begun the process of implementing **Language Based Routing** (LBR). Language Based Routing will provide for the direction of calls from self-identified limited English-speaking callers to phone agents certified in the same language. On July 13, 2017, the CSD Customer Service Contact Center began the Language Based Routing Project roll-out in Spanish. This project connected Spanish-speaking customers to Spanish-speaking financial workers.

The benefits to the LBR Project have demonstrated:

- Improved access to benefits for our Limited-English Proficiency clients with fewer interpreter assisted calls
- Improved customer service to all our clients with fewer interpreter-assisted calls
- Potential cost and time savings through fewer interpreter-assisted calls and written translation requests
- Utilize abilities of the certified staff

As this project continues to strengthen, other languages, including Russian and Vietnamese, will be folded in.

Washington Connection Tips & Hints

DSHS forms

Most DSHS forms are available to download and complete on your computer. Some of these forms cannot be printed because of program requirements and you must download them for use. Use this link to download [available Department forms](#) for electronic completion or printing.

Because of high use, some DSHS [stocked forms](#) are stored at the Fulfillment Center. To order a stocked form, you must order online through the [Department of Enterprise Services' Fulfillment Center](#).

Subscribe to "GovDelivery" for Customer Support communications

Starting March 29, 2018, ESA IT Solutions uses GovDelivery as the communication tool to replace ListServ emails. GovDelivery is used to communicate quickly with users regarding system outages, issues, or announcements related to specific IT systems, such as Washington Connection, eJAS, and the Benefit Verification System (BVS).

If you were signed up to receive notifications for one or more of the systems listed, your GovDelivery subscription was set up automatically. If you wish to unsubscribe from the list, you may send an email to SWITSSupport@dshs.wa.gov.

To subscribe to GovDelivery, go to https://public.govdelivery.com/accounts/WAESA/subscriber/new?topic_id=WAESA_34 and provide your email address. After submitting your email address, you'll receive the "Success" confirmation page.

You can update your subscriber preferences when a bulletin is sent to you by clicking on the "Subscriber Preference Page" link located at the very bottom of the notice page. Or, you can use this link: <https://public.govdelivery.com/accounts/WAESA/subscriber/new?preferences=true>.

For questions please contact IT Solutions Customer Support at 360-664-4560, Option 2.