

COMMUNITY PARTNER CONNECTION

Transforming Lives

NEWSLETTER

Summer 2016

Yakima Neighborhood Health

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Come out for kids' activities and games, snow cones, popcorn, health screenings and a hula hoop competition.

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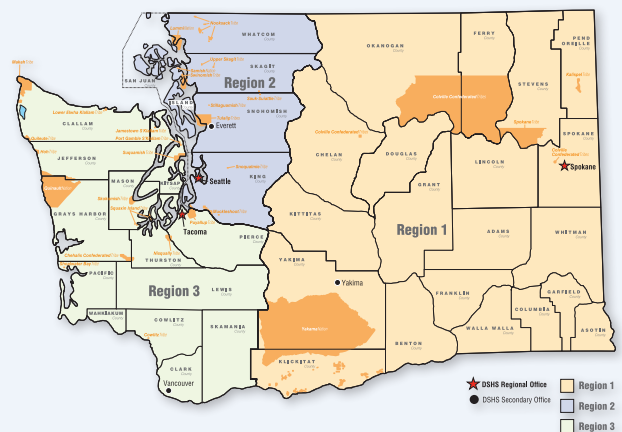
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Yakima Neighborhood Health

Yakima Neighborhood Health Services will celebrate National Community Health Center Week on Wednesday, Aug. 10 and Thursday, Aug. 11 with three festivals for its communities and neighbors – not just patients and clients.

On Wednesday, the Festival in the Parking Lot will take place at its 8th Street campus, just off Yakima Avenue behind Les Schwab. From 1-4 p.m., they will have kids' activities and games, snow cones, popcorn, health screenings and a hula hoop competition. It's all free!

On Thursday, they will repeat the celebration in Sunnyside at our Scoon Road clinic (617 Scoon Rd.) and in the park next to the new Granger Medical Clinic at 111 Main St. The theme is Community

Health Centers: Innovators in Health Care. This suits Neighborhood Health perfectly as they innovate all the time, most recently by taking a mobile medical unit to Lower Valley communities that experience barriers to health care.

For more information on the Festival in the Parking Lot or to participate as a vendor or sponsor, contact Leah Ward at Leah.ward@ynhs.org



Guided Pathways Support for Youth & Families promotes Family Social Events



Events like these offer parents and kids a time and place to bond. Family bonding is a major protective factor for reducing the risk of negative behaviors. Each event is designed for social connections, communication and fun.

Parents and kids:

- Meet and make new friends with others who carry similar experiences;
- Learn new skills and activities in fun places in the community;
- Laugh, relax and focus on family strengths; and
- Strengthen family bonds.

Whether indoors or outdoors, social events provide time to relax, laugh, share, learn, relate and bond with your family and others in the community. Refreshments are provided. Come

out to play 2-4 p.m. Sunday, Aug. 14 for Mother Son Day (sponsored by Amerigroup RealSolutions in Healthcare). To learn more, register at www.guidedpathways.org or by visiting the Guided Pathways Support office at 7724 S 190th St. Suite B-108, Kent, WA 98032. You can also call (253) 236-8264.



REGION 2 continued

Mercy Housing Resident Services Coordinator motivates Whatcom County youth

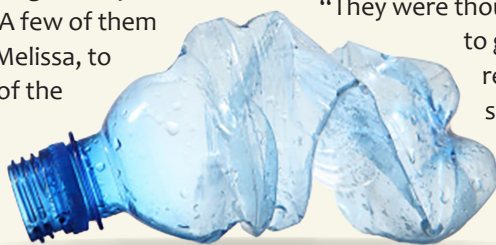
Lindsey Karas, Resident Services Coordinator at Sterling Meadows, read the KidzLit book *Tracking Trash* with her three fifth-graders. They were sad to learn about the impact of plastic in the oceans. Soon after, the kids and Lindsey watched the documentary “Plastic Paradise,” which motivated the kids to take action even further. The timing was perfect because that same week there was a proposal put out for youth service projects, called “Be the Change,” through the Whatcom Volunteer Center. Karas encouraged the youth to put in an application to run a project. A few of them worked together, led by youth resident Melissa, to create a wonderful project called Heart of the Ocean Plastic Elimination (HOPE).

To their delight, these three students from Alderwood Elementary School

won that grant from the Whatcom Volunteer Center. More than 30 people showed up to help at the event on May 7 where more than 200 pounds of garbage was collected from Squaticum and Locust beaches.

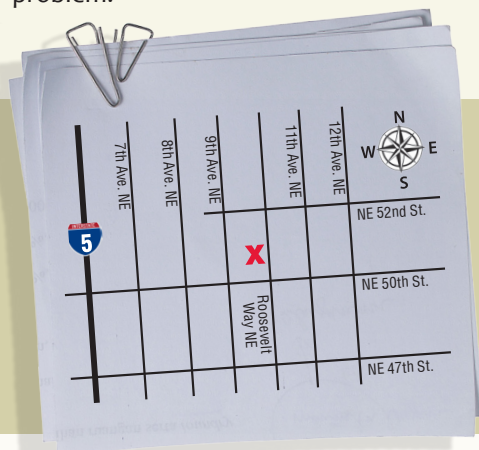
Karas said the students showed a lot of initiative and drive during the project. The students led the project and showed responsibility by meeting deadlines and following through with tasks.

“They were thoughtful with every part of the project, down to getting clipboards and pencils made of recycled materials that had no plastic parts,” said Karas. “They saw a need and actually made a commitment to educate others and do something to help solve the problem.”



University District Food Bank has a new location!

The University District Food Bank moved to its new facility and started distribution on July 11. The new address is 5017 Roosevelt Way NE.



Goodwill Industries of the Olympics and Rainier Region

Goodwill Industries is offering a Key to Change Financial Education Course, with classes designed to assist students no matter their current economic situation. Learn and understand banking basics; how to manage your money; how to save money; the importance of insurance; what you need to know before borrowing money; how to read your credit report; and tips on negotiating with creditors.

A new course typically starts on the first Tuesday of every month. Classes are two days per week (10 a.m. to noon or 5-7 p.m.) for three weeks at the Milgard Work Opportunity Center – 714 S. 27th St, Tacoma. The cost is free; however, seating is limited.



To register, contact Deena Giesen at (253) 573-6679 or deenag@goodwillwa.org



REGION 3 continued on next page

REGION 3 continued

Lifeline Connections has expanded services

TWO NEW MENTAL HEALTH LOCATIONS: To better serve the residents of east Clark County, Lifeline Connections has opened two new mental health offices; one in the Eastridge Shopping Center in Orchards, 11719 NE 95th St., and the second in Camas at 329 Lechner St. Both locations accept patients with Washington Apple Health and are easily accessible via public transportation. Mental health assessments along with group and individual counseling are offered with special group offerings as group needs change.

SOBERING CENTER: This center offers individuals over the age of 18 a safe environment in which to overcome the immediate effects of alcohol and/or other drug intoxication. This includes a jail-diversion program for persons who are impaired and apprehended by police. Local emergency departments may also refer impaired individuals who do not present immediate medical needs. The service operates free of charge to Washington residents and is a 20-bed inpatient program, which is open 24 hours a day, seven days a week with a maximum 12-hour length of stay.

Admission is based on a brief assessment upon arrival. No referral is required. The center provides food, showers, laundry facilities, clean clothes and case management. The goal is to maximize the “window of opportunity” in which an individual might be most amenable to making life changes.

IN-PERSON ASSISTORS: Lifeline was selected early on in the adoption of the Affordable Care Act to provide In-Person Assistors to help individuals sign up for Washington Apple Health. Lifeline staff continues to help individuals in need of this assistance to access health care.



The Arc of Grays Harbor County offers summer events



COMMUNITY ENGAGEMENT GROUP

The Community Engagement Group meets every second Wednesday of the month from 5:30 to 7 p.m. The group provides a wide variety of topics from disaster relief to planting in the community garden. We would appreciate any input from the community. We want to make this a fun way to bring people together.

Please contact Mandy or Linda at (360) 537-7000.



THE COMMUNITY GARDEN

The Community Garden is located right next to Grocery Outlet on Pacific Street in Aberdeen. Come help grow nutritious vegetables so your children can learn to eat healthier and possibly build a lifelong hobby. Or just come out and have some fun. Many activities are happening at the garden this summer. You can access this information through the website <http://www.cultivatingroots.org>.



Partnerships help parents build capacity

By Ted Thornton, Alternative Solutions Program Manager, Washington State Division of Child Support

Daniel, like so many noncustodial parents we serve, was struggling to overcome obstacles that seemed insurmountable. By the time he found Washington state's new [Alternative Solutions Program](#), he had recently been released from jail and was living in a clean and sober home, but he had limited English skills and was still haunted by his child support debt. He felt helpless. Daniel referred himself into Alternative Solutions and worked with one of our program specialists for several months to reinstate his license, stabilize his housing and connect him with education options at a local college. We also helped him investigate and request a review of his child support obligation from another state, while helping him to set up a plan to forgive some of the child support debt he owed.

Comprehensive approach

The Alternative Solutions Program uses a comprehensive approach to support struggling noncustodial parents like Daniel. We understand that not all parents who owe child support earn enough to meet that obligation, so we work with any parent who needs help. The ones who voluntarily participate receive comprehensive, customer service-oriented assistance with their child support cases as well as help identifying and removing barriers that prevent them from consistently supporting their families. Once parents have achieved stability, they can work with another arm of the program, the Employment Pipeline, which specializes in creating employment opportunities for clients.

Collaborative tactics

The [Employment Pipeline](#) is a cross-divisional program providing training and employment opportunities for noncustodial and custodial parents in the Washington child support system, the Supplemental Nutrition Assistance Program (SNAP), and Temporary

Assistance for Needy Families (TANF). Any person receiving some form of Washington state DSHS assistance is eligible to work with the Pipeline. To help parents stay employed, Employment Pipeline navigators provide follow-up assistance such as resolving issues with transportation and childcare that might otherwise jeopardize their ongoing work situation. The program also partners with local community colleges and community-based organizations that prepare parents for specific jobs that are available through participating employers statewide.

Although it was not included in the initial vision of the program, Alternative Solutions is also able to provide statewide training to partners and staff, deliver outreach to parents in jails and prisons, develop bridge programs with our TANF counterparts and fulfill innovative roles within various grants and demonstrations associated with the Division of Child Support (DCS).

One such grant is the Resources to Initiate Successful Employment (RISE) project that offers work-based learning and comprehensive case management. It is part of the U.S. Department of Agriculture SNAP Employment and Training program. Our public assistance partner, the Community Services Division, allows Alternative Solutions to serve noncustodial parents while they participate in RISE employment and training activities.

Effective alliance

Our program believes in continuing the cooperation between the child support and TANF programs.

"Both DCS and our SNAP/TANF programs have shared clients and resources, with a mutual goal of family self-sufficiency," said Washington state Community Services Division Director Babs Roberts. "To end poverty and significantly transform the lives of our clients, we must work with both parents and leverage each other's services in new and unique ways."

We already see the payoff from these collaborative efforts. Not long after Daniel exited our program, he sent us the following letter:

"I was feeling overwhelmed with child support," he said. "By working with (Alternative Solutions), I not only got the help I needed, but my broken relationship with my wife was restored. My children now have a dad and my family is free to move ahead... This could not have happened without the care and compassion I received."

Daniel is just one of 1,750 parents served by the Alternative Solutions/Employment Pipeline alliance in the last 18 months. We made more than 1,100 referrals to service providers and 300 parents found employment while working with the programs.

Washington state Child Support Director Wally McClure summarized his vision and intentions this way:

"We know that for every success story like Daniel, there are thousands more parents who need our help. Washington state will continue to pursue every opportunity to transform the lives of those we serve. Alternative Solutions will help us lead that charge."

For more information, contact the Alternative Solutions Program at (360) 664-5028



Washington Connection Tips and Hints

Effective July 17, 2016 Community Partners using Washington Connection SAW accounts will be required to enroll in Multi-Factor Adaptive Authentication. This process takes just a couple of minutes and is required at initial set up or after account unlock request.

This process will be required for ALL Washington Connection SAW account users starting Oct. 17, 2016.

Adaptive Authentication Enrollment

Adaptive Authentication Enrollment provides an additional layer of security that helps prevent unauthorized people from accessing your confidential information.

The enrollment process begins when you log into Washington Connection with your SAW ID. You will be asked to provide an email address, phone number and answer three challenge questions specific to you. These items can provide a means to identify you when you log in from an unrecognized computer.

Once you've provided the information for all three enrollment types (email, phone and challenge questions) you'll be directed to the Enrollment Confirmation page where you will have the opportunity to review and, if necessary, update the enrollment information entered.

Access Denied

The Access Denied message appears when your identity cannot be verified through either the email, phone or challenge question process.

If you are unable to verify your identity and receive the Access Denied message, click the link on the page to open the Contact Us/Feedback email. Be sure to include your SAW ID in the Questions/Comment box of the email. You will receive a reply within 24 business hours of sending your email.

To review the complete step-by-step instructions with screen prints of the Adaptive Authentication, Identity Verification and Access Denied processes, click [here](#).



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 Hill at Stephanie.Hill@dshs.wa.gov for more information.

DSHS Policy & Program Updates

DSHS seeks to enroll participants in the RISE pilot study

The RISE project has been designed to fill the gap currently experienced by Basic Food Education and Training (BFET) program participants who face multiple barriers and lack the needed work experience to obtain employment that results in self-sufficiency. The pilot emphasizes barrier reduction through the following services:

- A standardized approach to case management leading to self-sufficiency
- Opportunities to sharpen personal skills through Strategies for Success training
- The opportunity for employment and training to offer SNAP recipients work-based learning activities

Eligible participants will receive services through BFET or RISE as randomized for the pilot study. Eligible participants will:

- Live in one of the four pilot counties (Pierce, King, Yakima, Spokane)
- Be one of the following target populations (Veteran, Homeless, Long Term Unemployed, Limited English Proficient, Non-Custodial Parent with Payments in Arrears)

If participants meet the eligibility criteria above, please refer them to the following website address for information in contacting providers in each participating pilot county: <https://www.dshs.wa.gov/esa/employment-and-training-programs>



We now offer a new program called Working Family Support

What is Working Family Support? The Working Family Support (WFS) program is a state assistance program that provides an additional food benefit of up to \$10 to qualifying households that are recipients of Basic Food (SNAP), Food Assistance Program for Legal Immigrants (FAP) or Transitional Food Assistance (TFA) and meet other WFS eligibility criteria. The program began on May 1, 2016.

The program has two primary goals:

- Provide additional support to working families so they can purchase extra food items each month.
- Help increase the state's federal Work Participation Rate (WPR) and address potential financial penalties that the state faces due to not meeting the WPR in previous years.

What are some of the other eligibility criteria besides being recipients of food assistance? Working Family Support is available to households that are working 35 or more hours per week and have a qualifying child. For more detail, please refer to [WAC 388-493-0010](#).

How can I help someone sign up for Working Family Support? To enroll in Working Family Support, call our Contact Center at 1-877-501-2233 or visit your local Community Service Office between the hours of 8 a.m. – 2 p.m. ([locate an office near you](#)).

