

COMMUNITY PARTNER CONNECTION

Transforming Lives

NEWSLETTER

Summer 2020

Success Story: Associate of the Applied Science in Automotive Service Technology

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Erma “Jessica” Villarino

Submitted by Cindy Maib-Robinson, People for People Employment and Training Director
Published here: <https://www.yvcc.edu/voices/students/erma-jessica-villarino/>

Erma ‘Jessica’ Villarino was born and raised in Fullerton, CA. Coming from a family of seven, she never spent much time thinking about her future or what her goals might be.

“Where I come from is not an area where dreams are talked about, encouraged or where we think they can come true,” stated Villarino.

She dropped out of school in the ninth grade and began working a series of jobs, eventually settling into roles working to manufacture vitamins and gel capsules. After the birth of her daughter, she struggled to make ends meet in California due to the rising cost of living. She moved to San Diego and later Nevada but still struggled. During this time, she also learned that her daughter was intellectually disabled and that she would need extra care. She realized that she needed to make a change. Eventually, she decided to relocate to the Yakima Valley.

Soon she learned about YVC and enrolled, taking GED courses in early 2018. YVC’s GED program helped rebuild her confidence and gave her a foundation for more.

She states, “Taking the GED courses helped me discover I am capable of learning. I became interested in pushing my limits. The teachers were so helpful and supportive they are really what helped me succeed.” After completing her GED she began taking courses in YVC’s [Automotive Service Technology program](#).

“I love YVC’s AST program. It is something I have always wanted to do. Every day I’m excited to wake up and get to come to school and learn,” she continued.

A single mother, Villarino has received support to continue her studies at YVC. She has received support from YVC’s [Basic Food Employment and Training](#) program, which offers educational and workforce training opportunities to students

receiving Basic Food assistance.

The primary function of the BFET program at YVC is to ensure eligible students continue receiving vital services such as Basic Food assistance and/or Working Connections Child Care Subsidy while completing a Professional Technical program of study with the goal of future employment. Through this support and [People for People’s Workforce Innovation and Opportunity Act Adult Program](#), she was able to purchase all of her classroom materials including toolbox and tools, a value of \$6,000.

Outside the classroom, Villarino has served as treasurer for the Hotwire Automotive club. She is also excited to compete at the regional and statewide SkillsUSA competitions. [SkillsUSA](#) is an applied method of instruction for preparing America’s high-performance workers in public career and technical programs. It provides quality educational experiences for students in leadership, teamwork, citizenship and character development. SkillsUSA programs include local, state and national competitions in which students demonstrate occupational and leadership skills. She will compete in the Customer Service category. In addition, she volunteers weekly at the local Union Gospel Mission.

Villarino plans to graduate in the spring or summer of 2020. She hopes to continue to push herself, be a positive role model for her daughter and help inspire people back home to choose a different path.

“This is just the beginning for me. I don’t know what my limits are; I don’t know what I can do,” she concluded.

Ultimately, she hopes to work in the automotive, machining or aerospace industry.



Catholic Charities serving central Washington on the Kinship Navigator Program

Article submitted by Laura Dow

In Washington state, approximately 71,000 children are being raised by their grandparents or other relatives. Relative caregivers are among the unsung heroines and heroes of those children. They open their home graciously to keep these children with family and out of the formal foster care system. Oftentimes the caregivers make this loving decision without any financial or emotional support.

The Kinship Navigator Program is available throughout Washington state to help these relative caregivers, also known as kinship caregivers. The goal of the Kinship Navigator Program is to strengthen families and enhance the ability of relatives to provide a safe, stable and nurturing environment for the children in their care. The navigator can help caregivers find services, including legal assistance; information and referrals

to community agencies; help navigating through the school system; assistance in applying for federal and state subsidies, receiving or maintaining child care; and general support for the family. Financial help may be available – contact your local AAA or Kinship Navigator for more information.

If you know a relative caregiver who could use Kinship Program services, please make them aware of this important program.

To connect to the Kinship Navigator in your area go to www.dshs.wa.gov/altsa/kinship-care-support-services or contact Kinship Care Program Manager Geene Delaplane, (c) 360-584-3666 (o) 360-752-3544 or geene.delaplane@dshs.wa.gov.



Parkview Summer Enrichment Program – Spokane

Submitted by: Kaitlyn Chapman

Northeast Youth and Family Services, a new nonprofit in northeast Spokane, is partnering with Parkview Early Learning Center to serve local families, focusing on communities of color. The Parkview Summer Enrichment Program, or “Summer Club,” is a robust enrichment program that will provide opportunities for kids ages 6-17 to access STEM and arts resources.

The program was designed through a racial equity approach, meeting kids where they are and providing access to the resources each individual needs to reach his or her potential. While it has been a long-term goal to provide this program, Parkview hopes to help mitigate the inevitable impact that COVID-19 will have in a learning loss.

Currently, in the pilot stage of developing the program, the program serves 30 children ages 6-13. The activities offered include design, engineering and architecture as well as access to a computer lab. As the program builds, it will offer an expanded array of activities in the aforementioned subjects in addition to math, earth science, geography, coding, typing and many other engaging STEM activities. Parkview will partner with experts in the STEM field to lead interactive lessons and to provide an understanding of the day-to-day work they do.

The arts portion of the program will serve as a way to provide access to musical instruments; film and lighting equipment; a sound studio; and high-quality arts and craft materials.

Parkview also holds social-emotional and relationship skill building as a defining value. This will be enriched by providing history lessons, psychology, civics and lessons in diversity and culture.

NEYFS and Parkview are committed to serving the whole child, which means providing access to more than academics. To staff, serving the whole child means taking a multi-generational approach by serving the whole family and providing resources. Parkview families can access on-site speech and occupational therapy, vaccine clinics and a clothing pantry. The goal is to add physical therapy, mental health, dentistry, a more comprehensive medical care program, family meals and other services to the program in the future.

Finally, the Parkview Summer Enrichment Program will include a mentorship program in the future. NEYFS will be partnering with a local high school to engage teenagers in the STEM and arts activities while giving younger students and older students the opportunity to connect. Through this multi-generation community-minded approach, students will gain confidence and connection through these mentorships.

These kids are the future of Washington state, a state that is proud of its leadership in the STEM industry. Through the STEM and arts program and wrap-around services, Parkview hopes to inspire confidence and curiosity that will shape the decisions kids make as they become working age adults.

Read what Spokane Neighborhood Action Partners have been doing

Submitted by: Nicole Bishop

www.snapwa.org/snap-helps-small-business-owners/
www.snapwa.org/cuisine-for-clients-nourishes-local-businesses-residents/
www.snapwa.org/invest-health-summit-showcases-spokanes-collaborative-spirit/
www.snapwa.org/clients-show-snap-the-love/
www.snapwa.org/array-of-snap-services-helps-single-mom-live-learn-and-thrive/

Yakima Neighborhood Health Services

Submitted by: Leah Ward

Yakima Neighborhood Health Services is celebrating its 45th anniversary this year! August 10–15 we will be promoting immunizations for children. During that week, families who have made an appointment to bring their children in for vaccinations will get a free tote with some school supplies inside. We will safely bring you into our clinics for these important immunizations. Parents and guardians should call their Neighborhood Health clinic and find out if their children are up-to-date on immunizations.

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.

Marcela Lopez's story with St. Vincent de Paul

This story is written with fictional names in order to protect the identity of the neighbor and those involved. However, the story is based on true events.

She watched as her drunk boyfriend threw the bottle at the wall. Glass fell to the floor and beer splattered everywhere. She saw the fear in her kid's eyes and knew they couldn't stay there any longer.

Marcela, a single mother of five, had been living undocumented in the United States for a couple of years. She'd tried her best to provide for her family selling tamales at the local farmers markets. However, due to the coronavirus pandemic, her sales drastically decreased.

With hardly any money, food or clothes, she found herself in an almost impossible position. Now homeless, and her youngest child only 2 years old, she knew she had to do something. But how was she going to take care of her family? Who could she turn to for help?

Being undocumented, Marcela constantly feared for her family's safety. With nowhere else to go, she decided to call St. Vincent de Paul's Helpline Call Center. Marcela worked with the SVdP's Centro Rendu program. She was paired with a case manager who worked closely with the family and their local volunteer group. Marcela received assistance with food and rent. She was able to get section 8 housing and connected with other programs that helped domestic violence victims.

Due to COVID-19, the St. Vincent de Paul thrift stores were

closed, but Marcela explained that she needed clothes for her kids. The SVdP case manager went above and beyond, gathering clothes from the Georgetown campus and bringing them to Marcela and her children. In addition, the St. Mathew Conference gave Marcela a \$40 gift card to Fred Meyer, which she used to pay for groceries for her family.

Marcela expressed her gratitude, explaining if it wasn't for St. Vincent de Paul, her family would still be living in their car, hungry, scared and alone.

"COVID-19 has altered everyone's day-to-day life, but it's even harder for people who are undocumented," said SVdP Centro Rendu Case Manager.

The St. Vincent de Paul Centro Rendu program began in Kent in the fall of 2013. We began with an adult education center for the Hispanic community. The program has expanded, grown and evolved into a multi-faceted community outreach entity. It has become a mainstay in helping people in the south King county community. As part of its growth and evolution, Centro Rendu is now leading an initiative to organize groups of families from a number of ethnic communities to work toward boosting the critically important role that parents play in helping their children secure a quality education.

Contact Us:

If you would like to more information or register to our services | 253-499-4245 | centrorendu@svdpseattle.org



St. Vincent de Paul in Seattle and King County has been helping neighbors in Seattle for 100 years, beginning in the Wallingford neighborhood on Jan. 26, 1920. We are made up of more than 50 neighborhood-based conferences – an all-volunteer neighborhood support group – that makes personal in-home visits and personal contacts to help people with survival and self-sufficiency support. Our neighborhood volunteers are the heart, soul and face of our organization. We would not exist without them.

We help reduce homelessness, saving taxpayers hundreds of thousands of dollars every year. How? By making close to 300 home visits per week, assisting families and individuals with rent, utility payments, food and other basic needs.

These requests for help come in through our helpline and website. We are the largest referral source for assistance calls from the King County 2-1-1 line, and we manage over 50,000 calls and online requests annually.

Our real work, however, is lifting up neighbors – offering compassion, dignity and respect—principles so often lost or forgotten for our struggling neighbors. Visit our website for more detail: svdpseattle.org.

WithinReach connects families with food and health resources

More and more families are struggling with hunger and other basic needs since COVID-19 hit. Finding help can be hard. We make it easier. WithinReach connects people across the state with the health, food and social service resources they need to be healthy and safe.

It is not always clear what resources are out there, where to find reliable information or how to determine if you qualify for support. WithinReach helps people understand and apply for a variety of nutrition and health resources such as Basic Food assistance; the Special Supplemental Nutrition Program for Women, Infants and Children or WIC; and health insurance. In addition, WithinReach offers personalized support in finding food banks, health clinics

and parenting resources and can assist with early childhood development screenings.

WithinReach is connected to communities across the state, providing multiple ways for people to access support close to home. Our comprehensive database of more than 6,000 health and community resources, along with our multilingual staff, ensure that families come away with the information they need to be healthy.

To connect with a Care Coordinator at WithinReach, call the Help Me Grow Washington Hotline at 1-800-322-2588. Our hotline hours are 8 a.m. to 5:30 p.m. Monday through Thursday and 8 a.m. to 5 p.m. Friday. Families can also contact us through the online form on our website, ParentHelp123.org.

100% FREE programs & social work services for the Parkinson's community!

Serving all of WA, AK, ID and MT

Those living with Parkinson's disease and their care partners, adult children and family members are at risk of social isolation due to the progressive, neurodegenerative nature of Parkinson's and constantly increasing care needs. Loss of networks, relationships and loneliness figure heavily into the health outcomes of those affected by Parkinson's.

Under the best of circumstances, NW Parkinson's mitigates social isolation through a suite of carefully designed, geographically relevant, 100% free programs and services. COVID-19, however, presents additional barriers to social connection for a community already at risk for isolation.

In response to COVID-19, NW Parkinson's has pivoted to offer programs and services through a variety of delivery modes across the northwest to reduce social isolation through the telephone, online and by mail:

- Online HOPE conferences, education, movement and mindfulness opportunities (new and archived!).
- Outreach to the African American community of SE Seattle to understand and decrease barriers to receiving specialized care.
- The Parkinson's Post (hard copy mailing for those without internet access).
- Personalized social work care consultations for resource navigation and support options.
- The Weekly (Tuesday email newsletter with blogs, resources, event postings, and research news).



**NORTHWEST
PARKINSON'S
FOUNDATION**

**CONNECT YOUR CLIENTS WITH
NW PARKINSON'S FOR 100%
FREE PROGRAMS and SERVICES!**

Website: <https://nwpf.org/>

Sarah Winter, MSW, LICSW
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Volunteers; Provider Referrals)
Phone: 206-946-6517
Email: sarah@nwpf.org

Miran Hothi (Events and Programs)
Phone: 206-946-6519
Email: miran@nwpf.org



Crisis Connections is here for you

Submitted by: Crisis Connections

At Crisis Connections, we play a critical role in the mental and behavioral well-being of Washingtonians. By maintaining a database with over 6,000 unique programs and 1,600 agencies, we can connect people to vital resources in their communities. Additionally, our **24-hour crisis line** and **Washington Recovery** helplines are available seven days a week for people before, during or after a crisis. Throughout COVID-19, our services remain essential as the needs of the community evolve.

While originally we saw a spike in calls on our **2-1-1 lines** that correlated with Governor Inslee's restriction mandates, today calls have increased 73% from 20,000 to over 35,000 calls a month.

Going into the fifth month of isolation, people are experiencing suicidal thoughts and turning to substance use. Staff and volunteers report that callers are relapsing on drugs/alcohol, domestic violence cases have increased and they are receiving more calls around severe depression, anxiety and suicidal thoughts. Crisis Connections is committed to answering the needs of the community, and we have increased our ability to respond to a crisis.

Program Updates: Continued Support

The second round of COVID-19 funding through [The Seattle Foundation](#) is assisting us in meeting the needs of vulnerable communities and families so that we can answer the phone with reduced wait times. When it is clear that a caller prefers another language, we immediately connect with their preferred language via our interpreter services agency, United Language Group.

Statewide call line

Recently, the Washington State Healthcare Authority announced Washington Listens, a support program for everyone in Washington affected by the outbreak of COVID-19. All services are anonymous and free! If you or a loved one needs someone to talk to, you can contact Washington Listens through the support line at 833-681-0211.

Additionally, Crisis Connections' King County Crisis Line services have extended to eight additional counties in Washington in January 2020 (Pierce, Clark, Skamania, Klickitat, Chelan, Douglas, Grant and Okanogan). By partnering to launch Washington Listens, we are available to all Washingtonians: 1.866.4CRISIS.

Increased Trainings

We are offering continued education and community trainings. Beginning in June, we have started hosting virtual trainings. You can sign up for our [newsletter](#) to keep up with newly scheduled classes.

Volunteer Opportunities

We couldn't do our work without the support of our wonderful volunteers. If you are interested in becoming a volunteer with Crisis Connections, you can learn more by visiting us online at www.crisisconnections.org/get-involved/volunteer

Since 1954, we've served as a true safety net for all residents of King County, and through our unique partnerships and funders, we continue to expand our reach across the state. It is our honor to be an essential service for the community and partner on large-scale initiatives.

We want you to know that all is not lost, there is hope and we are only a phone call away in moments of despair.

Washington Listens: 833-681-0211
24-Hr Crisis Line: 866-427-4747
Washington Recovery Helpline: 866-833-6546
King County 2-1-1: 800-621-4636
Teen Link: 866-833-6546
Suicide Prevention Lifeline: 800-273-8255



Orion assists those in need

Before Ryan came to Orion, he was having a hard time dealing with what life was throwing him. He was bouncing from one job to another, struggling with managing his mental health and homeless. He heard about Orion's manufacturing training program through a friend and decided to check it out.

During the beginning of his time in the training program, Ryan had trouble demonstrating some basic employment expectations, like showing up for assigned classes and communicating with others appropriately. He would boast about his accomplishments and would talk so much to those around him that they would complain he was distracting them. In sessions with his Orion Vocational Counselor, Ryan took the feedback on how he could improve his work habits in stride. He began to take responsibility for his behaviors and overtime he demonstrated what an excellent worker he could be.

With the soft and technical skills training he gained at Orion, Ryan was able to land a position at a local aerospace manufacturing company and has been there ever since! Because of this stability, Ryan has been able to better manage his mental health, save up to purchase a car and has reconnected with his family so he now has a place to live. For Ryan, this is a new chapter in his life, a fresh start.

If you'd like to learn more about Orion's training programs, please visit: www.orionworks.org.

Speaking of new starts, Diane Lyons recently joined the Orion team as Development Director. She will be engaging with the community, sharing information about Orion and building ongoing partnerships. As a lifelong volunteer, she has always been drawn to those places where she thought she could make a difference, whether it was teaching Girl Scouts how to work together to impact their community or organizing adults to do the same thing. An African proverb says, "If you want to go quickly, go alone. If you want to go far, go together." She wholeheartedly agrees that together we can accomplish great things!

After 20 years as a business owner and graphic designer, she pursued her passion in philanthropy (defined as the Love of Humanity) full time. After joining the non-profit world of fundraising and events, Diane earned certificates in Non-profit Management and Fundraising from the University of Washington, Tacoma. She participated in Advancing Leadership in 2019 and is still volunteering today as Foundation Chair and President-Elect for the Federal Way Rotary Club. She is looking forward to building relationships, partnerships, and community for the Love of Humanity.

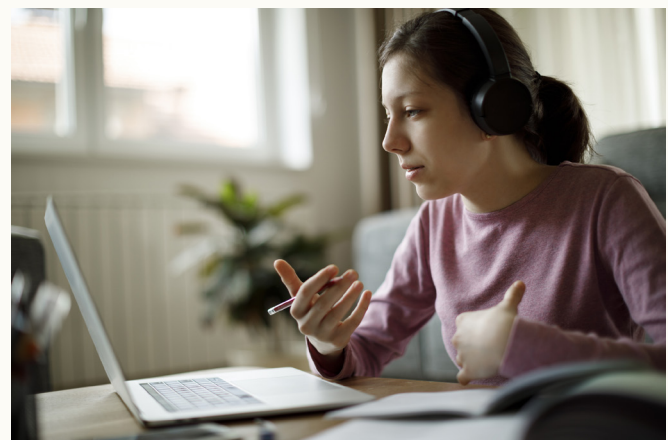
LWTech and other local colleges host virtual 'Paying for College' event

The COVID-19 pandemic has impacted many people in a variety of different ways. One of the most prevalent ways is people being laid off or furloughed from their jobs. In response to this, LWTech partnered with Renton Technical College, Shoreline Community College, Cascadia College and Edmonds Community College to create and facilitate a virtual event called the King County CTC "Paying for College - Worker Retraining Funding Program Virtual Info Session" that took place on May 21, 2020.

More than 70 people attended the informational session, which was geared to help ease some of the uncertainty during these times and offer resources to help people get back on their feet whether that be help with college information, college funding opportunities or community resources such as unemployment insurance and federal food benefits. The session was offered online via Zoom and hosted by worker retraining representatives from each college and several college Able-Bodied Adults Without Dependents Navigators. We were very grateful for the Employment Security Department representative who was available to answer questions related to unemployment insurance.

Participants gained access to information about colleges, applying for federal food assistance and worker retraining funding that helps people receiving unemployment insurance pay for college and other essential community resources. Feedback received from attendees was very positive and appreciative of the event and the information.

Based on the success of this event, LWTech, Cascadia, Edmonds CC, Renton Tech and Shoreline CC have decided to continue offering these events quarterly. The summer session occurred Thursday, July 30 at 10 a.m. via Zoom. For more information, contact Amber Hisatake at amber.hisatake@lwtech.edu



Neighborcare Health takes COVID-19 testing to the streets



In an average week, nurses, nurse practitioners, doctors and other staff from Neighborcare Health's Homeless and Housing Program serve hundreds of patients outside the traditional primary care clinic model. By meeting patients where they are at walk-in clinics, youth shelters, permanent supportive housing buildings, on the street or in tent encampments, Neighborcare can provide low-barrier health care to individuals living homeless or who are now housed but have lived years, even decades, without a home. Team members apply the core values and practices of social justice, harm reduction and trauma-informed care to creatively partner with patients to build relationships, increase trust, improve health and relieve suffering.

Kevonya Elzia, a Neighborcare Health nurse who serves patients in permanent supportive housing said, "People don't necessarily fall within the very strict structure that is our current medical environment. In other medical systems, if you don't fit in, you get lost through the cracks. Those are the people I'm passionate about, and with whom I can connect on a heart level."

When Washington state became a spotlight for COVID-19 in March, public health officials and community leaders feared the virus could spread through shelters, encampments and other congregate settings with devastating consequences. People who experience homelessness commonly suffer from multiple health conditions due to the harsh reality of life without a safe, stable home, which puts them at high-risk for severe complications if infected with COVID-19. At the same time, living in congregate settings makes it difficult for people to isolate themselves if they become sick.

In response to these concerns, Neighborcare Health's Homeless and Housing Program health care workers formed the new Mobile COVID Assessment and Testing Team to combat the spread of the virus in vulnerable communities. Through partner-

ships with housing providers, community organizations and Public Health—Seattle and King County, the team travels to shelters, encampments, permanent supportive housing buildings, drop-in centers, etc., throughout Seattle to offer COVID-19 testing and evaluation on site.

"Our intent is to provide low-barrier testing for as many folks as possible, prioritizing congregate settings with shared bathrooms, community spaces and tight sleeping quarters," said Joanna den Haan, Neighborcare Health's Homeless and Housing Programs Manager. "By identifying at-risk individuals who have been exposed to the virus as soon as possible, we can safely provide trauma-informed medical care and support their needs immediately, while protecting the entire community from a larger outbreak."

Understanding that COVID-19 is still present in the community, Neighborcare recognizes the importance of proactive assessment, testing and evaluation. In partnership with PHSKC, community testing partners and homeless service sites, high priority locations for proactive monthly testing have been identified. When a positive case is found, the CAT team responds with weekly on-site support, re-evaluation and testing. To support community health, the CAT team works collaboratively with PHSKC's Isolation and Quarantine Units and partners to assist COVID-positive patients with a safe place to self-isolate.

In addition, Neighborcare Health is also working with PHSKC, Seattle Housing Authority and community service organizations in response to the racial and ethnic disparity in COVID-19 testing access and care. Neighborcare Health continues to expand mobile testing team capacity by pivoting primary medical clinic staff to reach additional communities in need.

According to [PHSKC](#), there have been approximately 150,096 COVID-19 tests completed in King County as of June 24. Of these tests, 9,503 (6.3%) have tested positive. The data received shows that increased access to testing along with the community's contributions to masking and social distancing are making a difference and must be continued to flatten the curve.



About Neighborcare Health

Neighborcare Health is a non-profit community health center, operating for more than 50 years. It is the largest federally qualified health center provider of a primary health care home for low-income and uninsured people in the Seattle area. In 2019, Neighborcare served 72,000 patients in 30 medical, dental and school-based clinics, and homeless and housing programs. Neighborcare Health believes that healing begins with respect, caring and trust, provides a safe place for health care for all, regardless of race, religion, sexual orientation, gender identity, income, insurance status or immigration status.

How one student is turning stackable certificates into better job prospects

Jason Seckel dropped out of high school in his junior year to work in the food service industry. Now he has his sights on a career path with more growth – he hopes to leverage a certificate into a job in the booming field of Purchasing and Supply Chain Management.

Seckel has worked at Whole Foods Market since 2008 and is currently employed as a buyer for the company.

"I realized a few years ago I may be heading towards a dead end, career-wise," said Seckel. "My good friend, Robert Light, used to work for Shoreline Community College and encouraged me to earn my GED there. I decided to go for it."

He took night classes to prepare for the GED exams and succeeded in passing them in 2019. After that accomplishment, Seckel decided he could do more.

"I wanted to build the additional skills and credentials that would enable me to leverage my existing experience when pursuing higher levels of employment," he said.

Now, he's earned the Purchasing and Contract Management Certificate of Completion and is working toward earning a Purchasing and Supply Chain Certificate of Proficiency.

"I was not entirely sure I could handle the workload, mostly because I did not know what to expect," he said. "But



after settling in, and really planning out my study time, I was able to work a full-time job and take two classes each quarter." Seckel said he found the program challenging but manageable. It helped that the teacher "was supportive and responsive to any questions that I had along the way, offering thoughts and analysis to completed assignments."

It also didn't hurt that Seckel is fascinated by the field.

"It is just so interesting to think about the complexity involved with the movement of goods and how important operational systems are to be successful in its efficiency," he said. "Plus, I am an ultra-organized systems person."

Job prospects in the field of Purchase

and Supply Chain Management have been on the rise for the past several years, but the recent COVID-19 pandemic has brought the need for qualified practitioners even more to the forefront.

"This type of work is becoming an important part of organizations' ability to remain competitive and profitable," said Seckel. "With the arrival of the COVID-19 pandemic, we all are seeing firsthand the effects of broken supply chains and capacity constraints."

His advice to anyone heading back to school after some time off?

"Stay organized and take your time with the reading assignments to absorb the information. Also, if you have any questions, don't hesitate to contact the instructor." He's excited to see where his new credentials will take him but hopes a job with long-term growth potential is on the horizon.

The Purchasing and Supply Chain Management program at Shoreline has options for a range of certificate types with varying lengths of study and is one of the only programs of its kind in the Puget Sound area. Courses can be taken completely online. [Learn more about the program.](#)

Unemployed or low-income workers may be eligible to have their tuition for the program completely paid for through [Workforce Education funding.](#)

REGION 3 update

Kitsap Community Resources

Submitted by: Kitsap Community Resources

Throughout the pandemic, Kitsap Community Resources has remained open and able to provide essential services to those in need. With an unemployment rate of 14% in Kitsap County, job searchers are in need, more than ever, of tools and resources. The computer labs in Bremerton and Port Orchard have remained open to the public with access to the internet, printing and faxing.

KCR has proper safety procedures in place to help keep the community safe while providing our essential services. Social distancing is encouraged with markers in the lobby and computer labs, handwashing stations or hand sanitizer are available at every entrance, surfaces are regularly disinfected and staff are wearing masks where distance cannot be maintained.



Sea Mar Managed Care doing what others claim cannot be done during COVID.

Submitted by: Sea Mar

We are in the midst of a global pandemic that shouldn't single anyone out, yet it disproportionately affects minorities. The Managed Care department at Sea Mar understands that this is when our community needs us the most. To maintain a high level of care during these difficult times, we modified our approach, which created new workflows and schedules for the entire department. Here are a few highlights:

- For the first time in Sea Mar's Managed Care history, we created a workflow for the Outreach Team to work in collaboration with the Patient Contact Center to service clients calling in. To do so, we promoted our toll-free support line (855-289-4503) via social media and our own Spanish radio station El Rey 1360. We used these mediums not only to educate the community on available COVID-related eligibility but also to inform and update the community on COVID-19 and how to protect their families. The team as a whole has not only been helping with WAHBE/SNAP enrollments but has been active to assist with other resources as well such as Disaster Cash Assistance, shelters, food banks, utility bill assistance, etc.
- Our Managed Care Director, Ana Owens, has been conducting commercials and interviews on the radio in order to reach out to as many people as possible and let them know that nobody has to be alone during difficult times. We have all these resources; please reach out! You do not need to be a Sea Mar patient; we are here for everyone. Nobody should feel alone; we will help you today, even more than ever. We have also resourced to other forms of communications from text message campaigns, social media posts, flyers distributed throughout our community to attending or leading community meetings and representing Sea Mar on El Rey 1360.
- Our team has actively been searching for ways to become better educated in order to provide better services. As a result, our leadership team connected with the Managed Care

Organizations and created an MCO week where all the staff were trained on the benefits available to members.

- Our Basic Food education and eligibility screenings continued as we deployed text message campaigns to our newly assigned patients and our uninsured population. This allowed us to assist more families and individuals with their application processes.
- Our medical clinic in Tacoma began COVID testing and the Managed Care department stepped up by creating an outreach resource booth to provide information. With the assistance of the clinic manager, we also connected with Northwest Harvest to provide food boxes to clients experiencing food insecurities. Every food box distributed contained Basic Food information as well as our toll-free number and other community resources.
- This pandemic has affected all of us in some way, directly or indirectly. The We Move to Give Team has come together to provide support. We are not only focusing on having Zumba classes in order to assist us with our physical health but we have expanded our vision. We are connecting with instructors from all over the world and providing virtual classes in the Philippines. In addition, we have started to promote mental health-focused classes with support from the professionals. These events have exceeded our expectations and have become part of our monthly schedule through the end of the year. We Move to Give is committed not only to doing our part by continuing to provide free fitness for all, but we wanted to lead by example. As a result, we plan to dedicate a portion of our monthly classes to bringing awareness to these important issues.



As you can see, we have kept busy ensuring the level of support is maintained during the state lockdown. We know that these new workflows will be a part of our ongoing outreach for months to come as we deal with a new post-pandemic world. For more information on our programs and services please contact us on our toll-free number 855-289-4503.

HCA distributed thousands of phones to give Washingtonians access to Apple Health services during the COVID-19 pandemic

Submitted by: Health Care Authority

Telehealth plays an important role in maintaining well-being during the COVID-19 pandemic. Access to smartphones is necessary when coordinating care remotely. Many individuals with lower incomes don't have the technology to access health care or other vital services while maintaining physical distancing.

In response, the Health Care Authority distributed thousands of phones to Apple Health (Medicaid) clients to access telehealth and community resources. Cell phone companies donated the phones with 400 talk minutes and unlimited data at no cost to individuals.

Behavioral health outpatient facilities were one avenue HCA used to distribute phones. One facility identified community members experiencing homelessness while struggling without structured resources. Community Court Coordinators distributed phones for clients to connect with treatment, resources, and their attorneys.

Donated phones made it easier for Apple Health clients to secure and maintain housing. An elderly individual experiencing a behavioral health crisis found herself on the edge of eviction. Although she was able to find low-income housing, she was unable to coordinate and fund the move. With a phone provided by HCA, she identified a moving company and family member

who was willing to cover the expenses. This helped build trust with the behavioral health facility, increasing the chances of participating in a mental health assessment and counseling.

Treatment for substance use disorder requires ongoing support. An undocumented individual enrolled in SUD services had no ability to apply for government resources or stay connected with his court responsibilities without a phone. COVID-19 made it difficult to work on his legal status while living in a shelter. With a free cell phone, he demonstrated to the courts that he could remain connected with his treatment team.

Transitioning through inpatient and outpatient treatment is another difficult task with no form of communication. A young woman used her donated phone to coordinate substance use treatment and inpatient referral through telehealth.

The behavioral health facility expressed they are profoundly grateful for the phones and display of community well-being that HCA and the cell phone companies provided. These examples share how Apple Health clients used their donated phones to utilize services to better their overall health and well-being.

Visit our COVID-19 webpage to learn more about HCA's response to the pandemic.

Economic Services Administration administers Disaster Cash Assistance Program

Submitted by Community Services Division, Cash Policy:

The Department of Social and Health Services' Economic Services Administration received approval to administer the Disaster Cash Assistance Program in response to the Governor's declaration of a statewide emergency related to COVID-19 and subsequent declaration.

DCAP was originally designed to provide emergency assistance with natural disasters in mind, like wildfires and flooding. In order to expand DCAP to families and individuals affected by COVID-19, the department adopted [emergency rules](#) allowing these funds to be used during the COVID-19 state of emergency.

DCAP benefits are available for one month in a 12-month period to all Washington families and people without children who meet income and resource rules and who are not eligible for other cash programs such as:

- Temporary Assistance for Needy Families
- Aged, Blind or Disabled
- Pregnant Women Assistance
- Unemployment Compensation or
- Paid Family and Medical Leave through ESD or their employer.

DCAP Overview:

- Applicants must be living in Washington before the emergency declaration happened.
- Applicants must first apply and be determined not eligible for other cash assistance programs available.
- Under [DCAP](#), applicants are not required to:
 - Meet citizenship requirements;
 - Provide a social security number; or
 - Be pregnant or have a minor child.
- Program benefits are available for one month in a 12-month period.
- The program is not a public charge program since it is disaster relief.
- Payment standards are based on income and need and may not exceed the TANF payment standards for their household size. For example, to be eligible for DCAP, a one-person household must have less than \$363 in income after deductions are applied in the month of application (approximately 34% of the Federal Poverty Level). If an individual has no income and is resource eligible, they may qualify for the maximum payment amount of \$363 in DCAP.

DCAP is a temporary program offered only during a state of emergency and while funding is available. This program will end when the proclamation that authorizes it expires or funding is exhausted. People may apply for DCAP or other ESA-administered assistance programs online at WashingtonConnection.org or by calling the Customer Service Contact Center at 1-877-501-2233.