

COMMUNITY SERVICES

HUMAN SERVICES MID-YEAR AGENCY ACCOMPLISHMENTS

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CITY COUNCIL STUDY SESSION
AUGUST 12, 2019

Department of Community Development

Planning • Building • Development Engineering • Permit Center
Sustainability • Community Services • Code Enforcement

AUBURN
VALUES

S E R V I C E

E N V I R O N M E N T

E C O N O M Y

C H A R A C T E R

S U S T A I N A B I L I T Y

W E L L N E S S

C E L E B R A T I O N

GENERAL FUND VS CDBG



■ General Fund Human Services dollars

- \$490,000
- Competitive funding for direct service nonprofit agencies
- Guided by Human Services Funding Priorities set by Council
- Approved by City Council every other year during budget process

■ CDBG dollars

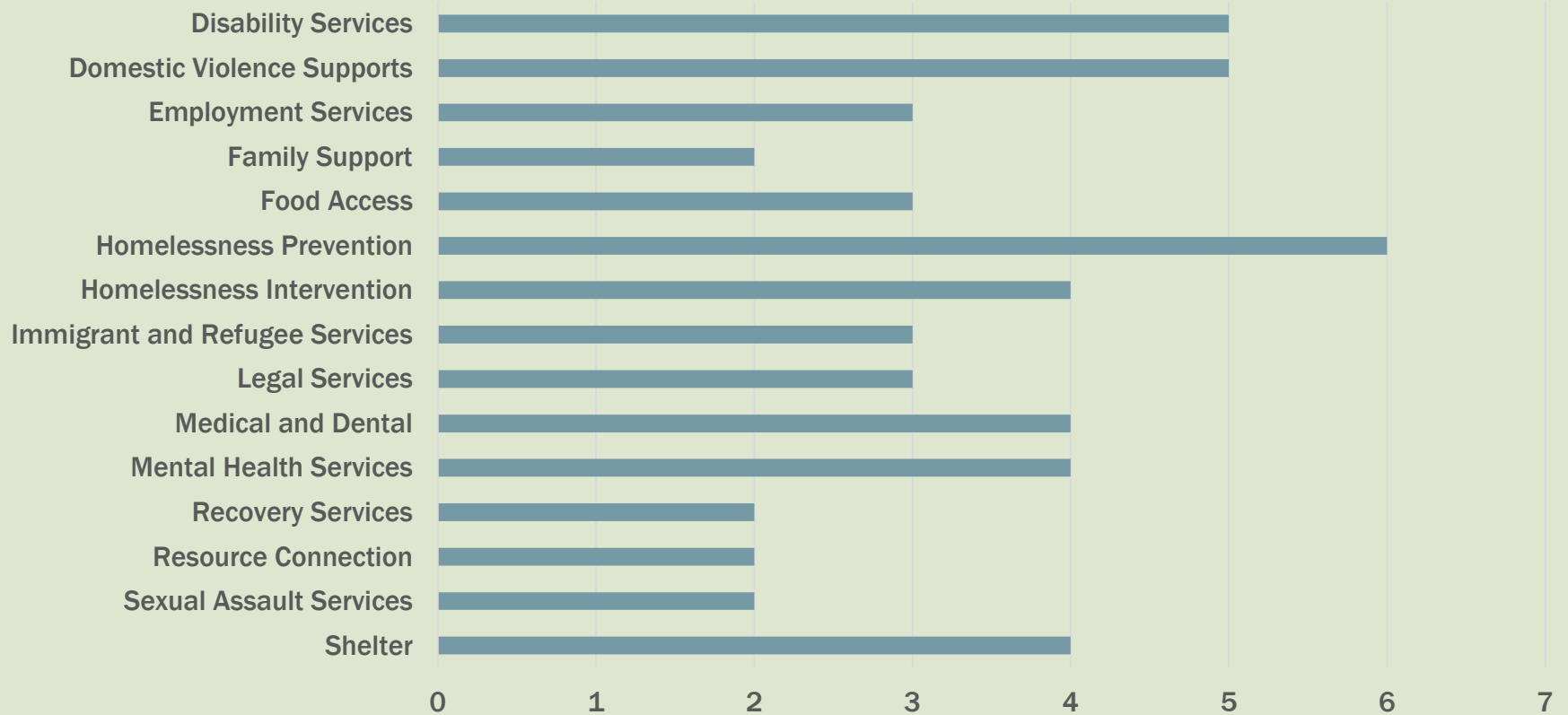
- \$595,742*
- Funds support city's Housing Repair program, public facility ADA improvements, public services (limited), and some economic development activities
- Guided by Consolidated Plan and Annual Action Plans
- Approved by City Council every year

AUBURN'S HUMAN SERVICES PROGRAM

- **\$490,000 Allocated to:**
 - **52 Programs**
 - **39 Agencies**
- **Programs must:**
 - **Serve Auburn residents**
 - **Meet one of Auburn's Human Services Funding Priorities**
 - **Submit quarterly reports**
 - **Undergo program monitoring**

2019 FUNDED PROGRAMS

Service Type



YTD AGENCY ACCOMPLISHMENT HIGHLIGHTS

- **In January – June 2019, Human Services Agencies provided:**
 - **13,472 Bed Nights**
 - **2,050 Hours of Case Management**
 - **43 Trainings and Workshops**
 - **10,939 Meals**
 - **359 Hours of Legal Services**

2019 HUMAN SERVICES TRENDS

- We continue to see strong provider partnerships and cross collaborations to deliver effective services to Auburn residents
- Affordable housing shortages continues to present housing stability challenges for those experiencing rent increases as well as for those transitioning into permanent housing
- Providers are coming up with resourceful solutions to meet complex needs for Auburn residents
- Procuring employment can be a significant barrier to stability
- Increasing need for rental and utility assistance

AGENCY SITE VISIT

- **Pediatric Interim Care Center (PICC)** continues to provide quality care to infants born experiencing substance withdrawal symptoms. This facility is a unique and critical resource for infants and their families in Auburn and our surrounding cities.



AGENCY SITE VISIT

- **Children's Therapy Center** provides quality therapeutic services designed to empower children with special needs and their families.



An Auburn resident was working but her nighttime shift resulted in having to pay a large portion of her income for childcare.

The client approached Mother Africa to help her find another job with hours that would better match with her children's daycare timing.

Together we worked on updating her resume on indeed.com and Glassdoor, we also referred the client to TRAC Associates and employment agencies.

The client requested rental assistance, and we were able to help her to get some resources to help with her rent.

We continued to provide ongoing case management and made referrals to her for a job. In late March, she got a job of Housing Case Manager making \$41,600. This will stabilize her family and help her to move forward in her life in Auburn.

HUMAN SERVICES PROGRAM SPOTLIGHT:

MOTHER AFRICA

An elderly client residing in Auburn reached out to MSC through the rent line in April requesting assistance with her utility bill.

The client did not have income, as she was no longer eligible for her SSI benefits, which resulted in a high balance being owed before her benefits could be restored.

The MSC staff member was able to assist the customer with her utility bill using Auburn EAP funds, however the customer expressed concern about her rental charges. The customer also has a live-in aide that needed to be added to her household, and the landlord was requiring that the customer pay for a background check/application fee in order to add her to the lease.

Neither the customer nor the aide had the funds to pay for the screening and application fee. MSC staff was able to contact the customer's Section 8 case worker, confirmed what was due, and requested an application for reasonable accommodation to reduce her rent to \$0.

The customer would only be responsible for the apartment charges for water, sewer, and garbage each month. MSC was able to use funds to pay for the screening and application fee as well as her balance toward her May utilities. The customer is applying to receive Aged, Blind or Disabled (ABD) benefits in order to help her pay her utilities going forward.

HUMAN SERVICES PROGRAM SPOTLIGHT:

MULTI- SERVICE CENTER

AT became homeless last year. He lost his job and does not have family or friend supports.

The HOME shelter program helped AT to get stable. He secured a job a few months after staying at the shelter. He has also been working with mental health professionals to address some of his mental health concerns.

Just last month this client moved into an apartment complex. Stephanie the HOME case manager referred AT to the Diversion program through Coordinated Entry for All which helped AT with his security deposit.

AT come back and connected with us to let us know he's been doing great. Because of our partnership with St. Vincent DePaul, we were able to supply AT with a furniture voucher to get a bed for his new place.

HUMAN SERVICES PROGRAM SPOTLIGHT:

CATHOLIC
COMMUNITY
SERVICES-
HOME/
WHOME

QUESTIONS?

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