

THE MUNICIPAL COURT OF SEATTLE



COURT RESOURCE CENTER

MAY 22, 2019

JUDGE ANITA CRAWFORD-WILLIS

JUDGE FAYE CHESS

PROBATION SERVICES DIRECTOR BETTY MCNEELY

PROBATION SERVICES MANAGER CAROL BELL

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CRC OVERVIEW

A social service hub within the Court that provides on-site social services, basic needs, and rehabilitative support.

Created in 2002 to improve court effectiveness in five areas:

1. Access to Justice
2. Expedition and Timeliness
3. Equity, Fairness, and Integrity
4. Independence and Accountability
5. Public Trust and Confidence

MISSION STATEMENT

For the underserved, the CRC makes it easy to access life-changing services so that they can move forward in health and stability.

2017 AUDIT RECOMMENDATIONS & CRC RESPONSES

AUDIT RECOMMENDATIONS	CRC RESPONSES
1. Increase accuracy of CRC client data	<ul style="list-style-type: none">• New CRC database launched in July 2018.• New CRC Check-In Form created in July 2018.• 4 trainings provided on data collection/entry.
2. Ensure adequate coverage at the CRC	<ul style="list-style-type: none">• Cross-department collaboration with HSD.• \$88,780 HSD Grant to support the CRC.• Ongoing assessment of CRC contracts and MOAs.
3. Improve understanding of CRC client demographics	<ul style="list-style-type: none">• New CRC database can track unique clients and create various infographics and reports.• New data elements include income, employment status, language, educational attainment, etc.

2017 AUDIT RECOMMENDATIONS & CRC RESPONSES (cont'd)

AUDIT RECOMMENDATIONS	CRC STATUS AS OF AUGUST 2018
4. Eliminate CRC's reliance on client self-reported information	<ul style="list-style-type: none">• CRC staff and volunteer can access MCIS and SeaTrac to look up client information.• Volunteers are encouraged to communicate with PCs regularly for verification of client information.
5. Monitor and use CRC client demographic data to inform decision making	<ul style="list-style-type: none">• Temporary Probation Services Analyst hired in May 2018.• Started conducting Anonymous Client Needs & Client Satisfaction Survey in September 2018.
6. CBO should work with SMC to assess CRC's staffing and budget needs	<ul style="list-style-type: none">• Obtained permanent funding for 2 CRC positions in 2019.• Exploring funding opportunities for a permanent CRC Human Services Coordinator in 2020 and beyond.

CRC SERVICE PROVIDERS



The Seattle Public Library



PROGRAM ENHANCEMENTS



**FREE
EMPLOYMENT
CLASS**

Interview Skills
Resume Writing
Job Readiness
*One-on-One Assistance
for job seekers with criminal history*

MONDAYS 1 - 4 PM

FOR MORE INFO, CONTACT BRAD NONAKA
(206) 684-7839 | BRAD.NONAKA@SEATTLE.GOV

SEATTLE MUNICIPAL COURT
COURT RESOURCE CENTER, ROOM 235
600 5TH AVENUE SEATTLE WA 98104



ROADMAP TO SUCCESS

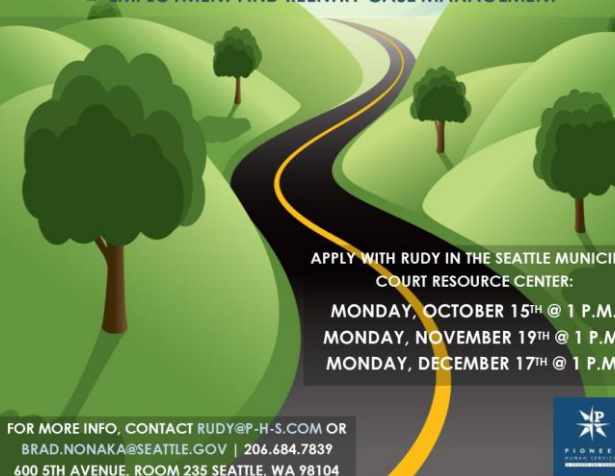


A JOB-READINESS CLASS FOR FOLKS WHO HAVE BEEN INCARCERATED AND WANT TO GO BACK TO WORK

- PERSONAL EMPOWERMENT EXERCISES
- TARGETED RESUME AND COVER LETTER CREATION
- SPECIFIC INTERVIEW SKILLS AND PRACTICE
- EMPLOYMENT AND REENTRY CASE MANAGEMENT

APPLY WITH RUDY IN THE SEATTLE MUNICIPAL COURT RESOURCE CENTER:

MONDAY, OCTOBER 15TH @ 1 P.M.
MONDAY, NOVEMBER 19TH @ 1 P.M.
MONDAY, DECEMBER 17TH @ 1 P.M.

FOR MORE INFO, CONTACT RUDY@P-H-S.COM OR
BRAD.NONAKA@SEATTLE.GOV | 206.684.7839
600 5TH AVENUE, ROOM 235 SEATTLE, WA 98104

Urban League of Metropolitan Seattle

CAREER BRIDGE

JANUARY 28, 2019 - MARCH 19, 2019

WRAP-AROUND SUPPORT. EMPLOYMENT & CAREER TRAINING & ASSISTANCE.

PROGRAM CRITERIA	BENEFITS
<ul style="list-style-type: none"> SEATTLE RESIDENT OR A MISPLACED INDIVIDUAL WITH TIES TO THE SEATTLE AREA ABLE BODIED AND ABLE TO WORK LEGALLY AUTHORIZED TO WORK IN THE U.S. CRIMINAL HISTORY BACKGROUND IS NOT A BARRIER TO ELIGIBILITY 	<ul style="list-style-type: none"> \$75 WEEKLY STIPEND TRANSPORTATION ASSISTANCE JOB READINESS & INTERVIEW SKILLS LIMITED HOUSING ASSISTANCE ACCESS TO OTHER URBAN LEAGUE PROGRAMS ACCESS TO THE COURT RESOURCE CENTER

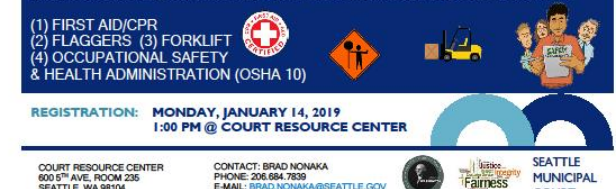
UPON COMPLETION, PARTICIPANTS WILL OBTAIN 4 INDUSTRIAL CERTIFICATIONS:

(1) FIRST AID/CPR (2) FLAGGERS (3) FORKLIFT (4) OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA 10)

REGISTRATION: **MONDAY, JANUARY 14, 2019**
1:00 PM @ COURT RESOURCE CENTER

COURT RESOURCE CENTER
600 5TH AVE., ROOM 235
SEATTLE, WA 98104

CONTACT: BRAD NONAKA
PHONE: 206.684.7839
E-MAIL: BRAD.NONAKA@SEATTLE.GOV



PROGRAM ENHANCEMENTS



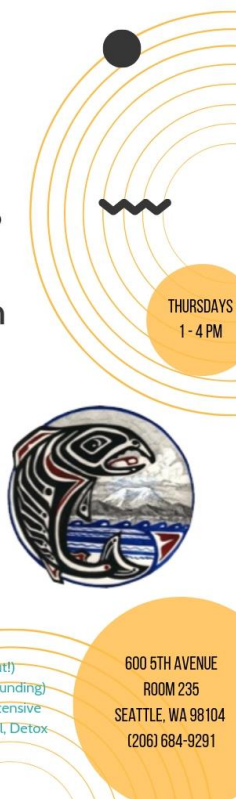
COMMUNITY RESOURCE CENTER
AT SEATTLE MUNICIPAL COURT

Questions about treatment programs?
Weighing your options?
Fearing commitment?
Cowlitz Indian Tribe can help!

Pre-Contemplation in Recovery Group offers a positive, informative, and empowering environment for you to choose your own path.

WE WILL COVER:

- 5 Stages of Change
- 5 Stages of Grief and Loss
- Assessment Types (self-referral, DUI, Court)
- Johari Window (Hmm... what is this? Come and find out!)
- Placement (with agencies, types of care and pending funding)
- Level of Care (ADIS, Early Intervention, Outpatient, Intensive Outpatient, Residential Treatment, Medical-Residential, Detox Services)



THURSDAYS
1 - 4 PM

600 5TH AVENUE
ROOM 235
SEATTLE, WA 98104
(206) 684-9291

LIFE SKILLS CLASS

2nd & 4th
WEDNESDAY
10:30 am
to 4:30 pm

@
SEATTLE
CENTRAL
LIBRARY

For more information,
contact Tara Chatman at
206.615.1966 or
Tara.Chatman@seattle.gov

The Seattle Public Library

SELF-AWARENESS WORKSHOP

A day of self-reflection and creating positive change from the inside out for justice-involved participants in a safe and supportive place

1ST & 3RD WEDNESDAY
9:45 AM — 4:00 PM
LUNCH PROVIDED

COURT RESOURCE CENTER
SEATTLE MUNICIPAL COURT
600 5TH AVE, ROOM 235

FOR MORE INFORMATION, CONTACT SOKPUL CHEA AT 206.684.7837 OR SOKPUL.CHEA@SEATTLE.GOV

PROGRAM ENHANCEMENTS



The Community Resource Center is a place where you can get assistance with what you need right now:

- Food and clothing
- Housing
- Health and hygiene
- Cash and food stamps

...and more.

A ONE-STOP-SHOP FOR HELPFUL SERVICES

We partner with many organizations to bring their services together in one convenient location:

- Emergency Feeding Program
- Center for Human Services
- Washington State Department of Social and Health Services (DSHS)
- Public Health - Seattle & King County
- Cowlitz Tribal Health Services
- Seattle Public Library



VISIT US

We are located inside the Seattle Municipal Court building at:
600 5th Avenue, Room 235
Seattle, WA 98104

Walk-ins welcome, open to the public

HOURS

Monday – Friday 8:00 a.m.–4:30 p.m.

CONTACT

(206) 684-9291
smcresource.center@seattle.gov

CRC IS A PROGRAM OF SEATTLE MUNICIPAL COURT.

Seattle Municipal Court provides a forum to resolve alleged violations of the law in a respectful, independent and impartial manner.

Visit seattle.gov/courts for information.

FREE AND LOW-COST SERVICES THAT CAN CHANGE A LIFE.



SERVICES

OPEN TO THE PUBLIC. WALK-INS WELCOME.

Many services are available Monday – Friday 8:00 a.m.–4:30 p.m. Some services are only available when providers are in the office. View the latest provider schedule online or visit us in person.



FOOD & CLOTHES

Free food bags, snack packs, clothing, and food bank information.



HOUSING

Find housing through Coordinated Entry for All, get help with rent, and other resources.



CASH & FOOD STAMPS

EBT/SNAP, HEN, ABD, income verification and more from DSHS in our office.



CHEMICAL DEPENDENCY ASSESSMENTS

Complete required screenings, access counseling and treatment options.



HEALTH & HYGIENE

Free hygiene kits and help with enrolling in a free or low-cost health insurance plan.



EMPLOYMENT

Job skills, resume writing, and career training for all job seekers including formerly incarcerated individuals.



TRANSPORTATION

Go where you need to with ORCA Lift and other helpful transportation options.



LIBRARY ACCESS

Free library card, computer and Internet access, check out books, CDs, DVDs, and more.



WORKSHOPS & EVENTS



FREE EMPLOYMENT WORKSHOP

Mondays 1:00–4:00 p.m.

Job search, resume writing and interviewing skills for job seekers with a criminal history.

FREE SELF-AWARENESS WORKSHOP

1ST & 3RD Wednesdays 8:45 a.m.–3:30 p.m.

Develop greater self-esteem by creating positive change from the inside out.

FREE LIFE SKILLS WORKSHOP

2ND & 4TH Wednesdays 9:30 a.m.–4:30 p.m.

Improve communication, resilience, relationship-building and goal-setting skills.

DUI VICTIM'S PANEL – \$50

1ST, 3RD, 4TH Fridays 12:30–2:00 p.m.

Real stories of how the decision to drive under the influence changed lives forever.

PATRONIZING INTERVENTION/JOHNS CLASS

4TH Tuesdays 8:30 a.m.–3:30 p.m.

Increase knowledge of the social, health, and legal consequences of prostitution (court-referred attendees only).

[VIEW PROVIDER SCHEDULE AT SEATTLE.GOV/COURTS/CRC](http://seattle.gov/courts/crc)

PROGRAM ENHANCEMENTS



WE ARE COMMITTED TO THE GREATER GOOD.

The Community Resource Center at Seattle Municipal Court is a place where Seattle's underserved can access the services and support they need:

- Food and clothing
- Housing
- Health and hygiene
- Cash and food stamps
- Employment and life skills
- Support to resolve court commitments

...and more.

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Seattle, WA 98104

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Seattle Municipal Court provides a forum to resolve alleged violations of the law in a respectful, independent and impartial manner.

Visit seattle.gov/courts for information.

GREATER COLLABORATION MEANS GREATER IMPACT

We partner with many organizations to bring their services together in one convenient location.

The results are more positive client outcomes and fewer barriers to access for essential services.



YOU CAN MAKE A POSITIVE IMPACT FOR SEATTLE'S UNDERSERVED

The Community Resource Center at Seattle Municipal Court is committed to positive outcomes for Seattle's underserved and at-risk populations. Your support will help us continue our work in the community. Here's how:



SERVICE PROVIDERS

We have the space and the check-in staff to help your organization manage client appointments. Partnering helps you gain access to CRC clients, expand knowledge of the criminal justice system, and provides another low-cost location to reach the populations you serve.

Being part of a network of providers increases efficiency for your operations as well as for your clients. Clients can receive service from multiple providers in one visit, and providers frequently make in-office referrals.

EMAIL US AT smcresource.center@seattle.gov FOR PARTNERSHIP OPPORTUNITIES!



COURT STAFF

CRC has resources and support for everyone, regardless of their level of need or interaction with the criminal justice system. Court staff are encouraged to acquaint themselves with CRC services and programs, refer clients to CRC, and accompany clients to CRC as needed.

CRC strives to help Seattle Municipal Court clients comply with court commitments and more forward in health and stability.

VISIT US IN SMC ROOM 235,
8:00 A.M.–4:30 P.M.



KEY STAKEHOLDERS

CRC impacts the lives of nearly 4,000 clients per year. With expanded support from the City Council, the mayor's office, and other city departments and community partners, CRC can continue to offer critical services for local residents.



Nearly 80% of CRC clients reported that they had a helpful experience at CRC.

Source: CRC Client Intake Responses Aug-Dec 2018

LEARN ABOUT CRC'S WORK AND IMPACT ON OUR WEBSITE

LEARN ABOUT THE COMMUNITY RESOURCE CENTER AT SEATTLE.GOV/COURTS/CRC

PROGRAM ENHANCEMENTS

COURT RESOURCE CENTER DATABASE

ADD NEW RECORD

DatabaseID (New) Date of Visit

1st Time Visitor Court Client Case History

First Name

Last Name

Gender Date of Birth

Race

Language Interpreter

Phone

Email

Address

City Seattle State WA

ZIP Code Type of Address

Employment

Family Status Family Size

Homelessness Months in Homelessness

Income > Than

DSHS Benefits Veteran Self Veteran Other

Education

Referral

SMC Referral

Other Court

Date of Entry Entered By

SMC CLIENT PROFILE

Current Case Number

Defendant Number

Probation Counselor

Current Case

Supervision

Special CT Programs

FOLLOW UP

Contact Availability

Date of Follow Up

Contact Attempts

Follow Up Status

Services and Referrals Will Revisit

Experience Rating

Rating Reason

Improvement Feedback

Name of Follow Up Staff

SMC SERVICES AND WORKSHOPS

Housing <input type="text"/>	CRC Overview <input type="text"/>
Cash Assistance <input type="text"/>	Community Service <input type="text"/>
Food Stamps <input type="text"/>	DUI Victims Panel <input type="text"/>
Food Bags <input type="text"/>	Patronizing Class <input type="text"/>
DSHS General <input type="text"/>	Employment Wkshop <input type="text"/>
Health Care <input type="text"/>	Life Skills Wkshop <input type="text"/>
C Dependency <input type="text"/>	Self Awareness Wkshop <input type="text"/>
O Dependency <input type="text"/>	Library Tour <input type="text"/>
Employment <input type="text"/>	Other Services <input type="text"/>
Education <input type="text"/>	Other Workshops <input type="text"/>
Clothing <input type="text"/>	
Cell Phone <input type="text"/>	
Orca Lift Card <input type="text"/>	
Bus Tickets <input type="text"/>	
Hygiene Kits <input type="text"/>	
Utility Assistance <input type="text"/>	
ID Replacement <input type="text"/>	
ID Voucher <input type="text"/>	
Library Services <input type="text"/>	
Income Verify <input type="text"/>	
Native Services <input type="text"/>	
Veteran Services <input type="text"/>	
DV Assistance <input type="text"/>	
E.H. Counseling <input type="text"/>	

CASE NOTES

COURT RESOURCE CENTER

Attachment 1

WHAT ARE YOU INTERESTED IN TODAY?

<input type="checkbox"/> Housing Assistance	<input type="checkbox"/> Employment Training	<input type="checkbox"/> ID Replacement
<input type="checkbox"/> Cash Assistance	<input type="checkbox"/> Continuing Education	<input type="checkbox"/> ID Voucher
<input type="checkbox"/> Food Stamps	<input type="checkbox"/> Coaching	<input type="checkbox"/> Library Card or/and Services
<input type="checkbox"/> Emergency Food Bags	<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Income Verification
<input type="checkbox"/> Denial/Draft Assistance	<input type="checkbox"/> Orca Lift Card	<input type="checkbox"/> Native Services
<input type="checkbox"/> Health Care/Vision/Dental	<input type="checkbox"/> Bus Tickets	<input type="checkbox"/> Veteran Services
<input type="checkbox"/> Chemical Dependency Services	<input type="checkbox"/> Hygiene Kits	<input type="checkbox"/> Domestic Violence Assistance
<input type="checkbox"/> Opiate Dependency Services	<input type="checkbox"/> Utility Assistance	<input type="checkbox"/> Emotional Health Counseling
<input type="checkbox"/> Other:		

WORKSHOPS & SESSIONS

<input type="checkbox"/> CRC Overview	<input type="checkbox"/> Patronizing Class	<input type="checkbox"/> Self Awareness Workshop
<input type="checkbox"/> Community Service	<input type="checkbox"/> Employment Workshop	<input type="checkbox"/> Seattle Central Library Tour
<input type="checkbox"/> DUI Victims Panel	<input type="checkbox"/> Life Skills Workshop	<input type="checkbox"/> Other:

CHECK-IN FORM (PLEASE PRINT)

Date of Visit: Time of Visit: AM PM 1st Time Visitor? Yes No No

First Name: Last Name: Court Client? Yes No No

Gender: Date of Birth: Other:

Which race/ethnicity do you identify with most? Asian Black/African American Caucasian/White Hispanic/Latino Multiracial Native American/Alaskan Native Pacific Islander Another race, ethnicity or origin (please specify):

Primary language spoken at home: Interpreter needed? Yes No

Current Phone Number: E-mail Address:

Current Address: I live at the address

City, State, Zip Code: I only receive mail here

Employment: Employed Full-time Employed Part-time Unemployed Not Looking for Work

Family Status: Single Partner Married Divorced Widowed Family: 1 2 3

Homeless/Unstable Housing? Yes No Yes, how long? (month) Size: 4 5 6+

Income last month: \$0-\$200 \$200-\$400 \$400-\$600 \$600-\$800 \$80,000 or more No Income

Are you currently receiving DSHS Public Assistance? Yes No

Are you a Veteran? Yes No Do you have a spouse/dependent who is a Veteran? Yes No

Educational Attainment: Less than Hi School Hi School Some College Associate Bachelor's Graduate School Other

How did you hear about us (select all that apply)? SMC Court Programs/Judges/Staff Other court Attorney Case Manager Navigation Team Seattle Police Inmate Other (please specify):

REFERRAL SOURCE

SEATTLE MUNICIPAL COURT (as determined by self-reporting, supplemented by SMC Staff)

Day Reporting Probation Pre-Trial Diversion SMC Connected Work Crew Judge/Judith DV ICE Veterans Youth Traffic BVI Other SMC

OTHER COURTS (as determined by self-reporting, supplemented by SMC Staff)

DOC KC Drug Court IAD Paroling Board CCAP Jail Pre-Trial Diversion Other Superior Municipal Court (Metsker) Other Superior Court (Henry) In Treatment/Program due to other court's case(s) Other:

SMC CLIENT

Current Case Number: Defendant Number:

Probation Counselor: Case History: Current Pre-Vis None

Current Case(s) Status (most advanced): Pre-Vis Post-Disposition

Supervision: Probation Day Reporting Drug Hearing BVI Other:

Specialty Court/Program: Pre-Trial Diversion SMC Connected DV ICE Veterans Court

CLIENT CASE NOTES

WORKSHOPS & SESSIONS CHECK-IN FORM WORKSHOPS & SESSIONS CHECK-IN FORM

CRC FOLLOW UP

Date: Contact available? Yes No First Name & Last Initial:

Follow Up Status: Completed Unresponsive Bad Number Declined

Besides the services received at the CRC, were you able to access the other services referred to? Yes No

If so, which services?

Do you think you might visit the CRC again for additional services in the future? Yes No

How would you rate your experience of the CRC? 1 Not at all helpful 2 Not that helpful 3 Neutral 4 Somewhat helpful 5 Very helpful

May we know the reason for your rating?

Is there anything we can do to serve you better?

Date of Data Entry: TIME: AM PM FIRST NAME & LAST INITIAL: 064

VOLUNTEER APPRECIATION



COMMUNITY ENGAGEMENT

- SEATTLE PARKS DEPARTMENT
- SEATTLE POLICE DEPARTMENT
- NAVIGATION TEAM
- AURORA COMMONS
- PROVIDERS PLANNING MEETINGS
- HOMELESS SHELTERS
- RECOVERY CAFÉ
- FOOD BANKS
- DESC
- NEIGHBORHOOD LIBRARIES
- UW PSYCHIATRY & MENTAL HEALTH
- SEATTLE DEPARTMENT OF FAS

QUARTERLY WARRANT OUTREACH EVENTS

DO YOU HAVE
SEATTLE/KING COUNTY TICKETS?
SUSPENDED DRIVER'S LICENSE?
OUTSTANDING SMC WARRANTS?

OR NEED ASSISTANCE WITH
DSHS OR MEDICAID ENROLLMENT/BENEFITS?
CHEMICAL DEPENDENCY?
EMPLOYMENT?
ORCA LIFT PASSES & FARE VIOLATIONS?

GARFIELD COMMUNITY CENTER
2323 E CHERRY STREET
THURSDAY, MAY 9, 2019
9 AM – 4 PM

FREE ON-SITE HEPATITIS C TESTING!

- WARRANT QUASH/RECALL
- RESOLVING TICKETS & RELICENSING
- PUBLIC DEFENDER SCREENING
- OUTSTANDING LFOs
- ACCESS TO ATTORNEY ABOUT VACATING A FELONY OR MISDEMEANOR CONVICTION
- DIRECT ON-SITE SOCIAL SERVICES
- FLYER TRANSLATED INTO FIVE LANGUAGES

WE CAN HELP

SEATTLE MUNICIPAL COURT (SMC) AND ITS PARTNERS WILL ASSIST YOU WITH:

- Resolving Tickets & Relicensing.
- Warrant Quash/Recall & Set a Future Court Date Without Arrest.
- Access to an Attorney About Vacating a Felony or Misdemeanor Conviction and Outstanding LFOs.
- Eye Class Vouchers, Medical Insurance & Treatment Referrals.
- Seattle City Light Discount Program.
- Behavioral Health and SUD resources for Native Children and Families.
- Direct On-Site Social Services.*

FOR MORE INFORMATION, PLEASE CONTACT
CAROL BELL AT CAROL.BELL@SEATTLE.GOV

*Disclaimer: The providers above are scheduled to appear with no guarantee.

HUMAN SERVICES DEPARTMENT GRANT

- ADMINISTRATIVE SPECIALIST II
- VOLUNTEER TRANSPORTATION REIMBURSEMENT
- OPERATING EQUIPMENT
- OUTREACH SUPPLIES
- PROGRAMMING SUPPLIES
- FURNISHINGS & SIGNAGES



2019 CRC BRANDING

SEATTLE.GOV/COURTS/CRC



COMMUNITY RESOURCE CENTER

AT SEATTLE MUNICIPAL COURT



COMMUNITY RESOURCE CENTER

AT SEATTLE MUNICIPAL COURT

- The new name emphasizes that the CRC is available and willing to serve all residents of the community.
- Reduces potential negative associations with the court and clarifies that the CRC is not a logistical support organization for court appointments.
- Retains the same acronym, building on existing brand awareness.
- Full name includes “at Seattle Municipal Court” which references location and host, while allowing for some separation from court ownership, considering the multitude of funding sources and partners across city, county, and state agencies.

CRC UTILIZATION & DEMOGRAPHICS

AUGUST 1, 2018 – APRIL 30, 2019

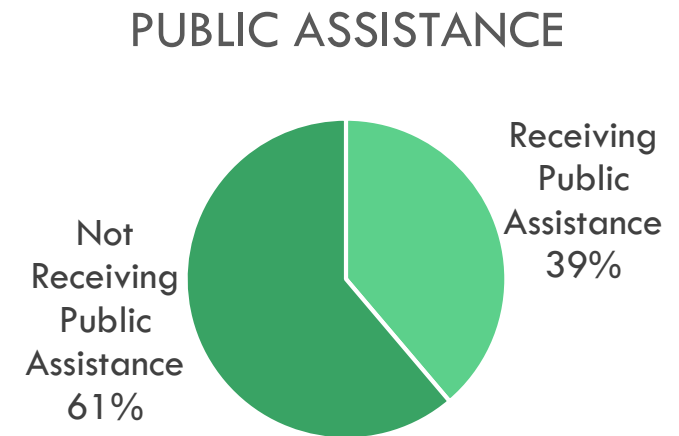
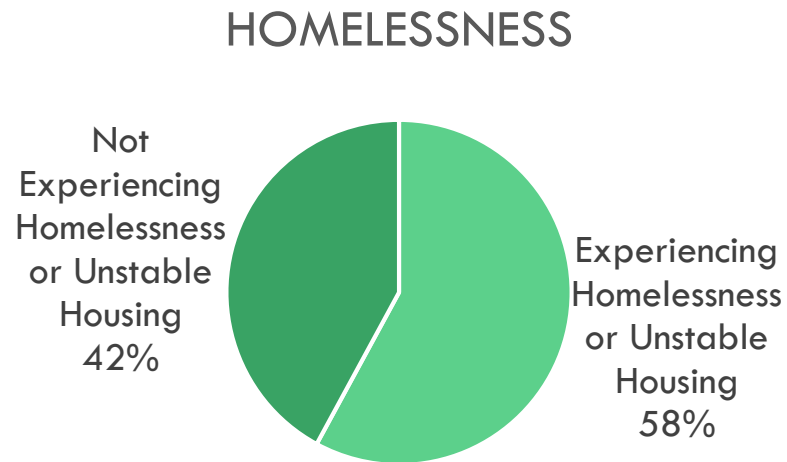
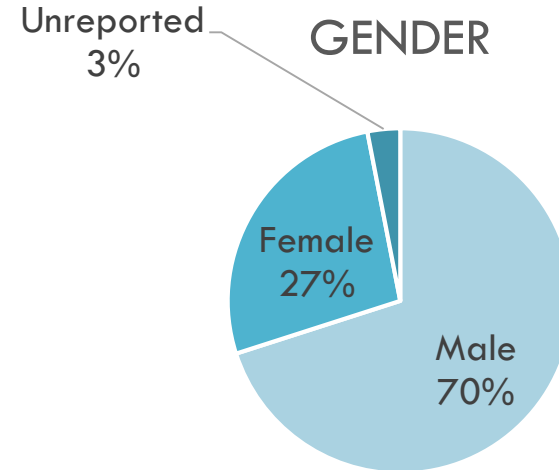
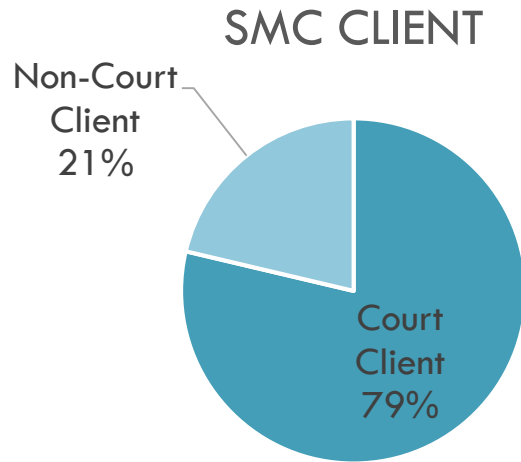
Source: CRC Database, launched in July 23, 2018.

NUMBER OF VISITS



CRC UTILIZATION & DEMOGRAPHICS

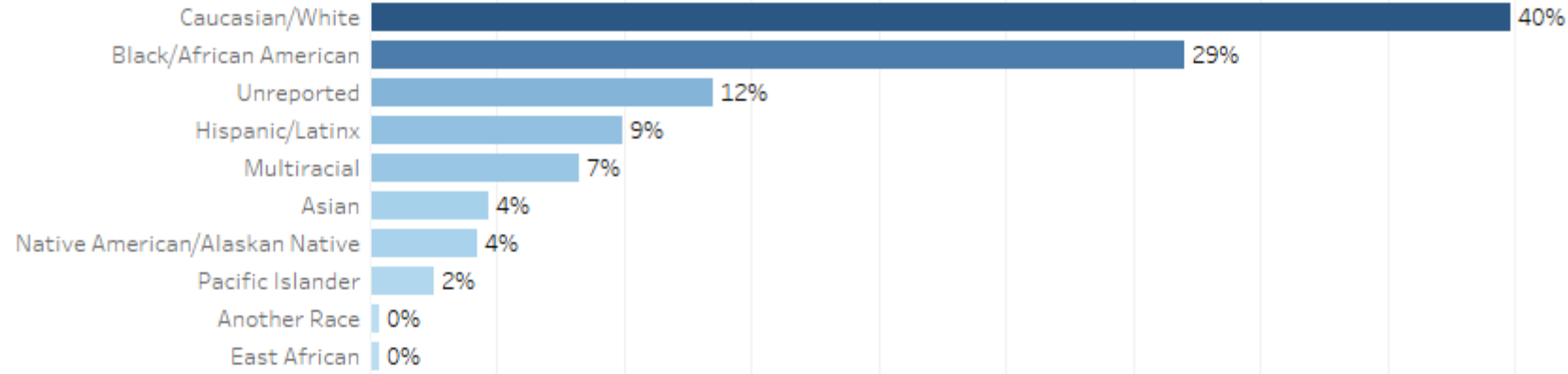
AUGUST 1, 2018 – APRIL 30, 2019



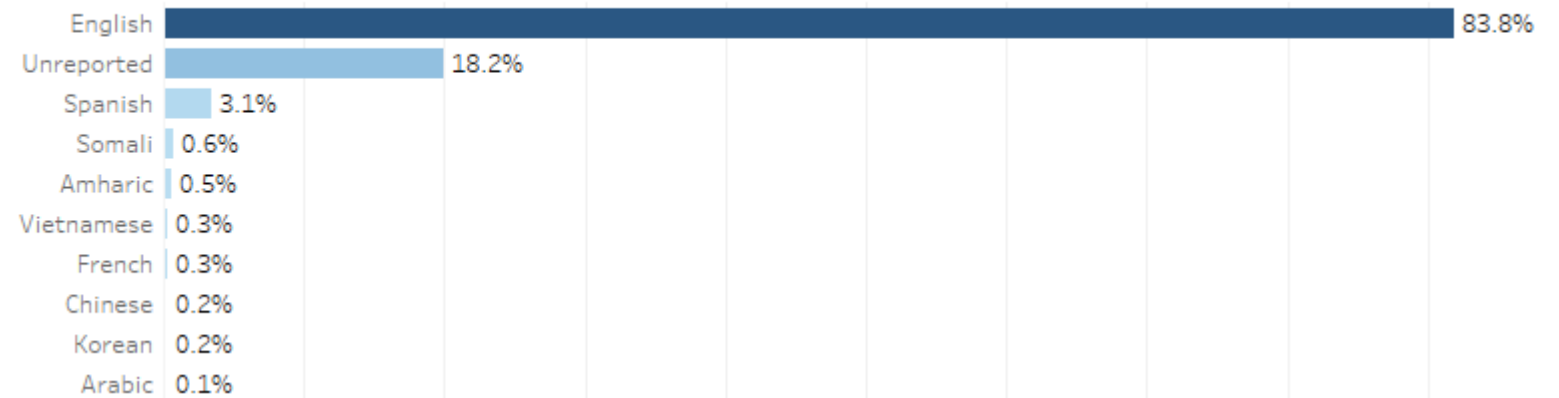
CRC UTILIZATION & DEMOGRAPHICS

AUGUST 1, 2018 – APRIL 30, 2019

RACE



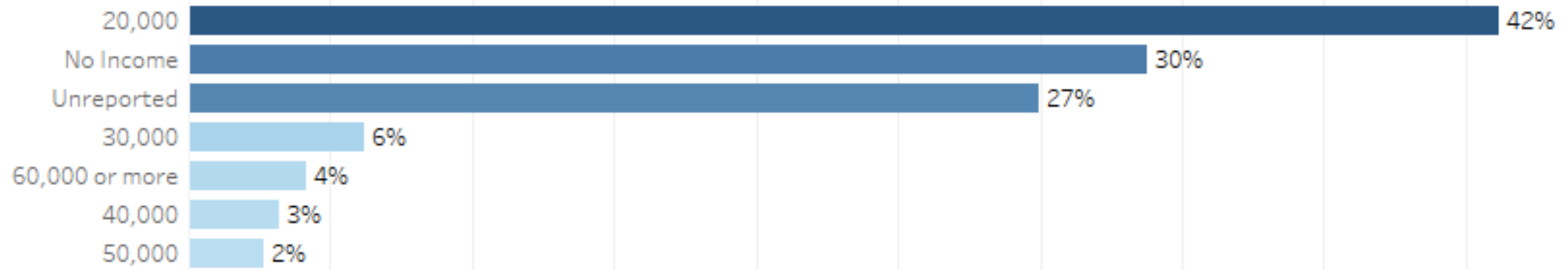
TOP 10 PRIMARY LANGUAGE



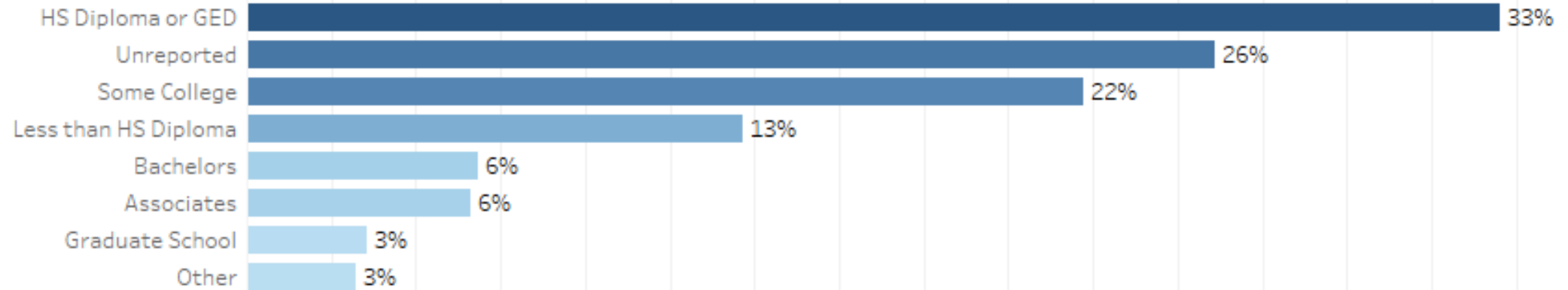
CRC UTILIZATION & DEMOGRAPHICS

AUGUST 1, 2018 – APRIL 30, 2019

INCOME LESS THAN



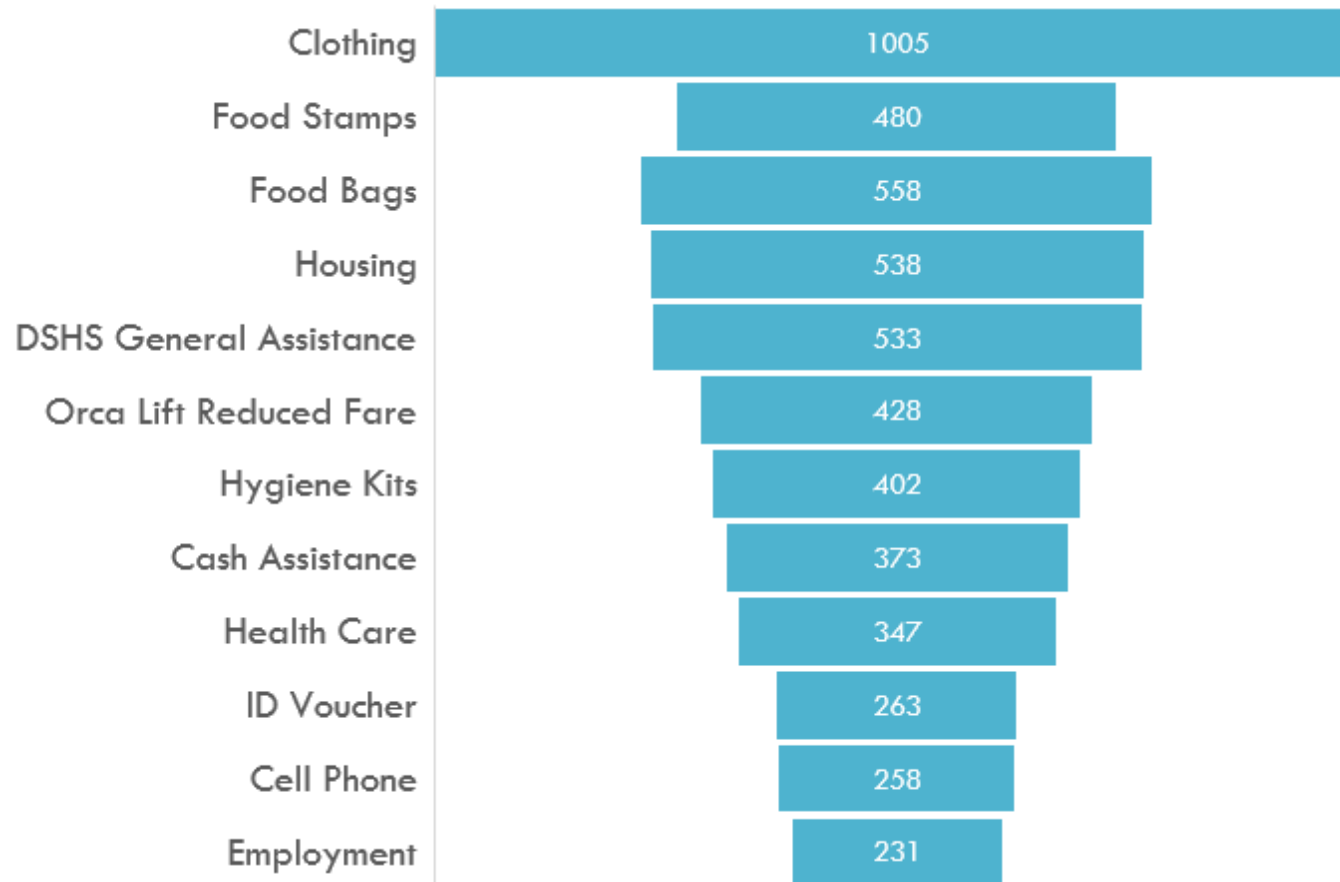
EDUCATIONAL ATTAINMENT



CRC UTILIZATION & DEMOGRAPHICS

AUGUST 1, 2018 – APRIL 30, 2019

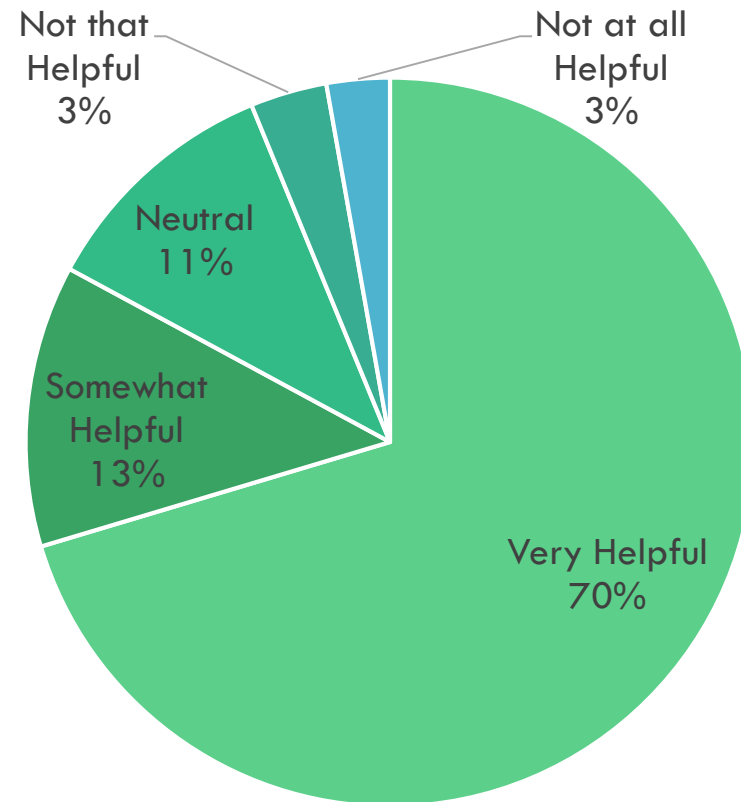
TOP 12 SERVICES



CRC UTILIZATION & DEMOGRAPHICS

AUGUST 1, 2018 – APRIL 30, 2019

VISITOR EXPERIENCE RATING



2019 PRIORITIES TO INCREASE IMPACT



GOALS FOR 2019 AND BEYOND

1. Improve client access to the following services:
 1. Housing Assistance from 27% to 40%.
 2. Orca Lift Card from 32% to 45%.
 3. Cell Phone Assistance from 19% to 35%.
 4. Chemical Dependency Assessments from 35% to 50%.
 5. Opiate Dependency Assistance from 36% to 45%.
2. Increase CRC client visits by 15%, from ~4,000 to 4,700.
3. Increase the CRC budget to cover programming expenses and fund a CRC Human Services Coordinator.
4. Analyze CRC Anonymous Client Needs Surveys by September 2019 to identify service gaps and client needs.
5. Integrate RSJI principles in all CRC programs and services.
6. Update Volunteer Training manual and improve volunteer training and retention rate by July 2019.
7. Convene a mid-year CRC staff retreat to evaluate program goals and progress.

