

Human Services Department 101

Tanya Kim, Director, Human Services Department (HSD)

Chris Klaeyen, Interim Director of Homelessness, HSD



Agenda

- HSD Overview
- HSD Budget
- Results Based Accountability
- HSD Impact Areas
- Questions



HSD Overview

The Human Services Department (HSD) mission is *to connect people with resources and solutions during times of need, so all Seattle residents can live, learn, work, and take part in strong and healthy communities.*

Through the lens of racial equity, HSD provides direct services and contracts with over 190 community-based providers in six different impact areas:

- Preparing Youth for Success
- Supporting Affordability and Livability
- Addressing Homelessness
- Promoting Public Health
- Supporting Safe Communities
- Promoting Healthy Aging



Seattle
Human Services

Equity • Support • Community



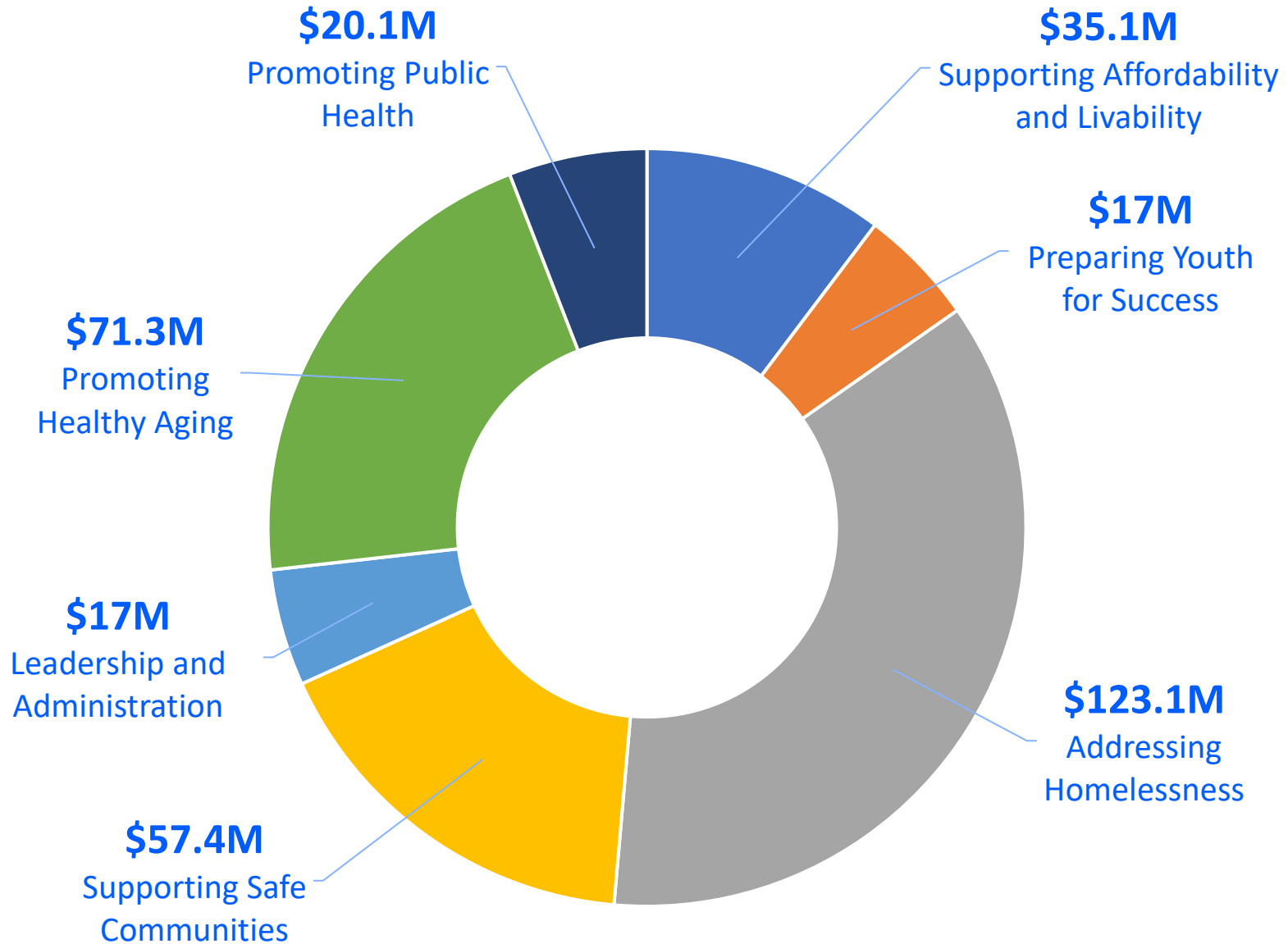
HSD is a Funder, Convener, and Direct Service Provider



HSD Budget

By the Numbers:

- **2024 Operating Budget:** \$341 million
- **Employees:** 400+
- **Contracts:** 190+ community-based organizations (80% of budget)
- **Funding Sources:**
 - City General Fund
 - Sweetened Beverage Tax Fund
 - Short Term Rental tax revenues
 - Payroll Tax Fund
 - Federal, State, and Inter-local Grants (25% of Budget)



Results Based Accountability

HSD funding processes are required to utilize the Results Based Accountability Framework (RBA) as codified in SMC 3.20.030.

The RBA Framework helps HSD to:

1. **DEFINE** results for the department's investments
2. **ALIGN** the department's financial resources to the results
3. **EVALUATE** result progress to ensure return on investment



Funding Process - NOFA

2024 Notice of Funding Availability (NOFA)

- Older Adult Transportation Services [released: January 17, 2024]
- Senior Center Services [released: January 24, 2024]
- Kinship Caregiver Support Services [released: February 5, 2024]
- Cultural Mini-Grants for Families [anticipated release date: Feb. 27, 2024]
- Respite Services [anticipated release date: March 15, 2024]
- Gender Based Violence Prevention Services [anticipated release date: March 2024]

HSD Overview - Impact Areas

Impact Areas

- Addressing Homelessness
- Promoting Healthy Aging
- Supporting Affordability & Livability
- Preparing Youth for Success
- Promoting Public Health
- Supporting Safe Communities

Goals

- All people living in Seattle are housed.*
- All older adults experience stable health and are able to age in place.*
- All people living in Seattle are able to meet their basic needs.*
- All youth in Seattle successfully transition to adulthood.*
- All people living in Seattle experience moderate to optimum health conditions.*
- All people living in Seattle are free from violence.*

Programs

- KCRHA Contract Oversight & City lead
- Senior Centers
- Utility Discount
- Seattle Youth Employment Program
- Public Health Contract Oversight and City Lead
- Violence Interruption
- Unified Care Team (UCT) Coordination
- Case Management
- Emergency Feeding
- Youth Mental Health
- Health One & Health 99 Social Workers
- Re-Entry & Restorative
- Housing Opportunities for Persons with AIDS
- Community Meal Programs
- Out-of-school time snacks and meals
- Family Support Services
- Substance Use Disorder Investments
- Gender based violence
- Age Friendly Seattle
- Youth Outreach & Case Management
- Addressing Hate Crimes

Impact Area: Preparing Youth For Success

HSD is committed to ensuring that **all youth in Seattle successfully transition to adulthood** regardless of race, income, immigration status or the neighborhood in which they live.

Through strategic youth and family development investments, support services, and opportunities are prioritized for Black, Indigenous, and People of Color (BIPOC) participants to increase equitable outcomes.

- Employment Opportunities and Training
- Mentoring and Educational Support
- Food and Nutrition Services
- Behavioral and Mental Health Programs



Impact Area: Preparing Youth For Success

Goal: All youth in Seattle successfully transition to adulthood.



- **2,848** families were served by **Family Support Programs** focusing on system navigation and child development (2022)
- **312** youth and young adults aged 16-24 participated in paid opportunities through the **Seattle Youth Employment Program** (2023)
- **667** youth were support through HSD's behavioral health investments (2023)
- The **Summer Meals Program** provided **13,996** breakfasts, **36,048** lunches, and **28,356** healthy snacks to children at **62** locations across Seattle (2023)

Impact Area: Supporting Affordability & Livability

As the cost of food and services has skyrocketed in the Seattle metropolitan area, HSD invests in programs that help to create a more inclusive city for residents regardless of income to ensure **all people living in Seattle can meet their basic needs**.

- Defraying the cost of utility services by 60% (Seattle City Light) and 50% (Seattle Public Utilities) for families at or below 70% of the state median income through the Utility Discount Program.
- Providing hunger relief funds to our most vulnerable:
 - Meals at senior centers, shelters, housing programs, and other community spaces
 - Groceries at food banks and schools (weekend backpacks), and for home delivery



Impact Area: Supporting Affordability & Livability

Goal: All people living in Seattle are able to meet their basic needs.



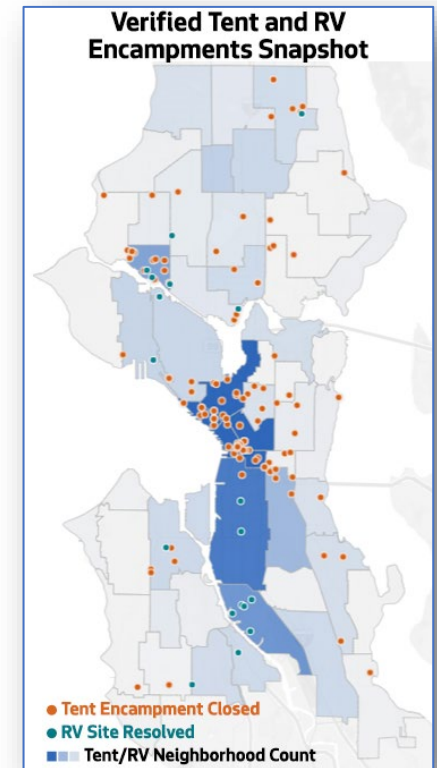
- **36,145** households enrolled in **Utility Discount Program** – **8,353** new to the program (2023)
- **1,229,539** meals served to low-income and vulnerable populations (2022)
- **465,389** home-delivered meals served to **3,130** individuals who are not able to prepare meals themselves (2022)

Impact Area: Addressing Homelessness

HSD oversees the City's homelessness reduction investments through its oversight and collaborative role with KCRHA. HSD holds the Master Service Agreement (MSA) with KCRHA in support of the City's goal to expand access and capacity of services.

HSD coordinates with KCRHA on its severe weather response to ensure access to city facilities.

HSD engages directly with the **Regional Coordinators** work as part of the **Unified Care Team** to coordinate outreach at prioritized encampment sites to bring people living outdoors into safer spaces.



Impact Area: Addressing Homelessness

Goal: All people living in Seattle are housed.



- **\$135.3M** in funding to KCRHA for **140+** contracts (2023)
- Provided **\$3.4M** in funding to open Raven Village and Salmon Bay Village RV Safe Lot (2023)
- In 2023, UCT Regional Coordinators supported 2,204 shelter referrals
 - 374 encampment sites
 - 39 provider partners
- Last winter provided **52** days of severe weather shelter serving **3,200** overnight guests

Impact Area: Promoting Public Health

HSD invests in Public Health—Seattle & King County, and other providers, to supplement core public health services so that **all people living in Seattle experience moderate to optimum health conditions**. Low income, vulnerable, and unhoused individuals and families are served through a range of programs to:

- Enhance basic public health services
 - Reduce health inequities
 - Increase the lifespan of all Seattle residents
- Aligning investments to target the opioid and synthetic drug crisis in Seattle
([Mayor's Executive Order 2023-04](#))



Impact Area: Promoting Public Health

Goal: All people living in Seattle experience moderate to optimum health conditions.

- **695** individuals received medical care through the **Mobile Medical Clinic** including walk-in primary care, treatment for STDs and HIV, Hepatitis C testing, family planning, behavioral health, and Naloxone training and access to kits (2022)
- **1,115 Health One** and **260 Health 99** responses – **203 direct overdose responses** with **94 doses of Narcan** provided to overdose survivors and bystanders (2023)
- **2023 Post-Overdose Stabilization and Outpatient Treatment Facilities Request for Qualifications (RFQ)**
- \$7M in Community Development Block Grant Funds



Impact Area: Supporting Safe Communities

HSD invests in the needs amplified by BIPOC communities while supporting community-based organizations so that **all people living in Seattle are free from violence.**

- The **Mayor's Office on Domestic Violence and Sexual Assault (MODVSA)** leads the City of Seattle's response to Gender-Based Violence and has expanded to include sexual assault, human trafficking, and other crimes of coercive control.
- **Crime Survivor Services (CSS)** advocates on behalf of survivors of person-to-person crimes, and family members of homicide victims, ensuring their rights are protected.
- HSD's **Community Safety Investments** support community safety and intervention initiatives.



Observed every October

Impact Area: Supporting Safe Communities

Goal: All people living in Seattle are free from violence.

- **9,307** individuals and families received survivor services, outreach, and prevention programs support funded through the **Mayor's Office on Domestic Violence and Sexual Assault (MODVSA)** (2022)
- **3,649** survivors of domestic violence, sexual assault, gun violence and/or surviving family members of homicide received **Crime Survivor Services** advocacy (2023)
- **460** shots fired incidents responded to by the **Seattle Community Safety Initiative (SCSI)** dispatched by SPD or community (2023 provider reporting)



SCSI member organizations

Impact Area: Promoting Healthy Aging

HSD promotes quality of life, independence, and choice for older people and adults with disabilities throughout King County so that **all older adults experience stable health and are able to age in place.**

As the state-designated Area Agency on Aging (AAA) for Seattle and King County, staff plan, coordinate, and advocate for a comprehensive delivery system for older people, caregivers, individuals with disabilities.

Are you a caregiver?

Helping our loved ones can be stressful.

We can help.

Do you help an adult with meal preparation, personal care, errands?

Do you schedule or attend doctor's appointments with a loved one?



You are a caregiver.

CommunityLivingConnections.org

Impact Area: Promoting Healthy Aging

Goal: All older adults experience stable health and are able to age in place.



- **496,982** community meals served to support the nutrition needs of **7,841** individuals (2022)
- **18,561** people contacted **Community Living Connections** for resource navigation, long-term care planning, and family caregiver support services (2022)
- **14,886** people referred by DSHS who are Medicaid eligible for long-term care assessments to determine specific needs to sustain independence (2022)

Questions?

Website: www.seattle.gov/human-services

Email: HSD_Info@seattle.gov

Phone: (206) 386-1001

Mailing Address: PO Box 34215, Seattle, WA 98124

