

**Option 1: 2023/24 HUMAN SERVICES FUNDING RECOMMENDATIONS**

APPLYING ORGANIZATION	AVERAGE SCORE	REQUESTED (\$591,446)	CSAB Recommends	FUNDING AREA	Program Summary
Lakewood's Promise		\$ 32,650.00	\$ 32,650.00		HSC staff costs, Youth Council, 5 Promises
Lindquist Dental Clinic	45.0	\$ 25,000.00	\$ 25,000.00	Health/Behavioral Health	Providing accessible, compassionate, and effective dental care to local children in need, ages 0 through 20.
Rebuilding Together South Sound	43.0	\$ 25,000.00	\$ 25,000.00	Housing/Homelessness	Provides free home repairs in the homes of low-income older adults, people with disabilities, veterans, and families with children.
Communities in Schools	42.0	\$ 25,000.00	\$ 25,000.00	Emotional Support/Youth	Student support through individualized case management, targeted groups, and school-wide supports to improve the "ABCS" of student success (Attendance, Behavior, Course/grades, and Social-Emotional development) from elementary through high school graduation.
Community Healthcare	41.0	\$ 15,000.00	\$ 15,000.00	Health/Behavioral Health	Integrated primary care model where behavioral health providers are included in the primary care team. This removes the stigma of receiving behavioral health services and improves patient care outcomes.
YMCA	41.0	\$ 10,000.00	\$ -	Emotional Support/Youth	Youth and Teen Outreach Initiative will provide academic and social-emotional enrichment to youth and teens through innovative Y on the Fly programming
The Rescue Mission	40.0	\$ 15,000.00	\$ 15,000.00	Housing/Homelessness	Adams Street Family Shelter provides overnight shelter accommodations in private rooms to families with children who are experiencing homelessness. T
LASA (Hygeine Stations)	40.0	\$ 25,000.00	\$ 22,500.00	Housing/Homelessness	Offers an Essential Needs Closet, Food Pantry, Free Library, and diaper cupboard. Our coat closet is open year round due to our unpredictable weather patterns. The closet consists of, socks, hats, and mittens. As funds are available, we offer emergency rental and utility assistance.
Multicultural Child and Family Hope Center	40.0	\$ 35,000.00	\$ 22,500.00	Access to Food	Distributesbasic needs boxes at all times during the year to families in need.
Emergency Food Network (Co-op)	40.0	\$ 25,000.00	\$ 22,500.00	Access to Food	Purchase nutritious foods by the truckloads throughout the year made available through Partner Programs
Emergency Food Network (Food Delivery)	40.0	\$ 25,000.00	\$ 22,500.00	Access to Food	Provides grocery delivery to households experiencing barriers to accessing a brick and mortar food pantry.
Nourish Pierce County	40.0	\$ 25,000.00	\$ 22,500.00	Access to Food	Our goal is to provide each individual and family member with enough nutritious food for three meals a day for three days.
Rebuilding HOPE! Sexual Assault Center	40.0	\$ 46,062.41	\$ 22,500.00	Crisis Stabil./Advocacy	Sexual Assault Center for Pierce County's victim services programs provide specialized, trauma-specific support, legal & medical advocacy, case management and specialized therapy services to teen & adult survivors of sexual violence including sexual assault, abuse, harassment and commercial sexual exploitation/sex trafficking.
Asian Pacific Cultural Center	39.0	\$ 25,000.00	\$ 22,500.00	Emotional Support/Youth	Provides educational support, mentorship, cultural connections, and wrap-around services to guide at-risk low-income Asian and Pacific Islander youth to guide them towards success in school and life.
Children's Therapy Center	39.0	\$ 25,000.00	\$ 22,500.00	Emotional Support/Youth	Therapy program provides a comprehensive range of services for children with special needs in Lakewood, including physical, occupational, speech, and feeding therapy; parent/caregiver education, coaching, and support; systems navigation to connect families with community resources; and related services.
Oasis Youth Center	39.0	\$ 20,000.00	\$ 20,000.00	Emotional Support/Youth	Creates a safe place for LGBTQ youth to connect, learn and thrive through advocacy services, prevention edication and leadership development.
YWCA	39.0	\$ 25,000.00	\$ 22,500.00	Crisis Stabil./Advocacy	Provides crisis intervention and advocay services to survivors of intimate partner violence and their children.
LASA (Emergency Shelter)	39.0	\$ 15,000.00	\$ 15,000.00	Housing/Homelessness	Case managers work with families once in a shelter to secure permanent housing.
Making a Difference Foundaiton	37.8	\$ 25,000.00	\$ 22,500.00	Access to Food	Food bank with delivery and mobile food bank service. Of the clients served, almost half receive home-delivery services due to health, transportation, and access barriers. We make food box deliveries including some of Lakewood's most vulnerable residents

Pierce County AIDS Foundation	37.0	\$ 14,850.00	\$ 14,850.00	Health/Behavioral Health	Ensures people living with HIV are able to acquire culturally competent care to manage thier HIV status, to achielve their health goals, and remain educated about HIV prevention and transmission.
St Leo's Food Connection	36.0	\$ 25,000.00	\$ 15,000.00	Access to Food	Children's Feeding Program (Backpack Program and Summer Meals), our Mobile Food Bank, and our Walk-In Food Bank. All programs are structured to serve food to individuals and families that need it.
Your Money Matters	35.0	\$ 34,000.00	\$ 15,000.00	Health/Behavioral Health	Financial Literacy programs with the goal of providing education and mentorship for underrepresented, impoverished, BIPOC youth. Our ultimate vision is to help youth and young adult participants to gain financial independence and to master the tools they need to lift themselves out of poverty.
Pierce County Project Access	34.0	\$ 36,000.00	\$ 15,000.00	Housing/Homelessness	Links qualifying uninsured and uninsurable residents with a cultivated network of over 650 physicians, healthcare providers, specialists and lab services who generously agree to donate care.
Support The Enlisted Project, Inc. STEP	32.0	\$ 25,000.00	\$ -	Housing/Homelessness	Provides families with the knowledge and skills necessary to prevent future hardships and foster financial literacy, which will then be passed on to generations to come.
Prince of Peace Lutheran Church (Loaves & Fishes)	32.0	\$ 50,000.00	\$ -	Access to Food	The loaves and Fishes Holiday Basket program was established as a collaborative effort between Lakewood area churches, Lakewood schools, and community businesses to feed and support Clover Park School families as well those in need in the community through the churches' social ministry programs.
Prince of Peace Lutheran Church (Food Closet)	23.0	\$ 533.40	\$ -	Access to Food	Provides emergency food in association with the Emergency Food Network of Pierce
	<b>TOTAL</b>	<b>\$ 649,095.81</b>	<b>\$ 457,500.00</b>		

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**AGENCY NAME:** Asia Pacific Cultural Center

**PROGRAM/PROJECT NAME:** Promised Leaders of Tomorrow (PLOT) Youth Program

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** “Direct services for children and youth”
- Access to Food:** “Providing or distributing food to Lakewood youth and families in a variety of ways”
- Access to Health & Behavioral Healthcare:** “Access to healthcare services”
- Housing Assistance & Homelessness Prevention:** “Preventing homelessness in our community”
- Crisis Stabilization & Advocacy:** “Making community connections and referrals to advocacy and support services”

**Number of Lakewood clients served by this program last year:** 115

**Number of Lakewood clients to be served for this contract:** 130

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

The Promised Leaders of Tomorrow (PLOT) Youth Program helps at-risk, low-income Asian and Pacific Islander youth to overcome barriers so that they stay in school and graduate. These youth include first-generation immigrants and refugees, English language learners, foster children, LGBTQ youth, youth involved in the criminal justice system, youth experiencing homelessness, and others who are a part of the Asia Pacific community who are an underserved, underrepresented and often marginalized group. We provide educational support, mentorship, cultural connections, and wrap-around services to guide them toward success in school and in life.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 357,500
<b>Total Program Budget:</b>	<b>\$ 382,500</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

n/a
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The current annual agency budget: 1,415,600

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** 

**Title:** Faaluaina Pritchard, Executive Director

**Date Approved:** August 25, 2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Asia Pacific Cultural Center  
**Mailing Address:** 4851 South Tacoma Way, Tacoma WA 98409  
**Physical Street Address (if different from mailing address):** same as above  
**Main Business Phone Number:** 253-383-3900  
**Website:** www.asiapacificculturalcenter.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Faaluaina Pritchard, Executive Director  
**Email Address:** faaluaina@asiapacificculturalcenter.org  
**Phone Number:** 253-383-3900

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** same as above  
**Email Address:**  
**Phone Number:**

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Asia Pacific Cultural Center, 25 years
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- 5) Provide the federal tax identification number for the applicant's organization.

91-1854410

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

The PLOT Youth Program is a much-needed program that helps low-income Asian and Pacific Islander youth who are at risk of dropping out or failing out of high school. We provide mentorship, educational support, wrap-around services, and cultural connections to at-risk, low-income Asian and Pacific Islander students in Lakewood through our Promised Leaders of Tomorrow (PLOT) Youth Program. We also offer case management for those students determined to have more urgent, critical needs to be addressed. Our students include first-generation immigrants and refugees, English language learners, foster children, LGBTQ youth, youth involved in the criminal justice system, and youth experiencing homelessness. We help them to overcome barriers such as gangs, violence, family dysfunction, cultural and language barriers, behavior problems and other issues so that they can focus on school and achieve higher aspirations.

We offer many program activities, including: tutoring, youth leadership, life skills and job-readiness workshops, community service, civic engagement, assistance with college applications and financial aid, summer jobs, and other activities. Our staff also serve as facilitators or advocates for students, assisting with school meetings to address attendance problems, disciplinary issues, or other concerns. When necessary, we provide individualized case management for those students who need more critical services such as anger management, suicide prevention, drug/alcohol intervention, and other issues, helping with referrals and connecting them to other resources.

We offer After-School Group sites on campus at Clover Park High School. At this weekly After-School Group, students spend the first hour doing group activities such as leadership and character-building activities, job-readiness training, life-skills workshops, and other activities. In the second hour, mentors work with students, and we provide tutoring, assistance with homework, help with college applications or job applications, and other activities. We also work with Asian and Pacific Islander students from: Lakes HS, Lochburn MS, Hutloff MS, Harrison Prep School, Mann MS, and Tyee Elementary School. Because of our connections and resources in the Asia Pacific community and our understanding of the culture, our Program focuses on at-risk Asia Pacific youth. But we welcome youth of other races and ethnicities. Our staff and volunteers are of Asia Pacific ethnicity or are highly familiar with the culture and have experience working with youth, and this allows us to better engage the students. This past school year (2021-22) 86% of the students in our Program were Asian or Pacific Islander, and 95% were from low-income households.

Here is an example of how our Program positively impacts the young people we serve. A Samoan student joined our program as a Junior. She was facing many challenges in school because she moved from Samoa about 5 years prior and spoke limited English. Her father was often away for work in the Alaska fishing industry. She was very withdrawn, had poor self-esteem, and was not doing well in school, especially struggling with cultural and language barriers. She regularly participated in our after-school activities, including social-emotional learning, cultural and leadership activities, and tutoring. Early in the Pandemic, we had home visits and also provided her and her family free food boxes, PPE, and sanitation supplies. She has improved her communication skills and is more focused on school. We are happy to say she graduated this past June 2022, with plans to go to college at Central Washington University.



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- 1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

Our PLOT Youth Program aligns well with the City of Lakewood’s Emotional Supports & Youth Programming strategy, providing direct services for children and youth. We help youth who are at-risk for dropping out or failing out of high school. The Emotional Supports that we provide are focused on Asian and Pacific Islander youth who come from low-income households. The mentorship, cultural connections, educational support, and wrap around services help to address the whole student. We provide job-readiness and life-skills workshops, leadership activities, counseling, guidance, and when needed we provide case management services and referral services. We help students to stay in school and graduate, improve their job-readiness, help prepare them for more successful jobs and careers, and help them to be more engaged and productive members of the community.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

We will ensure that Lakewood residents have access to these services by increasing our offerings and presence in Clover Park School District schools. As stated above, our PLOT Youth Program site at Clover Park High School is well established. And we also work with Asian and Pacific Islander students from: Lakes HS, Lochburn MS, Hutloff MS, Harrison Prep School, Mann MS, and Tyee Elementary School. We will further develop our relationship with Clover Park School District principals, counselors, teachers, and staff to increase their awareness of and engagement with the Program. Currently we serve 115 students with plans to expand to 130 students for the 2022-23 school year.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Yes, the PLOT Youth Program links students to other resources in the community. For example, we partner with Summer Jobs 253, Work Force Central, REACH (Resources for Education and Career Help), Goodwill Industries to help with getting summer jobs, participating in job-readiness workshops, and to learn other work skills. We worked with the Washington Youth Challenge Academy to help some of our students with discipline issues and to catch up on high school credits. As part of the wrap-around services we provide, we connect students with resources depending on their individual needs. This includes drug/alcohol intervention, anger management, connecting with DSHS services, behavioral health, and other services. Program staff determine which referrals are needed based on the initial Program intake process when the students first join the Program, and also based on what situations emerge as staff monitor students' behavior and status throughout the rest of the school year. We also collaborate with local cultural organizations such as the Samoan American Pacific Organization and Filipino Community Alliance who provide tutors, mentors, other volunteers, and other resources to support the Program.

### 3) EFFECTIVE PRACTICES

3a) Describe the program's specific measurable outcomes.

We use both qualitative and quantitative methods to measure success. One of our Program goals is to help low-income at-risk Asia Pacific youth stay in school and graduate, and we measure the impact of our program is through the high school graduation rates of the seniors in our Program. Our goal each year is an 80% graduation rate, and we have had strong successes in achieving these graduation rates over the past decade. For the past 10 years we have averaged an 81.4% graduation rate. Last school year 2022-23, we served at total of 369 students, and we are proud to say we had a record graduation rate of 85.8% for our seniors.

3b) How will your program benefit Lakewood residents and communities for the next two years?

We are helping at-risk Asian and Pacific Islander students in Lakewood to stay in school, graduate, and move on to success in their careers and in their lives. We are helping them overcome language and cultural barriers, socio-economic inequities and injustices that Asia Pacific people, and all BIPOC populations face, and other barriers and challenges in their lives. By doing this, we are helping them improve their self-esteem and confidence, helping them focus on school and on their future so that they graduate from high school. By helping these youth while in school, we are setting up the foundation for them to be able to hold stable jobs, less likely commit crimes and be incarcerated, and be responsible and productive members of the Lakewood community. And we are not only helping these students, but we are helping their families who struggle with finances, resources, and time to be able to support their students. All of this benefits Lakewood residents and communities for the next two years and beyond.

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

We incorporate a client-centered voice in developing program strategies as well as ensure program quality, focusing on the Asia Pacific students and families we serve. Students go through an intake process at the beginning of the school year to help determine needs and goals for each student. This helps us better understand and provide the appropriate services and activities for these students. Throughout the year, we provide opportunities for youth in our Program to provide input and plan group activities, giving them a chance to be part of the larger planning process and help them feel more invested in the Program. We also have our Polynesian Club, which is student-led with guidance and supervision from staff and mentors. Another important aspect is including the Asia Pacific community's input into the program, through the staff and board who are also active members in their represented Asia Pacific communities. Including the Asia Pacific community allows us to connect to and relate with the youth we serve on a deeper level, to earn their trust so that we can work with them to overcome any challenges they are dealing with. We also have a strong relationship with the schools that we serve, and we include their input in the design of our program. We work with teachers, counselors, and principals to help plan our activities. For example, we work with the Clover Park High School principal and staff to have meeting space on campus for our after-school activities there.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

All students are welcome to join our Program, but as stated above, because of our connections and resources in the Asia Pacific community and our understanding of the culture, our Program focuses on at-risk Asia Pacific youth. But we welcome youth of all races and ethnicities. Indeed about 10-15% of students in our program are not of Asia Pacific descent, but find connections with the students, staff, and mentors and want to learn and be engaged in our program.

Our recruiting efforts are targeted toward low-income Asia Pacific youth. Many students are referred to us by school staff because of multiple suspensions or expulsions from school, failing or skipping classes, violence, involvement with gangs, and other behavioral problems. Students and families also learn about our program through churches, and other community organizations or agencies, and from fellow classmates.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

The PLOT Youth Program is highly accessible to students. APCC staff members meet students at locations that are as convenient as possible for them, including at their home, at the school, at the APCC building, and at different agencies. If needed, APCC staff or volunteers drive students to meetings. Generally, services are provided during the workweek during regular business hours, but are scheduled to best fit the student's schedule. Later hours and weekend hours are also utilized. Most meetings with students are done on school grounds, which is accessible to public transportation. Our after-school groups meet right after school on campus, so students are able to ride the late bus or public transportation to go home. For activities that are held at the APCC building, students can easily access public transportation. If the student does need to come to the APCC building, our building is ADA compliant. Very often our program works with students and families where English is a second language. We are able to work with those with limited English-speaking abilities by providing interpreters and translation services for several Asia Pacific languages, including but not limited to Samoan, Korean, Vietnamese, Cambodian/Khmer, Thai, Filipino/Tagalog, and many others.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

APCC is fully committed to diversity, equity, and inclusion, which is very much at the heart of what we do in teaching, educating, providing outreach and support for the Asia Pacific community and the greater community that we are proud to be a part of. APCC's leadership and staff are reflective of the Asia Pacific community we serve and represent, with over 90% of our staff and 90% of our Board who are Asian or Pacific Islander. APCC staff and Boards are also active members or leaders in their represented community. Additionally, APCC has strong partnerships with local Asia Pacific cultural organizations. This connection helps to ensure we are truly representing and serving the Asia Pacific people. All of our programs and activities include representatives from different Asia Pacific groups who help to provide input, develop, plan, and implement our programs.

These cultural and community connections give us a better understanding of needs of this community, and allows us to address these needs from different perspectives. We are able to communicate and stay connected to the Asia Pacific community through our network and partnerships with other cultural organizations. Our connections help us to adapt to the cultural, societal and institutional complexities of the diverse populations that we proudly serve.

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4d) What client data is collected for this program and how is it collected?

The PLOT Youth Program Manager and APCC's Executive Director conduct the overall Program evaluations. As mentioned above, students go through an intake process in which we determine goals, needs, and interests for the students. During this time, we also collect information on whether they are low-income status (whether they are on free or reduced lunch), their race or ethnicity, their age, grade, and other data.

Each week, the Program Manager collects the number of student contacts or meetings for each student from staff and volunteers. Then at the end of the month, these are totaled and entered into an Excel spreadsheet to create a report. We also conduct quarterly transcript reviews of each student. At the end of the year, we measure the graduation rate by checking how many seniors graduate out of the total number of seniors in the Program. The Program Coordinators assist with tracking the number of student contacts as well as on doing transcript reviews. We will maintain evaluation data through a spreadsheet we have set up in Microsoft Excel.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	\$25,000
Admin	\$
Direct Costs	\$
Other	\$
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

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- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

We are requesting \$25,000 to be used toward program staff who will be working with Lakewood students and who will work at program sites at Clover Park School District schools.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)



**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**AGENCY NAME:** Children's Therapy Center

**PROGRAM/PROJECT NAME:** Pierce County Therapy for Children with Special Need

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 22

**Number of Lakewood clients to be served for this contract:** 25

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Children's Therapy Center's Pierce County Therapy program provides a comprehensive range of services for children with special needs in Lakewood, including physical, occupational, speech, and feeding therapy; parent/caregiver education, coaching, and support; systems navigation to connect families with community resources; and related services to maximize the potential of children with special needs in Lakewood and the surrounding communities.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 539,821
<b>Total Program Budget:</b>	<b>\$ 833,501</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

The city of Covington is planning to give us \$5,000 in ARPA funding for the second half of 2022 to serve children with special needs in the city of Covington

The current annual agency budget: 13,625,147

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:**  Allison Auldridge

**Title:** Director of Community Eng

**Date Approved:** 8/22/22

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Children's Therapy Center

**Mailing Address:** 10811 SE Kent-Kangley Rd

**Physical Street Address (if different from mailing address):** 6419 Lakewood Drive W., T

**Main Business Phone Number:** (253) 854-5660

**Website:** www.ctckids.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Alli Auldridge, Dir. of Community

**Email Address:** Alli.auldridge@ctckids.org

**Phone Number:** 206-294-3044

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Kelli Nakayama, Grants M

**Email Address:** kellin@ctckids.org

**Phone Number:** (253) 216-0772

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

- Children's Therapy Center, 1979 to 2006 (27 years)
- Dynamic Family Services, 2006 to 2012 (6 years)
- Dynamic Partners, 2012 to 2014 (3 years)
- Children's Therapy Center, 2015 to present (1.5 years)

- 5) Provide the federal tax identification number for the applicant's organization.

91-1078809

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

CTC's Pierce County Center-based Pediatric Therapy program provides accessible and high-quality therapeutic, educational, and family support services to maximize the potential of children with special needs aged birth to 18 and their families in Lakewood and the surrounding communities, particularly those who are culturally and linguistically diverse and have inadequate health insurance coverage. Our program aims to help children with disabilities and developmental delays learn to walk, talk, eat, play, sleep, and use age-appropriate behaviors through the following components:

1. REFERRAL – Parents of children with suspected developmental delays are generally referred for an evaluation by pediatricians or other providers based on a particular diagnosis or observed delay in the child's development.
2. EVALUATION – CTC's interdisciplinary care team meets with the child and his/her family to conduct a full developmental evaluation using standardized evaluation tools and clinical observations.
3. TREATMENT – CTC works with the family to develop a plan of care and begin providing therapeutic treatment to the child.
  - a. CENTER-BASED TREATMENT
    - i. INDIVIDUAL THERAPY – Our therapists provide individualized physical, occupational, speech, feeding, and aquatic therapy to children with developmental delays aged birth to 18, but primarily to children 3 to 18. Services are provided for up to 24 weeks at a time.
    - ii. GROUP THERAPY – A child may also be referred to participate in CTC's therapy groups for school-aged children. Groups focus on helping children improve their fitness, feeding, social skills, and other skills through fun, play-based activities.
    - iii. FAMILY NAVIGATION - we recently began offering Family Navigation services to connect families to services and supports they may need in the community, such as basic needs, mental health services, school district services, disability supports, and more.
4. PARENT EDUCATION – We offer extensive parent education, coaching, and support, including through parent support groups facilitated by our staff, as well as our partners.
5. LINKAGES – We work closely with school districts, as well as our partners Madigan Army Medical Center, Mary Bridge, Good Sam, Ryther, UW Autism Center, and other partners to cross-refer and cross-coordinate care.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

The program offers developmental evaluations; therapy services; parent/caregiver education, and family navigation services to ensure that underinsured Lakewood-area children with special needs and their families can access the developmental services they need. As such, the program aligns with the city's Emotional Supports and Youth Development, as well as Access to Health and Behavioral Health funding strategies.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

We work closely with local pediatricians, community health centers such as Community Health Care as well as public health nurses, school district staff, day care providers, and other community providers who work with children to identify children who may be in need of our services. The vast majority of the children we serve are referred to us through one of these referral sources. Families may also refer themselves; families who refer themselves often hear about CTC through word-of-mouth from other families who have received our services.

Over the last two years, we have also been working to increase our presence at local community outreach events, as COVID has allowed. In 2020, we created a new Volunteer Coordinator position; over the last two years the Volunteer Coordinator has CTC staff and volunteers participate at community events across Pierce County that target families with young children. Through these events, we were able to increase awareness of CTC among community members and service providers. We plan to continue participating in these events to strengthen partnerships with other community organizations and to maintain our profile among community members.

**2) SERVICE COORDINATION & PARTNERSHIPS**

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Children's Therapy Center is a critical part of the regional system of human services for children with special needs and their families. We work with dozens of health and human services providers across the county to connect families to disability services through partners like PAVE and the Developmental Disabilities Administration, mental health services through HopeSparks, education through the Tacoma and Clover Park School Districts, and many other services, including basic needs and out-of-school programming, through partners across service sectors.

We work closely with our sister Early Support for Infants and Toddlers (ESIT) organizations and other members of the local Interagency Coordinating Council, the advisory board for ESIT services for Pierce County, to coordinate services for families, as well as to continually improve services, problem-solve, and improve the equity of services across Pierce County.

We also have strong linkages with local pediatricians and other health care providers, including Multicare and Mary Bridge. We cross-refer families for services and cross-coordinate care for children being seen by CTC and the health care provider. We also have a new partnership with Tacoma Family Medicine through Multicare; their medical residents-in-training come to observe evaluations and services (either in person or on zoom) on a regular basis. This has been a great opportunity to collaborate, share information, and build referral networks.

We also have a longstanding relationship with the Joint Base Lewis-McChord (JBLM) Center for Autism Resources, Education and Services (CARES), which focuses on providing patient-centered care for military children with autism and their families. We coordinate services with CARES for the military families that we serve. We are also contracting with Dr. Daniel J. Tolson, MD, Division Chief of the Developmental-Behavioral Pediatrics division at Madigan Army Medical Center, to conduct on-site autism evaluations at Children's Therapy Center.

**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

CTC will evaluate the program by the following objectives by the end of the grant year:

1. Provide 400 pediatric therapy, parent/education and related services to at least 25 unduplicated Lakewood children with special needs.
2. At least 80% of the Lakewood children who complete the program will either achieve or make significant progress toward their treatment goals.
3. At least 80% of parents/caregivers of children who complete the program will report that the program contributed to their ability to better support their child at home, at school, and/or in the community.

3b) How will your program benefit Lakewood residents and communities for the next two years?

Our Pierce County program will benefit Lakewood children and their families by providing physical, occupational, speech and feeding therapy to help children master the skills they need to be able to walk, talk, eat, play, make friends, and navigate daily life. The program also offers therapy groups for children with special needs; parent/caregiver education, coaching, and support to help parents/caregivers to support their child's development and social-emotional needs; and family navigation supports to connect families to other resources they may need.



**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

Since its founding, CTC has worked to engage stakeholders to help develop and refine its service delivery model. CTC's direct service providers maintain extensive ongoing communication with every family served. Families provide extensive feedback, both verbally and through regularly-administered parent surveys, on ways CTC can improve the design and implementation of its programs and services. We use this feedback to plan and implement each child's plan of care, as well as to plan for additional services, such parent education groups.

**4) ACCESSIBILITY & ELIGIBILITY**

4a) What criteria is used to determine eligibility for program participation?

Any child with a disability or developmental delay is eligible to receive services from Children's Therapy Center.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

We are committed to ensuring that our program is linguistically accessible for all families. For families who prefer to communicate in a language other than English, we provide in-language services during the child's visit and to communicate between visits at no charge to the family. Many of our staff are bilingual or multilingual, allowing communication to take place directly in the families' preferred language. We also have bilingual support staff who are able to help families in their preferred language when possible. When in-house interpretation is not available, we schedule external interpreters through contracted interpretation firms. If in-person interpreters are not available, we schedule interpreters to participate by phone or by Zoom. We also had all of CTC's family-facing paperwork and materials translated into the top 5 languages spoken by families, with a robust review of the translations by community members who speak those languages.

For the last 4 years, Children's Therapy Center has been piloting a new partnership with Open Doors for Multicultural Families to provide integrated services from both agencies to culturally and linguistically diverse South King County families of children with disabilities. Open Doors is a grassroots nonprofit founded by family members of individuals with disabilities that help culturally and linguistically diverse (CLD) families navigate systems, advocate for their children, understand their rights, and connect them to resources.

4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Racial equity and social justice are core to CTC's mission and values. To better meet the needs of families, CTC has been evolving its services to include a much greater focus on equity in its service delivery. To address disparities in health care, CTC has been expanding its service delivery to include cultural navigation, cultural and linguistic appropriateness in treatments like feeding therapy, and more.

In 2015, we launched a staff Equity Change Team to build the organization's capacity to provide services in a culturally responsive way. Since its founding, the Equity team has achieved the following:

- Created a new Diversity, Equity, and Inclusion Director position to oversee equity initiatives across the organization.
- Recruited Human Resources staff members of color and have worked more intentionally to hire from the community. Thanks to these efforts, we have increased the percentage of staff members of color from 8% in 2015 to over 25% currently. The percentage of Executive Team members of color has also increased from 0% in 2015 to 31% today.
- In 2021, our Equity team launched affinity groups for staff who self-identify as being Black/African American, LGBTQ+, or being from other marginalized groups, in order to create a safe space for staff from marginalized groups to meet, connect, provide support, and share experiences.
- Diversified board membership to ensure that the board more directly reflects the communities we serve. This has increased the percentage of board members of color from 0% in 2019 to 46% as of May 2022.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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4d) What client data is collected for this program and how is it collected?

Children's Therapy Center asks every family to complete a voluntary demographic questionnaire when they first sign up for services. The questionnaire asks families to self-report their race, ethnicity, preferred written and spoken languages, household income range, level of English proficiency, military status, homelessness status, and whether their household is a single- or two-parent household. We also collect information such as the child's age, city of residence, zip code, gender, and health insurance coverage. This information is de-identified so that we can aggregate this data and report demographic and socioeconomic information to funders as required. This information is stored in the child's electronic medical record (EMR); we use an electronic medical records system called Raintree.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	\$20,000
Admin	\$2,500
Direct Costs	\$2,500
Other	\$
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Personnel - \$20,000 will be used to cover staff salaries and benefits for our Pierce County therapists, who serve Lakewood residents.

Admin - 10% of the grant will be used to cover administrative and overhead costs for the program.

Direct costs - 10% of the grant will be allocated to other direct costs such as supplies, equipment, IT, etc.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

**(Using the checklist below, please attach the following documents to your application.)**

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**AGENCY NAME:** Communities In Schools Of Lakewood

**PROGRAM/PROJECT NAME:** Embedded Student Supports



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 2,200

**Number of Lakewood clients to be served for this contract:** 2,700

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

CISL supports students through individualized case management, targeted groups, and school-wide supports to improve the "ABCS" of student success (Attendance, Behavior, Course/grades, and Social-Emotional development) from elementary through high school graduation. We place staff directly into schools and within school communities to complete a needs assessment and then provide 1-on-1 support to students most at risk of dropping out of school (i.e. case management); targeted interventions to groups of students experiencing similar challenges (i.e. group supports); and preventative supports open to all students within the school-site (i.e. school-wide supports).

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 533,100
<b>Total Program Budget:</b>	<b>\$ 535,600</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

\$27,500 from Pierce County Council to expand supports coordinated and provided by community volunteers during 2022 and 2023

\$34,170.47 from City of Lakewood ARPA for the 2021 summer program Warriors of Change at Clover Park High School

The current annual agency budget: 671,000

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** **Kerri Pedrick** Digitally signed by Kerri Pedrick  
Date: 2022.08.26 12:38:25 -07'00'

**Title:** Executive Director

**Date Approved:** 8/26/2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Communities In Schools Of Lakewood

**Mailing Address:** 10828 Gravelly Lake Dr SW

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-267-5382

**Website:** <https://lakewood.ciswa.org/>

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Kerri Pedrick

**Email Address:** kerri@lakewoodcis.org

**Phone Number:** 253-267-5382

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:**

**Email Address:**

**Phone Number:**

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

29 years as Communities In Schools Of Lakewood aka CISL

- 5) Provide the federal tax identification number for the applicant's organization.

91-1732922



**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

CISL has been collaborating with Clover Park School District and numerous community partners since 1993 to increase the number of students who stay in school, graduate on time and succeed in life. Our prevention and intervention programs are one of the reasons that Clover Park School District's on-time graduation rates have continued to increase. All students served by CISL attend high-poverty schools (Four Heroes' free or reduced-price lunch rate at 90.6%, Tillicum Elementary 91.6%, Lochburn Middle School 89.8% and 80.1% at Clover Park High School), and 100% economically disadvantaged.

Site Coordinators work within school communities to complete a needs assessment and then provide 1-on-1 support to students most at risk of dropping out of school (i.e. case management); targeted interventions to groups of students experiencing similar challenges (i.e. group supports); and preventative supports open to all students within the school-site (i.e. school-wide supports).

When students are referred to our Site Coordinators for case management, we work with each student to conduct a needs assessment, identifying their barriers to achievement and their individual strengths and assets that can be reinforced to help alleviate those barriers. Next, a student support plan is created, outlining the tangible resources, programs, and services the student will need in order to achieve their attendance, behavior, and coursework goals. Then, with a comprehensive plan in place, our Site Coordinators broker, coordinate, and/or provide the following to students: basic resources (food, clothing, hygiene supplies, etc.), school supplies, social-emotional and life skills support, mentoring, field trips, academic assistance, behavioral support, health referrals, college/career guidance, and much more. Site Coordinators conduct regular check-ins with students to monitor progress toward their goals and stay up-to-date on what is happening in their lives that might impact their performance at school. They are then able to tailor support based on the immediate needs and long-term goals.

1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

The Human Service Funding strategy that best fits our model is the Emotional Supports & Youth Programming: Direct services for children and youth. As our programming revolves around embedding our services directly into the schools and community programming where students we serve frequent, it follows our accessibility model directly. As embedded and familiar faces, we become allies to students in need, frequently serving as the first point of contact for food, housing, mental health/wellness, and medical needs to the families in our community because of our trusted presence in these educational spaces. This allows access to our community partners on a more personal case-by-case basis to help better fulfill the needs of the students we serve and alleviate outside stresses threatening our students’ abilities to focus on their education and reaching their highest potential.

This coming school year, all four school sites will implement structured social, emotional, and mental health wellness supports within the school support plans. This will include at least one school-wide wellness program or activity, social-emotional skill building in small groups, and targeted 1:1 wellness supports and connection to resources. Additionally, we are improving the training and preparation of all program staff to improve proactive meeting the needs of our students.

1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Communities In Schools of Lakewood is a Lakewood-based and Lakewood-focused organization, that delivers a unique model of Integrated Students Supports that places highly qualified coordinators inside schools and communities in Lakewood to address the identified needs of students facing academic and non-academic barriers to achievement in school and life. We care deeply about the Lakewood community and are also responsible to our community - 100% of our Board of Directors have a direct connection to the community.

Our Site Coordinators work with school administrators and are embedded at our four school sites within Clover Park School District (Tillicum and Four Heroes Elementary Schools, Lochburn Middle School, and Clover Park High School) to best meet the needs of students in our community by providing effective school-wide supports to all students in the school. Services offered include after-school programming, family engagement, assistance with basic needs (food, clothes, etc.), and personalized case management to help students gain the skills and confidence they need to be successful in school and make successful transitions from high school to college and career.

Our staff utilizes the relationship with students and families to act as a bridge to community resources and partner organizations, helping remove barriers students may have to receive additional supports.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Our partnerships throughout the community are vast and multifaceted, from our 30-year school partnerships to our Clover Park School District and increased partnership with the district through the McKinney Vento Student Support Program (with students from all schools within the district experiencing houselessness) and Families Unlimited Network. We refer and perform warm hand-offs of clients to Greater Lakes Mental Health, Lakewood's Choice, Lakewood YMCA and Boys & Girls Club, Access Point 4 Housing, and Caring for Kids. We've also partnered in food supports and stabilization with Northwest Harvest, Saint Leo's Food Connection, and established a school-based, on-site food/basic-need pantry in coordination with Puyallup Tribe at Clover Park High School.

### 3) EFFECTIVE PRACTICES

#### 3a) Describe the program's specific measurable outcomes.

An annual and ongoing evaluation process is done through consistent check-ins with case-managed students, formal and informal student feedback, quarterly check-ins with school principals, and meetings and other communications with teachers and service partners who work with our students.

To track program/student outcomes, Site Coordinators use a customized data management database provided by the CIS national office called Communities In Schools Data Management (CISDM). Site Coordinators create individual Student Support Plans for case-managed students including strength and risk factors, baseline academic/attendance/behavior data, and specific goals pertaining to each student's unique needs. Examples of information tracked include rates of student retention, graduation, attendance, school behavior, academic progress, and Social-Emotional development. Case-managed students are monitored based on the progress toward their goals they set in the student support plan.

As our founder, Bill Milliken once said, "Programs don't change kids, relationships do." Our organization is built on the premise that developmental relationships are at the core of what we do. The Communities In Schools' theory of change links the activities and practices of our organization to the intended future outcome - to increase the number of students in Lakewood who graduate from high school and are equipped not just for self-sufficiency but for success in college, career, and civic engagement after graduation.

We know students are on track to successful graduation if they meet these indicators along our Theory of Change:  
Development of strong relationships and relationship skills  
Social, Emotional, and Academic Competencies  
Improved Attendance, Behavior, and Course performance - which we refer to as the ABCs of student success.

This past year, Site Coordinators served approximately 2,200 students in school-wide supports, and 199 students received customized, individual 1:1 case management.

#### 3b) How will your program benefit Lakewood residents and communities for the next two years?

We know our presence and work at these schools are a significant contribution to the growing rate of academic success in our district. Last year our interventions aided in 72% of students meeting their attendance improvement goals, 78% meeting their Math improvement goals, and 77% of students met their English Language Arts improvement goals. Our on-site immediate need model for a food/basic needs closet (generously sponsored by Puyallup Tribe) has triggered an extension request from the remaining schools we serve, and the rise in 1:1 client service requests has risen approximately 5-10% year-over-year. Our goal is to have embedded and trained staff always accessible to meet the needs of our students whether by group or individual supports, usher them beyond graduation through to college/trade school introductions, and expand our mentorship program to include an even broader base of our community through our Career Connections program.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

Our most important partners in this work are the youth we serve and their families. Our model is focused on student-led goal setting and progress monitoring, giving young people the knowledge and power to work towards goals. We rely on both present and past students to guide our work.

During COVID-19 lockdowns and school closures when restrictions required site visits on an individual basis, we were able to strengthen relationships with families through our deliveries and porch visits, directly connecting to families and parents in a more personal way, able to answer their questions and needs head-on. We were also able to receive consent for direct telephone, texting, and video conferencing options for our middle and high school students, opening up our communication and access to their individual needs, even when in-person visitations were not possible.

Further cultivating these relationships with families and their children, we now have direct access to build programming and support to cater to their specific needs, which led to 9,000 bags of food delivered to student doorsteps in 2020 and early 2021, and the creation of an on-site food and supply closet at Clover Park High School.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

Any student within the school district is eligible and has access to any part of our program services they need, be it basic needs and food, tutoring, attendance and mental health support, group supports, and/or individually catered 1:1 plans built to achieve their goals.

All students and families at a given school-site are considered and communicated with for school-wide supports (examples are basic need/food supports or afterschool extended learning/tutoring). Then targeted supports are provided in small groups and 1:1 for students with additional needs or barriers to academic or non-academic barriers to success in school and life.

While all students are eligible, Communities In Schools of Lakewood prioritizes students with the highest risk of dropout of education, particularly students in economic poverty and students of color that show other signs or barriers to academic success. We believe in a society where student success is not determined by household income or race. Last school year our Site Coordinators case managed students that were 82% youth of color, and 100% were in economic need. By providing intensive support to students at risk, CIS aims to reduce and ultimately close gaps in graduation rates. We believe every student has unlimited potential and that, with the help of a caring community, they can move toward a promising future.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Our case-managed students are between the ages of 5 and 19, 51% female, 48% male, and 1% transgender or non-binary. 85% of our students are youth of color, with 10% identifying as multi-racial, 41% Latinx, 20% Black, 15% Asian or Pacific Islander, 1% American Indian, and 15% White. 14.3% are multilingual learners, 25% have been identified with physical, mental, and/or learning disabilities, and 100% are economically disadvantaged.

Because CISL operates in public schools, all facilities meet the ADA standards for accessibility. Students with differing abilities are supported by additional school staff so that they can fully participate in appropriate, CISL led supports. In addition to students of color, we work extensively with immigrants, first-generation Americans, students with disabilities, LGBTQIA+ students, as well as children from single-parent households. As such, it is important that our embedded Case Managers also reflect the diversity of the students they serve with 80% of our students identifying as BIPOC and 14.3% speaking English as a second language.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

As a youth-serving agency, serving primarily (85% or more) students of color, our commitment to young people drives everything we do at Communities In Schools of Lakewood. Currently, 83% of our Board of Directors are people of color, and 100% are connected to Lakewood. Our Site Coordinators (programming staff) are 60% people of color. Because we are a small organization, we only have one staff/leadership position, and we are not BIPOC-led.

We do have a strong Equity and Anti-Racism statement included in our Values, Beliefs, and Commitments which is a guiding document for our organization, and each volunteer, staff, and board member must sign, and is incorporated in all that we do. Additionally, we have a Diversity, Equity, and Inclusion work plan that provides for continued reflection and growth around four goal areas. 1. Organizational commitment to equity and justice work; 2. Equitable and anti-racist organizational culture; 3. Recruit, hire, and retain a diverse and representative team of staff, volunteers, and mentors. 4. Partnerships with communities of color and feedback loops prioritizing student-, alumni- and family-voices.

Having completed an equity assessment that highlighted areas of our organization (board and team) strengths and opportunities to grow, our board has committed to ongoing conversations on DEI topics throughout the year (3 times last year with the staff), and at least 15 minutes of each board meeting is dedicated to a DEI topic or check-up. Team members have watched a Partners for Youth with Disabilities webinar and reflection, and Policies and Practices in our Employee Handbook have been reviewed as a special project of our Master in Social Work practicum student, who also serves as a local agency's Equity Coordinator.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

4d) What client data is collected for this program and how is it collected?

To track outputs, indicators, and outcomes, site coordinators use a customized data management tool provided by the CIS national office called CIS-Data Manager (CISDM). Examples of information tracked include rates of student retention, graduation, attendance, school behavior, and academic progress.

CISL has a signed written agreement to have access to school-provided student data, which includes student progress and evaluation data (attendance, behavior, course, and test performance).

**C. PROGRAM BUDGET**

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$22,500
Admin	\$2,500
Direct Costs	\$0
Other	\$0
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.



## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

As a youth-serving student-centered organization focused on relationship building and coordination of community supports, program personnel costs are our primary cost across all of our programs and will continue to be the primary expense. Our capacity to provide services relies on deeply-passionate Site Coordinators to carry out the supports directly with students, families, and school staff.

We have included 10% of our Grant Request to cover Administrative costs because expenses like insurance, mileage reimbursement, and printing are necessary for our programs to continue sustainably serving students and families, and building meaningful lasting partnerships.

We are deeply committed to this city and our students, as well as to the long-term sustainability of our programming. If and when funding is not available in full we may need to adapt or lessen our supports, but we will continue to show up for our community.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** Community Health Care

**PROGRAM/PROJECT NAME:** Behavioral Health Services



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 649

**Number of Lakewood clients to be served for this contract:** 300

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Community Health Care uses an integrated primary care model where behavioral health providers are included in the primary care team. This removes the stigma of receiving behavioral health services and improves patient care outcomes.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 15000
Other Program Funds: Requested and/or secured	\$ 259683
<b>Total Program Budget:</b>	<b>\$ 279683</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

Community Health Care did receive American Rescue Plan Act Relief Funding. Funding came from HRSA and has been used to purchase PPE, capital projects and to support general operations. The duration of the funding is this calendar year and into next calendar year.

The current annual agency budget: \$100,345,783

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** 

**Title:** President & CEO

**Date Approved:** 8/22/22

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant’s organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Community Health Care  
**Mailing Address:** 1148 Broadway, Suite 100  
**Physical Street Address (if different from mailing address):**  
**Main Business Phone Number:** 253-597-4550  
**Website:** www.commhealth.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** David Flentge, President & CEO  
**Email Address:** dflentge@commhealth.org  
**Phone Number:** 253-597-4550

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization’s primary point of contact (if different).

**Contact Name and Title:** Russ Sondker, Marketing  
**Email Address:** rsondker@commhealth.org  
**Phone Number:** 253-722-1550

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

N/A
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- 5) Provide the federal tax identification number for the applicant’s organization.

91-1349657

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Patients access behavioral health services through their primary care provider during regular clinic hours either in-person or on-line. Behavioral health services at the Lakewood Clinic are used to treat a variety of mental health conditions. These include anxiety disorders, depression, and other mood disorders. Behavioral health staff also treat eating disorders, personality disorders, PTSD, psychotic disorders and substance use disorder. They work with medical providers on medical conditions that can be improved by behavioral health strategies. Treatment includes evidenced-based strategies using an integrated behavioral health care model, that brings a behavioral health consultant and psychiatric consultant onto the primary care team.

Patients who require a higher level of care, such as intensive outpatient substance abuse services, severe mental health disorders or inpatient care for behavioral health conditions. Community Health Care works with other community organizations to meet these needs.

When there is an identified need for a patient to have behavioral health services, the medical provider can team introduces the behavioral health specialist and services begin at this time. This "Warm Hand-off" is instrumental to providing care. It helps remove the stigma of behavioral health and helps improve follow through of services as they have already met the behavioral health provider. Patients can also be scheduled for a visit with the behavioral health provider. This model also allows for a lower level of services if patients only need limited intervention or prevention services. After the visit, the behavioral health provider becomes a part of the patient's health care team. This integrated care approach prevents care from being "siloeed". As a team, the patient, medical provider and behavioral health providers work together to achieve the goals on the patient's care plan to achieve the best possible health for the patient. The staff of Community Health Care believes that the Patient Centered Medical Home, with truly and fully integrated behavioral health, provides the best model for supporting the four dimensions of recovery: Health, Home, Purpose and Community. This approach is consistent with the bio-psycho-social model of medicine first described by George Engel, MD in 1980. Patients struggling with addiction and behavioral health issues consider our clinics—not specialty-based care—as their first and best resource for achieving health. Put simply, patients “go to the doctor in order to feel better.” We are the clinicians who they naturally come to and trust to partner with on their path to health.

- 1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

This program fits the funding strategy: Access to Health and Behavioral Healthcare. The Lakewood Clinic is a place where Lakewood residents can receive primary medical, dental and behavioral health services. Health disparities in Lakewood are reduced since the clinic is physically located in Lakewood which removes geographic and transportation barriers to receiving health care. By providing comprehensive health and “enabling” services, the clinic can tailor its assistance to fit the special needs and priorities of the Lakewood community. This includes linguistically and culturally appropriate services. Many of the patients that come to Community Health Care need more than medical care. To help patients with these needs, “wrap-around” services are offered by Outreach Workers. The duties of Outreach Workers include helping patients find specialty care, translation services, enrollment in insurance programs and connecting patients with other community resources. Last, no one is denied care because of inability to pay and services are open to all residents.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

To tell the community about the availability of care at Community Health Care, the staff are involved in outreach activities to the Lakewood community. This includes Caring for Kids, Communities in Schools. The staff also support the health fairs and parent gatherings of Lochburn Middle School, Clover Park High School and Tyee Park Elementary school to help those families access care. In addition, Community Health Care is a member of Lakewood’s Promise and Lakewood First.

Community Health Care also participates in supporting the Clover Park School District school dental program and its nurses by supplying information resources for students and families to help them access care. Brochures are also provided to partner organizations that safety net services to the Lakewood Community. These organizations share them with those they serve.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

To be healthy requires more than health care services. Unemployment, food insecurity, homelessness and stressful relationships are among the many things that can have a negative impact on an individual's health. For this reason, Community Health Care has Outreach Workers on staff to help connect patients with other community providers to meet those needs. In addition, there are also staff that track these referrals to make sure patients are receiving the care they need. These include Pierce County Medical Society, Pierce County Dental Society, United Way, Suburban Dental Lab, Digestive Disease Center, Eyes Rite Optical, Faith Homes, Pacific Northwest Maternal Fetal Medicine, Phoenix Housing, Family Support Centers, Justice Center, YWCA, Pierce County ACH Pathways (Passage 2 Motherhood) program, Department of Social and Health Services in Lakewood, Project Access, Puget Sound Orthopedics, The Center for Substance Abuse Recovery, MOMS/Women's Recovery Center, Pioneer Counseling Services, 211 South Sound Region 5, Bates Technical College, Bread of Life Food Bank, WIC, Care Net Pregnancy & Family Services, FISH Mobile Food Bank, Veterans Affairs, Metropolitan Development Council, Pierce County Community Connections, Pierce County Maternal & Child Health Referral Line, Nurse-Family Partnership Program, Prince of Peace Lutheran Church Food Closet, South Sound Outreach Services, Tillicum Food Bank and Washington State Work First.

Community Health Care collaborates most often with organizations that provide medical services beyond the scope of Community Health Care. This includes LabCorp, Greater Lakes Mental Healthcare, Tacoma Radiology, and the Carol Milgard Breast Center. For medical needs that require hospitalizations the staff work with both Franciscan Health System and MultiCare Health System.

However, the best way to understand how this collaboration works is with the story of Maria. Maria came to the Lakewood Clinic to have a pregnancy test. When she learned she was pregnant she was devastated. She and her husband had immigrated to America and did not speak the language. Her husband had not found work and they were getting behind on the lease payments for their apartment. The Lakewood staff went to work to help this family. The Outreach staff got Maria enrolled in a public insurance program and she became insured. They connected the husband with another organization that provided employment assistance and he got a job. Acting as interpreters between the family and the landlord, they were able to get the late payment issue resolved. Last, the medical staff provided prenatal care and delivered a healthy baby boy.



### 3) EFFECTIVE PRACTICES

#### 3a) Describe the program's specific measurable outcomes.

Community Health Care's mission is: "To provide the highest quality health care with compassionate and accessible service for all." The goal of Community Health Care is to make Pierce County healthier. We strive to improve in our patient population the following goals as required by HRSA:

- Percentage of pregnant women beginning prenatal care in the first trimester
- Percentage of children with appropriate immunizations
- Percentage of women who received one or more tests to screen for cervical cancer
- Body Mass Index (BMI) Percentile documentation
- Percentage of patients age 18 years or older who had their Body Mass Index (BMI) calculated
- Percentage of patients age 18 years and older who were queried about tobacco use
- Percentage of patients age 18 years and older who were urged to quit tobacco products
- Percentage of patients with a diagnosis of persistent asthma who were prescribed medications
- Diabetic patients with HbA1c levels controlled
- Percentage of adult patients with diagnosed hypertension who have it under control
- Percentage of births less than 2,500 grams to health center patients

Studies have shown that when children have access to healthcare services they do better in school and graduation rates improve. They have also shown that health disparities for minorities do not exist in neighborhoods that have a Federally Qualified Health Centers, like Community Health Care. Parents also benefit because being healthy helps them stay employed and makes them better parents.

#### 3b) How will your program benefit Lakewood residents and communities for the next two years?

Access to healthcare is an essential part of living a health life. This is especially true of behavioral health services. In 2018, 27% of Pierce County 10th graders said they had thought about suicide and 66% reported they felt anxious or nervous in the past two weeks. The pandemic made things worse. Now, 58% of 10th graders report feeling sad or depressed on most days. Studies have also found that suicide is the 2nd leading cause of death in young people between the ages of 15-24 and the 4th leading cause of death in children between 10-14. In 2019, 1500 children with mental health crises came to the Mary Bridge emergency department — a 400% increase in just three years.

The 2019 School Health Report listing the four top priorities of the school districts in Pierce County. Those priorities are:

- 1 Mental and behavioral health—Mental health challenges, behavior management, anxiety, depression and suicide.
- 2 Access to care, services and resources—Lack of access to healthcare, substance use treatment and healthy food. Lack of access to healthcare for homeless, unaccompanied youth.
- 3 Vaping—Vaping prevention and education for students and staff.
- 4 Immunizations—Help students be fully immunized.

All four of these priorities are addressed by the clinic. Studies have shown that access to healthcare helps students do better in school, helps adults be better parents and employees and improves the overall health of the community.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

One of the requirements of being a Federally Qualified Health Center is the 50% of the Board are patients or the parents/guardians of patients. Since patients provide the direction of the organization and approve all new services, their voice is the one that guides Community Health Care.

**4) ACCESSIBILITY & ELIGIBILITY**

4a) What criteria is used to determine eligibility for program participation?

There are no criteria for receiving care. Everyone who needs care can receive it. Those without insurance are charged on a sliding fee scale based on income and family size. No one is denied care due to inability to pay.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

The care provided removes barriers to care including language, cultural, geographic location, lack of insurance and the need for physical accommodations. This is accomplished by providing care to anyone who seeks it regardless of age, income, race, ethnicity, gender, orientation or insurance status in a local clinic that meets all ADA requirements. But access is more than being available. True access understands different groups and cultures so that they can be welcomed into the clinic system in a manner that is culturally and linguistically appropriate. It is expressed in the following ways: Staff speaks the languages of those we serve when possible and translation services are available when they do not. Employees hired are those who have come from the communities and countries that are also where our patients come from. Staff is trained to work with individuals who struggle with communication and relationships. Transportation barriers to care are addressed by having the clinic located in a low-income area and on a bus line. Transportation assistance is also available, and Outreach Referral Workers help patients with transportation needs. Cost barriers are removed by providing care based on a patient's income. No one is denied care due to inability to pay. This discount applies to all services; medical, dental, behavioral health and pharmacy. There is not a set plan on how to meet every challenge a patient may that is limiting access to care. Instead, each patient is treated as an individual. The staff develops a care plan that is specific to each individual and includes strategies and plans to overcome barriers that include language, cultural, financial and education.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Community Health Care organizational conduct is in compliance with Title VI of the 1964 Civil Rights Act, including amendments and regulation (45 CFR 80). Community Health Care respects the cultural, psychological, spiritual, and personal values and health beliefs of patients and staff, providing accommodation as necessary and possible. In addition, Community Health Care values diversity in areas of sexual orientation and gender identity. The agency supports projects and activities with participation of management and staff members for the purpose of creating an environment that welcomes and encourages diversity among patients and staff. Care plans are customized for each patient to meet their specific needs. Not only healthcare needs but also cultural, disability and educational requirements.

4d) What client data is collected for this program and how is it collected?

Patient data is gathered at every patient interaction. It is entered into the patient's medical record by every staff member that has contact with the patient. All HIPPA guidelines are followed with patient data. Data collected is necessary healthcare information in order to monitor a patient's health, track their progress on their care plan and to assure the quality of healthcare services.

**C. PROGRAM BUDGET**

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$
Admin	\$
Direct Costs	\$15000
Other	\$
<b>Total</b>	<b>\$15000</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Community Health Care currently has two Behavioral Health Specialists who work at the Lakewood Clinic. Requested funds will be used to pay for costs related to providing that care. Program revenue comes from Grants/Contracts: 13% and Patient Revenue: 87%  
Program expenses include: Salary and benefits 86%, Contract services 10%, Supplies .5%, Other 3.5%.  
Contract services include temporary help, laboratory fees, custodial, translation and professional fees.  
Supplies includes patient care supplies, offices and minor equipment (less than \$5,000).  
Other includes postage, insurance, telephone, depreciation, repairs, advertising and taxes.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**AGENCY NAME:** Emergency Food Network

**PROGRAM/PROJECT NAME:** Co-op Food Purchasing Program

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 13,406

**Number of Lakewood clients to be served for this contract:** 14,000

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

The Co-op Food Purchasing Program is EFN's food purchasing program. We purchase nutritious foods by the truckload throughout the year so that we always have healthy staples available for our Partner Programs. Purchased foods include rice, chicken, canned soups and stews, canned fruits and vegetables, oats, and peanut butter.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years



**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 1,648,051
<b>Total Program Budget:</b>	<b>\$ 1,673,051</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

EFAP Federal: \$354,470 (7/1/21-6/30/22 and 7/1/22 - 6/30/23) administration, food pantry operations, pass through funds  
WSDA: \$50,000 (12/20/21 - 6/30/22) produce purchasing  
City of Tacoma: \$683,498 (1/1/22 - 12/31/22) pass through, food purchasing, general operations, capital  
Pierce County: \$480,000 (1/1/22 - 12/31/22) pass through, food, general operations

The current annual agency budget: \$5,910,103

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

Authorized Representative:



Title: CEO

Date Approved: 8-25-22

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Emergency Food Network of Tag

**Mailing Address:** 3318 92nd St South

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-584-1040

**Website:** www.efoodnet.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Michelle Douglas, CEO

**Email Address:** Michelle@efoodnet.org

**Phone Number:** 25-584-1040

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Claire Aijian, Development

**Email Address:** Claire@efoodnet.org

**Phone Number:** 253-584-1040

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

- 5) Provide the federal tax identification number for the applicant's organization.

94-3131776

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

EFN is Pierce County's emergency food distributor, providing our network of more than 75 partner food pantries, meal sites, and shelters with more than one million pounds of food each month, at no cost to them. We leverage donated, purchased, and government food with produce grown at our Mother Earth Farm in order to provide the county with a consistent supply of diverse and nutritious food.

The Co-op Food Purchasing Program is EFN's food purchasing program. We started our Co-op Food Purchasing Program in 2010 in response to the declining quantity and quality of food donations. The majority of the food we distribute each year is received via donation from grocery stores, food companies, food drives, and other community partners. We cannot control the timing, content, or quantity of these donations, making them highly unreliable. When we first started our Co-op Food Purchasing Program, we purchase a set list of items on a quarterly basis (rice, oats, dried beans, canned fruits and vegetables, and a lean protein). Over the past few years, we have shifted our purchasing strategy so that it is more adaptive to our partners' needs. We now purchase milk, peanut butter, canned soups and stews, pasta, pasta sauce, and a wider variety of frozen proteins. Since 2020, we have significantly increased our food purchasing due to decreasing food donations and the rising number of visits resulting from Covid-19 and rising inflation. In 2020, we spent \$2 million on food purchases alone through the Co-op Food Purchasing Program, compared to a planned budget of \$394,833. Our budget for food purchases in 2022 is \$1 million. Our 2023 budget will not be finalized until January, but we will likely spend about \$1 million on food as long as sufficient funding is available. Prior to the Covid-19 Pandemic, we distributed between 600,000 to 800,000 pounds of co-op food each year. We are currently on track to distribute 1.6 million pounds of co-op food in 2022.

We have a variety of strategies and practices we use when making purchases through the Co-op Food Purchasing Program. Dry goods like rice, oats, and pasta are purchased in 50 pound bags because it is more affordable than purchasing smaller bags. We then leverage our deep network of volunteers to repackage these foods into 2-pound bags. We specifically purchase long grain white rice due to its cultural significance for the Asian community members we serve. When purchasing canned foods, we purchase foods that are low-sodium, low-sugar, and packed in water instead of syrup as these are healthier options.

Inflation has placed significant pressure on EFN, our Partner Programs, and the community members we serve. In early 2022, we purchased chicken at \$0.55 per pound, but our most recent purchase cost \$0.85 per pound. As community members are facing rising gas prices and rent, food pantries are becoming a more essential part of their monthly budget plan in order to meet their nutritional needs.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

The Co-op Food Purchasing Program meets the City of Lakewood priority of access to food. Purchasing food is one of our most important strategies for maintaining an adequate food supply in Pierce County's emergency food system. Our three largest food sources are food donations, federal commodities from the United States Department of Agriculture, and food purchasing. We have no control over the quantity and quality of foods we receive through donations and the government, making it difficult to project the food we will have for distribution each month. Purchasing food provides a stable source of nutritious food for our partners. By purchasing food, we are also able to provide our partners with more foods that reflect the wants and needs of the people they serve. We purchase culturally appropriate foods like white rice, canned black beans, and coconut milk. When purchasing canned fruits and vegetables, we prioritize purchasing product that is packaged in water instead of syrup and low in sodium. We also purchase foods in pop-top cans and ready to eat foods in order to better support people experiencing homelessness.

1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

EFN is centrally located in Lakewood's International District and we currently partner with 10 food pantries that operate in Lakewood. We also serve Lakewood residents directly through our Home Delivery Program. In 2022, we started two new partnerships that also serve Lakewood residents. The Commodity Supplemental Food Program (CSFB) is program operated by the United States Agriculture that provides food boxes for low-income seniors. We are also currently distributing food to Ukrainian refugees through a partnership with Pierce County Council.

Lakewood residents engage with our services in a variety of ways. Our website lists all of our Partner Programs in Pierce County and can be searched based on location and days of service. This is the most frequently used page on our website and is a common way for people to find food in Lakewood. Our staff also assist people who call or visit our office in search of food. We have a small community garden at our office in Lakewood that provides fresh produce to the community once a week during the summer. We also sometimes have a surplus of donated beverages or fresh produce that surpasses our partners' storage capacity. These items are placed outside of our warehouse so that community members can pick them up. We are also registered with 2-1-1.

**2) SERVICE COORDINATION & PARTNERSHIPS**

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Our closest partners are the over 75 food pantries, meal sites, and shelters in our network. Many of our partners provide services beyond food, such as clothing and connections to SNAP. Food pantries will often host other community service providers when the food pantry is open so that guests can connect with other services. Our Home Delivery Program provides printed resources on a monthly basis regarding Medicaid and other services. We would be happy to provide our Home Delivery Recipients with information from other programs funded by the City of Lakewood to support their outreach efforts.

We also engage in advocacy work with our food pantry partners, Food Lifeline, and Northwest Harvest. We advocate for anti-poverty and anti-hunger legislation like Ban the Box, The Farm Bill, and Breakfast After the Bell in order to support community members.

**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

We measure the outcomes of the Co-op Food Purchased Program based on the amount of food that we are able to purchase and the quality of our services to our Partner Programs. We conduct a survey of our Partner Programs each year to learn about their challenges and success and the ways we can improve our services to them. One of our key metrics of success is the number of partners who report that they were able to maintain an adequate supply of staple food in the previous year.

Before the pandemic, we purchased about 600,000 pounds of food each year. Throughout the pandemic, we've purchased more than 1 million pounds of food each year. Purchasing levels in 2023 - 2024 will depend on funding and the need, but will likely exceed 800,000 pounds of food each year.

3b) How will your program benefit Lakewood residents and communities for the next two years?

The Co-op Food Purchasing Program will benefit Lakewood residents and communities for the next two years by providing the community with a consistent source of nutritious foods. Under the current Farm Bill, government food donations are set to decrease by 2.6 million pounds per year from 2022 through 2026. The emergency food system is also experiencing a reduction in food donations from grocers and other food producers. Purchasing food is going to be critical in 2023 and 2024 to support families experiencing food insecurity.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

EFN's primary clients are the food pantries, meal sites, and shelters in our network. We collect feedback from our partners formally through site visits and our annual survey and collect feedback informally when they talk to our staff when picking-up/receiving orders and when they call or email our staff. Their feedback is used to determine what we purchase throughout the year. We stopped purchasing dried beans after many partners shared that the product was not popular with their guests. We began purchasing milk after consistent feedback from our partners that milk was frequently requested by guests but difficult to procure.

**4) ACCESSIBILITY & ELIGIBILITY**

4a) What criteria is used to determine eligibility for program participation?

In order to be eligible to partner with EFN, programs must be a 501 (c)(3), or have a fiscal sponsor, and at least one year of reporting data. Additionally, we maintain strict nondiscrimination and service delivery agreements that all of our partners must adhere to. Our Partner Programs cannot discriminate on factors including, but not limited to: race, ethnicity, immigration status, country of origin, religion, gender, sex, sexual orientation, disability status, marital status, and political affiliation. Our partners cannot require proof of residency or income in order to receive food and cannot require that guests volunteer or attend a religious or political meeting to qualify for services.

When partnering with new agencies, we prioritize programs that serve unmet needs in our network. We would be more likely to work with programs in rural communities than to partner with a new program in Tacoma. We would also be more likely to work with programs that specialize in serving BIPOC, immigrant, and refugee communities as we know many of these communities may not feel comfortable visiting a program that is predominately white-run. We recognize there are currently not many food pantries in Lakewood, and none of our current partners offer weekend hours. We would be very excited to partner with a new food pantry in the area that can offer more flexible hours. We would also be excited to work with a residential shelter in Lakewood as that is a current unmet need for the community.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Our primary contact is with the staff and volunteers at our Partner Programs. Many of our Partner Programs have staff or volunteers who are able to speak languages other than English and we have multiple staff members who also speak multiple languages. We pay for translation services as needed and use an interpretation service for communicating with individuals in our Home Delivery Program. We can also use this interpretation service when needed when communicating with community members. The bags we use for repacking bulk rice, pasta, and oats contain cooking instructions for the three items in English, Spanish, and Russian.

Delivery programs and mobile food pantries are one of the most significant ways that we can reach people with diverse abilities and limited access to transportation. Mobile food pantries are able to visit areas where the need is greatest, which is often communities without a brick and mortar food pantry and with limited public transit. St. Leo's Food Connection, one of our longtime partners, was able to help transform the Springbrook community when they began a mobile food pantry there. We also operate a Home Delivery Program that delivers food directly to people with chronic health conditions, limited mobility, and other barriers to visiting a traditional food pantry. We began our Home Delivery Program in May of 2020 and it now serves more than 100 households in Lakewood each month.



CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

EFN is engaged in an ongoing diversity, equity, and inclusion process at a board and staff level. We began working with DEI consultants from the firm Coleman & Associates in 2019. Their provides our staff and board members with regular trainings throughout the year.

On the 4th Friday of each month, we shut down our regular operations at 10 am so we can have an all-staff meeting. Meetings have been related to EEOC training, CPR certification, LGBTQ+ competency, and mental health. We aim to have a formal training with Coleman & Associates on a quarterly basis, though some trainings have been rescheduled during the pandemic. We find that an in-person meeting is the best format for thoughtful and engaged discussion, so meeting when cases are elevated can be difficult. Through this process, we have developed an agency DEI statement, an equity lens that is used for decision making, and identified and defined our core values as an agency. These trainings not only allow us to provide better service to our community, they have improved morale on the team. Our team consists of multiple departments working in different locations with very different tasks. In the past, departments have been siloed and employees didn't always know what other departments were responsible for. These meetings have allowed employees to connect with peers they don't frequently work with, identify and vocalize the strengths they see in others, and to learn how to work together and communicate across differences.

We also show our commitment to DEI in our service design. We grow culturally diverse foods at our Mother Earth Farm, seek translation and interpretation services for materials, and purchase foods that reflect the diversity of our community like rice, canned black beans, and coconut milk. When we receive a donation of a culturally significant product, like nopales cactus, we prioritize distributing these products to sites that serve community members who will benefit the most from these items. In 2023, we plan to pay for a plug-in for our website that will translate the website and also read text for those who are visually impaired. Our website is an important tool for people to find resources, so we look forward to the opportunity to increase accessibility in this way.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

4d) What client data is collected for this program and how is it collected?

Based on guidelines from the United States Department of Agriculture (USDA), our Partner Programs collect minimal client data. On their first visit to a program, clients are asked to provide race/ethnicity data for each of the members of their household. Clients are asked to share the ages of their household at every visit. Programs that receive food through The Emergency Food Assistance Program (TEFAP), a program operated by USDA, ask clients to self-identify that they earn 400% or less of the federal poverty level. USDA prohibits requiring proof of income to receive TEFAP food. Data is collected by our Partner Programs throughout the month and is reported back to EFN by the 5th of each month. We collect the number of new and returning individuals and households served, the ages of all people served, and the race/ethnicity of new clients. Our Partner Programs also report on the total number of pounds they distributed during the month, regardless of whether these pounds were received from EFN or another source. Zip codes of individuals are not reported to EFN, we track service in Lakewood, Tacoma, and Pierce County based on the zip code of the food pantry. Monthly client counts are used to adjust the amount of food programs receive so we can distribute food equitably across our partners.

We now serve individuals directly through our Home Delivery Program. In addition to collecting race/ethnicity, ages, and household size, we ask individuals to self-identify that they face barriers to accessing food from a traditional food pantry due to limited transportation, mobility challenges, or inability to get to a food pantry during operating hours. Families must also self-identify that they meet TEFAP income guidelines. Addresses are collected for delivery purposes.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	
Admin	
Direct Costs	25000
Other	
<b>Total</b>	<b>25000</b>

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

EFN requests \$25,000 for food purchasing. Food is the most expensive budget category for the Co-op Food Purchasing Program. In 2022, we have budgeted \$1,079,000 for food. Food is typically purchased by the truckload in order to get the best possible price. Purchases include chicken drumsticks, rice, pasta, pasta sauce, canned soups and stews, canned black beans, canned peaches, and tofu. We also use funding from the Washington State Department of Agriculture to purchase fresh produce from local farms.

Our Director of Finance is responsible for food purchasing. He works with local vendors to get prices for items that we frequently purchase and they will also let him know when new items become available within our purchasing limit. Our Programs team uses feedback from our Partner Programs to let our Director of Finance know what kinds of food we need, when the need increases suddenly and we need to make more purchases, and any items that end up not being popular with our partners.

We are currently struggling with rising food costs alongside decreases in government and donated food. We recently paid \$0.85/lb for chicken, up from just \$0.55/lb earlier this year. We purchase food by the truckload, which can be as much as 42,000 pounds of food. These rising costs mean we may need to spend \$12,000 more per order just to receive the same amount of food.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**AGENCY NAME:** Emergency Food Network

**PROGRAM/PROJECT NAME:** Home Delivery Program

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 117

**Number of Lakewood clients to be served for this contract:** 500

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Our Home Delivery Program provides grocery delivery to households experiencing barriers to accessing a brick and mortar food pantry. These barriers can include mobility challenges, poor health, limited transportation, or proximity to a traditional food pantry. Delivering food reduces these barriers so that households can receive the food they need.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 664,034
<b>Total Program Budget:</b>	<b>\$ 689,034</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

EFAP Federal: \$354,470 (7/1/21-6/30/22 and 7/1/22 - 6/30/23) administration, food pantry operations, pass through funds  
WSDA: \$50,000 (12/20/21 - 6/30/22) produce purchasing  
City of Tacoma: \$683,498 (1/1/22 - 12/31/22) pass through, food purchasing, general operations, capital  
Pierce County: \$480,000 (1/1/22 - 12/31/22 )

The current annual agency budget: \$5,910,103

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:**



**Title:** CEO

**Date Approved:** 8.25.22

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Emergency Food Network of Tag

**Mailing Address:** 3318 92nd St South Lakewood

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-584-1040

**Website:** www.efoodnet.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Michelle Douglas, CEO

**Email Address:** Michelle@efoodnet.org

**Phone Number:** 253-584-1040

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Claire Aijian, Development

**Email Address:** Claire@efoodnet.org

**Phone Number:** 253-584-1040

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

N/A

- 5) Provide the federal tax identification number for the applicant's organization.

94-3131776

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

The Home Delivery Program is EFN's first direct-service program, serving families who may not otherwise be able to utilize a food pantry. We started our Home Delivery Program in May of 2020 after hearing that many families needed food assistance, but couldn't visit a food pantry due to the Covid-19 pandemic. When we started our program, it primarily served households in quarantine due to a Covid-19 diagnosis or exposure or with people who had pre-existing conditions that made them high-risk for serious complications due to Covid-19. As Covid-19 cases have begun to fall, our program has adapted to serve other community members. We now primarily serve individuals with limited mobility, chronic health conditions, transportation barriers, or other challenges that make visiting a traditional food pantry a hardship.

Families can receive food through our Home Delivery Program twice per month, monthly, or just once depending on their need. Our Programs staff calls recipients when they apply and before each visit to get a better sense of their needs and to remind them of upcoming deliveries. There is no limit to how long families can stay in the program, but we ask that families re-enroll every six months. While we call families frequently, our staff often are only able to reach voice mail. Having families re-enroll provides us with an opportunity to check in with families and allows families to easily leave the program if they no longer need our services. Some families stay in our program for a just a few months, often when they are between jobs or dealing with a medical challenge, while others will likely remain in the program long-term due to ongoing need.

Regular deliveries contain shelf-stable foods like rice, pasta, macaroni and cheese, canned beans, and oats, in addition to fresh produce. We also provide an extra box each month that contains items like meat, eggs, dairy, tortillas, and frozen produce. Families can also request hygiene bags containing laundry detergent, soap, shampoo, conditioner, and menstrual products. We also provide recipes and resources from other nonprofits.

We have a team of volunteers who make deliveries throughout the county each week, with deliveries occurring on Tuesdays and Fridays. In 2021, we served 117 Lakewood residents a total of 1,714 times.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

Our Home Delivery Program meets the strategy of access to food. We deliver diverse and nutritious foods directly to households experiencing food insecurity in Lakewood. In 2021, we delivered 26,657 pounds of food to Lakewood residents, enough for 15 pounds of food for each household member per delivery. Our deliveries include items like fresh milk, locally grown produce, rice, ground beef, peanut butter, pancake mix, pasta, and oats that can be used to prepare a variety of meals for the family. We prioritize changing options in boxes frequently so that families can enjoy a diet that has a variety of flavors and nutrients.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

EFN is centrally located in Lakewood's International District. Our Home Delivery Program currently serves more than 80 households in Lakewood each month. Families connect with our program through our website, calling our office, or through 2-1-1. Lakewood residents will also sometimes come to our office thinking we are a food pantry. We give them a resource list that includes information for all of our partner food pantries and also tell them about our Home Delivery Program. Currently, 23% of our Home Delivery Clients are Lakewood residents compared to just 6% of food pantry visits in our entire network serving Lakewood residents. This is likely due to the limited number of food pantries in Lakewood, particularly since the programs are often only open during traditional business hours. We are committed to serving Lakewood residents through our Home Delivery Program, particularly due to the limited other options residents have.



**2) SERVICE COORDINATION & PARTNERSHIPS**

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

We share resources from other human services providers in bags that go out to our Home Delivery recipients. Resources have included rental assistance support from Pierce County, discounted Internet services, tax preparation help, and Covid-19 vaccination services for home-bound families. We would welcome resources from other Lakewood programs to share with the families we serve.

When we designed our Home Delivery Program, we sought guidance from other programs that offer delivery services to learn best practices. The agency Lifelong in Seattle has been particularly beneficial. They provide food boxes for individuals living with HIV, cancer, diabetes, and other serious illnesses so they are quite focused on distributing highly nutritious boxes. As our program grows, we hope to continue to use their expertise to design boxes that are specifically tailored towards specific health-needs. We do purchase foods that are low-sodium and low-sugar in order to provide healthier options for our clients.

One of the most important partnerships we have been able to strengthen through this program is with Harvest Against Hunger. Harvest Against Hunger manages the Farm to Food Pantry grant program, which provides funds for purchasing produce from local farmers for distribution in the emergency food system. It would be far too expensive to purchase produce from local farmers for our entire system, but the size of our Home Delivery Program is a great match for available funding levels and farmer capacity. We now purchase from two local farms, providing the families we serve with beautiful organically-grown produce. These products are particularly important for our Home Delivery recipients as many of them have health conditions that make the nutritional quality of their diet particularly important.

**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

We measure the outcomes based on the amount of food we distribute and the number of people served each year. We also collect feedback informally from families when we make delivery reminder calls before each delivery. Families will also share feedback about the program unprompted, particularly when they are letting us know they no longer need our services.

In the future, we may choose to develop a more formal survey of the families we serve. We do not currently have the capacity for this due to limited staffing, but as our program and staffing grow we may be able to create new evaluation methods.

3b) How will your program benefit Lakewood residents and communities for the next two years?

Our Home Delivery Program will serve Lakewood residents for the next two years and beyond. According to the U.S. Census Bureau, 13.6% of Lakewood residents are under the age of 65 and have a disability, 14.7% of people live in poverty, and 15.9% of the population is over the age of 65 -- all of these groups are people are a match for our Home Delivery Program. All of these figures are larger than the county overall, making Lakewood an important service area for our Home Delivery Program, now and into the future.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

We give families the opportunity to give feedback about the program when we call them to make delivery reminders and when they re-enroll in the program. Feedback is used to adjust the types of food we purchase where possible. We also used feedback from clients when we began offering clients hygiene boxes after hearing that this was also a struggle and offering a can opener when households joined the program. When we began purchasing fresh produce for our Home Delivery Program, we heard from some clients that they were not familiar with some of the items, and so we now also provide recipes and fact sheets with produce and other items they might not be familiar with, like tofu. Families can also share feedback that shapes how much and often they receive food. Sometimes families request to skip a week or to reduce the number of shelf-stable boxes they receive. We accommodate these requests so the program meets their needs and is not wasting food.

**4) ACCESSIBILITY & ELIGIBILITY**

4a) What criteria is used to determine eligibility for program participation?

Families must apply for our Home Delivery Program. In order to receive service, a household must be in Pierce County. We also ask that households self-certify that they meet the other eligibility requirements for the program, which are a household income below 400% of the poverty level and a barrier to accessing local food pantries. Barriers include limited mobility, limited transportation, prohibitive work schedules, quarantine due to Covid-19, and other barriers. Based on guidelines from the United States Department of Agriculture (USDA), we do not require that households prove income status or barriers in order to receive service.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Our Home Delivery Program was designed to be more accessible for households than traditional food pantries, which is particularly important for households with mobility barriers. We pay for translation and interpretation services in order to communicate effectively with individuals who do not speak English. We use phone, email, and fliers in delivery boxes to communicate with the families we serve so we can reach them through different communication platforms.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

EFN is engaged in an ongoing diversity, equity, and inclusion process at a board and staff level. We began working with DEI consultants from the firm Coleman & Associates in 2019. Their provides our staff and board members with regular trainings throughout the year.

On the 4th Friday of each month, we shut down our regular operations at 10 am so we can have an all-staff meeting. Meetings have been related to EEOC training, CPR certification, LGBTQ+ competency, and mental health. We aim to have a formal training with Coleman & Associates on a quarterly basis, though some trainings have been rescheduled during the pandemic. We find that an in-person meeting is the best format for thoughtful and engaged discussion, so meeting when cases are elevated can be difficult. Through this process, we have developed an agency DEI statement, an equity lens that is used for decision making, and identified and defined our core values as an agency. These trainings not only allow us to provide better service to our community, they have improved morale on the team. Our team consists of multiple departments working in different locations with very different tasks. In the past, departments have been siloed and employees didn't always know what other departments were responsible for. These meetings have allowed employees to connect with peers they don't frequently work with, identify and vocalize the strengths they see in others, and to learn how to work together and communicate across differences.

Many families enrolled in our Home Delivery Program do not speak English. When we first started the program, we had little capacity to translate materials as we were responding in real time to the Covid-19 pandemic. As the program has grown, we have focused on adding translation and interpretation services to our program so that we can provide thoughtful service to these households.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

4d) What client data is collected for this program and how is it collected?

When families apply for the program, we ask for the ages and race/ethnicity data of each of their household members. Families must also certify they are eligible for the program, but specific barriers and income data are not collected. We also collect phone numbers and email addresses so we can connect with families as well as an address for delivery. Addresses do not need to be a permanent address, we often serve people who are living in cars or in their hotels and may need to change their delivery address frequently as their situation changes.

**C. PROGRAM BUDGET**

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$15,000
Admin	\$
Direct Costs	\$10,000
Other	\$
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Funding for personnel will be used towards three staff positions, one Program Coordinator and two Programs Leads. The Program Coordinator is the primary staff member responsible for the Home Delivery Program, funding will cover 23% of their salary and benefits to reflect the portion of Lakewood residents served by the program. The two Programs Lead each spend 10% of their time on the Home Delivery Program, 23% of that time is included in the personnel request.

We request an additional \$10,000 for supplies for the program. While some of our Home Delivery food is procured through our Co-op Food Purchasing Program, we also make smaller purchases that are exclusive to the program. These purchases include fresh produce from local farms, meat and dairy products for monthly meal boxes, and hygiene products. These funds will be used exclusively for items that are purchased for the Home Delivery Program.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**AGENCY NAME:** LASA

**PROGRAM/PROJECT NAME:** Client Services & Hygiene Center



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 246 - Includes Rent & utility

**Number of Lakewood clients to be served for this contract:** 450

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

LASA's Client Services Center offers an Essential Needs Closet, Food Pantry, Free Library, and diaper cupboard. Our coat closet is open year round due to our unpredictable weather patterns. The closet consists of, socks, hats, and mittens. As funds are available, we offer emergency rental and utility assistance.

LASA is opening bigger and better services as a one stop shop with a goal of meeting needs such as showers, laundry, multi-purpose room, warming and cooling center, Coordinated Entry, computer lab, and phone charging station. We need staff dedicated to overseeing volunteers and securing grants to enable us to run at capacity.

We are seeking funding from other sources to have an on site Resource Navigator to help citizens get the resources they need to stay housed.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years



**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000.00
Other Program Funds: Requested and/or secured	\$ 75,000/\$25,000 Requested/Secured
<b>Total Program Budget:</b>	<b>\$ 125,000</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

LASA received funds from the cities of Tacoma, Lakewood, Fife, and Pierce County. Funds were used to provide emergency Covid rent relief. The duration of funding was different with each entity, with the City of Tacoma funding being the longest, starting with funds in the Spring of 2019 through this summer. We also received funds from the Greater Tacoma Community Foundation. These funds helped LASA with daily services and keep our shelters operating.

The current annual agency budget: Please see attached

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** **Janne Hutchins** Digitally signed by Janne Hutchins  
Date: 2022.08.25 11:00:30 -07'00'

**Title:** Executive Director

**Date Approved:** August 17th, 2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** LASA

**Mailing Address:** PO Box 98619 Lakewood, CO

**Physical Street Address (if different from mailing address):** 8956 Gravelly Lake Dr SW, Lakewood, CO

**Main Business Phone Number:** 253-581-8689

**Website:** www.LASApierce.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Janne Hutchens Executive Director

**Email Address:** Janne@Lasawa.org

**Phone Number:** 253-581-8689

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Allen Arnold Finance Manager

**Email Address:** Accountmanager@lasawa.org

**Phone Number:** 253-581-8689

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

We started in 1989 conducting business as LASA, or the Lakewood Area Shelter Association. After 25 years, we changed our name in recognition that we are more inclusive in the services we provide and where we provide them. LASA kept our acronym, but substituted what it stands for: Living Access Support Alliance.

- 5) Provide the federal tax identification number for the applicant's organization.

91-1470619

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Our goal is to be the premier one stop Lakewood service location to meet the needs of our customers. This includes those who have lost their housing and those in fear of losing their housing.

For over 31 years, LASA has offered prevention services which include: emergency rental assistance, utility assistance, bus tickets, essential needs closet, other services, and tangible goods.

Now, thanks to funds from the City of Lakewood and the state of WA in the amount of \$625,000 we can now enhance the center by adding a Hygiene Center. This includes two showers, three sets of washers/dryers, computer lab, and multipurpose room (which can double as a Warming/Cooling Center). Services will expand to a place you can come shower, wash your clothes, recharge your phone, check in with Coordinated Entry (CE), and access a computer. A Resource Navigator (dependent on securing additional funds) will be available to guide customers through the array of available services offered by both LASA and sister agencies.

As you can see, it was difficult to determine whether to call this a new project or existing project because it is both.

Imagine walking into a building and being asked to leave because of your sour odor. This was the testimony of one individual when asked, "what is the toughest thing about living on the street?" Another individual chimed in, "if you are treated like an animal you act like an animal."

Now imagine walking into LASA's Client Services Center, and being greeted by staff and volunteers who use best practices with Trauma Informed care including the receptionist. After all, this is frequently the first person a client may interact with. Now you are asked, "How may we help you?" Then we listen to your answer and from that answer start thinking how we might meet those needs and what services we may have that you haven't asked about. Example: if you ask about our showers, we may ask you if you are aware that we have hygiene kits and if you are aware of our Laundry facilities and hours?

We hope that the people accessing our services will grow to trust us and work with us to help provide them with information on how to secure housing. If someone just wants to drop in and access services they are equally welcome. Next we will gather information from those we serve in as noninvasive way as possible. While we appreciate the need to gather statistics, our intake form will be plainly written and designed to be filled out quickly.

- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

This request fits into The City's strategy in two different categories.

1. Crisis Stabilization and Advocacy:

Accomplished by providing a space for homeless families to utilize our Hygiene Center, laundry facilities, and resource center while being treated with dignity and respect. This provides the opportunity to apply for homeless services, receive assistance, meet with the Resource Navigator, and have access to technology.

2. Housing Assistance and Homeless Prevention:

Accomplished through clients building trust with our agency. Through working with our Resource Navigator they can identify the best fit in one of our prevention programs or be referred to an agency for services we do not provide. Our goal is to stay in alignment with our mission which is two fold to prevent homelessness and recurrent homelessness.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

LASA's Client Services Center (CSC) is located within Lakewood city limits and on a bus line that comes to our front door. We advertise services and accept referrals through partnerships with local Lakewood non-profit agencies. Example; Caring for Kids (C4K), Springbrook Connections (SBC), and Tillicum Community Center.

We provide advertisements in multiple languages to our community partners, local housing authorities, and newspapers. We will also post announcements on our website and social media feeds. Information will be distributed to the local school districts, Clover Park Technical College (CPTC), and local food banks.

In addition, we partner with United Way of Pierce County (UWPC).

Available services are always reported to UWPC, and anyone can obtain this information by calling 2-1-1 which is facilitated by UWPC.

LASA recognizes historically undeserved areas of Lakewood. In the past, we have done outreach in the Springbrook community providing free Subway sandwiches while distributing fliers for services.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

LASA collaborates with multiple agencies within Pierce County to find resources and programs to help the needs of our clients.

The past President of our board is the President at Clover Park Technical College (CPTC) and continues to take a role in leadership at LASA. We work very closely with the Human Services program to provide internships that offer students real life experience working with the population we serve. LASA has also cultivated a relationship with Clover Park Technical College's student center. We receive a generous donation every week from Chick-Fil-A. We then in turn redistribute chicken to the families we work with and also contribute to the student food pantry at Clover Park Technical College.

Our Case Managers make referrals to Greater Lakes Mental Health for clients in need of Counseling services. We help to connect Veterans in need of services to the Veterans Association and assist them in the application process by doing a warm hand-off to that agency.

Recently we had an opening at our property known as Flett Meadows. We reached out to the McKinney Vento liaison and requested a referral. Through this partnership, LASA successfully housed a family of eight whom otherwise would have been homeless.

For twenty-five years, our case managers have been working with McKinney Vento student counselors to ensure the children in our programs have the best opportunity for success. In addition, LASA recently met with Jesus Villegas at Clover Park School District who is the head of student services. The purpose of this conversation was to dig deeper as to how we can collaborate to serve those facing the largest barriers.

We work with United Way of Pierce County and frequently refer clients to their 211 resource line. Our Prevention Specialist frequently makes contact with local overnight shelters to find bed space for homeless clients that call in for assistance.

We are in collaboration with the Pierce County Library Systems. They will provide technical and IT support for persons living in Lakewood . They will have a designated space at our Client Services Center on a bi-weekly basis.

### 3) EFFECTIVE PRACTICES

#### 3a) Describe the program's specific measurable outcomes.

Measurable outcomes include the number of visits, both to the Center and specifically to each service.

We will tally both duplicated and unduplicated visits as they both paint a picture of the needs in our community. For example, the Computer Lab may have a onetime visitor who wishes to print a job application while another consumer may come in every week to take a shower. Counting repeat visits give us a picture of need and helps us design our services to meet these needs.

1. Number of visits to shower
2. Number of visits and loads of laundry for washers and dryers/number of people in the household
3. Number of visitors to Essential Needs Closet
4. Number of guests at Warming and Cooling Center as well as length of stay
5. Number of Households helped with water assistance/utility assistance, rent assistance along with total number of people in the Household

Our Hygiene Center will accommodate the following clients at startup with usage increasing as the program becomes well known

Showers: 20 - 25 per month for the first month increasing by 10% every month thereafter.

Laundry: 30 loads per month for the first month increasing by 10% - 20% every month thereafter.

Referrals and resources will be made on an as needed basis to anyone that calls or utilizes the Client Services Resource Center. On average we anticipate serving 50 persons for the first 3 months increasing by 10% every quarter thereafter. Some will be duplicate or returning clients depending on their needs at the time of access.

#### 3b) How will your program benefit Lakewood residents and communities for the next two years?

It has long been our wish to offer some of the basic necessities of life. The enhanced Client Services & Hygiene Center with hygiene will do just that. We anticipate individuals living on the street to coming to our Center and to take a shower and do a load of laundry. Thanks to our partnership with Caring for Kids, children living in cars with their parents will have new school clothes. What do they do after living in a car day after day? Do they choose between hitting a laundromat or feeding their kids? Families living in cars will be able to provide their children with clean clothes to go to school.

This program will provide much needed services to the homeless, nearly homeless families, and individuals living in Lakewood. We will be a ONE-STOP agency that will provide multiple services such as computer lab, showers, laundry, resources, one-on-one assessments, referrals, food, and a warming and cooling shelter during severe weather conditions.

These persons will have a place to go to get a shower and do their laundry on a regular basis. They will be able to meet one-on-one with a qualified support person to assess their barriers and assist them in finding resources for their specific needs. The Resource Navigator will help customers apply for assistance as well as aid them in navigating the process. We will reach out through our network of community partnerships to ensure that we are reaching the most vulnerable populations within the city.

3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

Some of the services we will offer in the coming year are new to us. So we reached out to experienced providers. This included nonprofit groups, churches, and those benefiting from the services. One quick lesson we learned was, by listening to the customer was a simple reminder that the hours an agency is typically open may not be in alignment with the needs of those who want the services. For example, if we plan to have showers open from 10 AM - 2 PM, we are excluding school children or worse yet, making them miss school. While having night hours may be difficult, we are learning how to accommodate their needs.

We look forward to interacting further with our future customers and learning about the best Policies and Procedures to implement to meet their needs

We are now holding Round Table discussions with people we wish to secure as volunteers and with those in need of services. This has included the Faith based Communities. The conversations are going well and we are asking what they could do to help make the services available.

This month we met with a group of seniors citizens. This group was less interest in the hygiene center and more interested in learning about the compute lab. One brave soul admitted that he was not comfortable using a computer; this discussion allowed us to start a conversation with the Lakewood Library who has now committed to meet with this same group to walk them though on-line applications. The Library has committed to holding hours at LASA on Thursday afternoons to help this group and others with computer access and technical support.

We find that listening to those we are serving is critically important if we truly want to meet their needs in a dignified way.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

The criteria used for this program eligibility is the presumption of need. Our definition for this term is very simple. When someone in need comes to utilize our Client Services & Hygiene Center for a shower, laundry, food pantry, little library, warming or cooling shelter, or the computer lab they are more than welcome to check in and use those services with little information required from them.

Families/individuals seeking housing or prevention services must meet the following criteria:

Live within the city funding allows

Earn between 0-50% AMI.

Notice or eviction summons from the landlord (If seeking rental assistance)

Utility shut-off notice (if seeking utility assistance)

ID for all adults in household

Income for all adults in the household

Social Security Cards for everyone in the household

lease agreement

Release of information (ROI) HMIS - Homeless Management Information system

ROI for DSHS

Goal setting worksheet

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?



Our staff provides non-English speakers, English language learners, and /or participants for whom English is a second language materials (leases, forms, resources, etc.) in the participant's native language as needed and whenever possible. Case Managers often make use of translations services such as the Language Line and electronic resources like Google Translate. We pride ourselves in working with each family according to their perceived needs and learning styles, and what their preferred method of communication is: text, phone, email, mail, or in person.

There is no question that disproportionate numbers exist between the numbers of homeless persons of color in relation to access of services. LASA has worked actively and diligently to bridge the gap. Demographic information for each client is collected directly from the individual households to ensure that LASA is providing equitable service to all our target demographics.

Above all, LASA values the spirit, traditions, and beliefs of every person that walks through our doors; our staff exhibits this principle by treating program participants (in fact, all people) with respect that is free from prejudiced and judgment. LASA staff ensures culturally relevant and competent service through training both formally and through peer review. We are fortunate to have a diverse group of staff and board members. In this aspect, we are able to learn from each other through the sharing of our own experiences of oppression and racism in relation to how those experiences can impact, both positively and negatively, service delivery. While there are many different values, beliefs, and cultures, what is true across all cultures is treating a person with respect. We look to learn from those we serve, and that is generally appreciated.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

LASA enjoys having a diverse Board of Directors (BOD) and has taken in pride in maintaining a diverse staff. The current BOD includes a population that offers a wide variety of experience based perspectives. 40% of LASA BOD and 40% of staff includes people of color, LGBTQ community, and varying socio-economic backgrounds.

LASA staff participated in the Unity Way of Pierce County 21-Day Equity Challenge and held weekly group discussions on ways to improve equitable service. We invite outside professionals to cover topics that facilitate conversations to help staff with deeper professional growth in equity, diversity, and inclusion. LASA has developed a EDI plan with the city of Tacoma. Both staff and the BOD are active in developing and following through with this plan.

LASA is active in our local community and present at various community events throughout the year providing information about our services. We reach out on social media by posting about our services through Facebook, Instagram, and our website: [www.LASApierce.org](http://www.LASApierce.org). All advertising material is translated into multiple languages for the community to promote services and qualification requirements to qualify for services.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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4d) What client data is collected for this program and how is it collected?

Client data will be collected upon check in to the Client Services Center. Data collected will be on a sign in form and through one-on-one interviews with the Resource Navigator.

Data Collected will be:

Name, age, gender, race, ethnic background, income, address (if any) service needed (this will vary based on service provided).

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	\$22,000.00
Admin	\$3,000.00
Direct Costs	\$
Other	\$
<b>Total</b>	<b>\$25,000.00</b>

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Client Services Coordinator salary: \$22,000.00  
Job duties will include:  
Recruit, train, and schedule volunteers  
Over see Policy and Procedures  
Apply for funding to provide ongoing support for programs  
Oversee facility maintenance  
Stock essential needs closet and food pantry  
Maintain in-kind donations in-coming and out-going  
  
Administration of program: \$3,000.00

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

**(Using the checklist below, please attach the following documents to your application.)**

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

AGENCY NAME: LASA

PROGRAM/PROJECT NAME: Emergency Shelter

NEW OR EXISTING PROGRAM?: NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

Number of Lakewood clients served by this program last year: 1 HH (due to covid restrictio

Number of Lakewood clients to be served for this contract: 5 Households

What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

LASA receives referrals from Coordinated Entry for our emergency shelter units. Case managers work with the families once in the shelter to secure permanent housing. A Housing Stability plan is created at the time of program entry to help aid in goal setting and over coming barriers.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 15,000.00
Other Program Funds: Requested and/or secured	\$ 48,500.00
<b>Total Program Budget:</b>	<b>\$ 63,500.00</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

LASA received funds from the cities of Tacoma, Lakewood, Fife, and Pierce County. Funds were used to provide emergency Covid. rental relief. The duration of funding was different with each entity, with the City of Tacoma funding being the longest, starting with funds in the Spring of 2019 through this summer. We also received funds from the Greater Tacoma Community Foundation. These funds helped LASA with daily services and keep our shelters operating.

The current annual agency budget: Please see attached

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** **Janne Hutchins** Digitally signed by Janne Hutchins  
Date: 2022.08.25 13:05:54 -07'00'

**Title:** Executive Director

**Date Approved:** August 17th, 2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** LASA

**Mailing Address:** PO Box 98619 Lakewood, W

**Physical Street Address (if different from mailing address):** 8956 Gravelly Lake Dr SW I

**Main Business Phone Number:** 253-581-8689

**Website:** www.LASApierce.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Janne Hutchens Executive Director

**Email Address:** Janne@Lasawa.org

**Phone Number:** 253-581-8689

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Allen Arnold Finance Manager

**Email Address:** Accountmanager@lasawa.org

**Phone Number:** 253-581-8689

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

We started in 1989 conducting business as LASA, or the Lakewood Area Shelter Association. After 25 years, we changed our name in recognition that we are more inclusive in the services we provide and where we provide them. LASA kept our acronym, but substituted what it stands for: Living Access Support Alliance.

- 5) Provide the federal tax identification number for the applicant's organization.

91-1470619

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

LASA holds the master lease on two 2 bedroom apartment units dedicated for emergency shelter. A family with children can move into one of these units with a referral from Coordinated Entry. The units are fully furnished with everything the family will need including furniture, linens, and kitchen goods. Before placement, the household comes to our Client Services Center where they are provided with hygiene products if needed.

The household then receives a key to the shelter unit and may come and go as they wish. This is different from many other agencies programs that adhere to strict meal times and curfews. With the freedom to live without such strict guidelines families can begin to live a normal life. This also gives them the opportunity to obtain a positive rental reference.

Case Managers then work to help the household secure permanent housing. The household then has 30 days to move into permanent housing. This can be extended to 45 days depending on the needs of the household.



- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

This request fits into the city's strategy in Housing assistance and Homeless prevention:

Accomplished by providing a space for homeless families to transition into stable housing. Case Managers work with the families to identify and address barriers that may prevent them from obtaining housing stability.

Our goal is to stay in alignment with our mission which is two fold, to prevent homeless and recurrent homelessness.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

LASA reports our emergency shelter vacancies to Coordinated Entry (CE). Generally speaking 1/3 of the emergency shelter referrals are Lakewood residents or have Lakewood ties. We operate on a live referral site called Daily Vacancy & Tracking (DVT) where LASA can dedicate openings specifically for Lakewood residents.

Case Managers will list vacancies with the following criteria for referral; must be a Lakewood resident with children who attend Clover Park School District.  
This funding will be dedicated exclusively to those living in Lakewood.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

LASA collaborates with multiple agencies within Pierce County to find resources and programs to help the needs of our clients.

Once households enter into permanent housing, they are provided with a referral to Northwest Furniture bank to obtain furnishings for their new home. Families are connected with our partner Caring 4 Kids for children to receive school clothes and supplies to ensure a success in school.

Our Case Managers make referrals to Greater Lakes Mental Health for clients in need of Counseling services. We help to connect Veterans in need of services to the Veterans Association and assist them in the application process and do a warm hand-off to that agency.

Recently we had an opening at our property known as Flett Meadows. We reached out to the McKinney Vento liaison and requested a referral. Through this partnership, LASA successfully housed a family of eight whom, otherwise would have been homeless.

For twenty-five years, our case managers have been working with McKinney Vento student counselors to ensure the children in our programs have the best opportunity for success. In addition, LASA recently met with Jesus Villegas at Clover Park School District who is the head of student services. The purpose of this conversation was to dig deeper as to how we can collaborate to serve those facing the largest barriers.

We are in collaboration with the Pierce County Library Systems. They will provide technical and IT support for persons living in Lakewood. They will have a designated space at our Client Services Center on a Bi-weekly basis.

Recently, LASA's board President attended the Clover Park School Districts board meeting. The purpose of attendance was to talk about how we can work together and offer support for families in the district and to discuss permanent affordable for low income housing to come in the future.

### 3) EFFECTIVE PRACTICES

3a) Describe the program's specific measurable outcomes.

LASA's measurable outcomes in this program include:

1. Number of households served & bed nights
2. Referrals to permanent housing
3. Number of households who obtained permanent housing
4. Number of households that increased income

3b) How will your program benefit Lakewood residents and communities for the next two years?

Lakewood residents will have emergency shelter vacancies dedicated to serve their community. This allows Lakewood residents the advantage of obtaining a unit within the Clover Park School District. It not only benefits the community but, helps children remain in their schools, extracurricular activities, and social groups. In addition emergency shelter is a gateway to permanent housing.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

We find that listening to those we serve is critically important if we truly want to meet their needs in a dignified way. LASA understands that Lakewood has been historically undeserved and the need for housing has never been greater. Our agency takes numerous calls a day from Lakewood residents seeking shelter, housing, rental assistance, utility assistance, and gas vouchers.

LASA recently hosted a round table with a group of Lakewood senior citizens who have concerns of becoming homeless. Our Case Managers work closely with McKinney Vento who advocate for families.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

For this funding the following information is gathered. Because homeless population doesn't always have accurate personal records, our case managers will work with them to get it.

Families/individuals entering Emergency Shelter must meet the following criteria:

Live within the city funding allows (Lakewood)

Earn between 0-50% AMI.

Experiencing homelessness

ID for all adults in household

Income for all adults in the household

Birth Certificates for all household members

Social Security Cards for everyone in the household.

Release of information (ROI) HMIS - Homeless Management Information system

ROI for DSHS

Housing Stability Plan

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Upon receipt of a referral from Coordinated Entry, LASA contacts the applicant and determines whether the applicant needs special accommodations to get to the intake interview. For applicants who state they have barriers (example: physical mobility issues, lack of transportation, issues with and/or no funds for public transportation), staff will offer to meet off-site at a location of the applicant's choosing. During the interview process, staff takes care to address applicants as they wish to be addressed (i.e., preferences of terms in regard to race, ethnicity, gender, creed, ability, etc.).

Our staff provides non-English speakers, English language learners, and /or participants for whom English is a second language materials (leases, forms, resources, etc.) in the participant's native language as needed and whenever possible. Case Mangers often make use of translations services such as the Language Line and electronic resources like Google Translate. We pride ourselves in working with each family according to their perceived needs and learning styles, and what their preferred method of communication is: text, phone, email, mail, or in person.

There is no question that disproportionate numbers exist between the numbers of homeless persons of color in relation to access of services. LASA has worked actively and diligently to bridge the gap. Demographic information for each client is collected directly from the individual households as part of our intake process, and the data is tracked by our Program Manager to ensure that LASA is providing equitable service to all our target demographics.

Above all, LASA values the spirit, traditions, and beliefs of every person that walks through our doors; our staff exhibits this principle by treating program participants (in fact, all people) with respect that is free from prejudiced and judgement. LASA staff ensures culturally relevant and competent service through training both formally and through peer review. We are fortunate to have a diverse group of staff and board members. In this aspect, we are able to learn from each other through the sharing of our own experiences of oppression and racism in relation to how those experiences can impact, both positively and negatively, service delivery. While there are many different values, beliefs, and cultures, what is true across all cultures is treating a person with respect. We look to learn from those we serve, and that is generally appreciated.'

4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

LASA enjoys having a diverse Board of Directors (BOD) and has taken in pride in maintaining a diverse staff. The current BOD includes a population that offers a wide variety of experience-based perspectives. 40% of LASA BOD and 40% of staff includes people of color, LGBTQ communities, and varying socio-economic backgrounds.

LASA staff participated in the Unity Way of Pierce County 21-day Equity Challenge and held weekly group discussions on ways to improve equitable service. We invite outside professionals to cover topics that facilitate conversations to help staff with deeper professional growth in equity, diversity, and inclusion. LASA has developed a EDI plan with the city of Tacoma. Both staff and the Board of directors are active in developing and following through with this plan.

LASA is active in our local community and present at various community events throughout the year providing information about our services. We reach out on social media by posting about our services through Facebook, Instagram, and our website: [www.LASApierce.org](http://www.LASApierce.org). All advertising material is translated into multiple languages for the community to promote services and clarify requirements to qualify for services.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

4d) What client data is collected for this program and how is it collected?

Demographic information for each client is collected directly from the individual households as part of our intake process. The data is tracked by our Program Manager to ensure that LASA is providing equitable service to all our target demographics.

Demographics are collected on all household members including:

Gender

Age

Race & Ethnicity

Income AMI

Number in household

Zip code slept in the prior night

Military affiliation

### C. PROGRAM BUDGET

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$12,000.00
Admin	\$3,000.00
Direct Costs	\$
Other	\$
<b>Total</b>	<b>\$15,000.00</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

LASA has the funds to cover the master leases. Lakewood funding will support the cost of case management. We anticipate serving 14 families. Typically 1/3 of those families come from Lakewood. This funding will be dedicated to covering the costs for three Lakewood families. We find that families are more successful with a dedicated Case Manager.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)



**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** Lindquist Dental Clinic for Children

**PROGRAM/PROJECT NAME:** School-Based Dental Care Outreach Program

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 3,551

**Number of Lakewood clients to be served for this contract:** 4,000

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Lindquist Dental for Children will fulfill its mission by "Providing accessible, compassionate, and effective dental care to local children in need, ages 0 through 20." Our Dental Care Programs ensure every child in the Puget Sound has access to high quality, affordable dental care and education, regardless of the family's ability to pay, and our motto is: "No child turned away due to their family's ability to pay."

We are respectfully requesting partial funding for a Dental Assistant position, which is essential to providing dental care to the children we serve both through our clinic as well as our outreach programs.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 40,478
<b>Total Program Budget:</b>	<b>\$ 65,478</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

LDCC received \$200,000 in one-time American Rescue Plan Act (ARPA) funding from the Pierce County Council's 2022 budget for our general operations. It was received on April 14, 2022.

The current annual agency budget: \$3,032,238

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:**



**Title:** President and CEO

**Date Approved:** 8/26/2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant’s organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Lindquist Dental Clinic for Children

**Mailing Address:** 130 131st Street South, Tacoma

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-539-7358

**Website:** www.lindquistdental.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Carolyn Weyrick

**Email Address:** cweyrick@lindquistdental.org

**Phone Number:** 253-307-6021

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization’s primary point of contact (if different).

**Contact Name and Title:** Carolyn Weyrick

**Email Address:** cweyrick@lindquistdental.org

**Phone Number:** 253-307-6021

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

The Carl E. Lindquist School Clinic was originally founded in 1936 by the Tacoma School District and The Federation of Social Agencies (now the United Way of Pierce County), and named in honor of Carl E. Lindquist, a Tacoma banker and prominent community philanthropist.

In 2001, the organization rebranded and was renamed the Lindquist Dental Clinic for Children.

For 65 years the organization was known as the Carl E. Lindquist School Clinic.  
For the last 21 years we have been the Lindquist Dental Clinic for Children (LDCC).

- 5) Provide the federal tax identification number for the applicant’s organization.

91-0615378

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Founded in 1936, Lindquist Dental Clinic for Children ("LDCC") is a private, 501(c)3 non-profit organization dedicated to our mission of providing "accessible, compassionate, and effective dental care to Puget Sound children in need," ages 0 through 20. No child is turned away due to inability to pay! We operate an active fifteen chair dental clinic located in Parkland, Washington for children from low-income families. In addition, LDCC provides in-school and community dental care and education services through our School-Based Dental Care Outreach Program and our overall Community Outreach.

LDCC offers a full array of dentistry services for our patients, including preventative, restorative and endodontic treatment; as well as referral to low-cost orthodontic services. More specifically, our services include oral health education, comprehensive exams, x-rays, preventative care (cleanings, sealants, fluoride treatments), fillings, extractions, root canals, space maintainers, permanent crowns and emergency care. We were one of the initial certified Access to Baby & Child Dentistry (ABCD) early education and prevention dental providers in Pierce County and remain one of Pierce County's largest ABCD dental providers today.

We accept Apple Health (Medicaid) and most private insurances. Additionally, we have a unique agreement with TRICARE Dental (Military Insurance) that allows us to offer no out of pocket costs for covered services for military families that qualify based on size and income. Our Uncompensated Care Fund ("the fund") enables us to provide dental care to children regardless of their family's socio-economic status and whether they are un-insured, under-insured, or cannot afford the co-pays of their insurance. Some families pay on a sliding fee scale, based on size and income and some qualify for total coverage. To qualify for "the fund," the child's family size and income must be 80% or less than the HUD income limits.

Every child deserves a healthy mind and body. Oral health is an essential component of overall health. Research shows that poor oral health can profoundly affect a child's physical and mental health and well-being. Oral health problems can lead to impaired speech development, difficulty eating or sleeping, reduced self-esteem, inability to concentrate, and frequent absences from school or other extracurricular activities.

Each year, approximately 93% of our patients come from low-income families. LDCC is the only local private non-profit dental clinic in Pierce County solely dedicated to serving children 0-20, as well as offering the unique combination of affordable sliding-scale treatment at our Parkland Clinic. We are also unique in that we provide oral health care and education services through our Outreach Program at various community events, as well as our School-Based Dental Care Outreach Program. LDCC provides a safety net for our community's underprivileged children to receive the dental care they need. LDCC also ensures that vulnerable children in need from low-income Puget Sound families increase their accessibility to affordable services, become healthier, and gain knowledge of oral health self-care and disease prevention. Lastly, it gives under-privileged families an opportunity to interface with professional providers who deliver services in a compassionate, non-threatening environment where children are provided a "dental home" and receive regular dental care up through age 20.

The Dental Assistant position we are requesting partial funding for benefits low and very-low income households by increasing access to affordable oral healthcare and education for their children. Our services help minimize dental disease that, if left untreated, could lead to even more serious health problems.

At LDCC, a registered dental assistant is vital and essential at every patient visit and handles many responsibilities. They are responsible for providing hands-on support to Dentists and completing prep work so the Dentists can more efficiently care for patients. Their duties include completing intake paperwork and updating patient records, sterilizing and organizing dental tools and assisting during dental procedures.

Typical LDCC dental assistant responsibilities include:

- Speaking with the children (our patients) and their parents/caretaker about the upcoming procedures and reducing their concerns.
- Preparing exam rooms between appointments.
- Sterilizing rooms, equipment, and instruments.
- Taking dental impressions and X-rays.
- Assisting dentists with exams, fillings, extractions, and other procedures.
- Performing office and administration tasks related to patient care.

1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

“Unattended children’s dental care can have long-term, detrimental effects on your children’s’ dental health. The habits they develop now – including regular dental visits – can help prevent things like gum disease, tooth decay, and difficulty chewing, eating and sleeping. Poor dental hygiene leads to serious health problems – including an increased risk for Alzheimer’s disease and heart disease, cancer, Diabetes, Endocarditis, Pneumonia, and even long-term mental health challenges.” (Children 1st Dental, 2020)

LDCC ensures that the community and its children have permanent access to programs and services that will improve future health outcomes. LDCC fulfills the City of Lakewood's "Access to Health and Behavioral Health" strategy by providing accessible, compassionate, effective, and affordable dental treatment, oral health education and prevention, and community and school-based outreach services. LDCC improves the health of vulnerable children from low-income families and increases their access to much-needed dental care in the local community, regardless of their family's ability to pay.

Last year, LDCC provided essential dental care and oral education services to 27.9% of all children from the City of Lakewood at little or no charge to the families! (Percentages based on US Census Bureau, July, 2021).

1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Our Parkland dental clinic is conveniently located just 1 mile off of State Route 512 and is on major bus routes with the Parkland Sound Transit transfer station also just two blocks away. LDCC provides free, on-site parking. Patients and prospective patients or their families may use our website to conveniently schedule an appointment online. For those in need, LDCC provides bus tokens or gas cards, free of charge, for public transportation and those who may have a vehicle but need assistance with the cost of gas to get to the clinic for their appointment.

In addition, LDCC’s School-Based Dental Care Outreach Program provides much-needed dental care and educational programming to hard-to-reach children through the following 22 City of Lakewood elementary and middle schools (as well at other community agencies within the City):

Lakewood Elementary and Middle Schools within the Clover Park School District:  
Beachwood, Carter Lake, Custer, Dower, Evergreen (JBLM), Evergreen (JBLM, Early Childhood Education and Assistance Program), Four Heroes, Hillside (JBLM), Hillside (JBLM, Early Childhood Education and Assistance Program), Idlewild, Lake Louise, Lakeview Hope Academy, Meriwether, Oakbrook, Park Lodge, Rainier (JBLM), Rainier (JBLM, ECEAP), Tillicum, Tye Park.

Middle Schools: Harrison Prep, Hudtloff, Thomas.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Over the years, Lindquist Dental Clinic for Children has developed a large network of collaborative and cooperative relationships with other area agencies and human service providers. LDCC wants all well-run organizations to be a potential partner, providing services "where the kids are." We realize it is important for children to get actual dental care but it's also important to provide oral health education and educate community partners.

In Lakewood, in particular, we have forged strong partnerships with: Clover Park School District, Communities in Schools - Lakewood, Healthy Start Task Force - Lakewood's Promise, JBLM, the Lakewood Community Collaboration, Lakewood Farmer's Market, Lakewood Summer Fest, Caring for Kids, Boys and Girls Club - South Puget Sound Lakewood, South Sound Military and Communities Partnership, Military Kids and Families Partnership Coalition, Community Health Care (CHC), Career Path Services - Lakewood CSO, Clover Park Technical College - Dental Assisting (DA) School, the City of Faith Back to School Fair, Care-Net & the office of Women, Infants, and Children (WIC).

We support each other at community events and each other's work. They make referrals to us and we refer to them, making these mutually beneficial relationships. Anything that supports healthy youth and strengthens families is something we strive to be a part of. We are often the only oral health voice in the room and we work with numerous community partners and coalitions with whom we emphasize the importance of oral health, overall health, a healthy life and family stability. For example, we link families to additional resources as necessary by sharing information about other health, employment, food, housing, training and services/opportunities with our clients when they are at the clinic.

We work regularly with youth advocacy service agencies from Lakewood, such as Clover Park School District counselors/educators/principal partners, to remove barriers and create opportunities for youth to know of and receive important dental care services at our Parkland clinic. Our School-Based Dental Care Outreach Program is able to identify hard to reach children with unmet dental needs, provide dental care services at the schools, and provide them access to a convenient, and inviting "dental home".

LDCC has formal agreements with various agencies aimed at ensuring timely delivery of critical dental services to vulnerable youth and raising awareness of the importance of oral health via education and community resource events. All of these community connections allow us to help low-income families throughout Lakewood by providing additional resource opportunities as needed, assisting with removing barriers and at the same time, connecting children in need to affordable dental care. LDCC proudly offers all these services, regardless of the family's ability to pay.

### 3) EFFECTIVE PRACTICES

#### 3a) Describe the program's specific measurable outcomes.

Our first measure of success is to ensure we are maintaining our vision that no child is turned away due to their family's inability to pay. We also have specific outcomes we use to measure our organizational and programmatic effectiveness. We evaluate our performance and impact via a two-prong approach.

To evaluate our organizational and programmatic performance and impact, LDCC participates in Outcomes Based Evaluation (OBE) and has done so for well over ten years.

LDCC collects data and feedback on each patient's first visit and then bi-annually via patient/family data forms that includes address, income, ethnicity, gender and age, disability, military status as well as foster category. We analyze this data for statistics and trends. LDCC utilizes the current HUD income limits based on family size and income to determine eligibility and status. Income verification is based on the presence of Medicaid benefits or submittal of pay stubs.

In addition, twice each year, we pull a random sample of 200 patient records to analyze if/how our OBE indicators were met to achieve outcomes. One outcome we measure is "Improved dental health." We determine whether or not our patients demonstrate progress in reducing presenting symptoms. They must meet both Indicator A, "Consistently follows treatment plan", and Indicator B, "Demonstrates progress in reducing presenting symptoms." Our Dental Director analyzes each patient's charts to determine if Indicator A and Indicator B were met, and tabulates the results. Indicator A is met if patient comes in for recall and treatment appointments. Indicator B is met if the patient comes in for one recall exam per year and does not continue to have severe symptoms.

Another outcome we measure is "Reduction of barriers to receiving health care services." Patients must meet either Indicator A: "Able to meet needs of diverse population", or Indicator B: "Hours of operations meet patient needs." This is done through surveys completed by our patients' parent or guardian. Our goal is to ensure that we are providing the best care for our patients and that we are meeting or exceeding our measured outcomes and indicators.

For all the years we have been measuring this outcome, the Lindquist Dental Clinic for Children have always had a success rate of between 83%- 86%. Unfortunately, since COVID-19 began we are significantly lower in the achieved outcome for "Improved Health" because one of the Indicators we use that needs to be met is that patients and their families "Follow the Treatment Plan" and every treatment plan includes follow up visits for their recall appointments. Since COVID-19 began we had several months of mandated closures, decreases in scheduling for follow up/recall appointments due to concerns about COVID-19, and no shows or cancellations at the last minute due to illnesses. We also have battled having ongoing staffing shortages due to illnesses of the staff or their family members. All these factors have impacted our achievement percentages since the pandemic began. We of course are still helping children with their oral health needs, however, the follow up for appointments has definitely been impacted and many more "no shows" or reschedules have been occurring. Last year, through it all, we still had 96% of families who completed our survey indicate that LDCC "reduced barriers to receiving health care services" for their family.

In addition to potentially leading to other health concerns, poor oral health in children also taxes the healthcare system with children ending up in urgent care or the emergency room when access to dental care could have helped prevent unnecessary use of these services. Dental disease should not hold our community's children back from maximizing their full potential. Neither should it create a financial hardship for their families. LDCC continues to remove barriers to and increase access to essential dental care for under-privileged children, an important community need. We can provide critical early preventive dental care resulting in City of Lakewood children who have improved oral health as well as improved overall physical and mental health that is so important during the developmental stages of their lives.

#### 3b) How will your program benefit Lakewood residents and communities for the next two years?

Our ongoing commitment to the children of Lakewood and their families allows us to provide essential dental care services to them through a number of different avenues. We proudly serve them at our Parkland Clinic, regardless of the family's ability to pay. Our 15 chair Parkland Clinic now offers expanded services six days a week, Monday through Saturday. LDCC's Community Outreach Services and our School-Based Dental Care Outreach Program also allow us to provide important dental care services and oral education in the Lakewood community through partnerships with the Clover Park School District as well as various community organizations. These relationships enable us to provide services to hard to reach, at-risk children from Lakewood whose families may find it difficult getting their children to the clinic.

"Good oral health improves the quality of life for our community's children and youth. Untreated oral health problems often lead to other health issues/problems/illnesses causing unnecessary pain and compounded illness that could have been prevented if treated. Untreated cavities can cause pain and infections that often lead to problems with eating, speaking, playing, socializing, and learning. Children who have poor oral health often miss more school and receive lower grades than children who don't." (CDCP, 2012).

In 2021, 780 unduplicated low-income children from the City of Lakewood were served at our Parkland Clinic, through 1,589 total visits. In addition, 2,769 unduplicated low-income children from Lakewood were served through LDCC's School-Based Dental Care Outreach Programs.

Worthy of note, during the first six months of 2022, we served exactly 500 unduplicated children from Lakewood at our Parkland Clinic, putting us on pace to see a 28.2% increase in the number of Lakewood children LDCC is impacting this year, as compared to 2021. Your support of our programs is more meaningful than ever.

Data from 2021 shows that overall, LDCC facilitated over 17,400 patient visits (that's an average of 334 visits each week!) from over 9,300 unduplicated children, ages 0-20. In 2022, we projected, and are on track to provide care for children in need through approximately 24,900 visits to over 19,300 unduplicated children, which is a 107% increase in the total number of children served as compared to 2021. This change is mostly due to the ability to again provide needed services to children in the Clover Park School District as the schools begin to once again allow more services within the schools for the first time since the beginning of the pandemic. The total number of children LDCC served in 2021 represented more than 9% of all Pierce County children (US Census Bureau, 2021)!

LDCC anticipates that 2023 (and potentially beyond) will be fiscally challenging for many hard-working families in the City of Lakewood and throughout the Puget Sound, as well as for LDCC as an organization, with increased demand and skyrocketing costs associated with doing business. LDCC sincerely appreciates the partnership we have with the City of Lakewood. Your continued support as we navigate out of the pandemic crisis will directly and positively impact the immediate and long-term physical and mental health of vulnerable City of Lakewood children and their families as they work toward stabilizing their lives.



**3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?**

LDCC services are geared towards both preventative and treatment services, also with the ability to meet immediate/crisis needs. We are just a phone call away to provide dental care to children in need with reduced or no cost to families. We provide a convenient clinic location, dental care within 24 hours, and transportation financial assistance and vouchers. We also provide dental care and education services to at-risk children through our community outreach services and School-Based Dental Care Outreach Program, at no cost to the families. We not only take care of immediate needs, but focus on long-term solutions such as providing oral health education to the child and family and continuing to serve them as their "dental home", providing on-going preventive dental care all the way through the age of 20. Our staff receives specialized training to work with children, which includes how to provide services to those with mental, behavioral, and physical disabilities. Our Parkland clinic is 100% ADA accessible. We have a very diverse and multi-cultural staff that can speak multiple languages. We also have services to assist with language or hearing impaired patients. Additionally, we utilize feedback received from our patients through various means including after-care reviews and bi-annually participating in an Outcomes Based Evaluation Survey that allows us to analyze agency and programmatic effectiveness.

The following story is representative of what so many of the City of Lakewood's low-income children and families struggle with and how Lindquist Dental Clinic for Children supports them:

Angela was an 11th grader at her high school here in Lakewood, WA. As a 16 year old girl, she began missing a lot of school. Angela's grades dropped and she began avoiding speaking with people. She even noticeably changing her appearance; holding her head down and having her hair hang over her face.

Her mother was extremely concerned and didn't know what was going on with her daughter. She feared Angela was becoming involved with drug use. One evening, as they were eating dinner, her mother noticed a very large black spot on Angela's front tooth and asked her daughter about it. Angela, broke down in tears and shared her embarrassment. Based on that, Angela's mom immediately reached out to Lindquist Dental Clinic for Children, based on the high school's recommendation, and was able to make an appointment for her daughter the next day.

Angela met with a LDCC dentist their staff. Her fears and concerns were discussed in a deeply compassionate way. It was clear she had severe tooth decay which was causing her pain, embarrassment, low self-esteem and, ultimately to avoid interacting with others or even go to school.

LDCC was able to treat Angela's dental disease and correct the damaged teeth. Angela regained her smile. She began to feel more confident and reengage with her family, friends and school. In fact, both she and her mother were so excited they came back to LDCC to thank us in person and share their excitement. Angela's grades improved and her confidence had come back so strongly that she tried out and made the cheer squad! Both Angela and her mom shared that Angela's pain and embarrassment over her teeth has turned completely around and her smile is now one that brings her and those she encounters much happiness and success!

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

At Lindquist Dental Clinic for Children, no child is ever turned away due to their family's inability to pay. To be eligible to receive dental services at LDCC, children must be between the ages of 0 – 20. Our agency uses the current U.S. Department of Housing and Urban Development (HUD) income limits based on family size to determine each patient's family full or partial subsidy eligibility.

To ensure only eligible patients benefit from our charity programs, we require each patient's parent or legal guardian to fill out an "Intake Form" which includes fields for address and income information at the time of the first appointment. Income verification is based on the presence of Washington Apple Health (Medicaid) benefits or the submittal of pay stubs. Additionally, all parents or legal guardians are asked to complete our "Additional Patient Information" form which also includes fields for family size and income, along with other pertinent demographic data.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Document requires narrative to be on next page. Please see the next page. Thank you.

Lindquist Dental Clinic for Children serves a remarkably diverse patient base. To that end, LDCC has multi-cultural staff who are fluent in English, Spanish, Tagalog, Vietnamese, French, Russian, and Ukrainian. In addition, two on-line tools, "Language Link", and the "Dynamic Learning Center", assist us with additional translation, interpretation and hearing impaired services as needed. Available both on our website and in our clinic are informational flyers and pamphlets written in Spanish and Russian as well as English. Our School-Based Dental Care Outreach Program as well as our Community Base Services also provide informational pieces that are available in three different languages.

Our Parkland clinic building and all 15 "operatories" are ADA accessible and include free ADA-approved on-site parking. All LDCC direct-service staff receive specialized training to work with children as a vulnerable population. This training includes how to provide services to those with mental, behavioral, physical and/or intellectual disabilities. Patients or families who are highly anxious or have special behavioral needs can be seen in one of our two "quiet rooms" at our Parkland Clinic.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Lindquist Dental Clinic for Children strives to maintain a positive, inviting environment that includes people from diverse backgrounds involved as board members, staff, and volunteers. By being an inclusive organization, all voices are listened to, valued, and respected, which allows us to best accomplish our mission. Many of our employees and volunteers mirror the community we serve, sharing the same racial, ethnic, and economic backgrounds of our patients, bringing perspective and credibility to our organization and as a result enhancing our overall impact in the community.

39% of our staff are minorities (Latino, Black, Asian and other/Multi), 85% are women and 15% are male and range in age from 19 to 63. Our Board of Directors also similarly represent a cross-section of the Puget Sound region, including male and female representatives from small businesses, health care, education, banking professionals, retired military, and political professionals. We have many veteran employees and Board members with tenures of over ten years. Additionally, LDCC complies with all applicable federal and state non-discrimination laws and adheres to our own agency non-discrimination policy vigorously.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

4d) What client data is collected for this program and how is it collected?

LDCC collects data and feedback on each patient's first visit and then bi-annually via patient/family data forms that include address, income, ethnicity, gender and age, disability, military status, as well as foster category. We compile, analyze, and track this data for statistics and trends.

An experienced LDCC dental professional analyzes each patient's charts and records to determine if both indicators were met, then tabulates the results. Indicator A: "consistently follows treatment plan" is met if the patient comes in for recall and treatment appointments. Indicator B: "demonstrates progress in reducing presenting symptoms" is met if the patient comes in for one recall exam per year and severe symptoms abate.

Demographic data is collected consistently, year over year. The 2021 demographic information collected is as follows:

LDCC 2021 PATIENT-REPORTED DEMOGRAPHICS:

RACE/ETHNICITY  
 White 38.2%  
 Multi-Racial 30.5%  
 Hispanic 11.6%  
 Asian/Pacific Islander 9.7%  
 African American 8%  
 Unknown 1.4%  
 Native American/Alaskan Native .6%  
 TOTAL: 100%  
 (61.8% Racial/Ethnic Minorities reflect the inequities of our culture as the overall Pierce County population reflects 43.4% racial/ethnic minorities (US Census Bureau, July 2021).

CLIENT AGES	INCOME OF PATIENTS' FAMILIES
Ages 0-5 16.8%	Extremely Low 40.9%
Ages 6-10 41.5%	Very Low 29.3%
Ages 11-15 26.3%	Low 22.2%
Ages 16-20 15.4%	Middle or Higher 7.6%
TOTAL: 100%	TOTAL: 100%

GENDER OF PATIENTS	GENDER OF HEAD OF FAMILY
Female 50.1%	Female 57.9%
Male 49.9%	Male 42.1%
TOTAL: 100%	TOTAL: 100%

OTHER CLIENT DATA  
 Child with a Disability 5.6%  
 Foster Child 4.2%  
 Child of Military Family 26.7%

**C. PROGRAM BUDGET**

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$25,000
Admin	
Direct Costs	
Other	
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

100% of funds from the City of Lakewood will be used to support a partial salary for a dental assistant who is essential to providing direct dental care services to children in need either through our clinic or outreach services. No funds from the City of Lakewood will be used on administrative costs.

Proper oral health immediately improves physical and mental health, as well as the quality of life for our community's vulnerable and impoverished children, and increases the likelihood these children will escape the cycle of generational poverty and advance to lead a more stable, productive and satisfying life.

\*Special note referencing the next question, 5c). Yes. It is, however, becoming increasingly challenging to continue with our mission and to provide services without turning any children away due to their family's inability to pay. The need to provide competitive wages continues to increase and become more competitive due to staffing shortages for Dental Assistant positions in not only our area, but nationwide. In addition, the dramatic increase in costs of equipment and supplies necessary to provide high-quality services is also impacting our ability to provide all or partial subsidy for children from impoverished families. For these reasons, the support and partnership from the City of Lakewood is more meaningful than ever.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**AGENCY NAME:** Multicultural Child and Family Hope Center

**PROGRAM/PROJECT NAME:** Culturally Accessible Free Food Distribution for Low-Income Lakewood Residents

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 120

**Number of Lakewood clients to be served for this contract:** 170

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Multicultural Child and Family Hope Center, a by-and-for the Black Community family services nonprofit, distributes basic needs boxes at all times during the year to families in need. Distributing over 2,500 ten-to-fifteen-pound boxes to families per month and with additional meal distribution and food bank Sundays, we currently serve over 100 Lakewood residents throughout the year with accessible, no-cost nutrition. Funds from the City of Lakewood will help Multicultural increase our programmatic reach according to service demand to serve 40% more Lakewood residents in one year, improving accessibility and reachability of the food distribution program.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 35,000
Other Program Funds: Requested and/or secured	\$ 250,000
<b>Total Program Budget:</b>	<b>\$ 285,000</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

Multicultural Child and Family Hope Center received ARPA Funding from Pierce County last year for a Ford F-450 truck that is used to haul a 10-ton refrigerated trailer, which helps distribute tens of thousands of meals to families in Pierce County, including Lakewood.

The current annual agency budget: \$7,109,452

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** *Gail Neal*

**Title:** Gail Neal - Executive Director

**Date Approved:** 8/11/2022



**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Multicultural Child and Family Hope Center

**Mailing Address:** 2021 S 19th St Tacoma, WA

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-593-6641

**Website:** www.mcfhc.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Gail Neal, Executive Director

**Email Address:** gneal@mcfhc.org

**Phone Number:** 253-593-6641

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Hannah Hirtreiter, Finance Director

**Email Address:** hhirtreiter@mcfhc.org

**Phone Number:** 253-593-6641

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Multicultural Child and Family Hope Center has been in operations for nearly 25 years, where our agency was founded in 1997, and obtained its 501(c)(3) in 2006. It has no other business names that it has operated under, but is generally known in the community as "Multicultural" or "The Hope Center."

- 5) Provide the federal tax identification number for the applicant's organization.

35-2266626

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Multicultural Child and Family Hope Center, a by-and-for the BIPOC population nonprofit and equity partner with WA Department of Commerce, Pierce County and United Way, has informally provided free meals through its Tacoma Recovery Center location in downtown Tacoma, and its flagship site on 2021 S 19th St in Tacoma for decades. In 2020, with the advent of COVID-19 and a service population which was disproportionately impacted, Multicultural became an Emergency Food Network partner, a No Kid Hungry partner, and a WSDA site to meet the overwhelming need of persons of color experienced during the pandemic. During this time, Multicultural expanded its food distribution efforts and saw an increase in its food distribution from 40,000 meals served a year to over 220,000 meals served. Similarly, our food distribution output increased from 50 tons a year to roughly 250 tons distributed on an annual basis. Currently, Multicultural delivers Basic Needs Boxes throughout the week, provides Mobile Food Box deliveries, helps supply food for a number of culturally-grounded agencies (including Lorraine's Place in Lakewood), and delivers a free weekly Food Pantry. According to Multicultural's service logs, roughly 30% of our overall service population comes from Lakewood service areas, where we are seeing increased demand and require program support to remove barriers to basic needs fulfillment.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

As this is a request to help expand our Basic Needs and Food Distribution Program, we believe the "Access to Food" funding strategy best aligns with our program. This program is geared towards low-income, food insecure Lakewood residents that offers culturally-accessible foods at no-cost, and strives to meet clients where they are in the community to remove barriers to access.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Our program ensures access to Lakewood residents, as this is one of the largest cross-sections of our program's service population. This is also true for Multicultural's larger human service programming. Access is provided and ensured through dedicated food distribution efforts throughout the week, at both daytime and nighttime, and on weekends for food pantry programming. Multicultural surveys all program participants to determine what food types are best suited to their needs and preferences, while making note of dietary restrictions and health-related diet needs. All of our services are delivered at fully-ADA-accessible facilities. With the use of a 10-ton trailer donated by Boeing Employee Community Fund, we are able to deliver considerable amounts of fresh, refrigerated and unspoiled produce, dairy, meat and more to clients where they are in the community, including drop-offs in Lakewood to remove transportation barriers. Finally, all of Multicultural's programming is fully accessible in 7 different languages - English, Spanish, Tagalog, Vietnamese, Chinese, Russian and American Sign Language.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

With 28 human service programs under its agency umbrella, Multicultural Child and Family Hope Center is a bona fide "wrap around service" human service agency. Over 99% of our service population are individuals who are low-income, most of whom are defined as "working poor" and a significant number of whom are at the intersection of housing insecurity, food insecurity, homelessness, crisis, and victimization of crime. Multicultural is also a best-practice provider for Foster Care and homeless youth in partnership with Washington State DSHS. Multicultural's program roster currently includes human services such as:

ECEAP, Early ECEAP, Early Head Start, Arts Impact, Homeless Prevention Services for BIPOC Families (Building Changes), Emergency Respite for Foster Care, Rental Assistance and Foreclosure Prevention, No Child Left Inside (Tacoma Outdoor Learning Project), Basic Needs and Food Distribution, Help Me Grow & Diaper Bank, COVID-19 Public Health Outreach, Women and Girls (DV and SA Victim's Program), Men of Color (Survivors and Empowerment Program), Homeless Mothers Program, Military Student Mentoring, Tacoma Recovery Café, Triple P, Father Engagement, Parent 4 Parent, Visitation Program, Summer Expanded Learning Opportunities, Community Vaccination Site and Public Health Outreach, Credible Messenger, Family Nights at Community Hall, Community Census Outreach, Homeless Street Outreach, Tiny Homes Transitional Housing for Families in Crisis, SafeCare, USDA Meals and Nutrition, and Family Support Network, CRISP Outreach (KWA), Greater Destiny Church (KWA) Teen Health Outreach, 253 Jobs Employment Program (KWA), 253 Tacoma Teens Pre-Vocational, and our Community Resource Center.

Based on service records, 90% of Multicultural's service population accesses more than one of our programs. This is also true for our Basic Needs and Food Distribution program, which frequently acts as a pathway for clients to access programs such as Homeless Prevention, Concrete Goods, Victim Services, Parent Education, No-Cost Childcare, Employment Services and Vocational Support, and much more. Multicultural is also an established Family Resource Center and Family Support Partner with the Tacoma-Pierce County Health Department, who accepts thousands of referrals yearly, and places a similar amount on human service referrals back into the community to best-practice providers. Multicultural operates the Tacoma Recovery Center in downtown Tacoma, which provides free recovery-based services, stabilization services, homeless outreach, and no-cost licensed behavioral and mental health provision. Within the Tacoma Recovery Cafe is a dedicated by-and-for Veterans advocacy program, helping Veterans overcome challenges with PTSD, MST, and SUD.

**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

The key metrics of the Basic Needs and Food Distribution program are measured in number of meals served, number of basic needs boxes (10-15 lbs.) served, number of clients (and family members served), and total weight of food goods distributed throughout the year. These metrics are built into Multicultural's existing service contracts, performed on an ongoing basis by program staff and volunteers, assessed quarterly and yearly.

3b) How will your program benefit Lakewood residents and communities for the next two years?

Multicultural's Basic Needs and Food Distribution acts as a lifeline to over 100 Lakewood residents throughout the year as it currently stands. However, we are seeing a trend of increasing service requests, and require program capacity support to fulfill serving up to 40% more Lakewood residents throughout the year. The anticipated net benefit of the proposed program is over 100,000 meals served over the course of two years, specifically for hard-to-reach, low-income Lakewood residents who are at the intersection of other major human service challenges, where they require stabilizing basic needs support.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

For our agency as a whole, individuals, parents and program participants are directly empowered in designing and fulfilling their goals, milestones and action plans in collaboration with Family Advocates and Family Support Specialists, where Multicultural utilizes a strengths-based and client-led approach to its direct services. Multicultural takes this empowerment approach to a community level in order to improve service equity, where we have hosted over 40 listening sessions over the past two years to conversationally work with parents and families in our communities to see how we can fill service gaps, improve existing services, and strengthen our approach as an equity partner. This has become mandated programmatically within our organization as a part of our DEI Policy, and will continue in every aspect of our programming moving forward in order to expand, improve and refine our programs and processes on the individual and community service levels. This is especially true for our Basic Needs and Food Distribution program, where the cultural component is especially important to make sure clients receive food that is aligned with their tastes, preferences, heritage, religious beliefs and more. Surveys and continual client feedback is collected for all participants in this program and is a key part of intake. For decades, Multicultural has been a community building piece in the Hilltop area of Tacoma, building equity as a by-and-for the Black Community provider through advocating for our community of color's needs in terms of family resources at the State and regional level. This is echoed through our Basic Needs and Food Distribution program.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

Multicultural is able to utilize pay stubs, personal tax returns, as well as existing eligibility for other public assistance programs to determine whether or not individuals and families are eligible to receive our services. Some of our clients are indigent, and are unable to provide these documents, in which case Multicultural will make a determination to fulfill service.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Yes. Multicultural is more than just a catch-phrase - it is a part of our mission-based work. Over 85% of our service population is BIPOC, and many of whom are ESL families, migrant families, cultural minorities, and more. As a result, Multicultural has operated for decades as a fully culturally-grounded and -accessible provider for family and human services. We provide linguistic accessibility in seven different languages, including American Sign, and work with a considerable number of Tribal families, with whom we are a funding partner and an MOU partner of existing regional tribes. All of Multicultural's services are provided in ADA accessible buildings, and we are able to accommodate complex needs individuals and children in our overall service infrastructure.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

As is consistent with our agency's founding as well as our continued role as an equity and inclusion partner in our community, our staff are our strength and will always reflect our service population. In order to understand families who are underserved and mistrusting of mainstream institutionalized services, we employ individuals from our communities of color who have experienced the same barriers, challenges and have learned to thrive through building personal resiliency. Many of our staff have diverse lived experience with discrimination within systems of service and care, have experienced homelessness, and have navigated victim services and housing services that were not otherwise culturally accessible. By utilizing staff that is truly reflective of our service population, we continue a longstanding bond of trust and understanding of the challenges our clients face and the resources and support they truly need. Our staff all participate in anti-racist and equity training, as well as providing multilingual support in 7 different languages. Our recruitment strategy for staffing has always been individuals who come from our communities of color, who have lived experience in their professional work, and utilize conversational, client-led approaches towards human service.



**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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4d) What client data is collected for this program and how is it collected?

Multicultural utilizes digital sign-in sheets (tablets) available to clients to fill out prior to receiving service. If the individual has fine motor challenges, mobility challenges or is visually impaired, staff are able to fill out these forms with their consent. These sign-in sheets include name, zip code, age, family size, services needed at time of signature, and other demographic information (which is optional).

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	\$20,000
Admin	\$
Direct Costs	\$15,000
Other	\$
<b>Total</b>	<b>\$35,000</b>

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

\$20,000 is requested for a 0.25 FTE Basic Needs and Food Distribution support staff. With the hauling of basic needs boxes, long trips for tons of food distributed throughout the community, and general storage requirements, we require staff support for added capacity to serve more Lakewood residents and fulfill the labor associated with our program.

\$15,000 is requested for direct service costs. This will be for storage materials, boxing materials, and food purchase support for clients that have variegated nutritional needs and cultural preferences where we must purchase food to make it available to them. A small amount of this direct services line item request will support transportation cost for delivering food to clients where they are in the Lakewood community.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

**(Using the checklist below, please attach the following documents to your application.)**

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**AGENCY NAME:** Nourish Pierce County

**PROGRAM/PROJECT NAME:** Nutritious Food for Families in Need



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 6,207 total unduplicated

**Number of Lakewood clients to be served for this contract:** 7,000 total unduplicated

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Nourish, has proudly served in Lakewood for nearly 50 years. We provide nutritious food and support services to people in need with compassion, dignity and respect. Our goal is to provide each individual and family member with enough nutritious food for three meals a day for three days. Nourish's Lakes Area Food Bank on Steilacoom Blvd. is one of the agency's largest serving food banks and our Mobile Food Bank distributes food at 3 strategically chosen sites in Lakewood; Tillicum, Pierce College-Ft. Steilacoom and Clover Park Technical College.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 12,225,219
<b>Total Program Budget:</b>	<b>\$ 12,250,219</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

In 2022 Nourish received \$60,018.49 of Pierce County ARPA funds passed through the Emergency Food Network. The funds can cover expenses from January 1, 2022, through November 15th, 2022. Nourish has used it to cover our warehouse rent and utilities.

The current annual agency budget: 12,250,219

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** Kirsten Putman Digitally signed by Kirsten Putman  
Date: 2022.08.25 11:58:02 -07'00'

**Title:** Grants and Communication

**Date Approved:** August 25, 2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Nourish Pierce County

**Mailing Address:** 1702 South 72nd St. Suite 201

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-383-3164

**Website:** nourishpc.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Sue Potter, Chief Executive Officer

**Email Address:** suepotter@nourishpc.org

**Phone Number:** 253-507-7309

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** same as above

**Email Address:**

**Phone Number:**

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Nourish Pierce County has been serving the Lakewood community for nearly 50 years, since the early 1970's. We officially incorporated in 1982 as FISH Food Banks of Pierce County and in 2017 changed our name to Nourish Pierce County.

- 5) Provide the federal tax identification number for the applicant's organization.

91-1198391

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Nourish Pierce County operates the largest system of food banks in the County. With six brick-and-mortar food banks and two Mobile Food Banks, we fulfill our mission to provide nutritious food and support services to people in need with compassion, dignity, and respect. Nourish never charges for any of our services.

When a client walks into a Nourish Food Bank, we want them to feel a sense of welcome and relief. The best way we support our clients is to keep our shelves stocked with familiar, nutritious food. At every visit, they will receive enough food for three meals a day for three days - for every member of their household.

Nourish is a food bank distribution system. We collaborate with other organizations and businesses to obtain our food items. One of the main sources for the food we distribute is the Emergency Food Network (EFN). The EFN, NW Harvest, Food lifeline and other organizations gather the food we distribute. Nourish also collects food from 100 local restaurants, grocery stores and bakeries each week. The food rescued from the landfill through this program was estimated at \$1 Million in saved edible food in 2021. We are also expanding our Farm to Food Pantry partnerships that benefit local farmers and provide fresh local food items. Finally, we augment those foods with government commodities, donated foods and food purchased at wholesale prices. The partnerships between those who provide the food and Nourish Food Banks who distribute it benefits anyone who experiences hunger in Pierce County.

No other direct service hunger relief organization serves as many Lakewood residents as Nourish. In 2021, 10% of Lakewood residents visited a Nourish food bank at least once. We have 4 Lakewood food bank sites (the 5th site at Woodbrook, is suspended during construction or until a new location is secured): 1.) Lakes Area Nourish Food Bank - located at the United Methodist Church; 2.) Mobile Food Bank at Tillicum Baptist Church; 3.) Mobile Food Bank at Pierce College/Ft. Steilacoom; and 4.) Mobile Food Bank at Clover Park Technical College.

The Lakes Area Food Bank is our second largest brick-and-mortar food bank. In 2021:

- Served 3 days a week
- Served a total of 8,411 Unduplicated Clients (2,831 were Lakewood Residents)
- Totaled 56,645 total visits
- Enough food distributed for 509,805 nourishing meals

Our Mobile Food Bank sites operate just like a brick-and-mortar food bank, just on wheels. These 3 sites are open every week. In 2021, all 3 sites combined:

- Offered services 3 days each week
- Served a total of 2,382 Unduplicated Clients (1,172 were Lakewood Residents)
- Totaled 8,451 visits
- Enough food distributed for 76,059 nourishing meals

In 2021, these four Lakewood sites served a total of 10,591 clients from throughout Pierce County. A total of 3,266 (31%) were children, ages 0-18 years. Seniors 55+ accounted for 2,198 (21%) of clients. Nourish is also proud to serve both active duty and military veterans. In 2021, Nourish partnered with the Military Family Advisory Network (MFAN) and held 3 food distribution events at Clover Park High School where we distributed food to over 1,500 active duty military families and veterans. \*\*It is important to note that a significant number of Lakewood residents who receive our services (2,061 or 34% of Lakewood residents served), are served at our food banks outside of Lakewood.

Through all Nourish Pierce County food banks last year, 40,504 unduplicated clients who visited a total of 315,924 times. This means that on average, Nourish serves 1,000 visits per day at all sites. These numbers are certain to increase again in 2023 due to stagnant wages coupled with inflation and continued supply chain issues.

- 1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

Nourish Pierce County directly addresses the City of Lakewood’s Human Services “Emergency Food” funding strategy by ensuring residents have access to healthy food and optimal nutrition year-round. Nourish is the largest food non-profit direct food provider in Lakewood, operating four distribution locations throughout the city for a total of seven service opportunities per week. Our service is consistent and reliable. We provide Lakewood residents with a variety of options encouraging them to choose the distribution site which best suits their needs, whether it be based on location or day/hours of service.

Nourish provides a pathway to increase household stability for Lakewood residents through food security. Food banks free up funds to be spent for other purposes. By providing low income households with food that they normally would have to purchase, their dollars can then be redirected toward rent, mortgage, utilities, child care, medical costs and transportation expenses/bills. When people know they have somewhere to turn, the sense of crisis is eased. When families don’t have to continually search for food resources, they can focus on meeting other fundamental needs, such as work, school, learning, and growing. At all Nourish food banks we provide each individual and family with enough nutritious food to make at least three meals a day for three days. Nourish food banks are 100% donor-funded and do not charge for any of our services.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

In addition to the 4 locations in Lakewood, Nourish has a strong presence and regularly reaches out to Lakewood audiences through activities such as: School and community fairs, presentations to service clubs, outreach to Community Centers, churches and cultural organizations. We are listed with the United Way’s 211 referral system, and actively participate in the Pierce County Human Services Coalition which shares information regarding our services to those who many not otherwise have access to it. As a member of the community our CEO, Sue Potter, is a life long Lakewood resident and currently serves as President Elect of the Rotary Club of Clover Park and is the City of Lakewood representative on the Pierce County Conservation Futures Community Advisory Board. Our food bank locations are provided on an interactive map on Nourish's website, along with hours of operation. We also have a strong social media presence on Facebook, Instagram and Twitter.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Food is a foundation for a secure family. Once the immediate need for food has been satisfied, then our clients have the opportunity to look at repairing other parts of their lives that may have fallen to the wayside because of food insecurity. Because Nourish has limited wraparound services, we do our best to make positive partnerships and referrals to other agencies.

For almost 15 years, Nourish has partnered with the Washington State University Extension's dietetic program to educate food bank staff and volunteers on what comprises the optimal nutritious meal and to educate and encourage clients on how to prepare healthy meals with the food they receive at food banks. These services are free. If clients needed to seek dietitian services elsewhere, an insurance co-pay or hourly minimum would be required.

Nourish is aware of the trust our neighbors put in our food banks and endeavor to provide them with additional services that enhance that comfort and sense of community. Unfortunately, many of these programs have been put on hold because of the COVID-19 pandemic. It is our intention to resume having these valuable programs return as soon as safety permits.

Historically, the United Methodist Church at Lakewood where Nourish's Lakes food bank is located, multiple communities of faith come together to provide a hot meal twice a month for the hungry. Nourish has proudly provided some of the ingredients for this program.

Another program we are hoping to bring back is a twice yearly visit from the Wear a Big Smile Foundation who distributes rain boots to our clients. Two programs that encourage healthy clients are free flu and shingles shots from Walgreen's, and a local dentist providing dental care ranging from cleanings and tooth exams to tooth replacement and fillings. We regularly invite organizations to visit our food banks to provide additional services that align with our community needs.

Each food bank has a list of referral organizations that can assist with anything from meal delivery to domestic violence shelters. It is not unusual to see our caring staff members or volunteers assisting clients with navigating the various options. We offer information and assistance with SNAP (food stamp) benefits, US Census information, Basic Health insurance sign up, nutrition education, financial counseling, credit repair, Social Security, advocacy, Medicare, immunizations, and free tax preparation. Nourish recommends other non-profit and for profit support entities such as the United Way 211 program, Associated Ministries, LASA, MDC, YWCA, Pierce County Community Connections, Goodwill Industries, St. Vincent DePaul, The Tacoma Rescue Mission, Sea-Mar, United Healthcare, Amerigroup, Molina Healthcare, Habitat for Humanity, Caring for Kids, Workforce Central, MFAN and others.

We take pride in our relationships with these organizations. We believe that working collaboratively improves the strength of the safety net for our citizens in need, removes barriers for people in crisis, and saves time, energy, and resources for participating service providers.



### 3) EFFECTIVE PRACTICES

#### 3a) Describe the program's specific measurable outcomes.

Nourish operates four distribution sites in Lakewood, providing residents the opportunity to receive food at a location that is convenient to them. These sites serve Monday through Friday, as late as 6:30 pm. If Nourish Pierce County Food Banks did not exist, the majority of those in Lakewood experiencing food insecurity would need to search for other resources to stave off hunger. Those served by our Mobile Food Banks would need to travel further to access emergency food sources, wasting precious time and resources on transportation. If these resources were not available, our clients may not receive an adequate or nutritious supply of food. They may experience additional barriers such as setting an appointment or receiving food on a monthly basis.

Because Lakewood families have access to Nourish food banks, children in Lakewood families can thrive as they are not distracted by hunger. Seniors do not have to forgo medications in order to have money to pay for groceries. To address the growing issue of student hunger we have positioned two of our mobile food bank at colleges. By providing emergency food service to people on campus, students struggling with food insecurity do not have to decide between buying groceries or paying for tuition, books, or transportation. However, this service is not limited to students. People from the surrounding communities are also welcomed to receive food at any of our locations.

Our measurable outcomes are reported twice a year through our client surveys. We maintain quarterly reports for our funders that measure the number of individuals and number of meals provided. But ultimately, our main objective is to provide anyone who visits a Nourish Food Bank with enough nutritious food for three meals a day for three days for every household member.

#### 3b) How will your program benefit Lakewood residents and communities for the next two years?

Nourish food banks has been creating pathways from scarcity to security for Lakewood neighbors for nearly 50 years. We will continue to provide food and support services to people in need with compassion, dignity and respect. By providing 3 meals a day for 3 days, for each family member at every visit, Nourish fills a void in the lives of our clients. The success of our mobile locations proves that convenient access to nutritious food is a service our clients appreciate.

It is always the goal of Nourish to eliminate barriers to nutritious meals for our neighbors. It is our hope to relocate the Lakes location within the next 9 months. The Lakewood Food Bank located at the United Methodist Church at Lakewood is now the second busiest location in our network of twenty distribution sites. While the church has been a good partner for over 10 years, this site was never intended to be our permanent home. The food bank is in a basement that has no exterior doors or elevator. We have been moving over 100,000 pounds of food a month in and out of the facility through windows. It is back-breaking, dangerous work. Customers who cannot navigate the stairs must have a Nourish volunteer or friends shop for them and do not get the luxury of picking items that they might make their meals more enjoyable. For 5 years we have searched for a permanent home in Lakewood and have had no luck. We just have not been able to be competitive in the commercial real estate market. A few weeks ago, this changed. We were made aware of a site that could serve Nourish and the citizens of Lakewood well for the next 50 years...The Lakewood location is ideal. The two-acre lot and 4,000 sq. ft showroom space would allow Nourish to relocate the Lakewood Food Bank and enable us to pilot an innovative marketplace design and create the next generation of food pantry—modeled after boutique grocery stores. Our goal is to develop the facility to look more like a contemporary, commercial retail store vs the antiquated version of a food bank. Whether one drives by or stops to use our services, the facility will be designed to remove the visual stereotype of food banks and the interior will raise the experience of our customers by providing a "normal" shopping environment. Our vision is to provide customers and the community with a food bank that they can be proud of. In addition to a food pantry, with additional development, Nourish may be able to develop a Connection Center on-site where other human service, & health care organizations could provide wrap-around services & information to food bank customers.

3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

Nourish created and developed a random sample survey specifically to ascertain whether we are meeting outcome indicators, and also to allow clients the opportunity to provide feedback on the service they receive. Trained volunteers administer the survey twice a year, once in the spring and once in the fall at six of our food bank locations. Surveys are translated into the languages appropriate for the cultures served at each food bank. Translation assistance or assistance filling out the survey is provided upon request. Clients may decline to fill out the survey; no one is required to participate.

Clients are surveyed on several criteria, including: do they receive enough of each food group to make three meals a day for three days for the number of people they are getting food for; do they receive enough grains, vegetables, fruit and protein; do the food banks' hours and days of operations meet their needs; ease of getting to the food bank because of where it is located; is the necessary client documentation easy to provide; and, does this food bank meet their emergency food needs.

The surveys are then collected and a trained staff person inputs the data into a spreadsheet. It is analyzed in our administration office. Client perceptions about the ease and quality of service and quantity of food provided are crucial. Nourish considers any survey rating under 70% to be a potential deficiency. When scores are under 70% Nourish examines both the survey tool as well as our Food Quantity Distribution guidelines to see what adjustments need to be made to in order to ensure that we are supplying enough nutritious food for 3 meals a day for 3 days. We take the survey findings and make adjustments to the quantity of food we may distribute from a food group and we may choose to alter the types of bulk product we purchase next.

Nourish as also partnered with AmeriCorps to perform an in depth study into what services our clients would like to be added. It is important to uncover what wrap-around services our clients truly need. It is vital to hear from those that would benefit from the added programs to ensure Nourish is providing services that our clients need and will utilize.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

Nourish removes as many barriers to service as possible. Anyone in need can visit a Nourish Food Bank. We do not require any one to present proof of any kind. We ask customers to voluntarily supply name, address, birth dates of everyone in the household as a means to provide statistical data to funders. No personal information is ever required or shared. Customers provide this information voluntarily. A client will not be refused service for choosing to provide only some of the information, or none at all.

Some of the information provided helps Nourish adhere to regulations and provide the needed documentation to qualify for government programs. We serve low-income Pierce County residents, as defined by the Federal Poverty thresholds. As required by the USDA, clients are asked to self-declare that they met the posted Federal Poverty Guidelines, as federal commodities are provided.

Customers are asked to visit no more than once a week. Clients are referred to additional resources if more than one visit per week to our food banks are needed. No one in need is turned away.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Nourish ensures accessibility for all by removing as many barriers to service as possible. We serve all people equitably and with respect, regardless of languages spoken, abilities, preferences or traditions. Nourish Pierce County prohibits discrimination in all of its programs and activities on the basis of race, color, national origin, sex, veteran or military status, gender, religion, age, political beliefs, sexual orientation, marital or family status, the presence of any sensory, mental, or physical disability, or the use of a trained dog guide or service animal by a person with a disability.

All food bank materials are translated into multiple languages to reflect the different nationalities and cultures served at each food bank location. Each site and geographical area have different needs. Translated materials include but are not limited to: Spanish, Korean, Russian, and Ukrainian.

The clients that visited our Lakewood locations in 2021 were many races and ethnicities. The clients self identified as the following: 16% Hispanic, 30% White/Caucasian, 11% Black/African American, less than 1% Native American/Tribe Member, 7% Asian/Pacific Islander, 7% Multi-Racial and 15% Unknown/Other.

Each Nourish food bank has a supply of nutritious food that best suits their clients' needs. With the exception of the Lakes Food Bank, our Lakewood facilities allow our clients to self shop, giving them the opportunity to choose their own items. At Lakes Food Bank, due to COVID health precautions, we are currently operating on a curb-side delivery model. This curb side model eliminates the adjustments that must be made for this location, which is not ADA compliant. We are scheduled to return indoors in the Fall of 2022, and the lack of ADA compliance will need to be navigated again. Traditionally at that site, clients who are unable to navigate the stairs can have a volunteer "shop" for them. Clients work with the volunteer to select the items they like, the volunteer pulls that product from the shelves and delivers the groceries directly to the client or client's vehicle. Caregivers, family, friends or neighbors are able to pick up food from any Nourish food bank location for those who are unable to do so for themselves for any reason.

We offer non-traditional operating hours at many of our Pierce County locations, including evenings so that all have access to the food they need. We do not require applicants to prove financial hardship, we do not limit access to food based on the zip code of the client. Residents may visit any Nourish food bank that is convenient for them, whether by their home, work or school. We offer a respectful and dignified intake procedure.

**4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.**

YES. Our board has drafted a preliminary DEI plan. The following statement has been developed by our board and must be posted in every food bank so it is visible to clients at all times: "Nourish Pierce County prohibits discrimination in all of its programs and activities on the basis of race, color, national origin, sex, veteran or military status, gender, religion, age, political beliefs, sexual orientation, marital or family status, the presence of any sensory, mental, or physical disability, or the use of a trained dog guide or service animal by a person with a disability."

Nourish's "self-select" model was implemented to provide greater equity for the people we serve. Designed much like a typical grocery store, clients use shopping carts and are able to make their own food choices. This empowers all those who visit a Nourish Food Bank with the ability to make selections based on their individual religious, cultural, family and/or health needs. Also the food distribution model based on family size is specifically designed not only to make sure families get enough food for 3 meals a day for 3 days, but it removes any unintentional bias from staff or volunteers. A family of 4 can select the same quantity of food regardless of age, race, gender, political affiliation etc... It is one of the main reasons we continue to use this distribution model.

At Nourish Pierce County a diverse, inclusive, and equitable workplace is one where all employees and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, feels valued and respected. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard. We're committed to modeling diversity and inclusion for the entire nonprofit sector, and to maintaining an inclusive environment with equitable treatment for all.

To provide informed, authentic leadership for cultural equity, Nourish strives to:

- See diversity, inclusion, and equity as connected to our mission and critical to ensure the well-being of our staff and the communities we serve.
  - Acknowledge and dismantle any inequities within our policies, systems, programs, and services, and continually update and report organization progress.
  - Explore potential underlying, unquestioned assumptions that interfere with inclusiveness.
  - Advocate for and support board-level thinking about how systemic inequities impact our organization's work, and how best to address that in a way that is consistent with our mission.
  - Help to challenge assumptions about what it takes to be a strong leader at our organization, and who is well-positioned to provide leadership.
  - Practice and encourage transparent communication in all interactions.
  - Commit time and resources to expand more diverse leadership within our board, staff, committee, and advisory bodies.
  - Lead with respect and tolerance. We expect all employees to embrace this notion and to express it in workplace interactions and through everyday practices.
- Nourish abides by the following action items to help promote diversity and inclusion in our workplace:
- Pursue cultural competency throughout our organization by creating substantive learning opportunities and formal, transparent policies.
  - Improve our cultural leadership pipeline by creating and supporting programs and policies that foster leadership that reflects the diversity of American society.
  - Pool resources and expand offerings for underrepresented constituents by connecting with other organizations committed to diversity and inclusion efforts.
  - Develop and/or present sessions on diversity, inclusion, and equity to provide information and resources internally, and to staff, & volunteers.
  - Develop a system for being more intentional and conscious of bias during the hiring, promoting, or evaluating process. Train our hiring managers on equitable practices.
  - Include a salary range with all public job descriptions.
  - Advocate for public and private-sector policy that promotes diversity, inclusion, and equity. Challenge systems and policies that create inequity, oppression and disparity.

As a Human Services organization providing for the basic needs of our community, our client base is comprised of society's most vulnerable members. This reality then impacts the makeup of our volunteers as many of our regular clients also assist in our food banks in order to give back to others. Our mission statement reads -- to provide nutritious food and support services for people in need with compassion, dignity and respect. This is much more than just empty rhetoric. It is core to guiding and developing our culture. We use this mission statement to inform every single interaction with the over 1,000 neighbors who visit our locations every day.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

4d) What client data is collected for this program and how is it collected?

Nourish utilizes a proprietary database. This database tracks clients by age, ethnicity, zip code, family size, frequency of visit, and unduplicated client numbers by month, year and/or fiscal year. Safeguards are in place to ensure accurate records. Reporting becomes is simplified, since all information is added into one worksheet and then populates into multiple required reports.

Traditionally, Nourish conducts two client surveys a year. They are administered by Nourish staff and are presented in several different languages to include Spanish, Korean, Ukrainian, Russian and English. This tool measures customer satisfaction with the ease of use to access and get food from the food bank; tests the convenience of operating hours and locations; measures the amount of food received in various food groups, and offers an opportunity for clients to share feedback. These have been suspended due to safety concerns during the COVID-19 pandemic. We will resume conducting surveys in the Fall of 2022.

### C. PROGRAM BUDGET

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$25,000
Admin	\$
Direct Costs	\$
Other	\$
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Per the Grant Request below, the funds will be used to support the payroll costs (salaries, taxes and benefits) for our Lakes Food Bank Manager and our Mobile Food Bank Managers. Specifically, \$19,500 for our Full Time Lakes Food Bank Manager and \$5,500 for our Full Time Mobile Food Bank Manager.

A City of Lakewood \$25,000 grant will help us to continue providing the services at the level and hours the Lakewood residents have come to expect. Any decrease in funding could result in a reduction of services. That could result in fewer opportunities for service, including shorter hours or less days of operation, and likely fewer clients served.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**AGENCY NAME:** Oasis Youth Center

**PROGRAM/PROJECT NAME:** Supports for LBGTQ+ Youth in Lakewood

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 54

**Number of Lakewood clients to be served for this contract:** 40

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Oasis Youth Center creates a safe place for lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ) youth to connect, learn, and thrive. Our programming includes advocacy services, prevention education, and leadership development. Examples of services that Oasis provides include (and are not limited to): culturally relevant support, leadership training, crime victim advocacy, 24/7 emergency line, access to a safe and supportive community, and providing satellite hubs in locations around Pierce County where LGBTQ youth can make a first connection with us and access services.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years



**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 20,000
Other Program Funds: Requested and/or secured	\$ 251,428
<b>Total Program Budget:</b>	<b>\$ 291,610</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

N/A

The current annual agency budget: \$1,024,137

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:**   
Matthew Wilson (Aug 26, 2022 15:44 PDT)

**Title:** Executive Director

**Date Approved:** 08/26/22

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

### A. Organizational Information

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Oasis Youth Center Fiscally Sponsored

**Mailing Address:** 2215 Pacific Avenue, Tacoma

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-671-2838

**Website:** <http://www.oasisyouthcenter.org>

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Matthew Wilson, Executive Director

**Email Address:** [matthew@oasisyouthcenter.org](mailto:matthew@oasisyouthcenter.org)

**Phone Number:** 253-271-8252

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:**

**Email Address:**

**Phone Number:**

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Established in 1985, Oasis is fiscally sponsored by the Pierce County AIDS Foundation (PCAF), and has enjoyed a strong, responsive, and evolving partnership with PCAF since 1997. Since June 2013, Oasis has been governed by PCAF's Board of Directors and an Advisory Committee. Oasis also engages a 25-person community action council with the goal of building community ownership of Oasis and addressing the needs of LGBTQ youth.

- 5) Provide the federal tax identification number for the applicant's organization.

91-1385245

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

For 37 years, Oasis has been the leading LGBTQ youth resource in Tacoma and Pierce County by offering emotional support, promoting well-being, and supporting youth as they develop healthy peer relationships, set leadership goals, and make change in the community. Our primary, fixed location is in downtown Tacoma, but Oasis offers 1) a safe space for LGBTQ youth to gather during non-school hours 2) access to supportive mentors, trained volunteers, and professionals 3) activities with peers and opportunities for growth and development and 4) access to the education, information, resources, and support necessary to make healthy life choices and develop life-long leadership skills. Oasis programming promotes emotional wellbeing and instills the building blocks for healthy relationships. Diversity and inclusion also serves as a core value of Oasis; 60% of our youth self-identify as BIPOC.

Oasis has implemented and continues to establish satellite hubs around Pierce County to improve LGBTQ youth access to our services and programming. This includes our Lakewood, Washington location. At these satellites, LGBTQ youth can begin their connection with Oasis and access services such as: one-on-one intakes for youth to become Oasis members, a safe supportive environment for LGBTQ youth, crime victim advocacy, access to support services, transportation assistance, and leadership development. In addition to these services, all Oasis youth members have access to a 24-hour emergency number that is answered by a trained Oasis staff member. All Oasis youth are invited and connected to larger annual events such as: a 3-day Leadership Summit, Queer Prom, Pride BBQ, and Lavender Graduation.

The COVID-19 pandemic challenged us and encouraged us to reconsider what accessibility means in the LBGTQ+ youth community and beyond. During the pandemic, Oasis began virtual programming and also providing new, transformative support services to our youth and their families. This has included: devices to aid our youth in accessing virtual programming from home; mental health therapy vouchers; gift cards to grocery stores for those who were struggling to afford food and gas after COVID closures; bus tickets for victims of crime (who are often experiencing homelessness); and PPE for those working in essential jobs.

COVID-19 has lessened. As such, we are in the process of reopening our Lakewood satellite location and we have opened in-person programming for outdoor activities, opening in-person access to all Oasis youth members. Because of the maintenance needs of the location we were using pre-pandemic, we are still working to get the location running. Our youth's health and safety is our priority and we are treating it as such in our search for a solution. We have continued to provide services to Lakewood youth through our online programming making it more accessible to youth from farther geographical locations that may struggle to attend the downtown location because of transportation.

Services we are providing include:

- Providing technology support to youth who otherwise do not have access to electronic devices to attend Oasis virtual programs -Sharing resources with youth (free Xfinity hotspots, food delivery services, additional hotlines, online resources for LGBTQ youth);
- Providing access to free, confidential virtual therapy with LGBTQ competent therapists through our Mental Health Voucher Program;
- Continuing to staff our 24/7 crisis line;
- Making referrals to the Pierce County crisis line, Trevor Project suicide hotline, Trans Lifeline transgender suicide hotline, and Rebuilding Hope Sexual Assault Center hotline;
- Attending coalition meetings to monitor emergent needs;
- Connecting volunteers with new ways they can support during this crisis; and
- Maintaining our robust presence on social media as a way for youth to reach out to us.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

Oasis Youth Center’s programming most closely aligns with the Emotional Support & Youth Programming funding priority. It is critical to sustain our Satellite program in areas around Pierce County to support LGBTQ youth in need. We have been adapting to a more responsive program model by implementing satellite programming in rural and suburban areas of our county with limited resources or access to our Tacoma facility. Oasis submits this application because LGBTQ youth — especially those living in more rural and isolated areas — experience significant challenges, including hate crimes and childhood physical abuse. While Oasis offers transit passes and Zooms with youth, there is no substitute for in-person connection and support, especially with young people. In Pierce County alone, there are many areas that are not served by our transit system or have high tolls.

These barriers are increasingly impactful to Oasis participants, particularly as more youth come out at younger ages. As a youth-adult partnership, our aim is to build and maintain transformative relationships with young people. Oasis offers many mental health support services to youth: Formal Community Organizing and Responding services for survivors of sexual abuse/assault; advocacy on behalf of youth who have been hurt or harmed by childhood physical abuse, hate violence, and other crimes; a 24/7 crisis line operated by Oasis staff member for mental health crisis intervention to connect youth to trained mental health professionals; and Mental Health Vouchers, to ensure youth have access to safe mental health services when no other resources exist.

According to the Trevor Project’s 2022 National Survey on LBGQTQ+ Mental Health, 60% of LGBTQ youth who wanted mental health care in the past year were not able to get it. The largest barriers to care were cost, parental permission, and lack of LGBTQ competent providers. Oasis offers a Mental Health Voucher Program that addresses all of these barriers. Our providers are vetted as LGBTQ competent, the cost to the youth is free, and youth do not need parental permission to receive therapy if they are 14 years or older.

Our Mental Health Voucher Program has seen an increase in utilization in 2020, and we exceeded our grant funding for vouchers last year for the first time in the program’s history. We have already used 72 of our mental health vouchers as of June 2022 for this year out of 169. We have worked with our grant funder and our LGBTQ competent therapists to ensure youth have safe access to virtual therapy during this difficult time. Virtual therapy is available for free on confidential, HIPAA compliant video call platforms. Oasis has also worked with a youth who is unable to safely speak out loud in her home to provide chat-based therapy, when she would otherwise be unable to receive mental health support services from home. Our innovative mental health services support the health, safety and well-being of the youth we serve.

1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Oasis Youth Center is the only drop-in and resource center for LGBTQ youth in Pierce County. Strategies include:

1. Word of mouth
2. Paid Social Media ads
3. Hand out/mail flyers and postcards
4. Email blasts
5. Outreach to Lakewood high schools and events

Oasis dedicates time and space specifically to Lakewood LGBTQ+ youth through our satellite location. We have hosted 14 outreach events as of June 2022 in this year alone, and ensure that we interact with our community in fun, positive ways.

Word of mouth is a particularly powerful tool that demonstrates how integral Oasis is to queer youth. LGBTQ+ youth often invite others like classmates, friends, and romantic partners to exciting events such as Queer Prom and our Halloween Trunk r’ Treat. This normalizes Oasis as a reliable, warm outreach center without overwhelming youth, where young people can familiarize themselves with the staff and resources that are available to them.

**2) SERVICE COORDINATION & PARTNERSHIPS**

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Oasis will continue and expand collaboration with Communities in Schools Lakewood to jointly refer and connect LGBTQ youth and their families to relevant programming and supports so that youth can achieve their full potential in and beyond school. For example: when a Lakewood participant joins Oasis, we will also connect them with Communities in Schools.

We are also partnering with the Boys and Girls Club of Lakewood for referrals as well as opportunities to outreach to LGBTQ youth. As our services increase in the Lakewood area, the Boys and Girls Club and Oasis will collaborate on transportation from the Club to Oasis activities in the city. Additionally, through referrals from Communities in Schools, Oasis has set up multiple meetings with staff at Clover Park high school, once classes begin, to discuss the needs of LGBTQ students in the district and how Oasis can expand our outreach and services to them. Oasis utilizes a multidisciplinary approach to youth homelessness prevention, with key partnerships such as the REACH Center and the ACT mobile outreach team, to coordinate care and services for youth experiencing homelessness. Oasis also partners with Community in Schools of Lakewood to help at-risk youth stay in school and overcome barriers they face.

Through our Mental Health Voucher Program, Oasis partners with therapists in the Pierce County area who have expertise in working with LGBTQ youth. Oasis supports youth in seeking mental health support, finding a therapist, and then building a relationship with that provider. Oasis also has funds to help pay for therapy services to support youth who have been hurt or harmed by crime. When youth are in need of intensive case management, we help connect them with Comprehensive Life Resources (CLR), which offers wrap-around support services including free therapy, medication, transportation to appointments, housing support, legal advocacy, and more. We have a strong collaborative relationship with CLR and communicate frequently to best support our mutual clients.

Oasis worked with Communities in Schools of Lakewood, the Lakewood Boys and Girls Club, and staff from Clover Park middle and high schools to launch our second satellite site in Lakewood in fall 2019. This expansion aligned with our goals of increasing services to more rural and youth of color in the LGBTQ community.

Oasis works with Schools Out Washington for the Susan Crown Exchange Social Emotional Learning (SEL) Demonstration Initiative. This allows us to increase our ability to deliver SEL practices in an out-of-school setting which supports individual youth in developing assets like trusting relationships with adults, positive identity, and belief in self.

Again, Oasis is fiscally sponsored by Pierce County AIDS Foundation, the result of a partnership spanning 20 years.

### **3) EFFECTIVE PRACTICES**

#### **3a) Describe the program's specific measurable outcomes.**

Oasis evaluates and makes continuous program improvements. In 2011, Oasis was invited into the Youth Program Quality Initiative (YPQI), a Pierce County cohort assessing youth services. We use a comprehensive research-based tool from the Center for Youth Program Quality. External evaluators assess Oasis programming annually, reviewing our practices in: 1) Safe Environment 2) Supportive Environment 2) Interaction and 4) Engagement. Oasis has achieved near-perfect scores in our service delivery. Oasis was among the highest rated YPQI sites in Pierce County and the state and was even awarded Champion of Expanded Learning Opportunities by School's Out Washington in 2018.

Oasis ensures that we track specific metrics throughout the year to ensure that we are continually improving in our service of youth. In June 2022 alone, we already tracked 14 outreach engagements, provided 72 youth mental health vouchers, and had over 650 drop-in visits in the year-to-date. This helps us identify gaps in our programming before they become an issue.

Oasis has served a growing number of LGBTQ youth from Lakewood: 35 in 2021 and already 54 in 2022 (as of 08/25/22) through our Lakewood Satellite location, 6-days a week programming, and annual events. With the expansion of services via a satellite location in Lakewood, Oasis was able to provide an additional access point for LGBTQ youth to connect with all of our programming and crucial services. Access to a safe, affirming community space is essential for the health and safety of LGBTQ youth. The 2022 Trevor Project National Survey on LGBTQ Youth Mental Health found that LGBTQ youth who live in a community that is accepting of LGBTQ people reported significantly lower rates of attempting suicide than those who do not. Through Oasis, some of Lakewood's most vulnerable citizens have access to supportive, engaging connections, safe referrals, programming, and resources to help reduce the likelihood of these negative mental health outcomes. Oasis values the safety of all youth members, volunteers and staff. During the COVID-19 pandemic, Oasis temporarily discontinued all in-person programs. Now that the pandemic has lessened, Oasis now offers outdoor in-person programming and support, and intends to open up its Lakewood Satellite location again.

#### **3b) How will your program benefit Lakewood residents and communities for the next two years?**

Our LGBTQ+ youth and families of Lakewood, Washington have often expressed difficulty in accessing our downtown location, facing barriers such as minimal public transportation and long travel distances. Our Lakewood Satellite program will continue to encourage an dynamic, intimate group setting that supports LGBTQ+ youth to lead their best lives and provides resources to reduce homelessness, poverty, and violence.

From experience, we understand that the City of Lakewood continues to value its LGBTQ+ youth as leaders and learners. In this program, LGBTQ+ youth in Lakewood will continue to thrive and transform the community as volunteers, activists, and more.

Research from the Trevor Project's 2022 National Survey on LGBTQ Youth states that "LGBTQ youth who felt high social support from their family reported attempting suicide at less than half the rate of those who felt low or moderate social support."

Our satellite location in Lakewood will eliminate these geographical disparities and support youth for the next two years -- and beyond.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

At our core, Oasis ensures that youth voices are heard. The majority of our activities at Oasis are youth-led and staff-supported. We've implemented a formal youth board that has a major stake in what funding we receive from whom, what field trips are planned, and how we navigate our day-to-day activities. We take advantage of even simple considerations like poster designs, snack choice, and decor as a way for youth to express their leadership.

These reflections are essential to Oasis. We are constantly receiving informal and formal feedback on our processes. Through this mutually beneficial strategy, our youth invent themselves as leaders and fierce advocates that will carry them throughout the future.

#### **4) ACCESSIBILITY & ELIGIBILITY**

4a) What criteria is used to determine eligibility for program participation?

First and foremost, unlike school environments, youth participation at Oasis is completely voluntary - youth only attend and participate because they have actively chosen to be involved. Oasis is free of charge and serves Pierce County LGBTQ youth and young adults from middle school through age 24. Through our intake and orientation process, a trained staff person meets with new youth and their family (if present). All youth participants self-identify as LGBTQ or have questions about their sexual orientation or gender identity and can safely and discuss their experiences and questions at Oasis. Our intake asks for basic demographic and emergency contact details, assesses emotional well-being, and screens for homelessness, food scarcity, disability, and crime victimization. During the intake, youth have the opportunity to ask questions, get connected to the best programmatic fit within Oasis, and gain access to vital resources. The Lakewood Satellite has a primary target of reaching LGBTQ youth in the Lakewood area and is accessible to any LGBTQ youth ages 14-24.

For much of our history, LGBTQ youth in Pierce County have learned about Oasis via word of mouth from other youth members. In 2013, we opened our first public location and we are now able to reach greater numbers of LGBTQ and questioning youth via our website, social media, and outreach to local schools and community.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Oasis is a learning organization. We engage in ongoing cultural responsiveness work and participate in dialogues, training, and workgroups to advance culturally relevant models and practices. We are guided by our Advisory Board and Youth Council adopted policy statements committing to Racial Equity, Violence Prevention, and Youth Development and Leadership.

Our Racial Equity statement is "In all the spaces that Oasis advocates for LGBTQ youth, we will diligently research, analyze, and speak out about the impacts and outcomes of initiatives and programs for all racial and ethnic groups. It is our goal to ensure that these groups, which are so often overlooked, do not bear the burden of unintentional consequences."

Oasis is ADA accessible. Through an interactive process, we accommodate individual youth members who are differently-abled. We have successfully included members with learning disabilities, mental health conditions, sensory disabilities, and those who are hard of hearing/deafness. Oasis has funding to provide language assistance and interpretation services for youth. Oasis has a staff member who is conversationally fluent in American Sign Language (ASL) and we are able to quickly secure an interpreter if ASL interpretation is needed. We have inclusive and low barrier policies for youth with disabilities who have service animals. As we are searching for a new building for our Lakewood location, accessibility plays a key role in our considerations. We are looking for an ADA-accessible building that can successfully accommodate individuals with a sight or physical disability.

Since our transition to virtual programming during our COVID-19 closure, we provide closed captioning services at our Zoom meetings upon request. Our space is designed to be safe, welcoming, and structured, offering more inclusion for all youth.



4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Diversity, Equity, and Inclusion (DEI) are core to Oasis. We have implemented a racial equity plan to build upon ongoing commitments to equity. Oasis elevates DEI are through Representation and Youth Voice. Oasis staff members represent many of the experiences of youth participants including People of Color (75%), LGBTQ (100%), Formerly Homeless (50%), Gender Diverse & Transgender (50%), Grew Up in Rural Area (50%), Grew Up in Lower Socioeconomic Household (100%). We recruit board and volunteer members who identify with the experiences of youth members. We work closely with staff to retain and grow leadership from within. Oasis is a learning organization. Our staff and volunteer team participates in ongoing cultural responsiveness training and are formally trained in the national best practice model, Youth Program Quality Initiative (YPQI), so we have the tools to grow.

We frequently participate in dialogues about: culturally appropriate models for youth leadership; engaging communities of color; intersectionality (e.g., race and LGBT identity); trauma informed care; reducing sexual exploitation; developing a youth-adult partnership. While Oasis supports youth in navigating barriers and challenges, Oasis also fosters youth to build upon their current assets. Oasis views all youth as leaders, and we elevate Youth Voice from program design to staff hiring to community advocacy. We use a strength-based approach, and it is common for youth members to be exhibiting significant leadership and volunteerism while also experiencing homelessness and related instability. We look forward to advancing our racial equity plan to further elevate the voices, needs, and experiences of those who are most marginalized in our community, including youth of color and transgender youth.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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4d) What client data is collected for this program and how is it collected?

Oasis collects youth data through secure online systems and we use both qualitative and quantitative data to continuously improve and evaluate best practices. This data is reviewed on a quarterly basis or more as Oasis staff collaborate with youth on program improvements and expansions. Using a process of ongoing feedback and assessment, Oasis has an extensive program evaluation process that measures our services and impact through anonymous outcome-based evaluation surveys, focus groups, and participatory evaluation in which youth members give real time input about their experiences. In each evaluation cycle, youth are shared the overall results of our evaluation and help plan next steps. Oasis collects and tracks client data using a secure database that is designed for our specific program and reporting needs. Data is secure and kept confidential and is only accessed by trained staff and volunteers. We review client data weekly, monthly, and quarterly to ensure accuracy.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	<b>\$20,000</b>
Admin	<b>\$0</b>
Direct Costs	<b>\$0</b>
Other	<b>\$0</b>
<b>Total</b>	<b>\$20,000</b>

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Oasis Youth Center  
Satellite Budget - 2022  
B2  
Staff/benefits \$102,000.00  
Occupancy - offsite rent \$5,000.00  
Client Assistance - food \$2,000.00  
Client Language Services incl CC \$10,000.00  
Client Assistance - other \$3,000.00  
Program Supplies \$4,000.00  
Volunteer Training/Appreciation \$500.00  
Printing \$200.00  
Travel (Staff) \$3,000.00  
Event awards/prizes \$300.00  
Focus Groups/Listening Sessions \$0  
Memb. Dues/Fees/Registrations \$900.00  
Speaker Honorarium/Stipends \$300.00  
Event Production \$600.00  
Meetings/Conferences  
Advertising \$750.00  
Administrative Overhead @ 10% \$13,255.00  
Total \$145,805.00

We request \$20,000 from the City of Lakewood to assist in paying these staff-related expenses. These contracts with our diverse array of trained staff members (including coordinators, program managers, and translators) are the bulk of our costs for our satellite program. Oasis will utilize this grant for payroll and benefits. As always, Oasis offers these services at no cost to youth and families, and strives to eliminate barriers. With these funds, we will gratefully continue to provide services for LBGTQ+ youth in the Lakewood community.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**AGENCY NAME:** Pierce County Project Access

**PROGRAM/PROJECT NAME:** Donated Care Program

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 18%

**Number of Lakewood clients to be served for this contract:** 20%

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

The PCPA Donated Care program links qualifying uninsured and uninsurable Pierce County residents with a cultivated network of over 650 physicians, healthcare providers, specialists and lab services who generously agree to donate care. PCPA staff handle scheduling, care coordination, navigation, health care literacy, as well as ancillary support when necessary, such as interpreters and medical equipment assistance.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$36,000
Other Program Funds: Requested and/or secured	\$ 179,600
<b>Total Program Budget:</b>	<b>\$ 295,800</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

N/A

The current annual agency budget: \$1,262,313

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** *Stacy Van Wagoner*

**Title:** Director of Development

**Date Approved:** 8/26/22

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant’s organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Pierce County Project Access

**Mailing Address:** 4301 S Pine St Unit 455, T<sub>6</sub>

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** (253) 572-7265

**Website:** www.pcprojectaccess.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Vanessa Kitt

**Email Address:** Vanessa@pcprojectaccess.org

**Phone Number:** (253) 336-4812

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization’s primary point of contact (if different).

**Contact Name and Title:**

**Email Address:**

**Phone Number:**

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Established 2009
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- 5) Provide the federal tax identification number for the applicant’s organization.

27-1185895

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Pierce County Project Access (PCPA) is a non-profit organization whose mission it is to improve the health of individuals, families, and our community by ensuring pathways to health services for Pierce County residents in need. We strive toward a vision to provide every Pierce County resident with access to medical care by opening doors to healthcare for uninsured and underinsured individuals with a dual approach of our Donated Care and Premium Assistance Programs.

Pierce County Project Access's Donated Care Program addresses the vital community need of equitable access to quality healthcare. Roughly 44,000 Pierce County residents go without healthcare (TPCHD) leading to over-tapped emergency services and poorer healthcare outcomes. Maintaining and expanding the operation of PCPA's Donated Care Program opens doorways to healthcare for qualifying residents of Pierce County of all demographics, irrelevant of documentation status. These patients receive skilled care coordination for a period of six months with opportunity for extension. We match individuals in need with generous primary care and specialty providers and ensure that these patients have language-appropriate resources and attend appointments with a no-show rate of less than 1%.

Pierce County Project Access was founded in 2009 by leaders within the Pierce County Medical Society to address the critical need for lowering barriers to equitable health, recognizing that impediments to donated care often center around the need for coordination, patient communication, and appointment attendance. PCMS holds a permanent board seat with PCPA, as do the Virginia Mason Franciscan and MultiCare Health Systems, and the Tacoma-Pierce County Health Department.

- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

Lakewood's Human Service Funding Strategy and Pierce County Project Access align in our commitment to equitable healthcare access. There are an estimated 44,000 uninsured individuals in Pierce County who still fall through cracks in the 2014 Affordable Care Act (TPCHD), including those who have unexpected gaps in insurance, do not qualify for state or federal insurance, and those who are non-residents or undocumented. Individuals without insurance forego preventative care and delay needed care until their condition worsens or becomes debilitating. Lacking alternatives, these patients utilize emergency rooms as their only care option. Emergency rooms do not turn away those without insurance, but this is often the most expensive and least efficient form of care, unless the condition is immediately life threatening. PCPA's skilled, compassionate staff provide vital coordination services for uninsured, underserved populations in need by linking them with contiguous primary care and by coordinating specialist and lab services. In addition, our staff coordinate interpreter services paid for by PCPA, ensuring that patients have the opportunity to understand their healthcare needs. PCPA offers our patients education on using healthcare appropriately while walking them through what is often a confusing or intimidating experience. We meet our patients with kindness and equity irrelevant of race, ethnicity, creed, gender identity, sexual orientation, or documentation status. From our first conversations, we emphasize the importance of communication, punctuality, and the differences in healthcare terms and processes, building a

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

PCPA pays special care to insure culturally sensitive experiences with multilingual staff and interpreter services. Recognizing that outreach to underserved communities is critical, this year we have added a Bilingual Community Outreach Specialist who is able to meet potential enrollees in Lakewood communities, continuing to build trust and ensure that PCPA is known as an available option. Outreach is central to our staff, board and strategic planning conversations and to the decisions we make in hiring and focus. In a further move to reduce barriers, last year PCPA transitioned its office to a more centrally located space, closer to Lakewood, on major bus routes with plenty of free parking.



## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Our most vital Community Partnership is with our network of over Donated Care providers. These partnerships are maintained by our skilled staff, the coordination guidance they give to our patients, and relationships they build with offices and clinics, who, in turn are our primary referring partners.

The Virginia Mason Franciscan and MultiCare Health Systems both provide significant financial support for our Premium Assistance Program and leadership on our Board of Directors offering connections to potential program expansion, marketing awareness, and funding opportunities. They understand the role we play in reducing non-emergent Emergency Department usage and our commitment to opening doors to health. They also provide us the valuable data needed to assess the effectiveness of some features in our programming.

### 3) EFFECTIVE PRACTICES

3a) Describe the program's specific measurable outcomes.

PCPA evaluates our programs on a weekly basis, using the data to make adjustments quickly by reallocating staff and energies, and, on an annual basis, using the data to allocate funds, make larger program decisions and communicate our successes.

We pay special focus to the following outcomes:

- number of enrollees
- pace with which we move clients through the screening and enrollment process
- patient demographics, where are we having the greatest impact and which communities need additional outreach
- primary and specialty care usage vs. capacity, identify what types of providers we should focus on soliciting
- no-show rates, we are proud and protective of our 0.6% no show appointment rate among a population with an expected no-show rate of 50%

3b) How will your program benefit Lakewood residents and communities for the next two years?

Serving the uninsured patient with our Donated Care Program: The PCPA Donated Care program links qualifying uninsured and uninsurable Pierce County residents with a cultivated network of over 650 physicians, healthcare providers and specialists who generously agree to donate care. For those needing primary care, we help establish a medical home for preventive treatments, chronic illness management, and routine care. We then coordinate with specialists, a level of care rarely available to uninsured individuals. PCPA handles scheduling and care coordination, navigation, health care literacy, as well as ancillary support.

Serving the underinsured patient with our Premium Assistance Program: Our Premium Assistance program exists to aid individuals who qualify for insurance through the Washington Health Exchange Silver Plans but are still unable to pay their premiums. PCPA pays these monthly premiums through a partnership with MultiCare and Virginia Mason Franciscan Health and guides patients through the often complicated and intimidating system of plan selection.

Serving the Community: Our commitment to maintaining decreases in non-emergent ED usage from our patients pre-enrollment versus usage while enrolled translates to over \$300,000 in averted Emergency Department charges and into healthier medical systems, reinforcing a

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

Project Access is an organization built on relationships. As a small staff of seven professionals, we cherish the relationships we have with our clients, funders, physicians and clinic staff. While there is no cost to clients for participation in our Donated Care Program, the nature of the program requires client investment in a partnership with PCPA and their own healthcare and our employees are coached and stewarded to develop compassionate communication and listening skills. We invite patients to serve on our Fund Development and Program Committees. Our patients are the most critical part of our storytelling; we ensure that their successes are part of our fundraising and marketing strategy. We listen closely to our patients and partners to insure whole community and health system wellness.



#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

Eligibility for the PCPA Donated Care Program requires that clients:

- Have resided in Pierce County for at least three months
- Have an income level below 300% of the Federal Poverty Level
- Are uninsured and do not have an option for insurance
- Are willing to engage in a commitment to their own positive health care outcomes

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

PCPA is committed to opening doors to healthcare for all in Pierce County, regardless of race, ethnicity, orientation, identity, or documentation status. We pay special care to insure culturally sensitive experiences with multilingual staff and interpreter services. We further coordinate and pay for interpreter services for all of our patients in need of these services.

Recognizing that outreach to underserved communities is critical, this year we have added a Bilingual Community Outreach Specialist who is able to meet potential enrollees in the community, continuing to build trust and ensure that PCPA is known as an available option.

Though we prefer in-person meetings, throughout the pandemic, PCPA has pivoted and adapted to phone enrollments. Additionally, we have retooled our website to accept applications electronically for those who wish and are able. In a further move to reduce barriers, last year PCPA transitioned its office to a more centrally located space on major bus routes with plenty of free parking.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

At PCPA, a vision of better health for all truly means all. Access to healthcare is a fundamental need regardless of race, ethnicity, orientation, identity, or documentation status. Targeting underserved populations is part of our strategic plan. Patients have an opportunity to tell their stories in their own words, making our marketing materials the face of those served. Engaged patients are invited to be a part of our committee work and outreach and fundraising materials are printed in both English and Spanish.

4d) What client data is collected for this program and how is it collected?

**Demographic Data:** information regarding Pierce County residential status, address, income, ethnicity, health insurance status, as well as pertinent medical information is collected during our first eligibility determination meeting.

**Emergency Room Usage:** With incredible commitment from two local health systems who have agreed to provide Emergency Room usage data for clients enrolled in our program, we are able to calculate and communicate a 48% decrease in non-emergent ED usage from our patient's pre-enrollment usage versus usage while enrolled. This translates to over \$300,000 in averted Emergency Department charges.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	\$15,000
Admin	\$3,000
Direct Costs	\$15,000
Other	\$3,000
<b>Total</b>	<b>\$36,000</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

### Personnel \$15,000:

Providing competitive salaries and benefits for our staff members helps to lower turnover and allows our programs to run as effectively and efficiently as possible. This builds trust and continuity for our patients and creates smooth coordination with providers and clinic staff. This past year, PCPA has added a Bilingual Community Outreach Specialist to our staff to offer enrollment services to underserved individuals by meeting patients in their own communities.

### Admin \$3000:

Program Awareness & Marketing - Marketing materials and website maintenance allow us to expand our provider network, increase our donor base, bolster program awareness to increase referrals, and provide outreach to communities in need.

Operational Equipment & Systems - Maintaining and upgrading critical paid subscriptions and systems, i.e., QuickBooks; Bloomerang; DocuSign, hardware, and IT services are vital to patient care and the efficiency of our organization.

### Direct Costs \$15,000:

Patient Support Services - PCPA pays for and coordinates for patient interpreter services. Pay rates for this critical component of care continue to significantly increase.

Occupancy - To continue to reduce barriers for our patients, last year PCPA transitioned our

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

## D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**



**AGENCY NAME:** PCAF (Pierce County AIDS Foundation)

**PROGRAM/PROJECT NAME:** HIV Medical Case Management

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 29

**Number of Lakewood clients to be served for this contract:** 29

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

PCAF's Medical Case Management program ensures that people living with HIV are able to acquire culturally competent care to manage their HIV status to achieve their health goals and remain educated about HIV prevention and transmission. Medical Case Managers primarily supports clients in accessing and maintaining free or affordable health insurance, navigating medical appointments, and managing prescriptions. Medical Case Managers also refer clients to in-house programs such as housing and food assistance and external referrals for other needs.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 14,850
Other Program Funds: Requested and/or secured	\$ 157,6267
<b>Total Program Budget:</b>	<b>\$ 1,591,117</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

N/A

The current annual agency budget: \$4,094,470.00

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:**

**Title:** Database and Grants Mana

**Date Approved:** 8/26/2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant’s organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Pierce County AIDS Foundation

**Mailing Address:** 3009 S 40th St, Tacoma WA

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** (253) 383-2565

**Website:** pcaf-wa.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Ace Robinson, CEO

**Email Address:** ace@pcaf-wa.org

**Phone Number:** (253) 383-2565

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization’s primary point of contact (if different).

**Contact Name and Title:** Angie O'Tinker, Database a

**Email Address:** atinker@pcaf-wa.org

**Phone Number:** (253) 722-0705

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

PCAF (Pierce County AIDS Foundation), 35 years
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- 5) Provide the federal tax identification number for the applicant’s organization.

91-1385245

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

PCAF is requesting funding to support Medical Case Management for people living with HIV, in pursuit of our ongoing goal: Ending the HIV epidemic in the South Sound.

From our office in Tacoma, PCAF serves people living with HIV throughout Pierce County and the greater South Sound area, although anyone living with HIV in Washington state is eligible to be a client. PCAF is the only HIV service organization providing medical case management in this service area, and this specialization in HIV-related issues has earned us the trust of our client base.

PCAF provides critical support to people living with HIV, who are routinely underserved. Disproportionately to the general population, people living with HIV are Black and Latino, LGBTQ+, people experiencing chronic homelessness, and people who use injectable drugs. For example, the Washington State Department of Health reports that 50% of all new HIV cases are among people of color, despite making up approximately 25% of the state population. These groups can and do overlap, magnifying the effects of systemic lack of access to healthcare and other social supports. PCAF operates from the conviction that people living with HIV deserve to have autonomy over their healthcare decisions, to live lives full of dignity, and to be empowered to make informed and meaningful decisions about their bodies.

PCAF supports people living with HIV through navigating health insurance barriers, such as acquiring and maintaining free or affordable insurance coverage, managing medications both related to and not related to HIV status, etc. PCAF also screens healthcare providers both for insurance coverage and for HIV-related cultural competency. Cultural competency prevents HIV-related stigmatization, which can be a major and often overlooked barrier to healthcare access. PCAF also removes barriers to healthcare access related to travel by providing transportation assistance such as gas cards and bus tickets. PCAF provides care for people living with HIV through a lens of harm reduction, educating and empowering people living with HIV to make choices that are safer for themselves and their communities.

One of the primary goals of Medical Case Management is to support clients in reaching viral suppression, which is the state at which HIV counts in the body are so low that they cannot be detected via testing. When viral loads are undetectable, they are untransmittable, a concept referred to as U=U. This allows for HIV treatment as HIV prevention while simultaneously minimizing health impacts for people living with HIV. Currently, 85.4% of PCAF clients have achieved viral suppression.

- 1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

PCAF's request fits best under the "Access to health and behavioral health services" funding strategy. The cumulative goal of all aspects of the Medical Case Management program is to eliminate barriers to access for healthcare services for people living with HIV. This is accomplished at every step of the healthcare process: connecting clients with insurance that is affordable or free for them, screening healthcare professionals for insurance coverage, ensuring healthcare professionals are not known to stigmatize HIV or other aspects of clients' identities, making appointments for care, providing transportation assistance to get to appointments, and managing medications and pharmacy access for prescriptions resulting from appointments. Additionally, PCAF prioritizes linguistic access to healthcare, ensuring that clients who cannot speak or read English are not barred from the system. PCAF similarly maintains access for mental healthcare by providing free mental health vouchers to therapists who are screened for HIV cultural competency, retaining a nurse practitioner (ARNP) who can prescribe psychiatric medication, and running peer support groups for people living with HIV.

Beyond direct access to healthcare, PCAF recognizes that many other factors may impact an individual’s ability to access healthcare. To address these social determinants of health, PCAF provides wraparound services such as mortgage and rental assistance, direct provision of food, and distribution of hygiene and other essential needs items. PCAF believes that healthcare is not just what happens in a doctor’s office, but rather that housing is medicine, food is medicine, and dignity is medicine.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

For people living with HIV, PCAF recruits new clients through a combination of referrals from doctors and community partners, community referrals among people living with HIV, and by advertising our services. Community Partners include Community Health Care and the Tacoma-Pierce County Health Department. PCAF's outreach strategies are targeted at the communities most directly impacted by HIV, namely Black and/or Indigenous People of Color (BIPOC), LGBTQ+ people, people experiencing homelessness, and people who use injectable drugs. PCAF's free and confidential testing services are provided at community partner locations such as Rainbow Center, community events such as Hilltop Street Fair, PCAF's office, and in the field such as at homeless encampments, which can include in Lakewood locations. People who test positive for HIV at these events are recommended enrollment in Client Services, which encompasses Medical Case Management and other wraparound care.

These services are not specifically targeted at Lakewood residents, but field outreach can occur in Lakewood and Lakewood residents are exposed to PCAF's advertising and outreach efforts through their community connections.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

PCAF has a successful history of targeted and fruitful public health work in collaboration with community partners representing communities impacted by HIV. Our work includes working directly with communities most at risk for contracting HIV. For example, in Black communities, prevention staff work with the domestic violence organization Our Sister's House to provide education, HIV testing, and safer sex materials. PCAF staff work with Hilltop Action Coalition and Tacoma Urban League to promote social equality and economic independence for Black communities in Tacoma, key social determinants of health. PCAF routinely partners with Rainbow Center to promote awareness about HIV transmission, testing, and harm reduction measures to decrease risk. PCAF fiscally sponsors and partners with Oasis Youth Center, which provides services to LGBTQ+ youth, and Latinx Unidos del South Sound. In Asian and Pacific Islander communities, PCAF has collaborated on public health efforts with the United Territories of Pacific Islanders Alliance (UTOPIA), such as an educational campaign destigmatizing condom usage.

In service provision, PCAF partners with Community Health Care and provides staffing support at their MAX Clinic, including peer support services. PCAF's Housing Options Program partners with AHAT Homecare, a housing organization focused on the needs of people living with HIV. PCAF also is in ongoing partnership with Tacoma-Pierce County Health Department (TPCHD). With TPCHD and MultiCare, PCAF has hosted five COVID-19 vaccine clinics reaching a total of 100 people. More recently, PCAF has partnered with TPCHD to address the emergent monkeypox virus (MPV) outbreak, including information about prevention, screening, and vaccination. PCAF has hosted one MPV vaccine clinic so far and will be hosting a second clinic on 8/31.

### **3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

At PCAF, case managers implement comprehensive services to meet the needs of our clients. Clients are assessed in 14 different life domains (medical, basic needs, mental health, substance use, housing, support systems, insurance, transportation, legal, cultural/linguistic, self-efficacy, education/prevention, employment/income, and treatment adherence). Case managers support clients in setting and pursuing goals in any of these domains. This is based on the principle that people require their basic needs met before they can focus on engaging and retaining medical care.

PCAF measures health outcomes by tracking medical appointments, viral load test dates and viral suppression. These outcomes combined are reliable indicators of the overall health of clients engaged in medical case management. In 2022 thus far, PCAF has 745 clients engaged in care in 3,579 case manager visits. PCAF has distributed food assistance to 152 clients, supplied nearly 1,500 transportation vouchers, disbursed nearly \$420,000 in housing assistance to 114 clients, provided mental health vouchers to 9 clients, and engaged 20 clients in peer support groups. 85.4% of PCAF clients have achieved viral suppression.

3b) How will your program benefit Lakewood residents and communities for the next two years?

PCAF's Medical Case Management program benefits Lakewood residents and communities in two direct ways. First, for people living with HIV in Lakewood, PCAF's services provide resources that enable access to foundational elements of healthy living: safe and secure housing; reliable access to culturally familiar and nutritional food; and professional assistance navigating the healthcare system including insurance, doctor's appointments, and transportation. Cumulatively, these programs give people living with HIV in Lakewood the ability to attain and maintain viral suppression in order to live long, healthy, and meaningful lives.

For people who are not living with HIV in Lakewood, PCAF's services help decrease the overall risk of acquiring HIV. Viral suppression among people living with HIV means that they will not be able to transmit HIV, a principle called undetectable equals untransmittable (U=U). Thus, treatment for people living with HIV is also HIV prevention for people not living with HIV. PCAF's Medical Case Management program thus decreases the lifetime odds that Lakewood residents will acquire HIV.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

PCAF ensures equitable outcomes for clients through a variety of quality assurance checks and measures. At client intakes, clients are informed of their ability to advocate to have different case managers, lodge complaints, etc. as well as what the process will be for those complaints. PCAF also conducts periodic flash surveys of clients to determine client satisfaction with services. These surveys are available through a variety of means - digitally, through phone calls, on paper, etc. - to guarantee accessibility.

Another structure that PCAF uses to hold itself accountable to those we serve is through the Community Advisory Board (CAB). The role of the CAB is to involve people living with and affected by HIV in every aspect of our organization. While the CAB has not met regularly during the COVID-19 pandemic, the CAB provides a communication link between PCAF and the community PCAF serves. The CAB ensures that messaging and program development is led by the communities that services are meant to benefit, incorporates community feedback into program design, and helps with outreach efforts. Through the CAB, the people most impacted by HIV are the same people helping those living with HIV.



#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

To be eligible for PCAF's Medical Case Management program, a person must be living with HIV, a Washington State resident, and willing to engage in case management by abiding by PCAF's policies and procedures. Medical Case Management is a voluntary program and any client can decline services at any time understanding that they can choose to return to services when needed.

Although PCAF collects documentation related to income and health insurance, neither are requirements for accessing services. Clients do not need to have income to qualify and there is no income limit for Medical Case Management services. However, income does determine eligibility for programs that case managers typically assist clients in applying for or in-house wraparound services. For in-house wraparound services, such as gas cards, bus tickets, essential needs supplies and housing assistance, a client cannot be over 400% of the Federal Poverty Level. At this time, PCAF has only a handful of clients who are over this income limit.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

PCAF is committed to recruiting Board members and hiring staff who reflect our client population particularly in terms of HIV status, race, ethnicity, sexual orientation and gender identity. PCAF employs Spanish and English bilingual staff and staff with competency in a variety of cultures of people most impacted by HIV, including Latinx, Black, and/or LGBTQ+ cultural identities and their intersections. Additionally, PCAF has a French speaking case manager on the team that works extensively with African immigrants. For all other interpretation needs, PCAF contracts with two language services for in-person and over the phone interpretation based on client preference. All Medical Case Management forms and many portions of PCAF's website have been translated into Spanish.

Additionally, PCAF contracts to provide American Sign Language (ASL) interpretation at all PCAF events and for any services needed by deaf or hard-of-hearing clients.

In compliance with the American Disabilities Act, our facilities are accessible to all clients. Accessibility was a major consideration when PCAF bought a new building in 2014. The building was designed to comply with ADA standards. Consideration was also given to ease of access to bus lines. Clients have excellent access to our site from two bus stops both within 200 yards of our building. Our Tacoma office is near bus lines for routes 3, 52 and 57.

PCAF's building is all one level with no inclines or steps to navigate for clients. Clients have access to four ADA approved, gender neutral bathroom facilities in our Tacoma office. We have a large waiting room for clients, as well as six additional private consultation rooms to provide privacy and confidentiality between clients and case managers. All hallways and doors are wide enough to accommodate wheelchairs, scooters and other mobility devices that are used by clients.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Equity work is central to PCAF's ongoing work of ending the HIV epidemic in the South Sound. This is because HIV is more than a disease; it is a symptom of systemic discrimination. HIV is intersectional, and its impact is multiplied by racism, homophobia, transphobia, poverty, and more. To this end, PCAF has an Equity Work Group which actively works towards maintaining and expanding equity in client services, better supporting staff of color, partnering with other organizations that prioritize racial equity, ensuring fairness in pay and recruitment, and building trust and transparency in decision-making processes. The Equity Work Group was formed in response to a grassroots proposal generated by staff of color and white allies. This proposal identified reforms needed to bring PCAF further into alignment with the values needed to end the HIV epidemic.

This equity work is an important part of community resiliency, which came organically from the community. PCAF staff represent the various communities that we serve which have borne the trauma of the HIV epidemic, and PCAF places an emphasis on recruiting staff who are from our communities including Black and/or Indigenous People of Color (BIPOC), LGBTQ+ people, and the intersections of these identities. Cumulatively, this work is mission-centered because it brings PCAF in full alignment with our equity values, importantly including equitable service provision to clients.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

4d) What client data is collected for this program and how is it collected?

At intake, PCAF case managers collect demographic data including name, age, date of HIV diagnosis, preferred means of communication, etc. Using that data, a client record is created for the new intake in our electronic database, Provide. The electronic database is housed and secured at the state Department of Health.

After intake, a comprehensive assessment is completed with all clients. Based on the comprehensive assessment, the client and case manager develop an individualized service plan (ISP). As part of this plan, each client's level of need is evaluated in 14 life areas and rated on a four point scale to set a baseline. A rating of 1 indicates stability, 2 indicates a need for minimal support, 3 indicates a need for ongoing support and follow-up, and 4 indicates the client is in crisis and has immediate needs. The client and case manager prioritize needs and establish action steps for those areas. The ISP is reviewed and reassessed every six months after the initial baseline. Case managers collect data by documenting the acuity scores on clients' ISPs. The baseline rating is compared with the final rating to determine if clients' acuity ratings have improved, maintained or digressed.

PCAF tracks all outreach or attempted outreach to clients. Using Provide, PCAF tracks the following data: demographics, income, insurance status, housing arrangements, services provided, case notes, provider information, medical appointments, and lab results. Case managers track medical appointments and lab results on a six month basis to determine the client's level of engagement and retention with their medical care. These are also good indicators of overall health. Case managers receive monthly reports for the medical appointments and labs of the clients on their caseload. This allows case managers to target and increase services for clients who have fallen out of care or are at risk.

**C. PROGRAM BUDGET**

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	<b>\$13,500</b>
Admin	<b>\$0</b>
Direct Costs	<b>\$0</b>
Other	<b>\$1,350</b>
<b>Total</b>	<b>\$14,850</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

PCAF's Client Services program budget includes costs of personnel in the Client Services department, direct services to clients including housing, food, emergency needs and hygiene items, and mental health services. These two cost types comprise the majority of the program budget. Additional items include program supplies such as client charts, mileage and other staff travel costs, and training. Personnel support from the City of Lakewood would support funding for the Client Services Director to oversee program development and implementation, including service provision.

PCAF also requests \$1,350 of "other" funding to support the indirect rate of service provision. This funding supports costs that are necessary for PCAF to operate but are not directly related to client services. For example, this funding can go to support PCAF's financial recordkeeping, building maintenance, and other associated expenses.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** Prince of Peace Lutheran Church

**PROGRAM/PROJECT NAME:** Food Closet



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 224 households

**Number of Lakewood clients to be served for this contract:** 29 households a week

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Every Tuesday, from 1230-3 P.M., Prince of Peace Lutheran Church Food Closet (PoP), provides emergency food in association with the Emergency Food Network of Pierce County and in accord the policies of the Washington State Department of Agriculture. Last year, PoP fed an average of 73.5 persons each week; providing groceries according to family size (bread, frozen meat and fresh produce are particularly tailored to family size). The amount of U.S. DA commodities has has been substantially reduced from last year levels (especially meat), so PoP is endeavoring to make up for this lapse.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 533.40
Other Program Funds: Requested and/or secured	\$ 700
<b>Total Program Budget:</b>	<b>\$ 1233.40</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

The Emergency Food Network of Pierce County for the Prince of Peace Lutheran Church - Food Closet for the period 01 July 2022 to 30 June 2023.

The current annual agency budget: \$691.07.

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** Rev. Paul Zeigler Digitally signed by Rev. Paul Zeigler  
DN: cn=Rev. Paul Zeigler, o=Prince of Peace Lutheran Church, ou, email=pez.zeigler@gmail.com, c=US  
Date: 2022.08.26 13:35:04 -0700'

**Title:** Pastor

**Date Approved:** 8/26/2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Prince of Peace Lutheran Church

**Mailing Address:** 10333 Bridgeport Way SW

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-584-2565

**Website:** www.poplakewood.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Jim Avercamp, Chief Trustee

**Email Address:** pez.zeigler@gmail.com

**Phone Number:** 253-584-2565

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** David Carlson, food closet

**Email Address:** pez.zeigler@gmail.com

**Phone Number:** 253-584-2565

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Prince of Peace Lutheran Church - 64 years also called Prince of Peace and PoP with food distribution program referred to as Prince of Peace Food Closet and as 'food pantry' or 'food closet'
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- 5) Provide the federal tax identification number for the applicant's organization.

43-0658188



**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

The supplemental funds requested will be used to purchase groceries; particularly to maintain current level of frozen meat provided to clients. This should amount to 200 lb of chicken or other meat for the 300+ clients served each month.

- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

A Human Services Grant will allow PoP to provide additional quality protein to a significant number of Lakewood residents that are food insecure, i.e. offering access to food.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Prince of Peace Lutheran Church does not have formal an outreach or engagement strategy.

The small food distribution program of Prince of Peace has consistently operated Tuesday afternoon for over a decade; closing only rarely. (The most recent closure was one week, following the business closures ordered b the Governor in February 2022.) Our location allows reasonable access to some of Lakewood's food insecure households to walk, bicycle or take the county transit bus, as well as those Lakewood residents with access to privately owned motor vehicles.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Prince of Peace Lutheran Church operates in formal partnerships with the Emergency Food Network of Pierce County, World Vision (Fife), NW Furniture Bank, and other Lakewood Churches and businesses and the Clover Park School district (within the 'Loaves and Fishes' program.) We distribute contact information of local resources in the area as we are made aware of them from a working database of known local resources.  
No other formal collaborations.

**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

Clients are to give names and ages of all members of household, and so households served and number of persons provided is assessed weekly. Weight of food purchased by or given to the Food Closet is assessed monthly.

3b) How will your program benefit Lakewood residents and communities for the next two years?

The Lord willing, Prince of Peace will consistently provide emergency food to a significant number of Lakewood residents during the coming years. This will include frozen and canned meat, fresh and canned produce, canned soups and sauces, pasta, rice, beans, cereal and bread.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

Client needs and opinions are heard both during the initial interview and during distribution.

**4) ACCESSIBILITY & ELIGIBILITY**

4a) What criteria is used to determine eligibility for program participation?

Anyone who shows up is assumed to be eligible, but federal emergency food program policies are posted and shared with clients.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

No.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Training is provided to ensure volunteers understand the expectation that all are treated with generosity and equity.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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4d) What client data is collected for this program and how is it collected?

Clients are asked to give name, address and number of persons in the household. Also, new clients (those who have not received food from the Prince of Peace Food Closet in the current fiscal year) are asked to name all members of the household and give their ages.

### C. PROGRAM BUDGET

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$
Admin	\$
Direct Costs	\$533.40
Other	\$
<b>Total</b>	<b>\$533.40</b>

Total should equal the funds requested from the City.



**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Direct Costs--  
Funds will be used to purchase food; fresh or frozen meat, mostly chicken quarters.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

**(Using the checklist below, please attach the following documents to your application.)**

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
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Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** Prince of Peace Lutheran Church

**PROGRAM/PROJECT NAME:** Loaves and Fishes Holiday Basket Program

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 1025 families 4,970 people

**Number of Lakewood clients to be served for this contract:** 5,000 people

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

The loaves and Fishes Holiday Basket program was established as a collaborative effort between Lakewood area churches, Lakewood schools, and community businesses to feed and support Clover Park School families as well those in need in the community through the churches' social ministry programs. What began as serving 63 families through two churches and six schools in 2018 has now grown to include eleven churches, JBLM participation, and twenty-three schools throughout the area.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 50,000
Other Program Funds: Requested and/or secured	\$ 24,250
<b>Total Program Budget:</b>	<b>\$ 50,000</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

The Emergency Food Network of Pierce County for the Prince of Peace Lutheran Church - Food Closet for the period 01 July 2022 to 30 June 2023.

The current annual agency budget: \$691.07.

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** Rev. Paul Zeigler Digitally signed by Rev. Paul Zeigler  
DN: cn=Rev. Paul Zeigler, o=Prince of Peace Lutheran  
Church, ou, email=pez.zeigler@gmail.com, c=US  
Date: 2022.08.26 12:52:43 -0700'

**Title:** Pastor

**Date Approved:** 8/26/2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Prince of Peace Lutheran Church

**Mailing Address:** 10333 Bridgeport Way SW

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** 253-584-2565

**Website:** www.poplakewood.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Jim Avercamp, Chief Trustee

**Email Address:** pez.zeigler@gmail.com

**Phone Number:** 253-584-2565

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Rev. Paul Zeigler, Pastor

**Email Address:** pez.zeigler@gmail.com

**Phone Number:** 253-584-2565

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Prince of Peace Lutheran Church - 64 years also called Prince of Peace and PoP with food distribution program referred to as Prince of Peace Food Closet and as 'food pantry' or 'food closet'
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- 5) Provide the federal tax identification number for the applicant's organization.

43-0658188

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

The supplemental funds requested will be used to purchase food to fill our holiday baskets to feed up to 2,800 total families at Thanksgiving and Christmas. (1,400 at each holiday) The baskets contain a ham or turkey as well as other supplemental canned, boxed, or other food items to prepare a holiday meal.

Loaves and Fishes Holiday Basket Ministry partners with local businesses and churches in cooperation with clover park schools to connect and feed families in need that would normally go without around Thanksgiving and Christmas. Each church submits names through their respective benevolence or social ministry programs, and we work with each school's family involvement coordinator to make sure we are serving those families in most need in our public schools. For 2022 we expect our overhead food costs to be roughly \$35 a basket. All funds raised through our partnership go directly towards food costs, packaging, refrigerated storage, and distribution materials. The operation has been run by volunteers since 2018 and continues to grow in how many schools we are able to adopt as well as churches and businesses involved.

This year we intend to partner with roughly 6 or more churches and 23 schools.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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- 1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

Loaves and Fishes primarily services the Lakewood area, however through Harrison Prep and other clover park schools along with the location of our partner churches we will be serving throughout the local Lakewood area. These partnerships allow us to give a broad and even distribution throughout the entirety of the Lakewood area and also JBLM families in need. It is our goal to serve all Lakewood elementary schools and Lakewood middle schools at this time. Harrison Prep being the one exception of also serving a high school since it is both a middle school and high school.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

We work with the churches, schools and volunteers to connect with families. We have a pick up time and day prior to Thanksgiving and Christmas for families to come and pick up their baskets for primary distribution. The schools and family involvement coordinators have also been known to help with pick up and delivery to families with transportation concerns, and we have a team of volunteers that will also come and deliver to those families that require it. Over the past years, distribution has occurred out of First Baptist Church of Lakewood due to the layout of their facility, proximity to Lakewood Towncenter, and ideal location to not create a traffic flow issue. Families that do not pick up, are contacted by the schools or through a team with information provided.

If a family fails to communicate or pick up, the basket is then given to another family in need. Historically any leftover food is then distributed through nearby Prince of Peace's food bank the following Tuesday's so that nothing goes to waste or spoils and is still given out to those in need throughout Lakewood. Should a family reach out after food has been given over to the food bank, they are are directed there to go receive their basket.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Prince of Peace Lutheran Church by itself operates in formal partnerships with the Emergency Food Network of Pierce County, World Vision (Fife), Northwest Furniture Bank, and other Lakewood Churches and businesses and the Clover Park School district (within the 'Loaves and Fishes' program.) We distribute contact information of local resources in the area as we are made aware of them from a working database of known local resources.

No other formal collaborations.

The Loaves and Fishes solicits donations through local grants as well as donations from local businesses throughout the area. These donors change year to year and can be found on our website [www.poplakewood.org/loavesandfishes](http://www.poplakewood.org/loavesandfishes)

Should clients need additional food, they are directed to Emergency Food Network's database of food banks, partner churches for further assistance, and their local community partnerships. Local businesses such as Lakeview Light and Power have also been known to send a team to help with packing and distribution each year.

Information regarding these partnerships and services have historically been placed on a card or letter in each basket and made available to our clients should they desire them.



**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

We have successfully grown from serving 63 families, through two churches and six schools in 2018 to now partnering with six or more churches twenty-one schools, and serving 1,400 families at Thanksgiving and Christmas in 2022. This year we have capped our distribution in order to continue to grow and manage our operations effectively. As our infrastructure and organization improves, we will be adding more schools and families in future years as we are able to effectively support.

3b) How will your program benefit Lakewood residents and communities for the next two years?

We continue to partner with our schools, churches, local businesses, and community partners. Through these relationships we have continued to grow in support and service to the local community feeding families in need. We expect growth each year and as we are able we use the funds received to feed families in our local area. It is our hope through these partnerships we may one day offer an infrastructure for all in our area doing similar work to come together and collaborate in an effective way to feed those that are most vulnerable and need around the holidays.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

We receive active feedback through the school family involvement coordinators who have an active presence in the lives of the families we serve, and we also receive direct feedback from the families themselves each year through comments during and post receiving their baskets. We also have direct contact with our clients at the time of distribution making them feel welcomed as they wait their turn for pickup. Recently this past year, we have also created a website and facebook page which clients and community partners can use to reach out to us.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

All are welcome to apply. We rely on the relationships of the local churches that know the people they serve through their community outreach, social ministries, and benevolence programs. They have relationships with these clients and know their needs best. We work through the clover park school district family involvement coordinators who also know their families best and have an idea of who is in most need to submit their names.

If a family comes to us and says they are in need, they are not turned away for as long as we have funds and the ability to support the request for aid.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Yes, we serve all families in need in every population. We have been blessed to have Spanish speaking volunteers and are working on acquiring a Korean translator as well. As far as physical accommodations go, distribution is a drive up distribution and if someone is unable to drive or cannot pick up, we have a team of volunteers to deliver baskets.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

We have representatives from the various schools and churches, and volunteers that attend our meetings. Families are served based on identified need and requests for help. Training is ongoing as we identify areas of need. Recently a course on grant writing was offered and the need to acquire a forklift license was needed and filled by a volunteer.

Letters included in the baskets have included a Spanish language side and an English language side. This year we expect to add a Korean language component potentially. In short no one is turned away that is in need.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

4d) What client data is collected for this program and how is it collected?

All client data is collected on a secure password protected page through google docs which is logged into and added by authorized submitters.

Privacy is maintained and not shared across schools or churches. Access to client information is seen only by the those submitting the information, our two program leads (pastor Paul Zeigler and Richard Simmons) for compilation and troubleshooting purposes, and our I.T. helper who creates the final check-in sheet for tracking pick up and deliveries. This compilation also allows us to see if their are duplicate family names submitted due to siblings being at different schools

Families are identified by an assigned number and name only. Phone numbers and addresses are shared with our calling and delivery team to verify pick-up and drop-off information.

All information gathered is only used for distribution purposes and statistical data for reporting purposes and grant writing. At no point and time is individual information utilized for advertisements or personal church marketing usage. We hold our clients privacy in high regard.

### C. PROGRAM BUDGET

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	750
Admin	250
Direct Costs	45,500
Other	1590
<b>Total</b>	<b>48,090</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Personnel \$750 (Feeding volunteers and providing snacks and drinks.)  
Admin \$250 (Printing and advertising materials to raise funds and letters)  
Direct Costs \$45,500 @ \$35 per box  
Other (Veh Rental) \$350 (refrigerator truck to keep food at safe temperature for distribution)  
Boxes "basket" expense \$1240 (Packaging to hold food)

Total Esti of expenses \$48,090  
Last year we raised just over \$34,000 with grants and donations

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** Rebuilding Hope! Sexual Assault Center for

**PROGRAM/PROJECT NAME:** Advocacy and Therapy Sexual Assault Victim Services

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 121

**Number of Lakewood clients to be served for this contract:** 120

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Rebuilding Hope- The Sexual Assault Center for Pierce County's victim services programs provide specialized, trauma-specific support, legal & medical advocacy, case management and specialized therapy services to teen & adult survivors of sexual violence including sexual assault, abuse, harassment and commercial sexual exploitation/sex trafficking.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years



**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 46,062.41
Other Program Funds: Requested and/or secured	\$ 722,047.07
<b>Total Program Budget:</b>	<b>\$ 768,109.48</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

Rebuilding Hope received ARPA fund previously from Pierce County and State of Washington.

The current annual agency budget: 1,484,262.46

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:**

**Title:** Executive Director

**Date Approved:** 8/25/22

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Sexual Assault Center of Pierce County

**Mailing Address:** 101 E 26th Street, Ste. 200

**Physical Street Address (if different from mailing address):** Same

**Main Business Phone Number:** 253-597-6424

**Website:** www.sexualassaultcenter.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Carlyn Sampson, Executive Director

**Email Address:** Carlyn@hopesacpc.org

**Phone Number:** 253-597-6424 ext. 1

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Christina Lee and Stephanie

**Email Address:** Christina@hopesacpc.org

**Phone Number:** 253-597-6424 ext. 2 and 3

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

For over 45 years of continuous operation, the agency has operated under these names listed in reverse chronological order:

2011-Rebuilding Hope-The Sexual Assault Center for Pierce County

1997-Sexual Assault Center of Pierce County

1989- Sexual Assault Crisis Center

1975- Pierce County Rape Relief

- 5) Provide the federal tax identification number for the applicant's organization.

91-0962226

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Rebuilding Hope-The Sexual Assault Center for Pierce County's (SACPC) Victim Services Programs offer a continuum of care for victims of sexual assault/abuse and their families. We offer support and resource in the hospital immediately following a rape, assistance with civil protection orders, ongoing wrap-around case management and specialized therapy services. While we provide services to all clients age 13 and up, over the last couple of years we have seen a significant increase in case management and therapy needs for teen clients and our services have increased focus in serving youth.

Per the agency's established practice, SACPC intends to provide Stabilization Services to the residents of Lakewood by providing access to free, confidential, community based, trauma-informed and victim-centered approaches to general, medical and legal advocacy support services 24 hours a day, 7 days a week, 365 days a year (24/7/365) to primary and secondary victims of sexual violence/sexual assault regardless if the assault occurred recently or in the distant past. Primary victims are identified as the individuals who personally/physically experience the violence/assault while the secondary victims refer to the family members, friends, colleagues and additional support persons to the primary victims. Crisis intervention and ongoing general, medical and legal advocacy will be made available and continue through either the 24/7/365 hotline or through in-person advocacy provided at St. Clare Hospital in Lakewood or to Lakewood residents treated at any other Pierce County Emergency Department, St. Francis Emergency Department (King County), Lakewood Police Department, Lakewood Municipal Courthouse or any Lakewood residents responding to/seeking legal services at the County/City Building (930 Tacoma Avenue). SACPC victim advocates and staffed members of the Department of Advocacy and STEP (Sex Trafficking and Exploitation Program) will both offer/provide proactive outreach/follow-up phone calls and appointments for clients while also allowing clients the space/freedom to consent to or refuse services, as is their right. While the Advocacy/STEP Departments cannot accurately anticipate the number of Lakewood resident clients that will seek hotline or in-person advocacy services, we anticipate providing at least 150 hours of advocacy service to at least 120 unduplicated clients in 2023 who are willing to disclose their Lakewood residency and our goal is to have the advocacy staff and resources to allow us to respond out to all calls for advocacy support at St. Clare Hospital.

When victim's feel ready, our therapy program provides specialized, evidence-based sexual assault specific treatment to teens and adults who have experienced sexual violence across the spectrum. We serve adult survivors of childhood sexual abuse, teens who have been sexually abused, recent sexual assault /rape survivors, individuals who have experienced sexual harassment on the job or in school and youth who have experienced commercial sexual exploitation or sex trafficking. In addition, we provide specialized treatment for secondary victims (parents, partners/spouses, family members of primary victims) as well. We offer evidence-based, best practice trauma treatment based on the unique needs of each client. Most frequently we provide weekly individual therapy sessions but also offer trauma-focused couples, family or group treatment when appropriate. With this funding we will be able to offer over 300 sessions of sexual assault specific treatment to 13 Lakewood teens or adults. This would allow these 13 Lakewood residents to benefit from our most common evidenced based treatment offered which is a 12 week course of Cognitive Processing Therapy (CPT). CPT has been shown to significantly reduce or eliminate PTSD symptoms for most older adolescent and adult victims within 3 months. In addition for our younger teen clients we offer Trauma Focused-Cognitive Behavioral Therapy which is a similarly effective evidence-based treatment that is geared for younger victims and often incorporates non-offending parents.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

Our program best meets Lakewood's funding strategy of providing "Crisis Stabilization & Advocacy to those people experiencing temporary economic, legal or personal crises." We provide interventions based on the needs of the client and their unique situation along a continuum of care following the crisis of sexual assault/abuse. No one thinks that they or a loved one will experience sexual violence, until they do. Research shows that 1 :4 girls and 1 :7 boys experience sexual abuse in their youth. Sexual abuse/assault creates a crisis for a victim and their family that few are prepared for or know how to navigate. Specialized support is needed in order to stop the trauma of sexual assault from spiraling into the trauma of mental health issues, job loss, educational struggles, substance abuse, etc. Assistance is needed to navigate the medical, legal and emotional repercussions of an assault. We provide 24/7 services on our hotline to people experiencing personal crises from being sexually assaulted. SACPC provides Stabilization Services to the residents of Lakewood by providing access to free, confidential, community based, trauma-informed and victim-centered approaches to general, medical and legal advocacy support services 24 hours a day, 7 days a week, 365 days a year (24/7/365) to primary and secondary victims of sexual violence/sexual assault regardless if the assault occurred recently or in the distant past. When the client is ready we offer specialized therapy accessible via teletherapy or via face-to-face treatment. We have been pleasantly surprised by the increased comfort and attendance in therapy, especially for our teen clients as we have incorporated an online therapy platform. We are also happy to have returned to in-person services as of July 2022 for those who prefer in office treatment.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

We actively participate in the Lakewood Community Collaboration monthly, which allows service providers to identify resources to help their clients in need. In addition SACPC maintains a hotline for all of Pierce County residents; this is to include Lakewood residents. With access to a phone, email, or internet anyone can either call our hotline, email an advocate, and/or access our chat platform via our website to receive over the phone advocacy or in person direct advocacy services. SACPC collaborates with Pierce County Emergency Departments to respond to patients/victims of sexual assault to address the 24/7 /365 response for confidential medical advocacy. In Lakewood, namely at St. Clare Hospital, Emergency Department (ED) staff are trained to contact SACPC's 24/7 Hotline and request an advocate respond out when a patient is admitted for a sexual assault. Any sexually trafficked individuals that are already clients of our sex trafficking department can call our hotline and receive in person/direct advocacy. SACPC program staff also attend monthly Child Abuse Multidisciplinary Team (MDT) meetings focusing on the Lakewood region that staffs new/emerging child sexual abuse cases/referrals from the Lakewood community. Within this MDT, we specifically coordinate client contact with Lakewood PD and Lakewood CPS and social workers who are involved in these cases. Representatives from Lakewood's Police Department, Lakewood CPS and social workers are invited monthly to the Commercial Sexual Exploitation of Children Multidisciplinary Team (CSEC MDT ) that our staff facilitate to respond to new/emerging referrals for children and at-risk youth experiencing commercial sexual exploitation/sex trafficking. SACPC continues to collaborate with the Pierce County Prosecuting Attorney's Office and Lakewood Police Department to triage in the moment responses of case managers directly referred by these agencies. We continue to support the Lakewood Police Department when they request a staff member to respond when they are aware they will be picking up a client. SACPC, Pierce County Prosecuting Attorney's Office, and Lakewood Police Department strive to have immediate responses from referrals as law enforcement performs 'stings' for sex trafficking. SACPC intends to be available and responsive to support clients in the Lakewood community. Our community connections in Lakewood refer clients to our services, Lakewood Police Department, St. Clare Hospital and other nonprofits. In addition we work with area high schools, middle schools and community groups to provide support and education with for youth who may need our services and staff who are working in those settings.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

SACPC collaborates with Pierce County Emergency Departments (ED) to respond to patients/victims of sexual assault to address the 24/7/365 response for confidential medical advocacy. There, advocates provide support to the client and prepare them for what to expect on the medical and legal side should the client have questions. The hospitals role is to treat any injuries and/or medical conditions that present themselves during the ED visit and the SANE (Sexual Assault Nurse Examiner), contracted out of Rapid SAVE [Sexual Assault Victim Exam] Investigations is present to collect evidence for the forensic kit. In April of 2022, in partnership with the Crystal Judson Family Justice Center, SACPC started providing 24/7 medical advocacy responses for Lakewood residents being treated for non-fatal strangulation. These responses can take place at all Pierce County Emergency Departments including St. Clare, as well as St. Francis Emergency Department in Federal Way. This collaboration is critical as it addresses the victim's immediate and long-term medical needs through the hospital's service and treatment, the criminal justice system response to sexual assault through the SANE exam/kit that is provided to the reporting law enforcement jurisdiction, and the victims immediate and ongoing need for personal support and information/referrals as they navigate their life following an assault. SACPC collaborates with all of the jurisdictions that make up Pierce County, including Lakewood Police Department, to help bridge the gap between our clients and police so they may feel safe to report the assault they experienced. Our role is to empower our clients by providing stabilization services by assisting clients as they strive to improve their life circumstances by requesting an officer to respond out to take their report. The police have their own role to fulfill and we have no intention of interfering unless we perceive our client is becoming overwhelmed or confused by a line of questioning, in which case, our role is to assist in facilitating clearer communication between an officer or detective and the client.

SACPC collaborates with the Pierce County Prosecuting Attorney's Office, as they are the entity that charges felony crimes including sexual assaults. The Prosecuting Attorney's office and their systems advocates understand the unique role that SACPC advocates have as confidential supports and allow us to continue providing multiple avenues of assistance to a client and, when needed, additional referrals to outside agencies/support. SACPC collaborates with the Pierce County Clerk's Office by offering to meet with clients in person at our agency office where clients may file Civil Protection Orders (domestic violence and/or sexual assault) in the privacy and comfort of our office and with the assistance of an advocate. SACPC can also provide support during the in person ex parte hearings and the subsequent on-line hearings. These collaborations within the legal system allow clients to receive accurate and relevant information/updates from the correct sources (police departments, detectives, prosecuting attorneys, County Clerk's Office, etc.) while also having access to a confidential system of support that is present throughout and after their legal case is closed. SACPC has certified advocates who specialize in supporting clients with finding housing resources in Pierce County. SACPC is a participant in the Community Homelessness Resolution Partnership (CHRP). CHRP is an initiative of Catholic Community Services and The Road Home (the Tacoma/Lakewood/Pierce County Continuum of Care) to expand access to resources that can prevent or quickly resolve experiences of homelessness and housing instability. SACPC also has an advocate who is housed at the Children's Advocacy Center. This partnership allows Mary Bridge Children's Advocacy Center to focus on the medical needs of the child while the SACPC advocate can provide much needed support, information and follow up with parents whose children have experienced sexual abuse/assault. Over the last few months we have become the primary referral for teens sexual assault victims who have been sexually assaulted and are being seen at the Child Advocacy Center. This partnership has improved access to specialized treatment for teen victims and their families and significantly increased the number of teens we are serving.

We maintain consistent contact with community professionals and other not for profit agencies so they are aware of our advocacy services and know how to refer SA victims. These are our collaborators: St. Clare Hospital, Madigan Army Medical Center, Police Department, Lakewood Community Collaboration, Pierce County Domestic Violence Coalition, Pierce County Anti-Trafficking Network (PCAN), Pierce County Coalition Against Trafficking (PCCAT), Pierce County/Children's Advocacy Center (CAC) Multi-Disciplinary Team (MDT), Homelessness Coalition Meeting, Elder Abuse Coordinated Community Response Team and we regularly respond to individual requests to attend/participate in community events hosted by a variety of groups including South Puget Intertribal Planning Agency and the Puyallup Tribe of Indians, local universities including Pacific Lutheran University, University of Washington-Tacoma, University of Puget Sound, Pierce College, Clover Park Technical Community College and Tacoma Community College, a variety of faith-based organizations hosting individual outreach functions.

### 3) EFFECTIVE PRACTICES

#### 3a) Describe the program's specific measurable outcomes.

Reports have demonstrated that, in the state of Washington, 1 in 4 girls and 1 in 7 boys will experience a sexual assault before the age of 18 and the overwhelming majority of these assaults are perpetrated by someone known either to the victim or the victim's family. A major community need that will be addressed with these programmatic responses will be just that -responding to victims of sexual violence that need specialized, confidential, 24/7/365 support and access to therapy services that address the dynamics of sexual violence. SACPC aims to serve people who are vulnerable or at greater risk by continuing to leverage partnerships and collaborations with outside agencies/supports that aim to reduce/eliminate barriers to vulnerable persons' access to our services while also providing an environment where advocacy is provided without judgment, disbelief, blame or shame of a victims story or circumstance and with the utmost provision of confidentiality as possible.

Research is clear that unaddressed sexual abuse can have a devastating impact on a victim's psychological, emotional and even physical health. Academic achievement, vocational goals, relationship stability and parenting are all commonly negatively impacted when there is sexual violence that is not addressed and treated. In the last two years over 96% of our therapy clients saw measurable improvements as indicated by an improved understanding of sexual assault dynamics or a reduction in symptoms in as little as 3 sessions. Clients who have suffered, sometimes for years without adequate trauma-specific treatment, after as little as 3 months show a significant reduction or elimination in PTSD symptoms. When sexual abuse occurs it has an impact not only on the victim themselves but often their family and community as there is a ripple effect that can occur. Treating the effects of this abuse reduces this impact not only within the individual victim but also within their families and communities.

#### 3b) How will your program benefit Lakewood residents and communities for the next two years?

Funding from the City of Lakewood would allow SACPC Advocacy to provide more comprehensive staffing and support to accommodate the striking increase in total Pierce County client needs for service hours, which in turn increases SACPC availability and ability to better serve residence of Lakewood residents impacted by sexual violence. Our increased ability to respond to survivors in crisis increases their prosocial connections to comprehensive, life-long support following trauma. Specialized sexual assault treatment will be available for those sexually abused or assaulted during this time. In addition, given that many survivors wait to disclose until months or even years later, our therapy program will ensure that help with healing is available regardless of when a resident was harmed.

3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

Since SACPC offers confidential advocacy and case management services that work within the client's personal timeline of healing, evaluating program effectiveness is best measured by the number of unduplicated clients SACPC is able to track as residing in Lakewood (taking into consideration that clients have the right to not disclose where they live) on a monthly basis. At times, program effectiveness can be "measured" by clients returning for more/continued services, which can be measured by repeated contacts for services; but since SACPC aims to help empower clients to advocate for themselves by informing/referring them to outside resources/services that can assist them outside of/in addition to any services they receive from SACPC -even if only through a one-time phone call or in-person appointment -rather than a client not continuing to access services can indicate that SACPC advocacy and/or therapy was effective in supporting them.

In our therapy program, we work with clients each session to determine if their needs are being met by the services they are receiving and value open discussion about this. We also survey clients twice each year and at the end of their services to ask questions regarding clients' comfort with the agency, the environment and the staff who serve them. We review this feedback and incorporate the feedback in our program planning and policies.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

SACPC provides advocacy services to primary and secondary victims aged 13 and older of any gender identity and sexual orientation who seek any of these services whether their assaults were experienced recently or in the past. Clients must consent to our services and have the right to refuse our services at any time.

Our therapy program is the only program in Pierce County that solely specializes in sexual assault treatment. Therefore a history of sexual violence (abuse, assault, harassment or sex trafficking) and the clients desire to receive treatment for these issues is all that is required. We prioritized clients living in Pierce County but will occasionally see clients outside the county if needed. Our therapy program serves clients ages 13 and up. We provide services to the victim of sexual assault as well as their families or close friends, to include parents, siblings, spouses/partners etc. We provide help to anyone who has been negatively impacted by sexual violence.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

SACPC advocates and staff ask such questions to clients while making it clear that we ask questions to know how to best serve clients and not to judge, question or discriminate, but rather to endeavor to enhance or improve our service provision and their connection to outside supports that are relevant to their diversities. Connecting clients to organizations such as TeamChild, Tacoma Community House, Consejo Counseling, Oasis Youth Center, Rainbow Center, Our Sister's House, Tacoma Urban League, the Tacoma Area Coalition for Individuals with Disabilities (TACID), Korean Women's Association or WARN (Washington Anti-trafficking Response Network). SACPC also continues to request clients' feedback regarding gaps in service that can be due to limitations with their housing/neighborhood, education, income level, transportation as well as gaps believed to be due to discrimination based on race, ethnicity, age, gender, sexual identity or religious affiliation. Awareness of such gaps in service and/or discrimination allows SACPC to work on a community level to increase awareness and advocate for additional resources for our clients as well as to work to help empower our clients to advocate for themselves with our support and access to information. SACPC utilizes translating services either in-person through services provided in Emergency Departments and Pierce County Courts as well as outside companies we contract with to translate phone calls or additional in-person appointments so clients may access the fullest extent of advocacy services regardless of language differences.



Advocates can provide services outside of the agency at Emergency Departments or law enforcement agencies/departments and municipal or county court facilities so we can allow enhanced mobility to increase clients' access to our support. For commercially sexually exploited clients -or clients of sex trafficking -advocates can respond out to any 24 hour public or professional setting in the County and -at times -clients' private residence if deemed to be safe -so as to reduce those clients' barriers to continuous wrap-around support and services. In general, since SACPC bases its services on the belief that clients should be given the room to choose the path and pace of their own healing, advocates are trained to guide their conversations and services to -as much as possible -mirror the perspective of the client so as to build rapport and a greater understanding of what the client wants. Our building is wheelchair accessible and meets requirements for ADA accessibility. We offer therapy services via an interpreter for all non-english speaking clients. Our therapy program has implemented a teletherapy option which has been very helpful in reaching clients who struggle with transportation challenges and are in need of physical accommodations. In July we also restarted our in-office therapy services which for some clients increase their accessibility to therapy services due to technology limitations and barriers in their home environment to video therapy. We anticipate being able to offer either option to clients for the foreseeable future to best improve access for all clients keeping in mind their individualized needs.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Since our agency began almost 50 years ago, our mission has been to serve all survivors of sexual assault and abuse. We have policies regarding intolerance for discrimination and a desire for diversity in our staff, we work with a variety of service providers to ensure clients from diverse communities know we exist and feel comfortable accessing services and we have actively tried to reduce barriers to survivors seeking services with our agency. However, over the last 3 years there has been a substantial shift in our collective understanding and attention paid to issues of systemic and organizational racism, white privilege and the role it can play in our own and other social services agencies, the intersectionality of gender-based violence with other forms of oppression and an even better understanding of how sexual violence disproportionately impacts already marginalized communities such as women of color and LGBTQIA+ survivors and what that means for our services. We have been engaging in an all-staff active learning process towards confronting these issues within our organization. February of 2020 we implemented a Diversity, Equity & Inclusion team which has helped focus our efforts in these areas. This team consists of staff and volunteer representatives across all echelons of the organization that meets towards accomplishing key objectives to better position Rebuilding Hope towards offering services in the most trauma-informed and equitable manner as possible. We have been actively surveying staff for the last year on their experiences within the agency and ways we can continue to improve our organizational culture. All staff have been engaging in education opportunities to better understand diversity, equity and inclusion. We have also been reviewing policies and procedures of all sorts through an equity lens. We are reflecting and reshaping our mission statements and strategic plans to better center the intersection of sexual violence with other forms of oppression and to clearly determine and communicate how our role in eliminating gender based sexual violence also demands we work to eliminate all forms of violence in the lives of our clients.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

4d) What client data is collected for this program and how is it collected?

In January 2022, we integrated a new secure internal database to increase our data tracking capabilities in addition to utilizing a database known as InfoNet provided by the Washington State Office of Crime Victims Advocacy to track whether it be to a one-time-only client or a client with ongoing advocacy services through the hotline. Advocates are able to collect as much information as clients are willing to disclose that can help us track, as much as possible, what city they reside in as well as the dates they were provided any advocacy service from SACPC. For each hotline or in-person advocacy service, clients are issued a confidential client identification number that contains no clearly identifying information and under each client ID, SACPC logs the frequency and duration of each advocacy and/or therapy service so clients can be tracked in order to prevent duplication (again, based on information that clients are willing to disclose) and -per client-SACPC can continue to log their ongoing services provided. Each month we track Lakewood clients by running a monthly report in our internal database logging number of clients that identified as Lakewood residents. Every quarter this data is collected and represented on a quarterly spreadsheet. The number of sex trafficking clients from Lakewood that are served by our advocates is also notated on a separate report. Through InfoNet and our secure internal database, we can run various reports on hours of service and numbers of unduplicated clients served. SACPC will use these data collection/reporting practices to track how many Lakewood clients our advocates serve monthly/quarterly so as to demonstrate to the City of Lakewood how their funds are going to directly serve their residents regardless of where/when they experienced their assaults. Sexual violence and assault has no respect for city limits and since SACPC responds to all Pierce County's client needs as well as receives referrals from across the state and via national hotlines that can reroute Lakewood residents to our advocacy services through the 24/7/365 hotline, we stand the best chance of providing services to Lakewood residents, which can be measured by the number of unduplicated clients served monthly and quarterly. This is not an indication that services are not needed, but, rather, because avoidance is understandably high and it is difficult to consider reaching out for help only to have to wait. We know we could see even more Lakewood clients if we could respond to them sooner with maximized staffing capacity for the hotline and field responses.

For our therapy clients we collect name, date of birth, address, contact information for all clients. In addition we ask clients to provide information regarding gender, race, ethnicity. We provide an intake assessment to each client which includes a review of the client's history and current concerns/reasons for seeking treatment. We also screen each client for depression and PTSD. We continue to monitor PTSD and depression scores throughout treatment when relevant. We maintain a therapy record for each client which includes dates of services and contacts and content of each interaction. In addition we maintain, as mentioned above an outcome evaluation, clients progress towards goals.

**C. PROGRAM BUDGET**

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$46,062.41
Admin	\$
Direct Costs	\$
Other	\$
<b>Total</b>	<b>\$46,062.41</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Lakewood funding would go to support personnel expenses (wages, taxes, and benefits) for both the Therapy and Advocacy programs. The following positions would be supported by this funding:

### Advocacy Program

.30FTE CAC Advocate

.07FTE Deputy Director

.07FTE Crisis Line Advocate

### Therapy Program

.20FTE Client Access Specialist

.06FTE Clinical Director

.10FTE Therapist

This funding goes to fill in the gaps in funding for these programs and is included in the attached agency budget. The Therapy program relies on this funding and is also supported by ~50% of the revenue generated from insurance revenue for therapy appointments. The rest of the Therapy program revenue supports other programs and helps pay for administrative expenses. This allows us to request 100% program expenses in this grant.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

## D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** Rebuilding Together South Sound

**PROGRAM/PROJECT NAME:** Community Revitalization Program



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** “Direct services for children and youth”
- Access to Food:** “Providing or distributing food to Lakewood youth and families in a variety of ways”
- Access to Health & Behavioral Healthcare:** “Access to healthcare services”
- Housing Assistance & Homelessness Prevention:** “Preventing homelessness in our community”
- Crisis Stabilization & Advocacy:** “Making community connections and referrals to advocacy and support services”

**Number of Lakewood clients served by this program last year:** 6 homes, 10 residents

**Number of Lakewood clients to be served for this contract:** 8 homes, 12 residents

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Rebuilding Together South Sound is a leading local nonprofit dedicated to repairing homes, revitalizing communities, and rebuilding lives with a vision of safe homes and communities for every person. Through our Community Revitalization Partnership, we provide free home repairs in the homes of low-income older adults, people with disabilities, veterans, and families with children. Our programs focus on a) critical safety needs, such as electrical and plumbing repairs, heat restoration or removal of unsafe structures such as porches or decks, and b) disability modification projects, including building ramps or making accessibility modifications within the home, such as installing grab bars, handrails, or wheel-in showers.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 1,560,000
<b>Total Program Budget:</b>	<b>\$ 1,585,000</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

RTSS is allocated \$400,000 from Pierce County to provide repairs/modifications in Pierce County (excluding Tacoma and Lakewood) through December 2023, and a \$325,000 allocation from City of Lakewood to provide repairs, modifications and community resource fairs over 5 years in targeted neighborhoods.

The current annual agency budget: \$1,200,000

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:**

**Title:** Executive Director

**Date Approved:** 08.26.22

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant’s organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Rebuilding Together South Sound

**Mailing Address:** 4019 S Orchard St, Tacoma

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** (253) 238-0977

**Website:** www.rebuildingtogetherss.

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Amy R. Hoyte, Executive Director

**Email Address:** ahoyte@rebuildingtogetherss.org

**Phone Number:** (253) 238-8144

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization’s primary point of contact (if different).

**Contact Name and Title:** Kim Taylor, Director of Operations

**Email Address:** ktaylor@rebuildingtogetherss.org

**Phone Number:** (253) 238-0977

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Rebuilding Together South Sound - established in 2001
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- 5) Provide the federal tax identification number for the applicant’s organization.

91-2147601

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Rebuilding Together South Sound's programs focus on improving the health, safety, and overall wellbeing of our clients by meeting the home repair and accessibility modification needs of low-income (50% or below of Area Median Income (AMI)) homeowners who are older adults, people with disabilities, veterans, and families with children. We work to repair homes, revitalize communities, and rebuild lives with the vision of safe homes and communities for everyone. Detailed descriptions of our two programs, Rebuilding Day and Safe at Home, are as follows:

Rebuilding Day is an annual event held on the last Saturday in April where we partner with local corporate and business volunteers to complete home repairs on about 20 homes for low-income families. Each Rebuilding Day project is managed by a House Captain - a construction professional responsible for developing a Scope of Work for the project based on the client's needs. They work with Rebuilding Together South Sound staff members and associated volunteers to complete the repairs and modifications agreed to with the homeowner. Many of our house captains are extremely dedicated to our mission and have worked with us on multiple Rebuilding Days. When they meet the homeowners and families we work with and see the dire circumstances they live in, House Captains frequently go above and beyond the original Scope of Work and do additional repairs to improve the lives of the clients they serve.

Rebuilding Day projects typically include work such as replacing unsafe porches and decks, installing new flooring, repairing electrical and plumbing systems, painting home interiors, and addressing any additional needs our clients may have. We also perform major yard work which benefits the entire neighborhood as well as the homeowners. Emphasizing weatherization and energy efficiency upgrades such as new doors and windows, caulking and insulation, new appliances and lighting to make a home more comfortable, saves homeowners money on their energy bills each month. We actively partner with other local service providers to better serve our mutual clients. For low-income homeowners who are barely making ends meet, these savings enable them to pay for other necessities.

The Safe at Home program has two focus areas: Home Modification and Emergency Repair, through which we annually complete approximately 80 projects. Through both programs we are able to address a) critical safety concerns - including electrical and plumbing repairs, heat restoration or upgrades to heating systems and energy efficiency modifications, and repairs of insecure windows and doors, and b) disability modification projects - including building wheelchair ramps or making accessibility modifications within the home, such as installing grab bars and handrails or wheel-in showers and stabilization or replacement of unsafe structures such as porches or decks. All services are free for the homeowners, with the value of each project ranging from several hundred to several thousand dollars.

Last year, we completed projects at 95 homes throughout Pierce County, impacting 145 residents. Some of the work we accomplished was as follows: built/repared 7 ramps, installed 38 new windows/doors, installed 95 grab bars, installed or repaired decks and/or handrails at 56 homes, repaired or replaced 16 roofs, made 186 electrical and/or plumbing repairs, completed heating repair or restoration at 25 homes, repaired or replaced stairs at 31 homes, installed or repaired flooring at 32 homes, repaired or replaced 4 shower surrounds, installed 227 CO2/Smoke Detectors/Fire Extinguishers, painted the interior of 13 homes, and did major yard work at 15 homes.



## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

Our programs fall under the Housing Assistance & Homelessness Prevention strategy. Our home repairs prevent displacement. Homeowner surveys show that 10% of respondents could have ended up homeless without our repairs. Rising housing costs are driving our neighbors out of communities where they have lived for generations. Rapidly aging housing stock is ill-equipped to accommodate the needs of an aging population. Veterans are returning home from duty – many with service-related disabilities – to a severe lack of affordable housing that can accommodate their needs. Children growing up in under-served communities are living in substandard housing that could adversely affect their health over the course of their lifetime. Many of our service recipients are frequently forced to choose between paying for necessities like prescription medications or food and critical home repairs like patching a roof or repairing plumbing.

We believe every person should be given the opportunity to live, learn, work, thrive and age in a safe home. Without critical repairs, homeowners often face living in unsafe, unhealthy living conditions, possibly having to abandon their home and enter the shelter system, public assisted living, or take their chances on the streets.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Rebuilding Together South Sound will work to ensure that social service providers in our area are aware of the services we offer are available to their clients that are low-income older adults, people with disabilities, veterans, and families with children. We also actively participate in a number of community based human service groups to further promote our services. We are currently members of the Pierce County Human Services Coalition, Tacoma Pierce County Affordable Housing Consortium, Pierce County Falls Prevention Coalition and the Lakewood Collaboration. Should we find that we do not have sufficient applications mid-way through the year, we will use Senior & Disabled Property Tax Discount list to send postcards to potential clients, letting them know about our services and how to contact us for assistance.

In addition to potential mailings to potential clients, we have a bilingual Housing Community Health Worker on staff whose primary function it to focus on outreach efforts in the community, particularly to underserved communities of color. She is also working with our Equity Outreach Team to increase our service levels to Hispanic/LatinX communities in Pierce County. This team has attended several community outreach events and is currently involved in planning a Resource Fair for one of our Rebuilding a Healthy Neighborhood project sites in Lakewood in September as a part of our City of Lakewood ARPA funded projects.

We are currently actively working in Lakewood. With our current Human Services contract for 2022 (with an output goal of 4 houses with 8 residents), we have completed 6 houses with 10 residents as of June 30, 2022. We have at least one other scheduled project in Lakewood as part of the Human Services contract and continue to see a significant increase in applications for services (we typically receive approximately 12 applications a year from Lakewood residents and to-date we have received 3 times that many) that we will be reviewing through the end of the year. In addition to that work, we recently completed our first Rebuilding a Healthy Neighborhood event in Lakewood in August and completed 6 projects with 8 residents as a part of our ARPA contract with City of Lakewood. We have a Community Resource Fair scheduled in Lakewood on September 17 in that neighborhood and another Rebuilding a Healthy Neighborhood event scheduled for October 22.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

We partner with several organizations that refer clients to us, and vice versa. Typically, 14% of our applicants are referrals from other agencies and service providers. A key partner is Paint Tacoma Beautiful; historically, we have received an additional 17% of our applicants from this organization. We have also worked with the University of Puget Sound's Occupational Therapy department to perform assessments of many of our homes to advise us on the best modifications to make for our homeowners. The students get hands-on experience performing in-home assessments in line with their classwork, and we receive professional feedback so that we can provide the best possible services to our clients. By working with other organizations, we are able to more fully address all our client's needs. In addition, we connect households to Sound Outreach, a local social service agency which provides free household eligibility verifications to create a comprehensive list of all social services the household may be eligible for. Additionally, we have formal MOUs with the Pierce County Aging & Disability Resource Center, the Tacoma Tool Library, and MDC's Weatherization Program.

Finally, we provide each homeowner we serve with a Community Resource Guide, which includes brochures, outreach materials, and other vital information for a wide variety of local social service agencies to increase their access to services such as: Social Security benefits, Tacoma Public Utilities discount and savings programs, voter registration, Lutheran Community Service's Senior Companion program, Stay Active & Independent For Life (SAIL) fall prevention guidebooks, Fair Housing Center of Washington, Center For Independence, Volunteer Chore Services, Washington Connection/DSHS, FISH Food Banks, YWCA, Washington State Labor & Industries Department, Lindquist Dental Clinic, Pierce County Community Connections, Aging & Disability Resource Center, 2-1-1, and the American Diabetes Association.

### 3) EFFECTIVE PRACTICES

3a) Describe the program's specific measurable outcomes.

Our measurable outcome is the number of household residents we serve who are able to safely remain in their homes. The larger objective of our work is to preserve the existing affordable housing stock as well as the neighborhood fabric of our local communities. By improving the quality of existing homes, we are reducing the need for increased affordable housing options within our community. Our work restores pride and dignity to low-income homeowners in need. We enable families and individuals to live safely and comfortably in their own homes, while relieving them of the stress and concern caused by an inability to deal with the financial burden of much-needed home repairs. Our primary purpose is to ensure a safe and healthy home for every person by providing free home repairs and modifications to the homes of low-income homeowners who are older adults, people with disabilities, veterans, or families living with children. We change lives by ensuring safe and healthy homes for all our clients.

With the significantly increasing cost of building materials, supplies and labor, if funded at the \$25,000 level, we commit to completing 7 houses serving 10 residents.

3b) How will your program benefit Lakewood residents and communities for the next two years?

For low-income homeowners, many of whom are on fixed incomes, they are barely able to provide basic necessities for their families. They do not have financial resources available to modify their homes or deal with unexpected emergencies. The adaptation of homes with a focus on falls prevention keeps people safe and independent in their homes. This is an important factor for aging-in-place, and maintaining the ability to live safely and comfortably in our homes as we get older, often to the very end of our lives. Falls are a largely preventable public health problem. We correct everyday situations which pose risks for falls that have relatively simple solutions: grab bars inside and outside the tub or shower and next to the toilet help maintain balance, handrails provide stability when climbing stairs; new flooring eliminates tripping on loose and uneven surfaces; and brighter lights improve visibility in a dark passage or stairway. Larger modifications such as wheel-in showers and wheelchair ramps make daily life more manageable for those with a greater level of disability. Repairing the homes of our most vulnerable citizens enables them to remain in their established neighborhoods and networks, providing greater stability in those communities.

We are seeking to extend the reach of our CRP initiative through our active programs. Through a multi-year strategic plan with staff, Board of Directors, and community partners, we are striving to fill our role in the current continuum of housing services. While there are organizations that provide services for the unhoused to those looking to purchase their first home, we found a lack of support, assistance and resources for current homeowners experiencing difficulties with staying in the home they know and love.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

We have identified several effective processes to help us gauge the success of each project. Upon completion of each project, we obtain written feedback from the homeowner and House Captain. When the work is compared to the original scope of work, it has always been completed and is frequently exceeded. We then survey the homeowners by phone after six months and then again two years to gauge the long-term effectiveness and quality of our work. The client surveys address several areas: their overall experience with our organization and our volunteer representatives, the quality of work done, and how our work has improved their lives. Finally, a careful study of our budget and costs will provide a means for us to measure how effectively the work was done and aid in future planning.

From client surveys we have been able to measure the positive impact our work has had on families and individuals in our communities. Before repairs and modifications, 41% of our homeowners had fallen in their homes. After repairs, the number dropped to 21%. 91% would recommend our organization to other; 85% said the work had lasted. In addition, our work has allowed 81% of homeowners to stay in their homes longer and 91% to feel safer.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

Clients must: 1) own the home they live in and be current on both mortgage payments and property taxes, 2) be seniors or disabled, including veterans, or have children in the home, 3) live within our services area of Pierce County, Federal Way, or Auburn, and 4) be low-income, which we define as 50% or lower of Area Median Income for Pierce County.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Services are tailored to the repair or modification needs of the house and homeowner. All of our application forms have been translated into 7 languages (Spanish, Filipino, Khmer, Korean, Russian, Chinese, and Vietnamese) and we have an arrangement with the City of Tacoma to provide assistance in translating/communicating with applicants who speak/read/write in languages other than English. In an effort to increase our outreach to Hispanic/LatinX communities, we have hired a bilingual (English/Spanish) Housing Community Health Worker. Although we have not encountered a need for specific repairs due to diversity or cultural needs but would try to accommodate those requests.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Rebuilding Together South Sound is committed to diversity, equity and inclusion. As part of a leadership program, our Executive Director learned of a gap in service to Black/African American and Hispanic/LatinX families. Upon learning the information, we refocused our attention on outreach into these communities and have since brought on a new position that is primarily focused on appropriate outreach into those communities specifically and creating and maintaining sustainable relationships. Our Board of Directors has been educating itself on race, equity, diversity and inclusion over the last few years in order to support any changes needed in board makeup or within the organization.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

4d) What client data is collected for this program and how is it collected?

Client data collected includes: Homeowner name, home address, mailing address, phone number(s), email, a list of all persons living in the home including all children, the relationship of those living in the home, plus birthdate, gender, ethnicity, race, whether or not the person is employed, whether or not the person is disabled, and whether or not the person is a veteran, for every person living in the home. We ask background information if anyone in the household is a current or past member of the US Military or a widow(er) of one, if the homeowner has worked with another housing program or organization in the last 5 years, and how the homeowner heard about Rebuilding Together South Sound.

For property information, we ask what type of home, year built, year bought, number of bedrooms/bathrooms, if the homeowner is up to date on their mortgage, mortgage/lot payment or if the home is paid in full, if the homeowner is up to date on property taxes and the amount, if there are pets, if there is a reverse mortgage, who the power company is and the monthly cost, what the primary type of heat is, whether they plan to sell the home in the next 2 years, history of criminal activity at the home, and if they have previously applied to Rebuilding Together South Sound and what year that application was submitted. We ask for a wish list of repairs and how the repairs would impact their life.

We ask for 2 other contacts in case we can't reach the homeowner, if there is a social or case worker or conservator, and what the primary spoken language is in the home and translation needs (if any). For household income, we ask for the total monthly gross income of all individuals 18 and over living in the home, including renters and the applicant must provide supporting documentation of all income.

Client data is collected through a applications and surveys. Project data is collected through House Captain Reports and volunteer sign in sheets. All data is kept in our content management systems and is used to evaluate program performance. The program director is responsible for gathering evaluation data and tracking outcomes.

**C. PROGRAM BUDGET**

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$25,000
Admin	\$
Direct Costs	\$
Other	\$
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

We are requesting \$25,000 to support the administration of the projects in Lakewood. 8 projects are approximately 10% of our projected work next year and \$25,000 is approximately 10% of the salaries of our Directors who will manage the contract.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)



**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** St. Leo's Food Connection

**PROGRAM/PROJECT NAME:** Feeding the Hungry in Lakewood



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 1,228

**Number of Lakewood clients to be served for this contract:** 1,500

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Our overall program offerings include the Children's Feeding Program (Backpack Program and Summer Meals), our Mobile Food Bank, and our Walk-In Food Bank. All programs are structured to serve food to individuals and families that need it. Lakewood residents have access to all programs.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$
<b>Total Program Budget:</b>	<b>\$ 200,000</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

N/A

The current annual agency budget: \$1,017,761

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** Dawn Whitman Digitally signed by Dawn Whitman  
Date: 2022.08.26 11:30:37 -07'00'

**Title:** Director

**Date Approved:** August 26, 2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant’s organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** St Leo's Food Connection

**Mailing Address:** 710 S 13th St., Tacoma, WA

**Physical Street Address (if different from mailing address):** 1323 S Yakima Ave., Tacoma

**Main Business Phone Number:** (253) 383-5048

**Website:** foodconnection.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Patrick Keely, Regional Pastoral

**Email Address:** pkeely@stleoparish.org

**Phone Number:** (253) 272-5136

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization’s primary point of contact (if different).

**Contact Name and Title:** Dawn Whitman, Director

**Email Address:** foodconnection253@gmail

**Phone Number:** (253) 383-5048

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

St. Leo's Food Connection: 40 years
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- 5) Provide the federal tax identification number for the applicant’s organization.

91-0622353

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

In 2005, the largest food bank in Lakewood suddenly closed. In response, the City of Lakewood's Community Collaboration formed the Hunger Task Force. Their mission was to formulate a plan that addressed the emergency food needs of low-income families who were no longer served.

After extensive research, the task force determined that the Springbrook neighborhood, because of its isolated geography and high percentage of low-income families, needed a mobile food bank. The Food Connection agreed to launch this program and since April 2006 Springbrook residents can count on reliable food assistance every week at two locations in their neighborhood.

Our mobile food truck also delivers food boxes to two clean and sober multi-family housing structures in Lakewood on a weekly basis, as well as serving the children of Lakewood elementary schools with our Backpack Program, which gives children receiving free and reduced-cost school meals 6 meals and 2 snacks for weekend days throughout the school year.

Additionally, our outreach to the city of Lakewood includes notifying residents of the days and hours in which our main food bank is open and able to serve. This ensures that Lakewood residents who have need are able to access the resources to feed themselves and their families.

- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

Our mission and belief is that God, out of love for us, has created a world in which there is enough food for everyone, if only we are willing to share. We have been sharing food since we began in a small garage in Tacoma's Hilltop neighborhood in 1982. All of our programs - the Children's Feeding program (Summer Meals, Backpack Program, After-School Snacks, and Break Bags), the Mobile Food Truck, and our large physical food bank - have all sprung from a need to provide access to food. Therefore, we believe the "access to food" funding strategy not only fits our food truck deliveries to Lakewood itself, but all of our feeding programs.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Our mobile food bank is delivering services in Lakewood. There are two clean and sober multi-family buildings within city limits to which we deliver food boxes on a weekly basis. In addition, our food truck serves 125-150 households in Lakewood's Springbrook neighborhood every Saturday. The addition of food truck service to the clean and sober organizations is fairly recent and came about due to outreach and research. The Springbrook deliveries also began because of outreach, and clients who utilized our food bank building expressing a need for our services.

Additionally, because our food bank is the 2nd largest in all of Pierce County, our availability to all is well-known. Lakewood residents are no exception.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

We work closely with the United Way to fund an internship program. All clients served have access to this specific resource. In addition, we regularly invite representatives from state benefit programs to visit our food bank and to set up resource tables. We have partnered with Goodwill and with Clover Park Technical College as well as many others in order to give our clients access to all the services and opportunities we can possibly give them.

### 3) EFFECTIVE PRACTICES

3a) Describe the program's specific measurable outcomes.

Our sole outcome for all food bank programs is to feed those who need food. We track the number of people and families who use our food bank, who come to our Springbrook mobile food truck, who are delivered boxes while in a clean and sober recovery facility, and the we count the number of children who are fed through our Children's Feeding Programs. The more people who access our food the more it adds to our organization's success in fulfilling our outcome.

3b) How will your program benefit Lakewood residents and communities for the next two years?

We have been feeding residents in Lakewood's Springbrook community since 2006. Lakewood's elementary school children is newer than our Springbrook mobile food bank deliveries, and the Oxford House treatment centers a newer addition still. We see no reason to end this benefit in the next two years, and we can say with confidence that we plan to continue feeding those who need to be fed far into the future.



## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

We have adapted our food bank hours as well as delivery schedule in order to reach the highest number of individuals and families. We treat all clients as family and accept them as they are, which values the voice they have. We support interns, many of whom are currently or have been clients, by allowing them to make decisions for their own lives. We offer resources should individuals want them, but we never force someone to access the resources, which honors and respects the voice of our clients.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

We have no criteria. If someone shows up to get food from our food truck or walks into our food bank, we give it to them. We ask for basic information for demographics knowledge alone - being a part of an age, race, or family status category does not preclude or include anyone for food. The schools with which we work for our Backpack Program deliveries do provide us information on the number of children receiving free or reduced-cost school meals in order for us to provide an appropriate number of weekend food bags. That is the only program we have that utilizes a determination of eligibility.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Our food bank structure is ADA-compliant. Our food truck drivers provide assistance as needed with lifting and carrying. Resource materials are printed in many languages, and we don't require clients to speak when they receive food.

4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

We have 3 staff who are black and 3 white. As we are a St. Leo's Parish program although our finances and administration are kept separate, we count our pastors in our numbers, and they are both Hispanic. We also recently received funding in order to give DEI training to all staff. Our volunteers also represent the communities we serve - they come from all walks of life.

4d) What client data is collected for this program and how is it collected?

The elementary schools with which we work for our Backpack Program food deliveries provide basic information on the children who receive free and reduced-cost school meals so that we can prepare the number of bags needed. Clients who come into the food bank for the first time are asked for information about their age, sex, race, and household. All questions are not required to receive service.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	\$25,000
Admin	\$
Direct Costs	\$
Other	\$
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Should the City of Lakewood award us grant money as a result of this application, 100% of the awarded funds will be dedicated to staff salaries and benefits. Staff includes those individuals who assemble bags for our Backpack Program, as well as staff who deliver the backpacks and drive the food trucks for our Springbrook Mobile Food Bank and food box deliveries to the two Oxford recovery facilities in Lakewood.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** Support The Enlisted Project, Inc. (STEP)

**PROGRAM/PROJECT NAME:** Emergency Financial Assistance (EFA) program 

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** “Direct services for children and youth”
- Access to Food:** “Providing or distributing food to Lakewood youth and families in a variety of ways”
- Access to Health & Behavioral Healthcare:** “Access to healthcare services”
- Housing Assistance & Homelessness Prevention:** “Preventing homelessness in our community”
- Crisis Stabilization & Advocacy:** “Making community connections and referrals to advocacy and support services”

**Number of Lakewood clients served by this program last year:** 11

**Number of Lakewood clients to be served for this contract:** 25

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Our organization exists to prevent homelessness among our brave military community, to halt utility shut offs, prevent repossessions, put food on the table, and more. But most importantly, we exist to stop the generational cycle of poverty through our education and counseling services. Our Emergency Financial Assistance program provides families with the knowledge and skills necessary to prevent future hardships and foster financial literacy, which will then be passed on to generations to come.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$
<b>Total Program Budget:</b>	<b>\$ 398,247</b>


**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

We received ARPA funds through the City of Vista, California in the amount of \$10,000 for our operations there.

The current annual agency budget: \$3,142,743

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** Monika Zimmerman  Digitally signed by Monika Zimmerman  
Date: 2022.08.23 15:10:52 -07'00'

**Title:** Grants Administrator

**Date Approved:** August 23, 2022



Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant’s organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Support The Enlisted Project, Inc

**Mailing Address:** 3602 Pacific Ave., Ste. 200

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** (253) 442-2366

**Website:** www.teamstepusa.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Mr. Tony Teravainen, CEO and

**Email Address:** tony.teravainen@teamstepusa.com

**Phone Number:** (858) 695-6810

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization’s primary point of contact (if different).

**Contact Name and Title:** Ms. Monika Zimmerman,

**Email Address:** monika@teamstepusa.org

**Phone Number:** (206) 660-3260

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Support The Enlisted Project, Inc. (STEP) - 9 years, 10 months
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- 5) Provide the federal tax identification number for the applicant’s organization.

20-3051279

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Imagine you are a military family transferred to Joint Base Lewis-McChord (JBLM). Your salary for a family of four is considered below the HUD low-income level. As you live paycheck-to-paycheck, your spouse weighs trying to find a job with the cost of childcare, and one major car repair could put your finances in serious trouble.

This is not an abnormal scenario for the approximately 30,000 junior enlisted service members (ranks E1-E6) and their families living in and around JBLM. Per the Blue Star Families 2021 Military Families Lifestyle survey, military spouse employment is again a top-five military life issue for nearly half (47%) of active-duty spouse respondents and a quarter of active-duty service member respondents. Already stressed by spouse un- and underemployment, student loans, and out-of-pocket relocation costs, military families making PCS (Permanent Change of Station) moves face long military housing waitlists, unaffordable civilian housing markets, and expensive rental costs, which can further add to their financial burden. The average lower enlisted (E1-E6) military member is young, usually in their early- to mid-twenties. Most enlist right after high school graduation, some using it as an escape. Military lower enlisted also begin building families before their civilian peers.

Our Emergency Financial Assistance (EFA) program is a dual approach: address the immediate financial crisis and give clients the tools and education for long-term financial self-sufficiency. Through this program, we provide grants directly to third-party creditors to stop evictions, vehicle repossessions, and/or utility shutoffs, as well as providing financial literacy needed to reduce their stress, stop the generational cycle of poverty, and help them to become financially stable and self-sufficient. Social Workers, certified in personal financial counseling, utilize Brief Solution-Focused Therapy. Developed in the late 1970s, this method utilizes positive psychology principles and practices, and it is proven to yield results in as little as one session. It helps clients identify and visualize positive changes in their behavior rather than focus solely on problems. This method has been adopted in the fields of business, social policy, education, and more. STEP has adapted the counseling technique to help military and Veteran families facing financial crisis to visualize and achieve a brighter financial future. We provide financial assistance in the form of a grant and never a loan in order to reduce additional burdens placed on a family in crisis.

In addition, we provide donated goods like food and baby items through our warehouse distributions. These distributions serve a dual purpose - to address the immediate basic needs of our clients facing financial crisis, and to serve as outreach for the Financial Freedom Planning (counseling) portion of our EFA program.

Our grants provide help for E1-E6 active duty military members as well as Veterans of the same ranks within 18 months of service discharge, and their families. Our Financial Freedom Planning is accessible to any military member or Veteran, regardless of rank or length of time since discharge.

Financial insecurity, and lack of financial knowledge causing the inability to gain financial self-sufficiency, are widespread issues in the US. The additional burdens placed on military families exacerbates the problem.

- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

Although our program services fit several of the funding strategies, we selected "Housing assistance and homeless prevention." Our programming in the state of Washington is relatively new, having started serving military and recently discharged Veterans at the beginning of 2020. However, since our organization inception in October 2012, we have prevented over 500 in-process evictions. In addition, our overall program goal and design is to prevent future financial crises of any type, including those that would cause evictions.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Our program is structured so that we provide services on a remote basis. We have provided services remotely prior to the pandemic, as our service areas are large and to provide services in person would cause hardship for our clients who are already facing financial crises, some directly involving the loss of transportation. We perform regular outreach to the military bases, including Joint Base Lewis McChord, as the majority of our clients are active duty. Local military leadership was an enthusiastic supporter of our expanding our service area to include Washington state and specifically the cities and towns surrounding the military bases here. We also partner in outreach with services like 211 and the Washington Department of Veterans Affairs, to ensure that all who may need help know about us and what we do.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

We partner with area 211 for referrals and to ensure wraparound services, and with Emergency Food Network for our food and resource distributions (Warehouse on Wheels), a part of our EFA program. We also partner with many on-base resources, such as JBLM Morale Welfare and Recreation (MWR) and the Washington Department of Veterans Affairs (WDVA). In addition, we partner with the Hawk Career Center on JBLM, which offers a transition assistance program as well providing information about services, programs, and resources on JBLM, and throughout the community based on client need. Relationships with any resource groups ensure that we can not only provide wraparound services for young military and Veteran families facing financial crisis during that period, but assist in providing a path for long-term financial self-sufficiency. Since before officially offering services in Washington State, our Programs Manager has been actively promoting STEP services in military and community groups and continues to conduct outreach in an effort to maintain as well as gain relationships.

### 3) EFFECTIVE PRACTICES

3a) Describe the program's specific measurable outcomes.

Our EFA program outcomes are as follows:

1. 100% of qualified clients will maintain their critical basic needs.
2. 90% of client families will increase their financial well-being, according to the Consumer Financial Protection Bureau's Financial Well-Being Scale.
3. 87% of client families will report during follow-ups that they are on track with one or more personal finance goals.

3b) How will your program benefit Lakewood residents and communities for the next two years?

Since program inception nearly 10 years ago, we have been utilizing the same outcomes. Not only does this allow us to monitor a particular outcome or all outcomes simultaneously within a specific fiscal year, but it allows us to report against our lifetime percentages. For outcome one, we are and have been continuously able to help 100% of qualified clients maintain their critical basic needs, including housing, and will be able to help Lakewood residents maintain housing, utilities, and transportation far beyond the next two years. Our lifetime percentage for outcome two is 86%, and lifetime percentage for outcome three is 91%. It is important to note that the percentages for outcomes two and three are affected by clients who do not complete the counseling process and/or are unresponsive to follow-up attempts by our staff social workers.

Additionally, over 90% of clients who have received services do not return for help in the future despite repeated reassurances by program staff that they are welcome to return should they have need. This alone is testimony that what we do works in more than the short-term, and allows us to provide assurances of long-term benefit to Lakewood residents and communities. At least 90% of the Lakewood residents assisted in the next two years and beyond will not need assistance again, including assistance with maintaining their housing.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

The success of our program is dependent on continuing to be client-centered. The Brief Solution-Focused Therapy technique we adapted for the unique needs of our military and Veteran clients has been proven to yield results in as little as one session, precisely because it puts the client in control of his or her future financial health. The very technique used is the definition of client-centered. If we had not structured the counseling component of our services, it is clear to us that we would not have been able to help as many enlisted military, recently discharged enlisted Veterans, and their families as we have helped. Additionally, many of our board and staff members are representative of the population we serve. Military come from all walks of life and represent all races and cultures, so to create the trust in the relationship upon which our program depends, it is of highest priority to us to diversify our staff and board members.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

All active-duty military members, as well as Veterans, are eligible for the Financial Freedom Planning portion of our Emergency Financial Aid (EFA) program. The giving of grant money on behalf of military members, Veterans, and their families facing financial crisis, as well as donations of food and baby items like diapers, is limited to active-duty military members non-officer ranks E1-E6 (the "E" meaning "enlisted"), Veterans of E1-E6 within 18 months of service discharge, and their families.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

As our program overall is tailored to reach active-duty military and recently discharged Veterans, diversity is built in to our program and culture. Military service members and their families represent a rainbow of diversity from their ethnicities, socio/economic backgrounds, marital status, levels of education and expertise and beyond. Our organization must be representative of these differences and reflect what they see in themselves to build confidence and effectively serve their needs. Diversity amongst our staff, volunteers and board members is essential to good management, decision making and outcomes. We foster this diversity through actively promoting volunteer and staff job postings through broad, cross-cultural platforms, not just through existing networks. If a service member or Veteran requires other accommodations, we make every effort to provide those accommodations. Disability is not a barrier to receiving service.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

As stated above, military service members and their families represent a rainbow of diversity from their ethnicities, socio/economic backgrounds, marital status, levels of education and expertise and beyond. Our organization must be representative of these differences and reflect what they see in themselves to build confidence and effectively serve their needs. Diversity amongst our staff, volunteers and board members is essential to good management, decision making and outcomes. We foster this diversity through actively promoting volunteer and staff job postings through broad, cross-cultural platforms, not just through existing networks. Additionally,our marketing materials are representative of the people we serve, and staff participates in diversity/anti-harassment training every other year as required by the state of California.



**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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4d) What client data is collected for this program and how is it collected?

We collect proof of military service, financial data, race, ethnicity, gender, pay grade, branch of service, age, how a client heard about us, and address. Potential clients fill out an application with the listed data points on it. We then input that information into our client database. Upon intake, we also request they take the Consumer Financial Protection Bureau's Financial Well-Being Scale tool, as that tool directly relates to one of our program outcomes. The rest of the data collected is used for reporting purposes.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	\$12,500
Admin	\$
Direct Costs	\$12,500
Other	\$
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Personnel costs of \$12,500 will be put toward salaries and benefits of social workers on staff who counsel and otherwise assist Lakewood-based military and Veteran clients.

The \$12,500 listed for direct costs will be utilized for grants provided directly to third-party creditors on behalf of Lakewood clients experiencing financial crises like imminent loss of housing, utilities, and transportation, to stop said losses from occurring.

Our accounting system allows for clear delineation of funding and expenses by location, so if the City of Lakewood grants funding, any money received would be directed solely to program activities in Lakewood.

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** The City of Lakewood, Washington

**PROGRAM/PROJECT NAME:** The Rescue Mission Family Shelter and Emergency Services

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 325

**Number of Lakewood clients to be served for this contract:** 200

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

^25% or under Lakewood residents to be served (box automatically checks every box)  
The Rescue Mission's Adams Street Family Shelter provides overnight shelter accommodations in private rooms to families with children who are experiencing homelessness. The Rescue Mission's Emergency Services, comprised of our men's and women's shelters, provides overnight accommodations in a congregate shelter setting to unaccompanied adult men and women experiencing homelessness. All shelter guests receive clothing, hygiene supplies, daily meals, and access to bathrooms, showers, washers, dryers, case management, and Coordinated Entry.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 15,000
Other Program Funds: Requested and/or secured	\$ 3,008,503
<b>Total Program Budget:</b>	<b>\$ 3,359,347</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

\*Pierce County (American Rescue Plan Act - Emergency Response): Funding for satellite shelter during inclement weather and declared emergencies; July 2021-March 2021  
 \*Emergency Food and Shelter Program (EFSP) Federal Emergency Management Agency (FEMA): Funding for shelter bed nights for Emergency Services and Family Shelter programs; July 2022-June 2023

The current annual agency budget: 10,718,145

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:**

**Title:** Grant Writer

**Date Approved:** 8/2/2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant’s organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** The Rescue Mission

**Mailing Address:** PO Box 1912, Tacoma, WA

**Physical Street Address (if different from mailing address):** 425 S Tacoma Way, Tacoma

**Main Business Phone Number:** 253-383-4493

**Website:** www.trm.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Duke Paulson, Executive Director

**Email Address:** dukep@trm.org

**Phone Number:** 253-383-4493 X1129

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization’s primary point of contact (if different).

**Contact Name and Title:** Emily Koo, Grant Writer

**Email Address:** emilyk@trm.org

**Phone Number:** 253-383-4493 X1133

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Legal name: The Rescue Mission Doing business as: Tacoma Rescue Mission (or TRM) Founded in 1912
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- 5) Provide the federal tax identification number for the applicant’s organization.

09-573-1014

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

The Adams Street Family Shelter is an existing project that provides overnight shelter to families with children who are experiencing homelessness in Pierce County. Upon arriving at our shelter, families are greeted by a shelter generalist who assists them with intake forms and assessing their immediate needs. Families receive overnight accommodations in a private room and can stay in this room during the day as well. There are currently 32 rooms total. Some have attached private bathrooms with showers, while others have shared bathroom and shower space. Families receive three meals daily from our kitchen, clothing and hygiene supplies, and access to case management and Coordinated Entry (CE).

Emergency Services is an existing project that provides overnight shelter to unaccompanied adult men and women who are experiencing homelessness in Pierce County. The men's shelter and women's shelter are located at our Downtown Campus in the City of Tacoma. Like our family shelter, upon arrival, individuals are greeted by a shelter generalist who assists them with intake forms and assessing their immediate needs. Overnight accommodations are provided in a congregate shelter setting observing appropriate social distancing practices. Participants have access to shelter facilities during the day as well in order to facilitate case management meetings and CE interviews. They also receive daily meals, clothing, hygiene supplies, and access to bathrooms, showers, washers, and dryers.

Participants are allotted 30 days in our shelter. By meeting with a case manager and actively working on removing barriers to permanent housing, they can extend their stay 60-90 days.

- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

The City of Lakewood Human Services funding strategy that best fits this program design is: housing assistance and homeless prevention. The family shelter, men's shelter, and women's shelter serve people experiencing homelessness in our community by meeting their immediate needs of shelter, food, clothing, and emergency supplies. Stabilizing these individuals and families is key. They can then meet with a case manager to work on removing barriers that are keeping them in the temporary state of homelessness. Case managers help them navigate obtaining identification and birth certificates, receiving social security and other benefits, finding permanent housing, and referring them to our other internal programs. Additional programs we offer include addiction recovery, mental health counseling, career and skills training, youth services, and more. All of these services are designed to help individuals and families exit to stable, permanent housing and stay in housing, so they do not cycle back into poverty and homelessness. In this way, we are directly offering both housing assistance and preventing future homelessness.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

The Adams Street Family Shelter and Emergency Services programs are available to anyone experiencing homelessness in Pierce County. TRM shelter information is freely available online using any search engine; our shelters are also included on emergency shelter lists from Pierce County (<https://www.piercecountywa.gov/430/Emergency-Shelters>) and the City of Tacoma ([https://www.cityoftacoma.org/government/city\\_departments/neighborhood\\_and\\_community\\_services/homelessness\\_services/shelters\\_and\\_resources](https://www.cityoftacoma.org/government/city_departments/neighborhood_and_community_services/homelessness_services/shelters_and_resources)). If the City of Lakewood has such a list on the City of Lakewood website, we encourage you to add us. Phone numbers are included, as well as the address to our men's and women's shelters. The address to our family shelter is not publicly available, in order to protect families fleeing domestic violence and other sensitive circumstances.

Additionally, our Street Outreach and Search and Rescue teams travel off site to known encampments and other areas to serve people experiencing unsheltered homelessness. They offer case management, hand out food and emergency supplies, and offer transportation back to our shelters or other local area shelters. This is conducted within Pierce County, including in Lakewood.

TRM also partners with other homeless services providers to refer and accept clients, including shelters located directly in Lakewood (such as LASA). We participate in CE and the Homeless Management Information System (HMIS), which strives for a unified homeless management system to better serve our community.



## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

Participants in our emergency shelters have a wide range of needs. Collaborating with organizations who share the goal of helping people experiencing homelessness to reduce barriers and find permanent housing solutions has been essential to successfully serving these participants over the years. We routinely collaborate with other agencies to support our participants, including Associated Ministries and Catholic Community Services. Both agencies are key in the training of our CE personnel. We also collaborate to share resources under CE.

For example, Catholic Community Services and TRM continually communicate to manage capacity among the two agencies, making every effort to shelter any person who seeks it. This is especially vital during inclement weather and declared emergencies. We share a common goal of sheltering everyone to keep them from having to endure the outside elements.

Another organization with whom we collaborate is Valeo Vocation, which provides temporary employment to our participants, with the opportunity to secure permanent employment. We collaborate with Comprehensive Life Resources, inviting them to our shelter to work with participants who have specific mental health needs. We also partner with WorkForce by providing a place where they can come to offer their employment services to our participants. Goodwill, Tacoma Community College, and Bates Community College all assist in the educational needs of our participants.

### 3) EFFECTIVE PRACTICES

3a) Describe the program's specific measurable outcomes.

Like in past years, we intend to report unduplicated Lakewood residents served, number departing into permanent housing, number departing with new employment, and number enrolled in CE. After staffing changes in our data department and grant writing department, as well as staffing changes at the City of Lakewood, we have clarified the definitions of our reported outputs. With this in mind, we have updated these output goals:

Unduplicated Lakewood residents served: 200  
Number departing into permanent housing: 40  
Number departing with new employment: 45  
Number enrolled in Coordinated Entry: Tracking

3b) How will your program benefit Lakewood residents and communities for the next two years?

Our shelters benefit Lakewood residents and communities by offering a place for them to go when they are faced with the debilitating experience of homelessness. Additionally, by offering a safe place for people to go when faced with unsheltered homelessness, we are also providing a viable alternative to encampments, vehicles, and other unsafe places not meant for long-term, human habitation.

For over a hundred years, we have served our neighbors in need with dignity and grace, and will continue to do so for the foreseeable future. By providing stabilization and transformative services, we hope to extend the opportunity of a brighter future ahead for the entire community, both housed and un-housed.

**3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?**

In our years of service and interactions with our guests, we have come to recognize that the people we serve have experienced high rates of trauma. This is why trauma-informed care represents the cornerstone of the services we provide. We start by training all staff, from shelter generalists to the executive director, in trauma-informed care, mental health first aid (MHFA), suicide prevention, crisis prevention and intervention (CPI), and several other topics that will help our staff use empathy when interacting with our participants.

One of the practices that we use in the shelter setting is to always seek to de-escalate situations. We make sure that we are paying attention to the person over the behavior. Sometimes the behavior is a byproduct of fear, anxiety, or a mental health disorder. We strive to learn the person behind the behavior so we can serve them even when their behavior might be uncommon. Take the example of a recent participant, who arrived at our shelter with two infants after living in her minivan for several days. As we were beginning the intake process, she became very agitated at the amount of paperwork she needed to fill out. She raised her voice and did not want to provide any more answers to the intake questions. Her two children began crying and she told us they were going to leave.

Our case manager realized that this mother's behavior was not because she did not want to stay at our shelter — it was a result of being physically and mentally exhausted from remaining hyperalert for several days on end to protect her children and herself while on the street. The case manager changed strategy, put the paperwork down, and got her into the safety of a private room. They set up an appointment for the next day to finish the paperwork. After finally being able to rest without fearing for her family's safety, the participant finished her intake the next day and worked with our case manager until she secured permanent housing for herself and her two children.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

The men's and women's shelters are low-barrier shelters. The only eligibility criteria for program participation is experiencing homelessness or chronic homelessness.

The family shelter is operated as a clean and sober campus. Participants are required to complete drug testing, as well as background checks. They must also be experiencing homelessness.

All shelter guests are allotted 30 days upon entry. By meeting with a case manager and working on goals to remove their barriers keeping them in homelessness, they can extend their stay to 60 or 90 days.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

Homelessness can affect people of all abilities. As such, we work hard to make sure we can meaningfully serve anyone who enters our doors. Our shelters are ADA accessible and there is braille on our door signage. We have multiple bilingual staff, with current represented languages including Spanish, Korean, and Samoan. Our intake forms are available in English and Spanish, and we have access to professional interpretation services. Every staff member has access to translation apps such as Google Translate. Intake forms also provide a nonverbal space for participants to outline any specific needs they would like to communicate to shelter staff.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Every staff member is required to complete in-depth trainings on culturally sensitive services through our online training platform, Relias Learning. This requirement is part of the staff yearly evaluation and is monitored as an individual goal for each member.

Our organization has a Diversity, Equity, and Inclusion committee that revises practices of our programs and advocates for our participants. The committee makes recommendations to programs regarding cultural, racial, and gender identity issues and reviews the implementation of such recommendations.

Our Senior Leadership is representative of the people we serve, with identified races and ethnicities including Caucasian, African American, Asian, and Hispanic. Our Board of Trustees is spearheading a lived-experience committee; current Board Members have self-disclosed experiences of addiction and homelessness.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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4d) What client data is collected for this program and how is it collected?

Client data collected upon intake includes full name, age, gender identity, race, city and state where the person slept last night, reason for homelessness, etc. The form is provided on paper. If the guest needs assistance filling out the form, we are able to help. This information is input into HMIS. It is audited for accuracy by our Data Manager, submitted to the City of Tacoma and Pierce County, and made available to the organization at large to reflect goals, age and race demographics, etc.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	15,000
Admin	
Direct Costs	
Other	
<b>Total</b>	

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Funds will be used to offset the cost of our family shelter manager.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

**(Using the checklist below, please attach the following documents to your application.)**

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**



**AGENCY NAME:** YMCA of Pierce and Kitsap Counties

**PROGRAM/PROJECT NAME:** Youth and Teen Outreach Initiative



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 332

**Number of Lakewood clients to be served for this contract:** 350

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

The YMCA Youth and Teen Outreach Initiative will provide academic and social-emotional enrichment to youth and teens through innovative Y on the Fly programming at City of Lakewood locations including schools, apartment complexes, and parks among other locations. The YMCA will also facilitate youth and teen events and programs at the Lakewood Family YMCA. Over the next two years our goal is to annually provide services to 350 participants in the City of Lakewood.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 10,000
Other Program Funds: Requested and/or secured	\$ 15,000
<b>Total Program Budget:</b>	<b>\$ 26,600</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

City of Lakewood, American Rescue Plan Act (ARPA), State and Local Fiscal Recovery Funds (CSLFRF), 2022-2026.

The current annual agency budget: \$45,751,060

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** **Toko Thompson** Digitally signed by Toko Thompson  
Date: 2022.08.25 08:06:17 -07'00'

**Title:** Toko Thompson, Vice President

**Date Approved:** August 25, 2022

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Young Men's Christian Association  
**Mailing Address:** 4717 S. 19th St., Ste. 201  
**Physical Street Address (if different from mailing address):** 9715 Lakewood Dr SW, Lakewood  
**Main Business Phone Number:** 253-534-7800  
**Website:** www.ymcapkc.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Toko Thompson, VP & CFO  
**Email Address:** tthompson@ymcapkc.org  
**Phone Number:** 253-534-7812

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Nick Cail, Grants Director  
**Email Address:** ncail@ymcapkc.org  
**Phone Number:** 206-683-0909

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

YMCA of Pierce and Kitsap Counties, 13+ years (2009-Present) YMCA of Tacoma-Pierce County, 126 years (1883-2009)
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- 5) Provide the federal tax identification number for the applicant's organization.

91-0565562

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

In 2023-2024, Teen Outreach Initiatives, including Y on the Fly, will offer the following activities to youth and teens in the City of Lakewood:

--- Field Trips for teens to tour local college and technical school campuses to explore post-secondary education, training, or certifications; cultural institutions to discover local history, arts, and culture. The 2023 Field Trip calendar will also include trips to local businesses enabling teens to understand a range of professions. Field Trips will be organized throughout the year and will serve youth and teens attending Clover Park middle schools.

-- A Youth Fair will take place in Q4 2023, participating local middle and high school students will hear from inspirational speakers; connect with representatives from local college/university/technical schools as well as work-study programs, etc. The date and location for the 2023 Youth Fair is to be determined.

-- Y on the Fly offers its programs and services primarily in middle schools and out of a converted 14-passenger bus that makes scheduled stops throughout the City of Lakewood to provide academic, health, and social/emotional enrichment to youth and teens. A variety of activities are offered including tutoring, learning games, hands-on interactive activities, visual and performing arts, and much more. Each bus is equipped with a WiFi hot spot that youth can connect to complete school assignments and other activities. Meals and snacks are served at each stop to youth participating in YMCA programming. Each Y on the Fly bus is stocked with an assortment of basic personal need resources and household items such as soap, shampoo, toothpaste, feminine hygiene products, socks, and clothing. These items are provided at no cost to youth, teens, and families in-need.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

The Youth and Teen Outreach Initiative is directly aligned with the City's Emotional Supports and Youth Programming strategy. The Initiative offers Lakewood youth and teens opportunities to participate in positive youth development activities with peers and role models. YMCA staff strive to build positive relationships with youth and teens; providing mentoring and support as they navigate life's challenges and connecting them with community resources to ensure that they are supported.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

Youth and Teen Outreach Initiatives are focused on providing services to teens with the fewest possible barriers and most direct access. In 2023-24, Y on the Fly programming will take place at diverse locations throughout the City of Lakewood. Program coordinators work with Clover Park Schools, local property managers, and other community partners to help promote the programming dates and events. Programs are externalized through school flyers, local parent newsletters, in YMCA facilities, and on the YMCA's website and social media channels.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

The YMCA works closely with the Clover Park School District providing support to Lakewood students and families including before and after school Child Care at Custer Elementary and Idlewild Elementary. The YMCA is also embedded into day-to-day operations at Lochburn Middle School, Hodtluff Middle School and Thomas Middle School through its Community Learning Center (CLC) programming. At these locations, programming includes before, during, and after school academic, health, and social emotional support to students.

The organization has also previously referred youth and teens to Lindquist Dental, Greater Lakes Mental Health, and Pierce College. The YMCA also works with other youth-focused agencies to ensure a maximization of services and that there are no gaps in service. For example, we are in regular communication with the directors at the Gary and Carol Milgard Family Hope Center (Boys & Girls Club) to ensure that similar programs are offered on alternating weekends to not compete against one another.

**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

The over-arching goal for the Youth and Teen Outreach Initiative is to provide supportive academic, health, and social-emotional enrichment services to Lakewood youth and teens. We measure our progress in meeting these deliverables by assessing the developmental assets/factors that we instill in teens. We use the Youth Development Survey, developed by YMCA of the USA and the Search Institute, to measure both internal and external asset development. Specific to the Teen Mentoring Initiative, we measure our progress in the areas of Commitment to Learning, Positive Values, Social Competencies, and Positive Identity.

Recently, the organization has also started evaluating programming using Youth Program Quality Assessment (YPQA) tools, staff and team members also utilize Child and Youth Resilience Measure (CYRM-R) resources to navigate obstacles confronting City of Lakewood youth and teens.

3b) How will your program benefit Lakewood residents and communities for the next two years?

Investments in youth development programs, like those offered by the Youth and Teen Outreach Initiative, supports the City of Lakewood by providing youth safe spaces to develop positive relationships, engage in activities during out-of-school periods, and making life healthy choices. Youth and teens involved in these activities are less likely to engage in detrimental behavior reducing the costs associated with academic failure, juvenile delinquency, policing, and other community liabilities.

Y on the Fly programming, in particular, removes barriers to services and provides accessibility to basic needs at strategically selected City of Lakewood locations identified as being underserved.

3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

There are several ways the YMCA ensures quality programming shaped by client input. We incorporate evidence-based best practices in youth development provided by the YMCA of the USA, the Search Institute and the 40 Developmental Asset model, the Protective Factors Framework, and local research and instruction provided by the University of Washington-Tacoma's Whole Child Initiative.

Our programs incorporate youth voice. As part of our activities, our staff get to know each participant and form genuine, honest, and trusting relationships. Our staff also model and promote the YMCA values of caring, honesty, respect, and responsibility and encourage participants to model these values in their interactions with our staff and their peers. We encourage and promote youth voice in our programming and participants are welcome to provide direct feedback regarding our activities to our staff.

Additionally, once per quarter we ask students to complete the Youth Development Survey which helps us assess program and staff quality and whether our activities are meeting the needs of participants. The survey data is collected and reviewed by Program Directors and the data is shared with program staff. Our staff work together to ensure that participant suggestions and feedback are considered and incorporated into our activities. Our Program Directors use the evaluation data collected to help inform program planning, curriculum development, and staff training.



#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

The Youth and Teen Outreach Initiative is intended to serve City of Lakewood youth ages 3-18 at any level of their education. We provide services to all youth and teens wanting to participate in our programs and will never turn anyone away. In an effort to remove all access barriers, there is no cost to participate in any Youth and Teen Outreach Initiative activities or events.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

YMCA communication materials are often produced in several languages, predominantly Spanish and Korean in the City of Lakewood, to ensure that non-English speaking teens are informed of programs and activities. Word of mouth remains the most popular and effective means of promoting our programs and we will encourage participants to share the program information with their friends.

We make reasonable accommodations to support all teens in our program activities. We have program staff and volunteers who are bi-lingual and can provide translation services. All of our program locations are ADA accessible and activities can be adapted to those requiring physical, mental, or other accommodations.

4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

The YMCA of Pierce and Kitsap Counties remains committed to providing a welcoming place where all members of the community can come together and belong. Whether that's experiencing YMCA programs at our nine community facilities, our two outdoor residential camps, or more than 50 outreach locations throughout Pierce and Kitsap counties, we welcome all who want to participate. The YMCA embraces nondiscrimination, diversity, and inclusion. Our mission is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all. Our vision is to create opportunities so that all people can thrive in every season of life. Our values of caring, honesty, respect, and responsibility reflect this inclusivity. We welcome all people regardless of ability, age, background, ethnicity/race, faith, gender, gender identity, gender expression, or sexual orientation. Our Y believes that, in a diverse world, we are stronger when we are inclusive, when our doors are open to all, and when everyone has the opportunity to learn, grow, and thrive.

Our YMCA is recognized by the YMCA of the USA as a Diversity, Inclusion, and Global Innovation YMCA meaning that our YMCA has Board-adopted policies and practices, a DEI statement, a diversity and inclusion advisory board, and continues to take pro-active actions internally and externally in its commitment to nondiscrimination, diversity, and inclusion.

Our Teen Outreach Initiative supports our YMCA's DEI efforts by directly providing services to people and neighborhoods that may experience inequitable access to extracurricular academic, health, and social-emotional programs and services.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

4d) What client data is collected for this program and how is it collected?

For teens who are under age 18, we will ask that parents complete an intake form providing the full name of the teen participant, physical or mailing address, and contact information. This information will be entered and stored securely in TractionRec, our membership database, and will be used for tracking participation in the program's activities. The YMCA uses program participation and attendance data to make informed decisions on staffing, supplies, meals, etc. All data collected by the YMCA are for the purposes of program participation, allocating staffing and resources, and program improvement and not for sales or marketing purposes.

All program evaluations (Youth Development Survey) are issued randomly and no personal or identifying information is collected. The survey is hosted by SurveyMonkey, an internet-based survey tool. All survey data collected is private and secure and to only be used by Program Directors overseeing the Teen Outreach Initiative activities.

### C. PROGRAM BUDGET

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$5,000
Admin	\$0
Direct Costs	\$5,000
Other	\$0
<b>Total</b>	<b>\$10,000</b>

Total should equal the funds requested from the City.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Requested City of Lakewood Human Services grant funding will be used to directly support Youth and Teen Outreach Initiative activities. Y on the Fly will operated for 12 weeks annually, primarily during breaks in the Clover Park School District's academic calendar. The program has significant direct costs associated with transportation given that it is a mobile program. The YMCA of Pierce and Kitsap Counties 2023-24 grant request is focused primarily on supporting personal expenses and direct program costs.

Below is an outline reflecting projected annual expenses associated with the program.

Expenses:

- Personnel (Staffing, Benefits, Admin): \$18,190
- Admin: \$2,400
- Direct Costs (Program Supplies, Facility Costs, Transportation Expenses): \$5,510
- Other (Incidentals): \$500

Total Expenses: \$26,600

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

### D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**AGENCY NAME:** Your Money Matters Mentoring

**PROGRAM/PROJECT NAME:** BIPOC Youth Financial Literacy



**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** “Direct services for children and youth”
- Access to Food:** “Providing or distributing food to Lakewood youth and families in a variety of ways”
- Access to Health & Behavioral Healthcare:** “Access to healthcare services”
- Housing Assistance & Homelessness Prevention:** “Preventing homelessness in our community”
- Crisis Stabilization & Advocacy:** “Making community connections and referrals to advocacy and support services”

**Number of Lakewood clients served by this program last year:** 50

**Number of Lakewood clients to be served for this contract:** 100-200

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Your Money Matters continues to expand the reach of our Financial Literacy programs with the goal of providing education and mentorship for underrepresented, impoverished, BIPOC youth. We present this program in schools and alternative learning facilities where we provide education and mentorship to help participants to make real changes that will last a lifetime. Our ultimate vision is to help youth and young adult participants to gain financial independence and to master the tools they need to lift themselves out of poverty.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 34,000
Other Program Funds: Requested and/or secured	\$ 104,000
<b>Total Program Budget:</b>	<b>\$ 138,600</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

N/A

The current annual agency budget: \$400,080

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** Clinton Taylor Digitally signed by Clinton Taylor  
Date: 2022.08.26 15:20:38 -07'00'

**Title:** Executive Director

**Date Approved:** 8/26/22

Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Your Money Matters

**Mailing Address:** 420 E. Main St Auburn WA

**Physical Street Address (if different from mailing address):**

**Main Business Phone Number:** (206) 636-2828

**Website:** www.yourmoneymattersm

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Clinton Taylor

**Email Address:** ymmm.grants@gmail.com

**Phone Number:** (503) 415-0542

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Same as Above

**Email Address:**

**Phone Number:**

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Established in 2018 as Your Money Matters. We also routinely dba as Your Money Matters Mentoring.

- 5) Provide the federal tax identification number for the applicant's organization.

82-3618832



**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Your Money Matters provides intensive one-on-one and group mentoring for economically vulnerable, low-income, BIPOC young people. Our program offers the help and support necessary to ensure that our students will learn how to access and participate in their financial health, while establishing financial safety nets, positive spending habits, and financial practices that will support them in their efforts to build and protect assets for themselves and for their families. When out into practice, these concepts will have a tremendous, positive impact on their lives, and the lives of their current or future children.

This program promotes the ideal that young people are responsible and capable of improving their own futures. This empowerment can have a profoundly positive effect on self confidence and overall well-being. By fostering a positive and empowered outlook, YMM is seeing evidence that this program provides a deterrent to gang involvement, criminal activity, and a lower rate of recidivism for those who are transitioning out of the justice system. In addition through our partnership OSPI YMM is able to offer .25 high school credit retrieval for students who complete our program that are enrolled in Open Door (alternative high schools).

Our Money Mindsets curriculum consists of eight financial education modules to help guide mentors and mentees as they work together. The ultimate goal of the program is to provide customized personal financial mentoring to increase the financial capability of our participants. To that end, the education modules provide guidance, but the key to our success is mentors and mentees working together to set personalized goals and actions. This ranges from starting undersanining how to start an emergency savings fund, exploring basic investing options, creating a household budget, opening a checking or savings account, buiding your credit or how to finance college.

Mentors typically assist participants with at least one module per mentoring session, though the program is flexible and some participants may require multiple sessions with one module before they are able to successfully implement the practices into their lives. As our goal is mastery of the subject, we are sensitive to individual student needs and flexible with the time needed to complete each module.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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- 1b) Describe which City of Lakewood’s Human Services funding strategy best fits this program design and why.

Emotional Supports & Youth Programming: “Direct services for children and youth” Your Money Matters (YMM) works with young people in Lakewood to teach and mentor financial literacy. Our program successfully addresses one of the most pressing problems for underprivileged, underrepresented, BIPOC youth by helping them to help themselves to push aside cultural roadblocks and to rise above mindsets that can keep them from achieving their best future. This program encourages participants to recognize culturally ingrained ideas about money, to understand the systems governing money and finance, and to gain the confidence to put this knowledge to work for them. The side effects of this program are many and varied including deterring youth from gang involvement and criminal activity, and decreasing recidivism for those who are transitioning out of the justice system. In addition, YMM's approach to emotional support for youth participants is grounded in addressing trauma associated with poverty while helping young people build their social emotional learning skills to combat systemic issues related to poverty and the wealth gap.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

YMM works with local community based organizations to offer and host classes after school hours for any high school student in the Lakewood and Cloverpark School Districts. In the past prior to Covid-19 classes have been held at Mt. Tahoma High School. In the 2023 school year we are looking into expanding the program into other CSD high schools, the Lakewood Community Center, and classroom space in a local church. Our student outreach typically includes using school district websites, printed flyers, social media, and sharing information with other non-profit organizations that are also working with local high school students.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

YMM maintains a network of public and private partnerships with local school districts, community centers, churches, city, and county governmental agencies. As needed, we refer our students to partners who provide financial coaching/counseling, credit repair, educational help, employment assistance, health and human services, and more. We are currently exploring close partnerships with organizations that can provide our students with job readiness training and placement. All of the organizational collaborations mentioned above have been achieved as part of our organization's strategic plan to outreach, develop, and sustain public and private partnerships across the region in order to provide access to resources and services for our youth and their families.

### 3) EFFECTIVE PRACTICES

3a) Describe the program's specific measurable outcomes.

Pre- and Post- program surveys help YMM staff to monitor the impact of our training modules, how well youth retain what they have learned, and monitor their willingness to apply what they have learned. Short-term Desired Outcomes: 90% will gain knowledge about four types of money mindset including where they come from & how our thoughts about money influence our money habits. 90% will gain knowledge about the several types of money attitudes, where they come from & the influence our attitude has on our money habits. 90% will gain knowledge about the several types of money beliefs, where they come from & the influence our beliefs have on our money habits. 90% will gain knowledge about money choices, where they come from & the influence our choices have on our money habits. 90% will gain knowledge about the different ways our culture, society, social media, families and friends influences our money habits. 90% will gain knowledge on how our values about money influence our money habits. 90% will gain knowledge about how our emotions, regarding money, influences our money habits. 75% will express feeling more confident to manage their money. 75 % will express a reduction in anxiety, confusion, and stress as related to finances. Long-term Desired Outcomes: (12 months) Participants will increase their "financial capability" by 50%. Will actively use their personal budget to manage their finance - 50%. Will implement and progress towards reaching their personal financial goals - 50%. Will increase their savings and reduce personal debt - 50%. Will continue maintaining and managing an active checking or savings account - 50%. Reduction in recidivism for youth engaged in ongoing mentoring support with YMM after completing our classes

3b) How will your program benefit Lakewood residents and communities for the next two years?

In the next two years, YMM will be able to teach and mentor approximately 200 young Lakewood residents to master Financial Literacy. Graduating from our program puts youth on the path to financial independence. It may also help them steer clear of gangs, avoid criminal activity, complete high school, and enter society as confident adults who are ready to contribute positively to the Lakewood community and society at large.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

We designed our current "Money Mindsets" curriculum after years of experience working with a similar program. Our new curriculum corrects the shortcomings of that earlier program by incorporating feedback and suggestions made by our students. For instance, Money Mindsets includes more culturally relevant illustrations to help our diverse student body to better relate to the subject matter. Our program also relies heavily on mentoring (unlike the earlier program). This change was made by analyzing student feedback to the aforementioned predecessor to Money Mindsets. This program offers students the choice of one-on-one and/or group mentoring at their suggestion. YMM is also looking into partnering with job training and placement orgs. This change is being implemented after we heard participant feedback suggesting that the education was all well and good, but to put the lessons into practice our graduated needed money (salaries) that they could manage. The student input that we receive helps us evaluate our program, to make decisions about its effectiveness, and to adapt the program as needed to best meet the needs of our students.

#### 4) ACCESSIBILITY & ELIGIBILITY

4a) What criteria is used to determine eligibility for program participation?

Our program criteria is that youth must be Low- to Moderate Income (LMI) - typically students who qualify for free and reduced lunch. Classes and mentoring are typically open to youth between the ages of 16-25, but for this particular funding request we will target youth between the ages of 16 and 21. Primarily high school Jr's and Sr's and students enrolled in the Open Door Youth Re-engagement Program housed at Clover Park High School.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

YMM serves a diverse student body. Our students come from cultural backgrounds including African American, Asian, LatinX, Native American, Pacific Islander, and many others. We work to ensure that our volunteer classroom facilitators and mentors look like our students and understand their circumstances, struggles, and cultural biases. It's important that students can identify with -- and look up to -- the adults teaching our program. We developed our Money Mindsets coursework specifically to address the diverse cultural mindsets surrounding money, while our classroom facilitators and mentors are encouraged to identify with students using language and concept illustrations that will resonate with the students. Classes are mainly taught using English as a common language, but we are in the development stage to have Spanish Language Curriculum for use with our LatinX students. Since the majority of our classes take place in school campus facilities, we count on the host school to provide appropriate physical accommodations for students. If students are attending our classes at alternate locations, e.g. after school at a partnering agency's location, physical accommodation is required (including wheel chair ramps, ADA bathrooms, hand rails, visual learning technology for the hearing impaired. etc).

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Clinton Taylor, Founder and Executive Director of Your Money Matters, is an African American male. Mr. Taylor directs this organization with an eye toward maintaining diversity, equity, and inclusion in his Board, staff, volunteers, and in the classroom. Reaching this goal is integral to the success of the organization. YMM encourages all students who are interested in mastering personal finance to participate in our program; we welcome participants from all walks of life, ethnicities, gender groups, etc. Our commitment to the ideal of inclusion is at the core of our desire and mission to lift up all young people through teaching and mentorship. Similarly, we strive to ensure that the makeup of our Board of Directors, staff, volunteers and mentors is reflective of the diversity of our student population. Our current DEI statement is as follows.

At Your Money Matters, a diverse, inclusive, and equitable workplace is one where all employees and volunteers feel valued and respected, whatever their gender, race, ethnicity, national origin, age, sexual orientation, identity, education, or disability.

We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all our programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

4d) What client data is collected for this program and how is it collected?

YMM currently collects client data using Apricot CRM system. YMM's data includes collecting demographics, psychographic, and basic contact information. Some information is provided by schools, while other information is gathered by request from students and their parent/caregiver. Personal information is carefully safeguarded, while demographic and psychographic information is aggregated for use in statistical modeling and reporting. YMM keeps individual records for a minimum of seven years. Additionally, we are also working to collect aggregated (non-personal) data that will give us a clear picture of the long-term effects this program has on the lives of our students. Additional data collected through our pre-post surveys track knowledge gained by youth while enrolled in our courses.

**C. PROGRAM BUDGET**

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$25,000
Admin	\$4,000
Direct Costs	\$5,000
Other	\$
<b>Total</b>	<b>\$34,000</b>

Total should equal the funds requested from the City.



## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

- 5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

### Direct Service Cost

\* Students will have access to opening their first checking and or savings account at a local bank branch.

@ \$25 per/student x 200 = \$5,000 (Two Cohorts) /

### Personnel Cost

\* Program Support

\* Personnel Admin Cost 10-week courses to align with school quarters @ \$25,000 (Two Cohorts)

### Administrative Cost

\* Program Training Materials

(workbooks, printed handouts, worksheets, and evaluation materials) @ \$20 per/ x 200 student = \$4,000 (Two Cohorts)

- 5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

## D. ATTACHMENTS

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**AGENCY NAME:** The City of Lakewood, Washington

**PROGRAM/PROJECT NAME:** YWCA Pierce County DV Victims' Services

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 60

**Number of Lakewood clients to be served for this contract:** 45

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

The YWCA's DV Victims' Services provides crisis intervention and advocacy services to survivors of intimate partner violence and their children. This is done through trauma-informed interventions that include advocacy, safety planning, connection to meaningful resources, therapeutic services, and age appropriate children's services. Survivors work with a trained advocate to leverage their strengths, identify and resolve barriers, and work toward their goals as well as healing after experiencing abuse. Advocate support survivors in doing this through supporting and building the survivor's self-efficacy, self-esteem, and self-determination, and by providing individualized support and resources/referrals that are meaningful for the needs of that client or household.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 2,226,743
<b>Total Program Budget:</b>	<b>\$ 2,251,743</b>


**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

We received ARPA funds in the last fiscal year to support our advocacy services and also provide tangible goods to clients, such as supporting transportation assistance. We do not have any ARPA funds in the current fiscal year.

The current annual agency budget: \$4,009,596

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.



**Authorized Representative:** Karin White

**Title:** Acting/Deputy Director

**Date Approved:** 8/25/22

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** YWCA Pierce County

**Mailing Address:** 405 Broadway, Tacoma WA 98402

**Physical Street Address (if different from mailing address):** 401 St. Helens, 408 Broadway,

**Main Business Phone Number:** 253-272-4181

405 Broadway Tacoma WA  
98402

**Website:** www.ywcapiercecounty.org

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Karin White, Acting/Deputy Director

**Email Address:** kwhite@ywcapiercecounty.org

**Phone Number:** 253-272-4181 x241

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** same as above

**Email Address:**

**Phone Number:**

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

<p>The YWCA was first chartered in Tacoma in 1906 and incorporated in 1910 as The Young Women's Christian Association of Tacoma &amp; Pierce County. We have remained in operation for the 116 years since, with our legal name now being YWCA Pierce County.</p>
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- 5) Provide the federal tax identification number for the applicant's organization. 91-0565026

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

The YWCA provides crisis intervention and advocacy to survivors of intimate partner violence as aligned with the Washington Administrative Code 388-61A and associated RCWs. As a state-funded community based domestic violence program, the YWCA adheres to a service model of advocacy-based counseling. This means that the client is involved with an advocate in individual or group sessions with a primary focus of safety planning, empowerment, and education of the client through reinforcement of the client's autonomy and self-determination. Advocacy also means speaking and acting for change or justice with, or on behalf of, another person or cause. Advocacy is survivor-centered and uses non-victim blaming methods that include:

- (1) Identifying barriers and strategies to enhance, safety, including safety-planning.
- (2) Clarifying and increasing awareness of the power and control associated with domestic violence and the options one may have to obtain resources while staying safe.
- (3) Supporting independent decision-making based on the unique needs and circumstances of each individual.

Our services ensure that safety is paramount in everything we do and that any personally identifying information about clients is kept confidential, thus enhancing safety. Staff provides advocacy services in a variety of ways, including psycho-educational support groups, counseling, legal advocacy and through the shelter advocates who answer our 24/7 DV hotline and provide advocacy and individualized support to survivors residing in our emergency shelter. All services are provide through the lens of trauma-informed care and focus on physical and emotional safety, wellness and healing, using a whole-person approach, using culturally appropriate and inclusive approaches, and a shared power approach where client voice is centered and support is given in a "power with not power over" model. Because domestic violence is centered in one partner using strategies including violence to gain and maintain control over the other partner, it is critically important that the interventions and services provided to survivors are building up their autonomy and self-determination to restore what the abusive partner sought to take away. Advocates walk with survivors and help provide options and information so that they can successfully navigate the systems and resources needed to restore safety and stability to their lives and their children's lives. This includes helping survivors navigate the coordinated entry/housing system, seeking a domestic violence protection order or other relief through the civil legal system, helping survivors safety plan and relocate or access emergency shelter if needed, or providing counseling services or support group to them to foster their healing and resilience.

Survivors call to do an intake with a trained advocate and then schedule an intake with whatever type of program or service best meets their needs. Even if they are not sure what that is, they can still get support from an Advocate to learn of what their options are and move forward from there. They can also access services virtually if that works best for them. In all cases, the advocacy and crisis intervention methodology is consistent across program types so that every survivor is getting an evidence-based support and a trauma-informed interaction with an Advocate.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

Crisis stabilization & Advocacy: making community connections and referrals to advocacy and support services best fits our program because it is literally the essence of what we do. As described above, all of our programs are "advocacy-based" which means that they are focus on supporting domestic violence survivors' ability to regain control of their lives, heal, set and meet goals, break down barriers, overcome crises, and be connected to resources and system of their choosing that will help them achieve their goals. In addition to the array of supports, resources, and interventions offered at the YWCA, we also partner with many other agencies and systems that allow us to make meaningful connections for client to access the community based supports they need. This includes coordinated entry for those seeking housing, the civil legal system if survivors have a family law issue to resolve, the educational system to support the needs of survivors' children or the educational goals of the survivors themselves. We connect clients to food resources as well as assistance programs for those in need of financial or insurance support, and also make connections to the community mental and behavioral health system if we have someone who needs that type of care beyond our scope of practice. We also help survivors identify who is their personal community--who can they call on to help them, who is a safe ally, where can they find community as they desire? All these things are part of our programming that very specifically meets the City of Lakewood's stated goals in this strategy area, and these are all strategies that stabilize those experiencing crisis due to domestic violence.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

We ensure access to Lakewood residents through outreach and advertising our services to other Lakewood Community Collaboration partners at monthly meetings, as well as providing transportation assistance to Lakewood clients who may need this support to access services in person at our location. Since we implemented options for virtual services during the pandemic, we are also able to support client access through virtual services, which can include helping them with technology needs. We also have 11 units of transitional housing located in Lakewood where families living in those units are receiving advocacy services and other supports and interventions for the duration of their stay, which averages about 24 months but may be longer.

**2) SERVICE COORDINATION & PARTNERSHIPS**

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

As described above on primary service that Advocates at the YWCA provide to their clients is to connect them to other community resources, and this is done very specifically on the individualized needs of clients.

For example, we have a no cost counseling program for survivors of domestic violence. However, our program uses modalities that focus on healing, coping skills, and mitigating the impacts of trauma while building resilience. We do not diagnose or do medication management, so if someone needs that service we refer them to the appropriate community mental health agency that can provide that particular aspect of care that we do not. We also work with clients to help them establish connections to tangible resources that provide primary stabilization supports, such as food assistance, TANF, medicaid or other affordable insurance, or help navigating the process to apply for disability benefits. We help our clients understand their rights and responsibilities through these systems, and also help them know where to look for information so that they can advocate for themselves if something comes up for them in the future.

For clients who are coming into our emergency shelter program, we help them get connected to coordinated entry and Inside Passages so that they can get help accessing safe and affordable housing after their shelter stay concludes, or if they have access to housing help or other rights in other systems, like if they are a military dependent, then we help connect them to the Family Advocacy Program or other services that they desire.

Our Children's Program staff also helps families with school enrollments and getting needed school supplies or uniforms, as does the Housing Program Staff for the households in that program. Legal Advocates will also provide support to clients they are working with for other kinds of resources they need; for example, a Legal Advocate may be helping a client with their petition for a domestic violence protection order, but if the client also needs help with landlord/tenant law or an immigration case, then the advocates will connect them to agencies like TacomaProBono or Northwest Immigrants' Rights Project who can assist them with those issues.

Sometimes the resources that clients wish to be connected to are not formal systems. Someone may wish to find a grief and loss support group, or maybe a hobby group that supports activities that contribute to their healing, or a faith community because they fled here from another area and left their previous community behind. Again, the referrals and connections are based on what the clients' are asking for and if staff doesn't know of that resource or connection then they will look into it and follow up with the client, or make a connection to another place that the client can get what they want. The process is based on a relational approach to communicating, connecting, and following through, as well as empowering clients with information so that they can know what their options are and make their own choices, now or when they are ready.



**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

Part of our state and federal funding as a community based DV program requires that we measure clients' increase in knowledge safety planning and their increase in knowledge of community resources. In FY22, 93.5% of surveyed respondents said that they knew more about safety planning as a result of our program and 89.6% said they knew more about community resources. For children's program, parents complete surveys to indicate if their child has increased their positive interactions with others since participating in the program, and if they have increased their ability to manage their own behaviors. In FY22 100% of surveyed respondents said that their child had both increased their positive interactions as well as increased their behavior management. For the counseling program, measures are improved stress response and improved emotional management, with that program also receiving 100% affirmative response from those surveyed in FY22.

3b) How will your program benefit Lakewood residents and communities for the next two years?

First, our program benefits Lakewood residents directly in so far as we are serving Lakewood residents with crisis intervention, stabilization and advocacy services to create community connections and advocacy support. Secondly, we know that when parents are safe and well that their children benefit, and that when adults have their basic needs met, including safety, they are more participatory and engaged citizens. Creating safety for even one family has a ripple effect out into the community, both for the adults and the children in that household. Not only does this benefit citizens immediately and for the near future, but it also has life-long changes for adults who are empowered to make positive and healthy decisions that help them stay safe and reach their goals, but also for children in terms of their social-emotional wellness that contributes to academic success and the ability to not replicate the cycle of interpersonal or intimate partner violence. The more adults that can experience safe and healthy relationships, the more children can have the lived and learned example of healthy and safe relationships. This is a long term benefit for the whole community.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

In addition to the measurement data shared above, we also implement client feedback loops that gather qualitative data about their experiences in the program. This includes feedback about whether they felt that their beliefs and identities were respected in the program, but also what was the most helpful or meaningful thing they experienced. We also have informal pathways for gathering verbal feedback that centers the voice of individual clients (they are self-directing in their participation in services) and collective client voice (there is an overall positive experience in services and programs; there is a feeling of acceptance and welcome, there are positive relationships with staff; there is an overall feeling of trust, safety, and security). Using this feedback as actual program goals and then re-testing it's efficacy through more feedback loops is how we center client voice.

**4) ACCESSIBILITY & ELIGIBILITY**

4a) What criteria is used to determine eligibility for program participation?

The only eligibility for services at the YWCA Pierce County is that someone is a survivor of intimate partner violence. While most of our clients are also at or below 50% median income, income level is not an eligibility consideration. In our shelter program, clients are prioritized for shelter space based on the highest need for safety as determined by a validated lethality assessment tool. This prioritization is required by our state and federal funding. For Legal Services, the clients needs to have a case or wish to file a case in the Pierce County jurisdiction and within the family law system. We do serve non-DV clients in our Community Advocacy program during drop-in hours; this program is primarily focused on serving survivors but also may served homeless or other traumatized populations with resources and referrals or needed tangible goods if we have them available.

Our transitional housing program is a partnership with the Pierce County Housing Authority, so for that program the applicants must meet housing authority eligibility guidelines as PCHA is the housing provider and we provide the support services for the clients in those units. So all clients in our assigned units are DV survivors, but they must also be income eligible and also meet other requirements (not have certain criminal histories, etc.).

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

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Our program employs bilingual advocates as well as contracts with interpretation services. Our phone system is also equipped with Language Line services, so any caller can be connected through an over-the-phone interpreter to any advocate in real time. We also have program documents translated into primarily Spanish language, as that is the next most common language we serve besides English; we do have some limited documents in other languages and can also get them translated quickly through our vendor if needed. All of our program spaces are accessible for those with mobility barriers and we also use relay service or email adaptations for clients with hearing impairments. As previously stated, the ability to now provide virtual services has actually created a lot of accessibility for those who may have specific or additional challenges to coming in to the office for services. This could be something like a transportation barrier, but it could also be if someone has a physical, cognitive or sensory disability that makes it easier for them to participate remotely.

- 4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

Part of the national mission of the YWCA is eliminating racism, and locally we are working toward this goal in several ways. Our staff is representative of the clients we serve and our board is increasingly so. We have an agency Race and Social Justice Committee that is responsible for creating and implementing an action plan that moves us farther toward more inclusive, diverse, equitable, and accessible practices. We have changed our hiring processes including where we post positions, how we are inclusive of experience as well as education, and having hiring teams that include staff from diverse perspectives and all levels of the organization. We do training (minimum 8 hours annually required per staff person) and also this year we have engaged with a DEIA consultant firm to do an organizational assessment of our practices, policies and procedures and make recommendations for improvements. We also try to focus our resources on engaging with diverse vendors and contractors through intentional solicitation of bids from WMBE businesses. Our marketing materials are also representative of our diverse constituent base, not just in imagery but also in language and cultural context. We also participate in the City of Tacoma's DEI initiative.

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4d) What client data is collected for this program and how is it collected?

We collect data required by funders that is the gender, race, ethnicity, age, language, ability and other demographic information. This is used for reporting only in a non-personally identifying manner per our legally required confidentiality parameters. Further, we use this data in combination with feedback survey results to disaggregate what groups of people are having what types of experiences in our programs to ensure that we are not missing some negative impact or unintended consequence for our clients. Staff collect data at program intake, and may also track any changes to initial data, such as income, education, employment, or housing location at program exit. Any direct quotes or qualitative information we collect from clients is only shared if the client has given their informed, written consent to do so, and even then it is still shared in a non-identifying manner to ensure safety and confidentiality.

**C. PROGRAM BUDGET**

5a) Grant Request

<b>Category</b>	<b>Amount Requested this Application (\$)</b>
Personnel	\$25,000
Admin	0
Direct Costs	0
Other	0
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

Funds will be used to support the cost of salary, benefits that include medical, dental, employee assistance program, employment taxes, and retirement contribution (for eligible employees) for Advocates that provide direct services to clients who are survivors of domestic violence.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

(Using the checklist below, please attach the following documents to your application.)

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**AGENCY NAME:** Making A Difference Foundation (MADF)

**PROGRAM/PROJECT NAME:** Eloise's Cooking Pot (ECP) Food Bank Delivery Program

**NEW OR EXISTING PROGRAM?:** NEW  EXISTING

**PROGRAM AREAS (CHOOSE ONE):**

- Emotional Supports & Youth Programming:** "Direct services for children and youth"
- Access to Food:** "Providing or distributing food to Lakewood youth and families in a variety of ways"
- Access to Health & Behavioral Healthcare:** "Access to healthcare services"
- Housing Assistance & Homelessness Prevention:** "Preventing homelessness in our community"
- Crisis Stabilization & Advocacy:** "Making community connections and referrals to advocacy and support services"

**Number of Lakewood clients served by this program last year:** 11,621

**Number of Lakewood clients to be served for this contract:** 24,000 (12,000 annually)

**What percentage of the total number of clients served by this program in this contract period are anticipated to be Lakewood residents?:**  25% or under  26-50%  51-75%  >75%

**PROGRAM DESCRIPTION (ONE - THREE SENTENCES):**

Making A Difference Foundation's Eloise Cooking Pot (ECP) Food Bank is the largest and most diverse independently owned and operated food bank in Pierce County with the largest delivery and mobile food bank service. Of the clients served, almost half receive home-delivery services due to health, transportation, and access barriers. We make food box deliveries throughout the county, including some of Lakewood's most vulnerable residents: the elderly and disabled, the homeless living on the street, immigrant communities, and BIPOC communities.

Organizations selected to receive human services funding must be able to:

- Provide proof of general liability insurance coverage of at least \$1 million
- Provide quarterly reports and invoices with back up documentation
- Provide your 501(c)3 determination letter
- Provide E-verify determination letters as necessary
- Commit to an annual site visit by City of Lakewood staff
- Retain client records for seven years

**PROGRAM BUDGET AT A GLANCE:**

City of Lakewood Funds Requested:	\$ 25,000
Other Program Funds: Requested and/or secured	\$ 2,759,027
<b>Total Program Budget:</b>	<b>\$ 2,784,027</b>

**ARPA Fund Disclosure**

If your organization has received or will receive any funding from ARPA, please describe the source of those funds, the program(s) supported, and the duration of the funding:

We received ARPA funding through the city of Tacoma in the amount of \$100,000 in 2021 supporting the food bank with food and supplies. We still have \$50,000 of that funding to expend through 2022. We also received \$10,000 ARPAP funding through Associated Ministries under the Homeless Coalition Emergency Food and Shelter Funds Phase 39 which supported food distribution through the food bank.

The current annual agency budget: \$4,569,970

**AUTHORIZATION TO APPLY:** To the best of my knowledge and belief, all information in this application is true and correct. The applicant's governing body has duly authorized this document and if funded will comply with all contractual obligations.

**Authorized Representative:** Ahndrea Blue Digitally signed by Ahndrea Blue  
Date: 2022.08.23 18:43:49 -07'00'

**Title:** President/CEO

**Date Approved:** August 23, 2022



Applicants must answer the following questions and provide the requested information in response to this funding application. Please be sure to complete the entire application, including the required budget forms and attachments.

**A. Organizational Information**

- 1) Provide the organization name, mailing address, physical office address, phone number (include area code) and e-mail address. If the applicant's organization also has a separate office location within Lakewood, please provide information for both the primary and Lakewood office locations.

**Organization Legal Name:** Making A Difference Foundation

**Mailing Address:** P.O. Box 94545, Seattle

**Physical Street Address (if different from mailing address):** 4218 S. Steele, #215, Tacoma

**Main Business Phone Number:** 253-212-2778

**Website:** <http://www.themadf.org>

- 2) Provide the name(s) and title(s) of the person(s) authorized to execute a contract on behalf of the organization.

**Executive Officer Name and Title:** Ahndrea Blue

**Email Address:** [ahndrea@themadfseattle.org](mailto:ahndrea@themadfseattle.org)

**Phone Number:** 253-212-2778

- 3) Provide the name(s) and title(s) of the person(s) who serves as the organization's primary point of contact (if different).

**Contact Name and Title:** Ahndrea Blue

**Email Address:** [ahndrea@themadfseattle.org](mailto:ahndrea@themadfseattle.org)

**Phone Number:** 253-212-2778

- 4) Provide the names and number of years the agency has been in business under current or previous names or additional assumed business names.

Making A Difference Foundation became a nonprofit organization in 2003. Since that time, the organization has remained operating under the original name. While not an official dba, Making A Difference Foundation is also know as Eloise's Cooking Pot Food Bank within the local Pierce County community. Eloise's Cooking Pot Food Bank is our main program and service to people in need.

- 5) Provide the federal tax identification number for the applicant's organization.

54-2092145

**B. SUMMARY OF SERVICES**

**1) PROGRAM DESIGN**

1a) Provide a detailed description of the program services to be provided.

Making A Difference Foundation (MADF) operates Eloise's Cooking Pot (ECP) Food Bank, which is the largest and most diverse independently owned and operated food bank in Pierce County with the largest home-delivery program. This delivery program, along with the on-site food bank location in Tacoma's east side neighborhood, works to remove access barriers to healthy food for the area's most vulnerable people experiencing hunger. The home-delivery service operates five days a week, Tuesday through Friday from 10:00 AM to 6:00 PM and Saturday from 10:30 AM to 4:00 PM, the same days and times the on-site location is open. Food boxes average about 75 lbs. of food and including a wide array of items including fresh produce, meat and dairy items, culturally appropriate foods, and special diet foods. And just like with on-site food bank, clients receiving delivery can order/request the food they want instead of receiving the same food as everyone else -- with everything at no cost to them.

This program serves the elderly and disabled who experience health, safety, and transportation issues as well as BIPOC and immigrant communities. The ECP Food Bank also has an outreach program to the homeless, specifically homeless youth, living on the street where we deliver backpacks of on-the-go, single-serve foods, beverages, and personal care items. Beyond that, we restock our 10 food pantries we have at various locations throughout the county and take our two mobile food trailer out to low-income housing complexes, libraries, local schools, parks, and other food desert locations so lower-income people have access to food.

Of the households we serve through this program, about 12% are from the City of Lakewood. We make deliveries using our own truck as well as through a generous partnership with DoorDash where their drivers pick up food boxes and deliver it free of charge to our clients.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

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- 1b) Describe which City of Lakewood's Human Services funding strategy best fits this program design and why.

MADF's ECP Food Bank Delivery Program best fits the City of Lakewood's Human Services funding strategy of Access to Food by providing/distributing food to Lakewood youth and families in a variety of ways. As stated, MADF's ECP delivery program brings food directly to people where they need it most to alleviate their hunger. We remove any barrier to food access, whether at their homes, on the street, or within local community areas. We do not discriminate and anyone who is experiencing hunger can access the food they need in ways that works best for them. We offer a very simple intake process for clients to make it even easier for them to access food while reducing the shame and stigma people often feel when they seek help. Each food box provides 75 lbs. of nutritious food for food-insecure households.

- 1c) How do you ensure access to Lakewood residents? Describe your outreach or engagement strategies. Is your program delivering services in Lakewood?

The ECP home-delivery program is the largest program of its kind in Pierce County and it serves the whole county. Lakewood individuals and households in need of food delivery services can call MADF offices or go on our website and schedule a delivery or find out where our mobile food bank will be located to receive food boxes. We also work with churches and other nonprofits throughout the area to learn of people who might need these types of services in the Lakewood area. When our truck is out for deliveries, we also conduct outreach activities to the homeless who are in need of food and connection to other community resources. Moreover, Lakewood residents are also welcome to visit the on-site food bank location in Tacoma as Tacoma residency isn't a requirement for food pick up. We serve anyone who is experiencing hunger with no stipulation on our services.

## 2) SERVICE COORDINATION & PARTNERSHIPS

- 2a) Does your organization collaborate with others and/or link clients to other resources in the community, such as health and behavioral health services, employment services, veterans' services, benefits advocacy and others? If so, how is this achieved and to what services?

MADF works closely with many retail grocery stores in the local area, as well as corporations and agencies such as Emergency Food Network, Food Lifeline, Washington Food Coalition, and Northwest Harvest for product donations to ensure we have food to give clients. We also work with small BIPOC farmers and food processors to provide local, health, culturally relevant foods to clients while supporting local businesses who often struggle to sell their food products and receive fair value for them. All of these relationships help us receive and provide millions of pounds of food to give away to clients annually. As for the delivery program, we also have a specific partnership with DoorDash to provide clients with free delivery of their food boxes.

We work alongside Pierce County Food Coalition members, a system of food banks, to help accommodate the consistent and growing need for food. We trade resources as needed to better serve clients, attend community meetings on hunger, and work as a group to advocate and find solutions for a better local food system. We also attend community meetings regularly so we can exchange ideas, report on our efforts, and make connections so we can give referrals to other service providers – and they can understand what we do and how their clients can benefit from our organization.

Additionally, we partner with Sound Outreach so clients can get referrals to other government and community resources so they can further stabilize in their lives, and we work in partnership with Share and Care and Adonai Counseling and Employment so clients can receive referrals to government benefits as well as receive employment counseling, job training, and re-entry services for those who need it.

MADF provides clients with the food they need and these mentioned partnerships allow us to focus on that direct service while still taking care of the 'whole person' or 'whole household' through 'warm hand-off' referrals. MADF will continue to look for new ways of collaborating within the community through community meetings, advocacy opportunities, and building new service partnerships to grow programs that best support and benefit our clients toward self-sufficiency.

**3) EFFECTIVE PRACTICES**

3a) Describe the program's specific measurable outcomes.

The goal of the ECP Food Bank home-delivery is to serve community members who are the most vulnerable to hunger and the most in need. We do this by removing as many barriers to them obtaining the nutritious food that will help them stay healthy while helping them stabilize in their financial lives. Giving them the food they need, free of charge, helps them put their resources toward other critical expenses like rent, utilities, healthcare, medicine, and childcare.

The measurable outcomes for this program include how many pounds of food we give away to clients (an estimated 900,000 lbs to Lakewood residents), the number of households and people served (an estimated 12,000 Lakewood residents annually), as well as how many clients report being able to stabilize due to the food assistance they receive, how many clients can redirect their funds so they can continue to housed and have their critical needs met, and how many clients can report better health outcomes due to the healthy food they receive.

3b) How will your program benefit Lakewood residents and communities for the next two years?

The ECP Food Bank Delivery Program already serves Lakewood residents and will continue to provide healthy food free of charge through our delivery program for the next two years and well beyond. By providing delivery of the food clients need, and doing so for free, we are eliminating their barriers to easily obtain the food they need to remain healthy and giving them the means to redirect their limited financial resources into other needs, like rent, utilities, healthcare and childcare. We are helping them, as well as the community as a whole, stabilize. We believe a community is only as strong and stable as each person within it. And through our program of giving and paying it forward, we have experienced these same people in need giving back to others when they are able.

## CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24

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3c) How do you incorporate the client-centered voice to ensure program quality or develop program strategies?

Clients who receive both on-site and home-delivery service can make requests and give input for the types of food they would like to receive which ensures they are getting the food they are used to, like, and will eat (which cuts down on food waste). We also ask client to fill our periodic surveys, leave feedback on our Facebook page, and participate in longer-term random interviews to help us learn about what they want in a food bank service as well as the significant and direct impacts our services have on them and their well-being. Each day we are out delivering, at least one client is asked to complete a comment card to describe the benefits the food bank has for them. The results of these surveys, interviews, and comment cards are also used in planning new services and improving our existing services so all clients needs are met to the best of our ability. Beyond that, we also have a ECP Food Bank committee made up of people from a wide sector of the community representing our client base that helps advise us in the food bank's direction and programs.

#### **4) ACCESSIBILITY & ELIGIBILITY**

4a) What criteria is used to determine eligibility for program participation?

Anyone who says they are in need of food and experiencing hunger is welcome at the ECP Food Bank. MADF created the food bank with the premise that people in need should be served in a dignified and humane way. Our agency and its founder hold the belief that everyone needs help at some point in life and that by helping people with food and basic necessities during tough times, they will pay it forward and help someone else when they are able. ALL people have the same basic needs in life. Hunger does not discriminate. There is no color, race, gender, age, sexual orientation, language barrier, or disability when it comes to hunger.

The ECP Food Bank and the home delivery serves all people who are in need of healthy, nutritious food. MADF consistently consults national and state best practices and research. One of those best practices is the removal of all barriers to food, making it freely available which is what MADF works diligently to do. While there is no eligibility requirement to receive food bank services and no one is turned away, the majority of clients who use the delivery service are the elderly and disabled who live in subsidized housing, the homeless who live on the streets, and the BIPOC and immigrant communities which continue to be disproportionately affected by lower-incomes, lack of services, and poverty.

4b) Is your program tailored or adapted to reach diverse populations through language, other communications, or physical accommodations? If so, how?

MADF provides outreach directly to immigrant communities to ensure they are getting the food and assistance they need the most. We work with communities both documented and undocumented immigrant populations, specifically the Hispanic and Russian/Ukraine communities. Unfortunately, many within these communities are in desperate need of food and resources but they do not seek out assistance due to language barriers, a lack of understanding of what services are open to them, and believing accessing these services will lead to immigration issues and possible deportation. We work with these people, educating them on the help that is out there for them, and getting them the resources they need. As an organization, we work with translators for clients who speak other languages and make available multi-lingual handouts. We also do our best to accommodate all physical abilities which is one of the very reasons we started the food delivery program with our food bank: to serve the elderly and disabled who cannot come to the food bank's on-site location due to health and safety issues. This program still serves this population; however, we expanded to serve other households in need, especially during the time of COVID-19 restrictions.

MADF also works to provide our diverse client base with basic, culturally appropriate, and special diet foods that they need to help them sustain a well-balanced diet during hard economic times. One of our unique characteristics is our responsiveness to the needs of our clients by not providing everyone with the same products. We do not just offer packaged food, but fresh produce, dairy, and meat items. Clients are able to share with us their unique dietary needs and requests and we do our best to help clients eat healthy foods they are culturally, ethnically, or religiously accustomed to. We started a cultural food box program that offers five choices in boxes based on cultural food groupings that clients can order, including a Tex-Mex, Soulful, Asian Infusion, All-American, and a build-your-own box.

4c) Is your organization's committed to diversity, equity, and inclusion? If so, how? Examples: Your leadership staff and board are representative of the people you serve. Training has been/is being provided. Marketing materials are representative of the people you serve.

MADF serves all people in need of food. We do not discriminate in any way and serve individuals, families with children, the homeless, the elderly and disabled, veterans and military members, LGBTQ+ people, BIPOC, refugees, and immigrants (regardless of documentation status). However, we find that a little over 70% of our clients identify as BIPOC. We are also located in a diverse area of Tacoma for the purpose of serving more disadvantage communities, which are historically racially and ethnically diverse. As MADF is a founded and operated BIPOC organization, with our President/CEO being an African American woman who fully understands the BIPOC experience, she had incorporated services to meet their unique needs. One such service is providing culturally relevant foods that support clients' needs, tastes, and backgrounds. We feel this is vital to serving these clients with dignity and respect. And not only do we give choices in the types of ethnic foods they receive, clients can also make direct requests and tell us what they want to receive. We encourage clients to give us feedback on our services and we even have a food bank committee made up of community volunteers that represent those we serve that helps guide the ECP Food Bank and its services.

MADF leaders have been working hard to incorporate inclusion into our services and partnerships. Our ECP Food Bank has a food bank advisory committee made up of east side Tacoma advocates such as church leaders, business owners, tenants, volunteers, clients, and other community-based organizations from this diverse community. The advisory committee assists the food bank manager, also a woman of color, with operational decisions and the manager then reports to the President/CEO. MADF also strives to build relationships with partners and vendors who are BIPOC because they understand the special needs of this population and we are always looking for ways to support diverse small, local businesses. We have recently partnered with local BIPOC farmers and food distributors to purchase fresh produce, meat, and dairy items that are culturally relevant to the populations we serve. This helps us have the specialty foods clients need and want while also supporting BIPOC businesses. We are always looking for new ways we can outreach to BIPOC clients and provide a stronger support system and more services to meet their needs.



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4d) What client data is collected for this program and how is it collected?

As mentioned previously, we gather and track the number of clients and households served as well the number of food boxes delivered and the poundage of food given away. We also track the number of deliveries we make. We do this on a weekly basis and translate that into a monthly and annual count. We do this for all of the various aspects of the ECP Food Bank program, from on-site visits, to delivery services, and the backpack program for the homeless.

When clients utilize our food bank services, we have each person fill out an intake form which is input into our customized software for data collection and reporting. We also have comment cards for clients to fill out and we conduct random sample interviews with willing clients. From these interviews we learn about the significant and direct impacts our services have on low-income individuals and families.

### C. PROGRAM BUDGET

5a) Grant Request

Category	Amount Requested this Application (\$)
Personnel	\$0
Admin	\$0
Direct Costs	\$25,000
Other	\$0
<b>Total</b>	<b>\$25,000</b>

Total should equal the funds requested from the City.

**CITY OF LAKEWOOD HUMAN SERVICES FUNDING APPLICATION for Contract Period 2023-24**

5b) Budget Narrative - Provide a clear description of how funds will be used based on the categories listed above.

MADF estimated operating budget for the ECP Food Bank Delivery Program for 2023 is \$2,784,207 of which \$25,000 is being requested under this proposal to the City of Lakewood. The majority of our budget comes through our partnerships by the way of donated in-kind food and other goods. However, while most of the food we give away is donated to us, there are a lot of fresh, single-serve, and/or culturally relevant foods that are not. We purchase many of these items, like fresh produce, meats, dairy items, and ethnic foods (halal meats and specialty meat parts and fresh herbs) that aren't normally donated to food banks so clients have the foods that support their tastes and backgrounds. When we do this, the cost comes from our ECP Food Bank budget or provided by grants such as this. Any funding provided under this grant will be used to purchase these types of food items for Lakewood clients who need and request them.

5c) If you are not funded the requested amount would you still be able to provide your services?  Yes  No

**D. ATTACHMENTS**

**(Using the checklist below, please attach the following documents to your application.)**

- A list of the Board of Directors that identifies the principal officers and includes members' full names and occupations or affiliations
- A copy of the most recent available Board of Directors meeting minutes
- Internal Revenue Service (IRS) tax-exempt determination letter for applicant organizations with a 501 (c) 3 tax status
- A copy of the organization's last I-990 tax filing or end-of-year financial statement
- A copy of the agency's current annual operating budget (income and expense)

**Submitting the Application**

Organizations are encouraged to submit applications electronically via email to the Lakewood human services coordinator at [Parks@cityoflakewood.us](mailto:Parks@cityoflakewood.us) by 4:00 pm Friday, August 26th 2022.

Applicants will receive an acknowledgement of receipt. If you are unable to submit the application electronically contact the human services coordinator for alternatives.

**Human Services Department: 253-983-7774**