

COMMUNITY SERVICES

*Community Action
2018 Report to the
Community*



*Report adopted
September 2019*



Message from the director and board chair

Dear Friends of Clark County Community Action:

Community Action's promise is to change and improve the lives of the approximately 50,000 people living in poverty in Clark County. Clark County Community Services is working hard to meet this promise by funding the programs and services needed by low-income households and making sure the administration of the funded programs is responsive, efficient and effective. The effectiveness of these programs is increased by valuing every person served and is accomplished most efficiently by programs treating each individual they serve with dignity and respect. Last year, in partnership with several nonprofit agencies, Community Services helped more than 10,000 people meet their basic needs. Here are a few examples of work being done in our community:

- Council for the Homeless' Housing Solutions Center (HSC) assessed over 2,900 households for housing programs such as prevention assistance, rapid rehousing, tenant-based rental assistance, and permanent supportive housing in 2018. They coordinated entry into 23 different housing programs from six partner agencies. The HSC also provided diversion services for households experiencing homelessness or who were unstably housed. With this assistance, 539 households were diverted from the homeless crisis response system.
- Community Services NW (CSNW) operates the SSI/SSDI, Outreach, Access and Recovery (SOAR) program in Clark County, a nationally recognized program that helps people with disabilities apply for Social Security. CSNW provides direct assistance to people applying for benefits and coordinates training for all SOAR certified advocates in Clark County. In 2018, CSNW helped 15 people apply for benefits and certified 21 new SOAR advocates in Clark County.
- Share, Vancouver, Inc. manages a program that helps individuals who are low-income purchase assets such as a new home, higher education or start a business. The Individual Development Account (IDA) program cultivates the habit of saving funds in the bank, and once participants are ready to achieve their goal, Share matches their savings up to \$4,000. In 2018, 19 individuals were able to purchase an asset, two of them a new home.

To ensure future program funding is responsive to local needs, Clark County Community Services conducts an analysis every three years of the community's needs as identified by those in need. The most recent Community Needs Assessment, adopted in 2017, guided the county process that started last fall for program funding of services related to poverty.

Clark County's data from the Homeless Management Information System shows that people of color are more likely to request help and less likely to receive it when they do. In response to these findings, Clark County Community Services is working internally and within the community to better understand the impacts of poverty and access to services for people of color. All department staff is involved in intensive diversity, equity and inclusion training to ensure services provided in our community take into consideration the diverse needs of people of color, are equitable to everyone living in poverty, and include all the voices of those impacted by the services provided in our community.

As always, thank you to the volunteers and staff of the many organizations who collaborate with Community Action as we continue to provide innovative services to improve the lives of those in our community.

Sincerely,

Vanessa R. Gaston, Director
Clark County Community Services

Lydia Sanders, 2018 Chair
Community Action Advisory Board

Please note

This report focuses on programs funded by Community Action. They are only some of the community efforts to help families be stable and thrive.

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Community Action overview

The Promise of Community Action: Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Source: Community Action Partnership

Objectives of Clark County Community Action

- To promote institutional and community changes which address the causes of poverty, and to remove barriers to self-sufficiency faced by low-income communities, families, and individuals;
- To reduce the impact of poverty on communities, families, and individuals by providing resources for services which are responsive to their needs;
- To promote innovative approaches to addressing the causes and impacts of poverty in the community;
- To serve as a catalyst for community efforts to leverage additional resources which address the causes and impacts of poverty; and
- To make recommendations or take other action on any other subject as referred by the county councilors or jointly by the councilors and one or more city governments.

Clark County Community Action Advisory Board By-laws



Program Funding Cycle

Every three years, a Community Needs Assessment is conducted as required by Community Services Block Grant Act legislation. The information collected is used to guide priorities for future funding. Community Services combines local, state and federal funds dedicated to homeless and low-income services into a Request For Application process conducted after the newest Needs Assessment is completed. Nonprofits providing homeless crisis response system and social services apply for funds for programs that serve those who are low-income and meet county requirements.

Staff members review each application for agency qualifications and program eligibility. The Community Action Advisory Board reviews applications and listens to presentations from agencies to determine the most responsive and best-fit programs for the community. Each application is scored and ranked, and the highest scoring programs are recommended to the county council for funding. In 2016, the council consisted of Chair Marc Boldt; Jeanne E. Stewart, District 1; Julie Olson, District 2; David Madore, District 3; and Tom Mielke, District 4. After council approval, one-year contracts are executed; they are renewable for the next two consecutive years. 2018 was the final year of funding through the most recent Request For Application process.

2018 Community Action Advisory Board

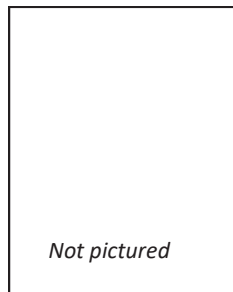
The Community Action Advisory Board advises the Clark County Councilors on the needs, concerns and programs for people who are low-income. The board transitioned to 12 members in 2018. Board members represent a cross-section of the community including citizens who are low-income or have experienced poverty, elected public officials and representatives of the private sector from each of the four county councilor districts. Some positions remained vacant as we completed the process.

The advisory board conducts the Needs Assessment and Survey of Needs to guide funding recommendations for programs operated by community-based organizations. All services funded through the advisory board must address essential human needs and help move people toward self-sufficiency.

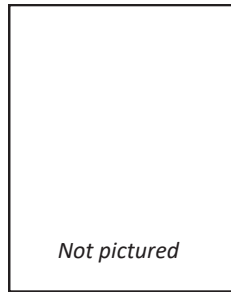
Elected officials



Laurie Lebowsky
District 1



Vacant
District 2

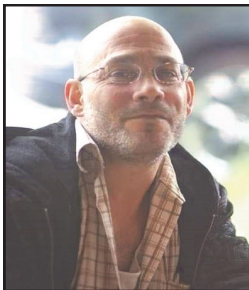


New position
filled 2019
District 3



Mavis Nickels,
Secretary
District 4

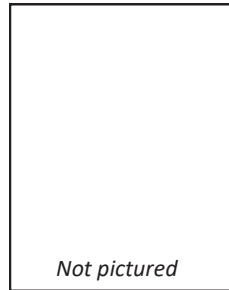
Community citizen representatives



Adam Kravitz,
District 1



Bridget McLeman,
Vice Chair
District 2

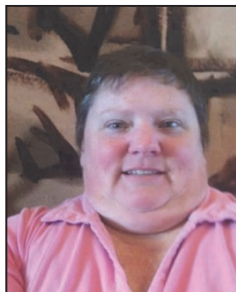


New position
filled 2019
District 3



Judith Walseth
District 4

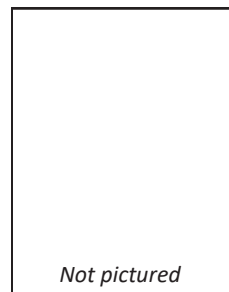
Low-income community representatives



Sheree Thun
District 1



Karyn Kameroff
District 2



New position
filled 2019
District 3



Lydia Sanders, Chair
District 4



FAITH BASED

Friends of the Carpenter
360-750-4752
www.friendsofthecarpenter.org

Lutheran Community Services NW
360-694-5624
www.lcsnw.org/vancouver

The Salvation Army
360-892-9050
www.vancouver.salvationarmynw.org

St. Andrew Lutheran
360-892-7160
www.salcvan.org

St. Joseph's Catholic
360-696-4407
www.stjoevan.org

St. Paul Lutheran
360-693-3531
www.stpaulvancouver.com

St. Vincent DePaul
360-694-5388
www.svdpvancouverusa.com

HEALTH SERVICES

Free Clinic of SW Washington
360-313-1390
www.freeclinics.org

NON-PROFIT

211info
2-1-1
www.211info.org

Clark County Food Bank
360-693-0939
www.clarkcountyfoodbank.org

Columbia River Mental Health
360-993-3000
www.crmhs.org

Community Housing Resource Center
360-690-4496
www.homecen.org

Community Services NW
360-397-8484
www.communityservicesnw.org

Consumer Voices are Born (CVAB)
360-397-8050
www.cvabonline.com/

Council for the Homeless
360-993-9561
www.councilforthehomeless.org

Housing Solutions Center
360-695-9677
www.councilforthehomeless.org

Impact NW
503-988-6000
www.impactnw.org

Inter-Faith Treasure House
360-834-4181
www.ifth-cw.org

Janus Youth Programs
503-233-6090
www.janusyouth.org

Lifeline Connections
360-397-8246
www.lifelineconnections.org

Metropolitan Family Service
503-232-0007
www.metfamily.org

Partners in Careers
360-696-8417
www.partnersincareers.org

Second Step Housing
360-993-5301
www.secondstephousing.org

Share
360-448-2121
www.sharevancouver.org

Volunteer Lawyers Program
360-695-5313
www.ccvlp.org

YWCA Clark County
360-696-0167
www.ywcaclarkcounty.com

Workforce SW Washington
360-567-1070
www.wwdc.org

SCHOOL DISTRICTS

Battle Ground Public Schools
360-885-5300
www.battlegroundps.org

Camas School District
360-335-3000
www.camas.wednet.edu

ESD 112
360-750-7500
www.esd112.org

Evergreen Public Schools
360-604-4000
www.evergreenps.org

Vancouver Public Schools
360-313-1000
www.ridgefieldsd.org

GOVERNMENT

City of Vancouver
360-487-8600
www.cityofvancouver.us

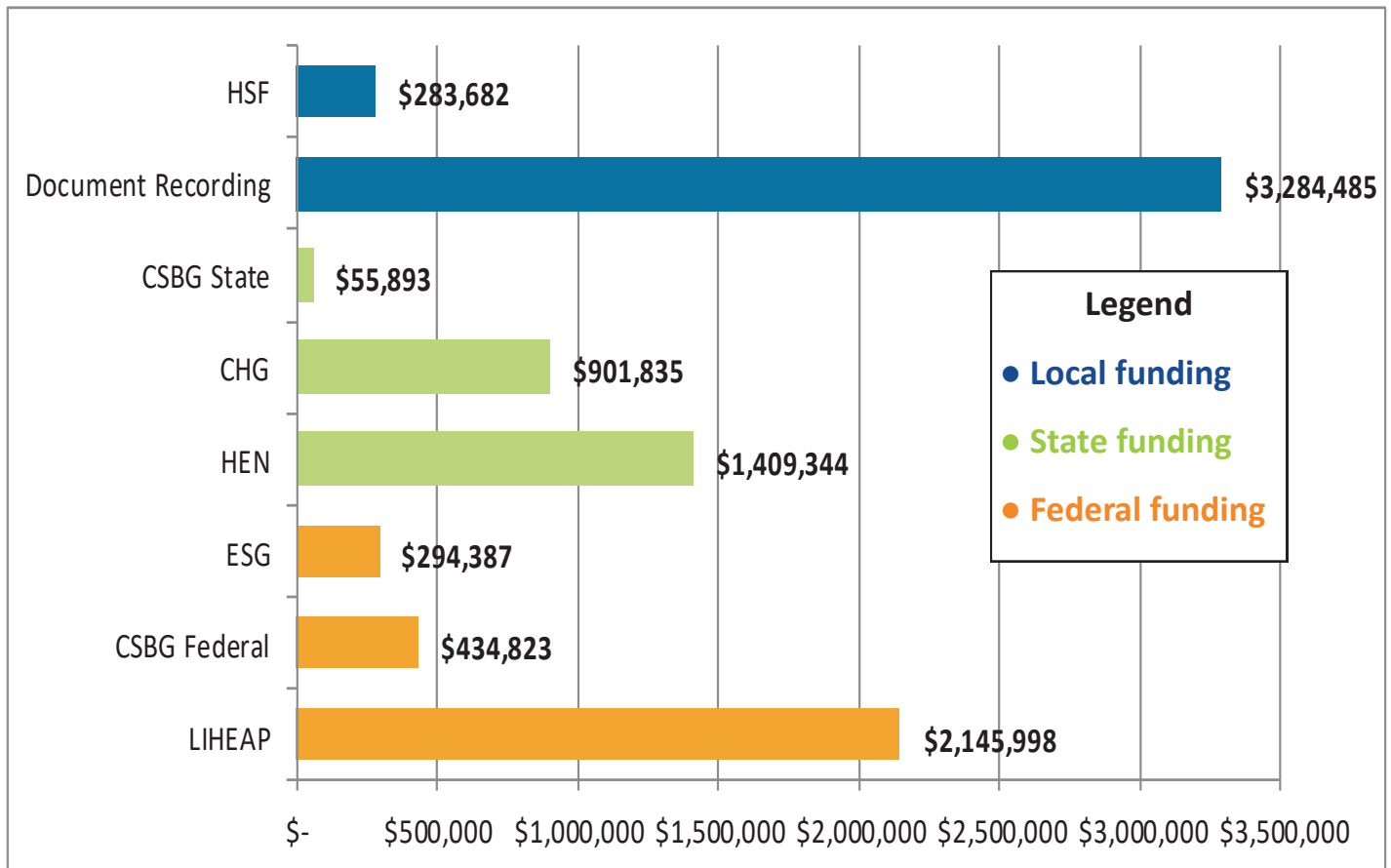
WA Department of Commerce
360-725-4000
www.commerce.wa.gov

WA Department of Social & Health Services
800-737-0617
www.dshs.wa.gov

Vancouver Housing Authority
360-694-2501
www.vhausa.org

WA State Healthcare Authority
800-562-6906
www.hca.wa.gov

2018 funding overview



Each year, Clark County provides a combination of local, state and federal funding to Community Action programs. If the sources are broken down, local funding made up 42 percent, state funding made up 28 percent and federal funding was 30 percent of money allocated to programs in 2018.

HSF = Human Services Fund; CSBG = Community Services Block Grant; CHG = Consolidated Homeless Grant; HEN = Housing & Essential Needs; ESG = Emergency Solutions Grant; LIHEAP = Low Income Home Energy Assistance Program

Value of volunteers

Community Action Programs used 22,255 volunteer hours to help operate their programs; 1,600 hours were donated by people who are low-income. This equates to nearly 18 full-time positions and a value of nearly \$565,000.



Share Easter basket volunteers

Community Needs Assessment

The **Community Needs Assessment**, (CNA) is an in-depth analysis completed every three years to learn about the needs of people living in poverty. The assessment is required under the Community Services Block Grant Act, which provides federal funds for the county's anti-poverty initiatives. The CNA includes information gathered through several different means: Survey of Needs data collected from low-income households; data from the American Community Survey federal data collection program; a community feedback forum; and results of other local agency needs assessments.

The county uses information collected in the assessment to understand the community's needs, inform future funding decisions, and guide policy and program decisions. Our hope is that other funding and nonprofits also will use the information for similar efforts. The final report was completed in late 2017 and distributed throughout Clark County. The full report is available at <https://www.clark.wa.gov/community-services/community-action-documents>.

Survey of Needs

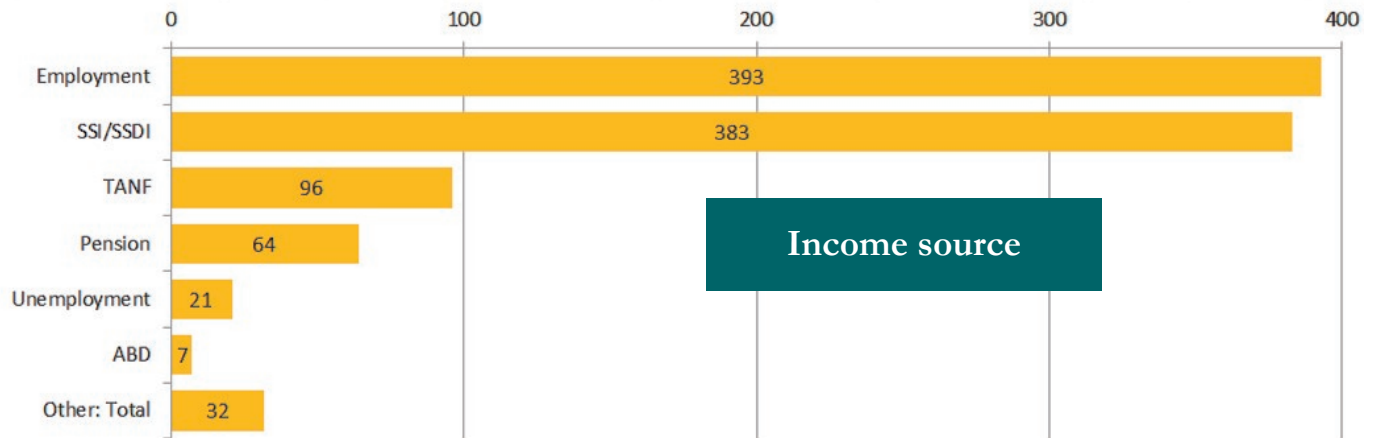


Staff created, distributed, collected and compiled the Survey of Needs for Clark County.

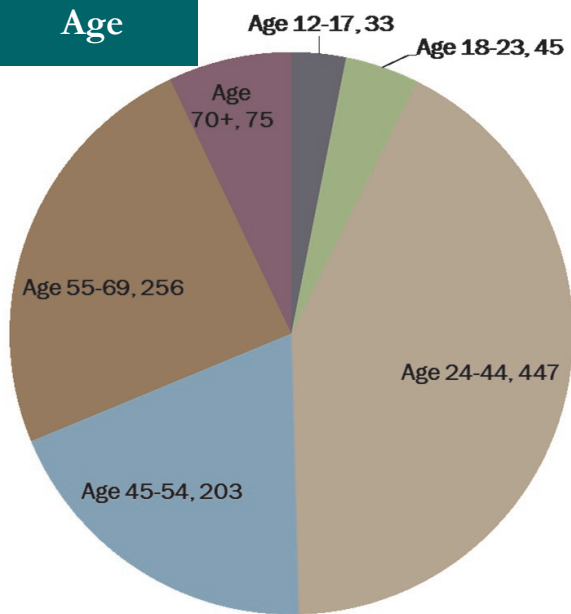
Thousands of surveys in multiple languages were distributed to more than 65 organizations and the survey was available online. People in all areas of the county returned 1,165 surveys. It was open from July 1 through Sept. 30, 2016. A brief overview of respondent demographics and needs is below.



Number of survey respondents



Age

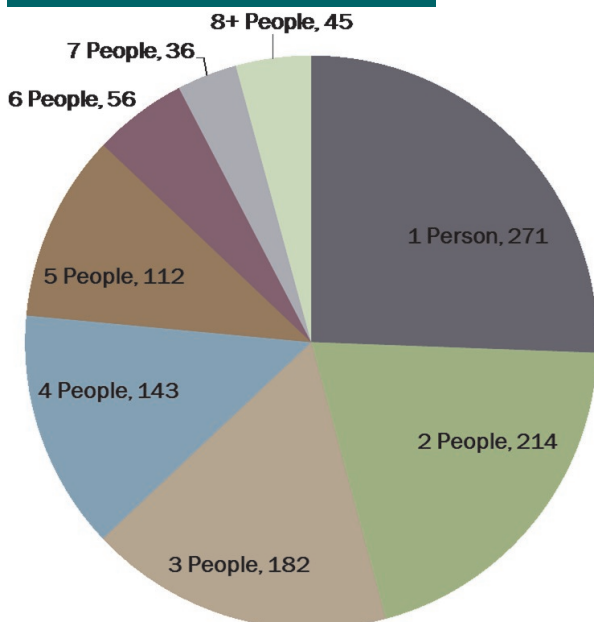


Services and resources identified as needed among survey respondents

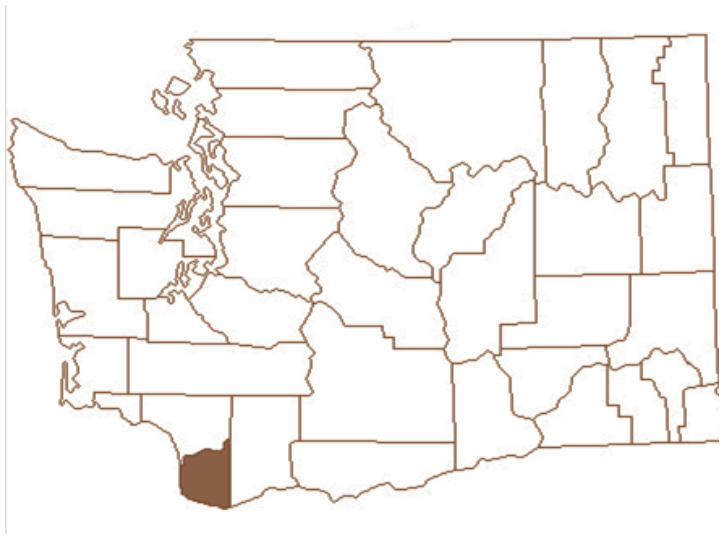
Respondents could choose up to three needs in each domain. The top three needs in each domain are listed with the number of responses for each. These numbers may be duplicated.

Domain	Responses
Housing	
Affordable/subsidized housing – 319	617
Rent assistance – 293	
Move-in cost assistance – 237	
Health and social/behavioral health	
Seeing a dentist - 270	604
Food assistance/food banks - 184	
Exercise/fitness classes - 158	
Employment	
Getting a better job - 268	532
Finding a job - 241	
Items to become/remain employed - 223	
Income and asset building	
Credit repair - 224	468
Financial assistance to buy a home - 172	
Obtaining/maintaining benefits - 131	
Education	
Financial assistance to go to college - 218	449
Financial aid/scholarships - 156	
College/trade/apprenticeships - 146	
Support services	
Transportation - 175	416
Legal assistance - 134	
Information and referral services - 114	

Family size



County snapshot



In addition to information in the Community Needs Assessment, understanding the county’s demographics, needs and resources as a whole is crucial.

POPULATION

According to the Washington Office of Financial Management, Clark County is the fifth most populous and one of the fastest growing counties in the state. The census reported there were approximately 469,900 residents in 2017. Clark County has a mix of rural and urban residents, with just over half of people living in incorporated cities. The four largest cities are Vancouver, Camas, Battle Ground and Washougal. The county is less diverse in terms of race and ethnicity than the state and nation, but has been slowly becoming more diverse. The U.S. Census Bureau reported there were 34,562 veterans living in Clark County in 2017; they are 9.6 percent of residents 18 years of age and older.

INCOME

The 2017 annual median income for Clark County was \$74,747 according to the U.S. Census Bureau. Clark County is part of the U.S. Department of Housing and Urban Development’s Portland-Vancouver-Hillsboro, Oregon– Washington Metropolitan Statistical Area. In 2017, the area had an unemployment rate of 5.3 percent. According to Washington Office of Financial Management, industries with the greatest number of employees include wholesale and retail trade, health care and social assistance, government, including public education, and manufacturing.

EDUCATION

According to the U.S. Census Bureau, in 2017, 93 percent of Clark County residents had a high school diploma or higher. Almost one-third – 31.6 percent – of residents have at least a bachelor’s degree.

POVERTY

A family of four living below the federal poverty level earns less than \$24,600 per year. In 2017, approximately 13 percent of families in Clark County, with related children under 18 years old, lived below this level, according to the U.S. Census Bureau.

HOUSING

According to the census, in 2017 Clark County had 176,422 housing units, and approximately 63 percent of them were owner-occupied. The median value of owner-occupied housing is \$272,400, and the median gross rent is \$1,094 per month. The University of Washington’s Washington Center for Real Estate Research states, “An acute shortage of rental units is typically characterized as a vacancy rate below 3%.” Clark County’s rental vacancy rate was 3.2 percent in 2017.

Quick facts

59,686

Number of people served each month by the Basic Food program.

48,171

In 2017, 48,171 people, or 10.3 percent of residents, lived at or below the poverty level.

35.6

Percent of students eligible for free or reduced lunch in 2018 according to Washington Office of Superintendent of Public Instruction.

75

Number of hours one had to work at minimum wage each week to afford a one-bedroom apartment.

6.4 million

Pounds of food, or 5 million meals, distributed annually by the Clark County Food Bank.

21

Percent by which the homeless population grew between the 2018 and 2019 Point in Time counts.

37

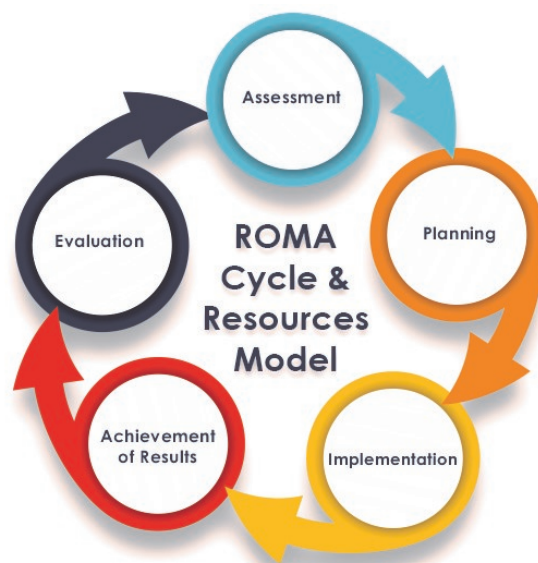
Percent of households experiencing homelessness who were able to get into shelter.

Strategic planning

Community Services plays a key role in our community, providing federal, state and local funding to the county's most vulnerable. The department serves a wide range of needs, including homelessness assistance, mental health and substance use crisis services, employment and early intervention for those with developmental disabilities, youth support programs and community development activities.

The department completed its strategic plan process in 2017. The plan development was a staff-led process; every employee participated. The process also included conversations with advisory boards, social service providers and other community members. Two years of work led to development of outcomes the department will strive to achieve over the next five years. The report is available at <https://www.clark.wa.gov/community-services>.

Planning is one of six important steps in the Results-Oriented Management and Accountability process. ROMA is a performance-based initiative designed to preserve the anti-poverty focus of community action and promote greater effectiveness among state and local agencies that receive Community Services Block Grant funds.



Clark County Center for Community Health

Community Services

Mission

Clark County Community Services supports, through partnerships, all people in our community to increase their well-being and economic security.

Vision

We work to create a thriving community where people are valued and have the resources they need to flourish.

Values

People • Collaboration and Partnerships • Education • Diversity and Inclusion • Accountability • Positivity • Innovation

Aligning with Clark County's vision

In early 2016, the Board of County Councilors, other elected officials and the county manager signed a **Vision, Mission and Strategic Actions** statement.

The document spells out the county's long-term goals, everyday practices, values and principles. It is the foundation for countywide improvement efforts that will yield benefits both now and in the future.

The programs and services provided by Community Services achieve the vision and strategic actions identified by the county. Our programs address the following Clark County visions:

- Safe streets, neighborhoods and structures
- Healthy natural and built environments
- Prosperity and well-being for a diverse population
- Engaged, civil and informed citizens
- Inclusion and acceptance of all people
- First rate infrastructure
- A population prepared for current and future job opportunities.

Outcome themes

During development of Community Services outcomes, four main themes arose: well-being; economic advancement; resilient community; and household stability.

Community Action programs work hard to achieve great outcomes for the individuals and families they serve, but we also track outcomes for program measurement and public and private funding accountability.

Clark County Community Action Programs create positive family and community outcomes in all four identified theme areas. Because the housing crisis is a primary focus of Community Action, a majority of our programs are focused on housing stability and related outcomes.

Well-being	Economic advancement
Programs focus on a person's mental, behavioral and physical health and promote household safety and positive youth development	Programs help people gain or increase employment, learn fiscal responsibility and gain other education.
Resilient community	Household stability
Programs create neighborhood improvements, access to transportation, increased engagement and leadership opportunities.	Programs help households access and stay in housing and support the homeless crisis response system.

Well-being results

- **YWCA SafeChoice** provided **191** people with emergency shelter stays and helped **56** people with domestic violence legal advocacy. **91** households left the program to safe, stable housing.
- **Share's Hunger Response Program** served **809** people a total of **49,366** hot meals, fed **2,107** students nutritious food weekly during the school year and provided **22,590** breakfasts and lunches to children during the summer!
- **Clark Public Utilities** provided **4,134** households with **10,163** people home heating assistance through the **Low-Income Home Energy Assistance Program**.

Success!

“Mary” is 51 years old and experiencing homelessness. She has been using Share’s Hot Meals services since 2010. She struggles with mental health issues and self medicates with illegal substances. Mary also has chronic heart and health issues that only get addressed when they become an emergent situation. Mary would get camping and unlawful storage of personal property tickets that led to warrants and time in jail. Hot Meals staff were able to connect Mary with the CSNW outreach team who were able to connect her with a dual diagnoses care team. Once connected with CSNW, she was prioritized for housing assistance. Mary moved into her place in October.



Child having lunch with Share's summer meal program

Well-being results, cont.

Family participating in the Fresh Food Pantry program.



Success!

“Chelsea” and “Evan” had been living on the streets for three years, since Chelsea was 17. Although they had both accessed services at The Perch youth drop-in day center before, their access increased when Chelsea became pregnant. Chelsea was provided referrals for prenatal care, telephone access, and bus tickets to attend appointments. Baby “Serena” was born in May and Chelsea worked hard to be the best mom she could be. Despite living outdoors, Chelsea kept Serena safe and clean. Unfortunately, Evan’s drug use escalated causing Chelsea to increasingly rely on services at The Perch. Chelsea received meals, clothing and computer access as well as took showers and did laundry. Chelsea talked extensively with outreach staff about how to care for Serena. Outreach staff helped Chelsea apply for WIC, and she was able to store refrigerated items on site in order to make full use of the benefit. Chelsea also received much needed baby items such as a stroller, clothing and diaper bag from the Northwest Children’s Outreach program. Chelsea received support from The Perch staff to help make decisions about her future with Evan. They had moved to Clark County years earlier to be closer to his family so Chelsea’s life was intricately tied to his. As Evan’s focus veered from Chelsea and the baby, Chelsea began to reconnect with her family in Reno, Nevada. They sent her a bus ticket and she is now safely housed with family, offering both comfort and support in raising her child. Chelsea enrolled in a GED program and aspires to go to college. Evan has begun to have telephone contact with Chelsea in hopes that one day he will be well enough to re-enter Serena’s life.

Economic advancement results



- **Columbia River Mental Health Hopechange Employment Navigator** and **Partners in Careers Career Academy** helped **193** people become employed. They also helped **242** people complete job training and **22** people increase their employment income.
- The **Community Housing Resource Center** helped **300** people understand their credit reports and their legal rights; **137** of the people improved their credit rating in the process.
- **Volunteer Lawyers** helped **562** people resolve their legal issues, including bankruptcy, family law, evictions and contract questions. Also, the program kept **140** people who faced eviction from becoming homeless.
- **Community Services NW** helped **9** applicants with the lengthy process of filing their Social Security/ Disability claim with the Social Security, Outreach, Access and Recovery program. They trained **21** new advocates to help complete the SOAR application process.
- **Share's Individual Development Account Program** enrolled **52** people, meaning they made a plan and deposited money to start a savings account. **82** people in the program increased their savings during 2018, and **19** households were able to purchase the asset they had been planning for: a home; additional education; or starting a new business.

Success!

The Clark County Volunteer Lawyers Program offers advice appointments to meet with a volunteer attorney. “Jennifer” is legally blind and was leaving an abusive marriage when she entered the program in January for advice about her divorce. She met with two primary family law attorneys for advice and attended a total of 10 hour-long advice clinics. While Jennifer was receiving assistance, the two attorneys did a great deal of research and leg work on her behalf outside of the appointments. Because of the time and resources put into this case, Jennifer was relieved of \$8,000 of the couple’s joint debt, and she was granted a monthly spousal maintenance. She is applying for Social Security benefits so that she can pursue her goal of self-sufficiency.

Economic advancement results, cont.



Arnold St. Hilaire, CRMHS HopeChange
Employment participant



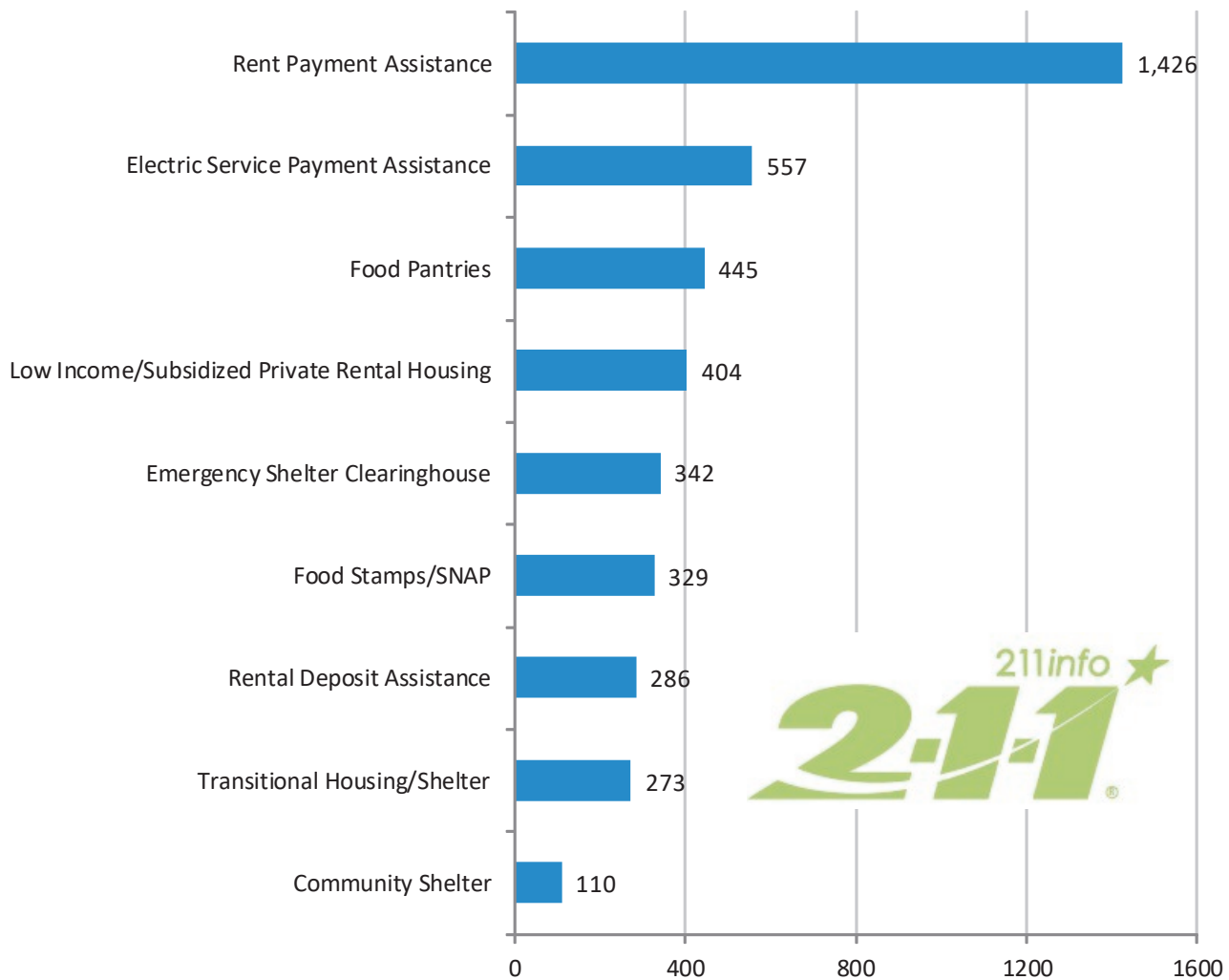
Success!

When Arnold came to the Columbia River Mental Health Services' HopeChange program, he had been unemployed since 2007. Although he had been trying to secure work for some time, nothing was happening for him. Arnold has several barriers to employment including struggling with reading and writing, mental health issues, little confidence, no transportation, and no support system. After our initial assessment, we created a resume for him to apply for jobs. We discussed interview techniques, potential questions, and how he could best present himself at an interview. Staff spent time on job development and helped Arnold complete a number of applications. Arnold managed to secure an interview at the Recycling Center. Staff accompanied him to the interview to provide support. Arnold was offered the job with his first shift starting that night at 2 am. Since Arnold has no transportation and buses don't run at that time, he rode his bike to and from work; a two-hour round trip. Arnold now has been working consistently and is very happy. The community supports he has received have been reduced or removed. He is very proud of himself and feels that there are all kinds of possibilities open to him now.

Resilient community results

- **211info** answered **6,733** calls and texts from Clark County residents in 2018. An additional **2,630** Clark County residents were able to find services and referrals online through 211's website, www.211info.org.
- A key characteristic of a resilient and connected community is conscientious and responsible planning. **The Council for the Homeless** coordinates providers and takes the planning role for the Continuum of Care grant and Point in Time count, two major annual community requirements from the U.S. Department of Housing and Urban Development.
- In collaboration with regional partners, **4** Clark County agencies conducted organizational self-assessments and client feedback surveys to guide their **Trauma Informed Care** work.

Top 10 Requested Needs in Clark County



Creating a trauma-informed Southwest Washington

Clark County Community Services set out to use a Washington State Department of Commerce Innovation Grant made available to area Community Action agencies to help them adopt an agency-wide trauma-informed care approach and work as an alliance committed to serving people in a safe, effective and empathetic manner. **Washington Gorge Action Program, Lower Columbia Community Action Program, Share and Council for the Homeless** agreed to participate and become trauma-informed agencies.

Poverty, homelessness, domestic violence, food insecurity and other challenges Community Action participants commonly face can lead to trauma. Trauma can manifest in many ways and can lead to abnormal reactions to stress in both adults and children. Serving households through a trauma-informed care approach is a best practice that assumes all agency participants have been impacted by trauma. This approach alleviates stress reactions by designing services with safety, trustworthiness, choice, collaboration and empowerment in mind.

The purpose of this initiative is to ensure participants across the region are served by the same best practice model and not re-traumatized when seeking assistance. This project also creates a more open, safe and reflective environment for the administration, staff and volunteers in each agency.

Each agency identified champions on staff, committed to providing them time to attend, and offered trainings and administrative staff to support to the transformation into a trauma-informed agency. The agencies commit to the year-long process and sustain implementation of a trauma-informed agency beyond the one-year grant period.

Each agency conducted a self-assessment of its environment at the beginning of the initiative, then again after one year. Also, the project included a participant survey of questions specific to assessing agency progress toward becoming trauma informed. Agencies were able to measure the impact trauma-informed care had on services and overall household progress toward economic security.



Housing stability results

Types of housing assistance

Rapid re-housing is designed to help households quickly leave homelessness and return to permanent, stable housing. Rapid re-housing assistance has no preconditions and the resources and services provided are tailored to peoples' needs. Rapid re-housing may include housing search and landlord negotiation, short- to medium-term financial and rental assistance and delivery of housing stabilization services. Assistance can last four to six months on average, but can extend to 24 months.

Permanent supportive housing is a long-term, Housing First model that provides supportive services for people who are homeless and have disabilities. This type of housing enables people with high vulnerability and housing barriers to live as independently as possible in a permanent setting. The services provided in connection with housing address the special needs of each household. Household participation in services is voluntary, and case management should be community based.

Transitional housing is designed to provide housing and supportive services to people who are homeless while facilitating movement to permanent housing. The housing is medium-term, up to 24 months, and best practices dictate the

focus should be on people leaving systems-of-care and youth. Other services also are available to help participants become self sufficient. The focus of transitional housing is to move people as quickly as possible into permanent housing, while providing the support they need to remain stable.

Prevention assistance provides short- to medium-term services and rent assistance to households at-risk of homelessness. Prevention connects people with support to maintain housing and achieve a better quality of life. Households are ranked on a standardized, evidence-based assessment that identifies those that are at highest risk of becoming homeless. Targeted prevention reduces the number of households that do become homeless. The length of assistance is four to six months on average but can extend to 24 months.

Diversion assistance provides short-term empowerment-based coaching and minimal move-in cost financial assistance to quickly stabilize households who are experiencing homelessness and have the means to sustain stable rental housing.



Share shelter guests

Outreach, emergency shelter outcomes

- Both **Janus Youth** and **Share** operate homeless drop-in centers and outreach programs. They were able to engage **748** people and connect them to resources and case management. Also, **132** people got into stable housing and **81** became employed.
- **Janus Youth**, **YWCA** and **Share** operate several emergency shelters where men, women and unaccompanied youth who are homeless can stay briefly and tap into resources. More than **787** people were provided shelter in 2018, and **257** households received hotel vouchers for temporary stays through the **Council for the Homeless**.



Share Lincoln Place program participant

Permanent supportive housing outcomes

Impact NW and **Share** provided permanent supportive housing for **63** households this year. The majority of people served by these programs previously had been chronically homeless and are struggling with physical or behavioral health challenges. Only those determined to be the most vulnerable are served through permanent supportive housing. Of the 63 households, **56** saw an increase in income because they were stably housed and assisted by these agencies.

Household stability outcomes

Rapid re-housing outcomes

Multiple agencies provide rapid re-housing assistance through Community Action. **Share, Impact NW, Janus Youth and Second Step Housing** achieved the following in 2018:

- Finding housing in the local market is a challenge, but **16** households were able to be housed within 30 days of starting these programs.
- After finding housing and receiving rental assistance, **102** households left the program for stable housing. Of the 102 households, **73** were still stable after six months and did not return to the homeless system.
- In addition to the **324** households that increased their housing stability through the Housing and Essential Needs program, **1,391** individuals received essential items.



Success!

Claire* entered Janus Youth's Nest program in February 2016. In the beginning, Claire's substance abuse impacted her engagement with the program and her criminal background created a significant barrier for her acceptance into housing. Eventually, Claire became involved in drug court, stopped using illegal substances, and completed the Rent Well tenant education courses. As a result of these changes she was able to advocate for herself when submitting applications and was able to acquire housing. Once stably housed, Claire found employment and advanced to a shift leader after six months before becoming an assistant manager within the first year. Claire was also able to re-engage with her son and has regained custody. While in the program, Claire was able to repair her credit, pay off past-due debts, and successfully complete drug court.

Other housing outcomes

- **Council for the Homeless** assesses housing stability needs of households that are homeless or at risk of homelessness, then connects them to the most appropriate and available housing program based on need and vulnerability. In 2018, the agency assessed **2,925** households, placed **345** of them in housing programs, and helped **825** of them avoid homelessness through system navigation.
- **Council for the Homeless** administers the Homeless Management Information System, a database through which all homeless services are tracked. Service providers input data, and the agency analyzes and reports system-wide information. In 2018, the council met its goal for system data quality: **97.5 percent**.
- **Share** administers **Rent Well**, a tenant education and landlord guarantee program. In 2018, **87** students completed the course taught by **14** certified Rent Well instructors.

Success!

Bill* entered the Housing & Essential Needs (HEN) program after being homeless for several years. He struggled with substance use and had an estranged relationship with his girlfriend; not paying child support or attending visitations with his son. While Bill was in the program, he created a housing stability plan and received referrals to find a job. He was able to obtain employment, get his driver's license back, maintain his sobriety, and worked on managing his health. Bill started paying child support and attended regular visitations with his son. Since becoming stable, he has mended his relationship with his now fiancé. Bill no longer needs food assistance and has obtained health insurance.



Patricia C, Housing Solutions Center program participant

Prevention outcomes

Share served a total of **119** households. Of the 119, **111** were still stable after six months and did not return to the homeless system.

Community Action contact information

This report and additional information about Clark County's Community Action Program can be found online at <http://www.clark.wa.gov/community-action>.

Program staff members work for Clark County Community Services and can be reached at 564.397.2130.

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Current Community Action Advisory Board members include:

Elected officials

Laurie Lebowsky,
Vancouver Councilor
District 1

Doug Boff,
La Center Councilor
District 2

Alishia Topper,
County Treasurer
District 3

Amy Boget,
Yacolt Town Councilor
District 4

Community citizen representatives

Adam Kravitz, Secretary
District 1

Bridget McLeman, Chair
District 2

Melanie Green
District 3

Hilaree Prepula
District 4

Low-income community representatives

Sheree Thun
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Karyn Kameroff
District 2

Tom Breitenbauch
District 3

Lydia Sanders, Vice-chair
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