



Community Services

**Community Action
2016 Report to the Community
September 2017**





Message from the director and board chair

Dear Friends of Clark County Community Action:

Clark County has approximately 50,000 people living in poverty. A Survey of Needs was conducted in 2016, and assistance with food, housing, utilities and employment services were ranked as the top needs by 1,165 households who are low-income. Community Action's promise is to change people's lives, and Clark County Community Services is working hard to meet this promise. Last year, in partnership with several nonprofit agencies, Community Services helped more than 11,000 people meet their basic needs. Here are a few examples of work being done in our community:

- Share's Hunger Response program provides meals to people who are low-income and/or homeless in three ways: hot meals every day at Share House; weekend backpacks with food for children during the school year; and summer meals provided for youth when school is not in session. In 2016, Share provided more than 90,000 hot meals, weekly backpacks to almost 3,000 children, and nearly 24,000 breakfasts and lunches during the summer.
- The Low Income Home Energy Assistance Program is a heating assistance program provided in partnership with Clark Public Utilities. This seasonal program helps households who are low-income afford heat during the coldest time of the year. In 2016, more than 4,000 households received heating assistance.
- Janus Youth Programs provides an array of housing assistance for people up to age 24. Services include outreach to youth on the street who do not trust adults, shelter services and rental housing assistance. In 2016, Janus Youth helped seven youth-headed households obtain housing in a market with a less than 2 percent vacancy rate.
- Partners in Careers started a new, multi-generational approach to helping families move out of poverty. The Career Academy program started as a way to engage parents, grandparents and older siblings of youth participating in the YouthFirst Employment program. The Career Academy is a series of workshops that provides multiple employment supports such as job search assistance, resume building and interview skills. This program has helped 30 people obtain the skills they needed to enter the job market.

Thank you to the volunteers and staff of the many organizations that 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 Department of Community Services

Lydia Sanders, 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 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 one Request For Proposal process conducted after the newest Needs Assessment is completed. Social service and homeless nonprofits apply for funding 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 each application and listens to presentations from each agency 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 Board of County Councilors for funding. In 2016, the council consisted of Marc Boldt, chair; 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.

Community Action Advisory Board

The Community Action Advisory Board advises the Board of County Councilors on the needs, concerns and programs for limited-income people. The board has nine members who represent a cross-section of the community. Board members include citizens who are low-income or have experienced poverty, elected public officials and representatives of the private sector.

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



Mavis Nickels, Secretary
District 1



Julie Rotz
District 2



Ty Stober
District 3

Community citizen representatives



Bridget McLeman
District 1



Judith Walseth
District 2



Paula Martin, Vice Chair
District 3

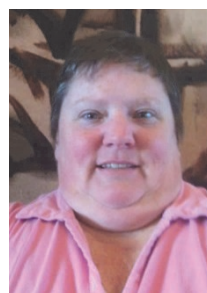
Low-income community representatives



Lydia Sanders, Chair
District 1



Jessica Ghiglieri
District 2



Sheree Thun
District 3



Community Partnerships

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

ESD 112
360-750-7500
www.esd112.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 School District
360-885-5300
www.battlegroundps.org

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

Evergreen School District
360-604-4000
www.evergreenps.org

Vancouver School District
360-313-1000
www.ridgefieldsd.org

GOVERNMENT

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

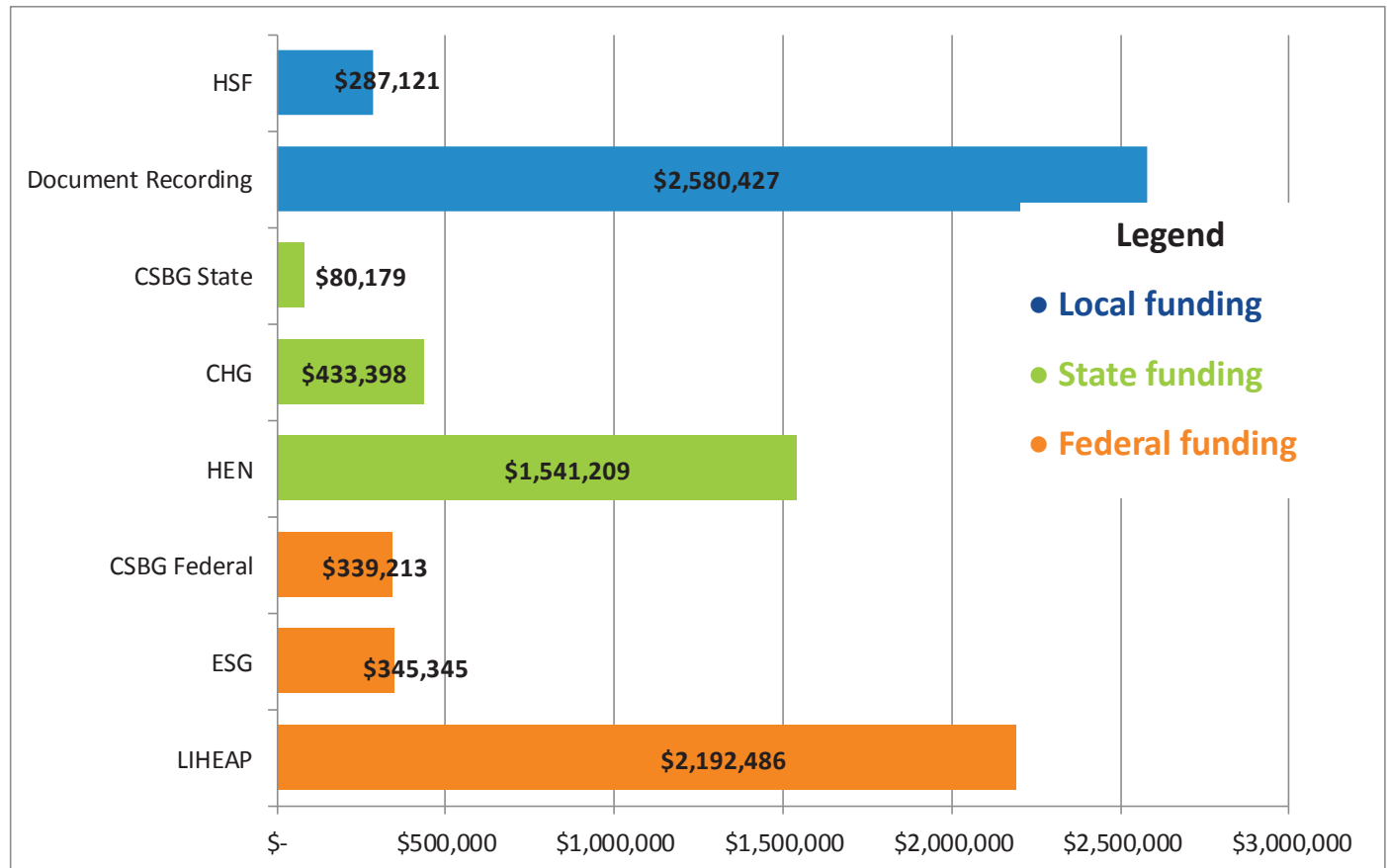
Department of Commerce
360-725-4000
www.commerce.wa.gov

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

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

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

2016 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 36.8 percent, state funding made up 26.3 percent and federal funding was 36.9 percent of money allocated to programs in 2016.

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

In 2016, 28 people who are low-income participated in community boards or provided input on decision-making and policy-setting.

Community Action Programs used nearly 37,179 volunteer hours to help operate their programs; 4,524 hours were donated by people who are low-income. This equates to nearly 18 full-time positions and a value of nearly \$900,000.



Share Hunger Response volunteers

Community Needs Assessment

The **Community Needs Assessment**, CNS, 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 households who are low-income; data from the American Community Survey federal data collection program; a community feedback forum; and results of other local agency needs assessments.

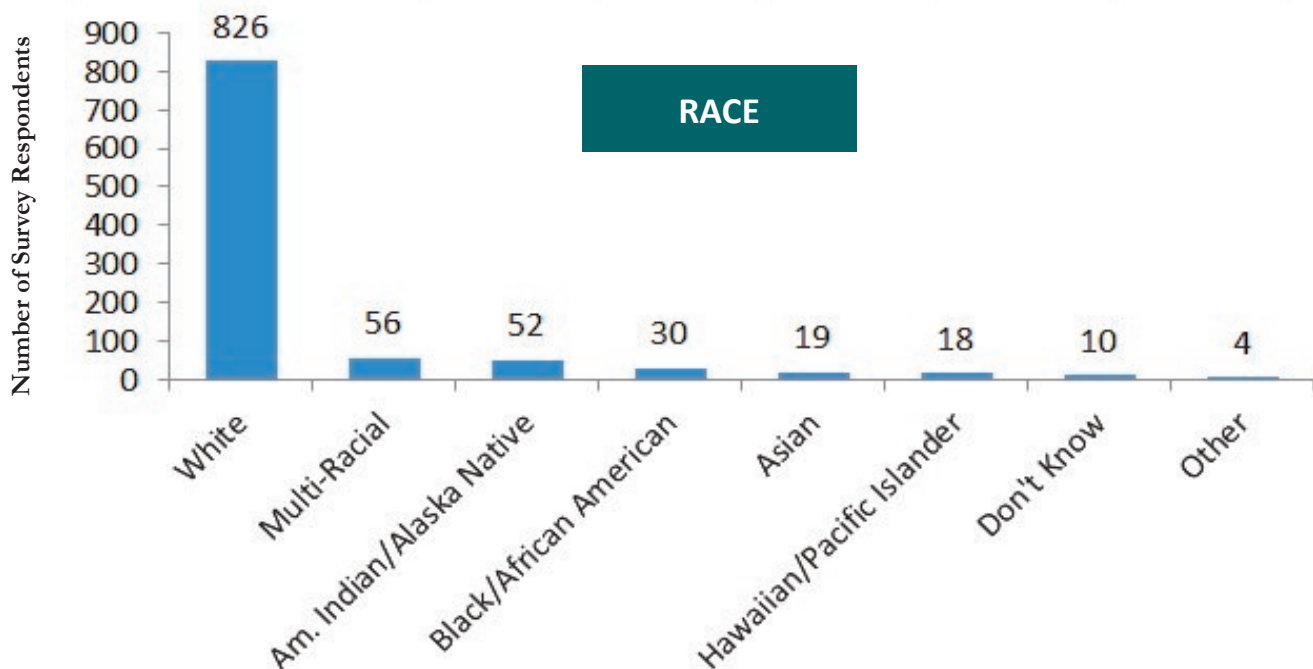
The county uses information collected in the assessment to understand the community's needs, inform future funding decisions, and guide policy and program decisions. Our hope is that other funding and nonprofits also will use the information for similar efforts. The final report will be completed in late 2017.

Survey of Needs



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

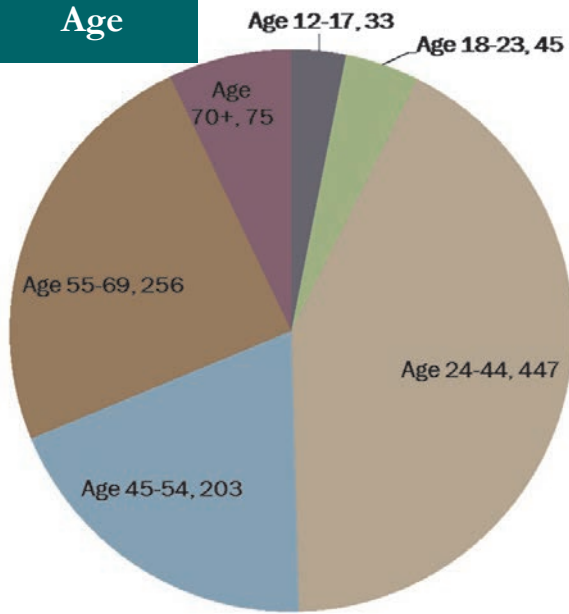
Thousands of surveys in multiple languages were distributed to more than 65 organizations and the survey was available online. People in all areas of the county returned 1,165 surveys. It was open from July 1 through Sept. 30, 2016. A brief overview of respondent demographics and needs is below.



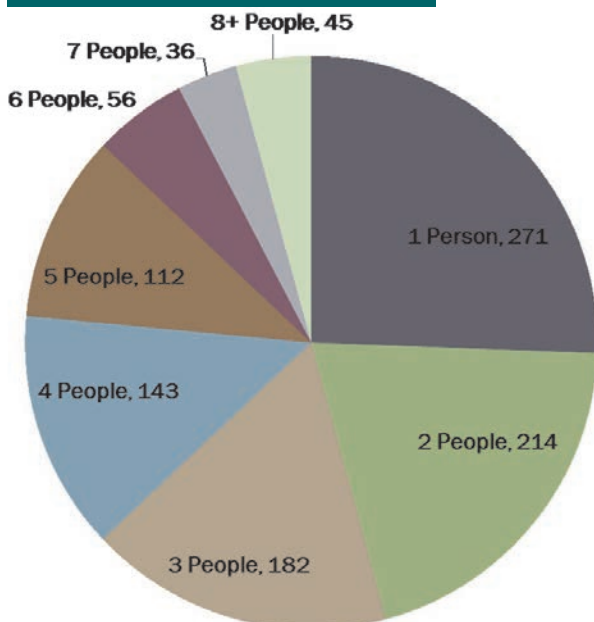
Number of survey respondents



Age



Family size



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	

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

Clark County is the fifth most populous county in the state, with approximately 471,000 residents. It is one of the state's fastest growing counties, according to the state Office of Financial Management. 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. About 35,000 veterans live in Clark County; they are 7.5 percent of all residents.

INCOME

Clark County is part of the U.S. Department of Housing and Urban Development's Portland-Vancouver-Hillsboro, Ore– Wash. Metropolitan Statistical Area. In 2016, the area had an annual median income of \$73,300 for a family of four. The unemployment rate was 5.7 percent to 6.8 percent. According to Washington State 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

The majority of Clark County residents older than 25, or 91 percent of residents, graduated from high school. More than a quarter – 28 percent – of residents have at least a bachelor's degree.

POVERTY

A family of four living below the federal poverty level earns less than \$24,250 per year. Approximately 9 percent of families in Clark County, with related children under 18 years old, live below this level, according to the U.S. Department of Health and Human Services.

HOUSING

According to the census, Clark County has 177,829 housing units, and approximately 64 percent of them are owner-occupied. The median value of owner-occupied housing is \$234,800, and the median gross rent is \$990 per month. In fall 2016, the Runstad Center for Real Estate Studies at the University of Washington reported the Clark County rental vacancy rate at 2.3 percent, 1 percent lower than the state as a whole.

Quick facts

69,812

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

54,172

In 2016, 54,172 people, or 11.6 percent of residents, lived at or below the poverty limit.

36.5

Percent of students eligible for free or reduced lunch.

74

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

6 million

Pounds of food distributed annually by the Clark County Food Bank.

18

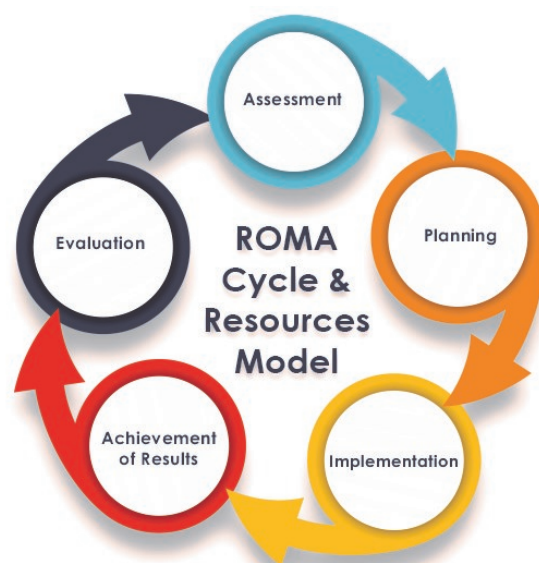
Percent by which the homeless population grew between the 2016 and 2017 Point in Time counts.

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.

Work on a new strategic plan for Community Services was well underway in 2016. 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.

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.



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.

Programs and services Community Services provides 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.

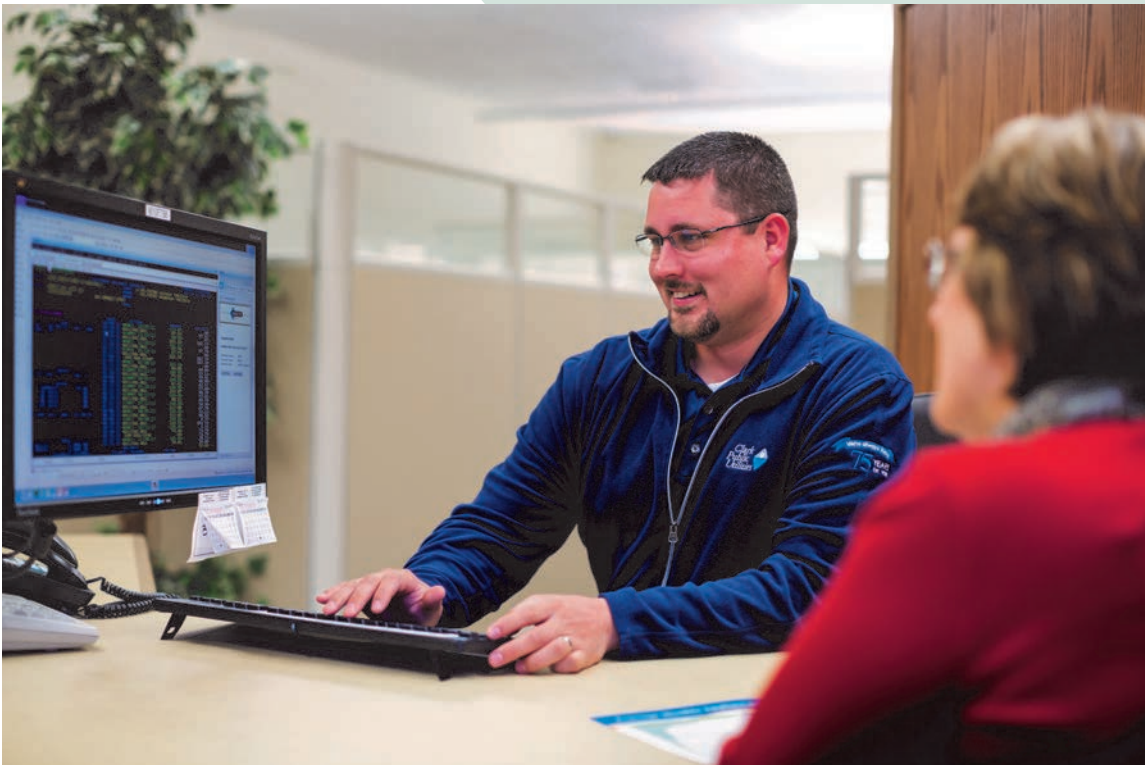
Well-being	Economic advancement
Programs focus on a person's mental, behavioral and physical health and promote household safety and positive youth development	Programs help people gain or increase employment, learn fiscal responsibility and gain other education.
Resilient community	Household stability
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 **122** people with emergency shelter stays and helped **498** people with domestic violence legal advocacy. **12** households left the program to safe, stable housing.
- **Share's Hunger Response Program** served **1,677** hot meals, fed **2,953** students nutritious food weekly during the school year and provided **23,658** breakfasts and lunches to children during the summer!
- **Clark Public Utilities** provided **4,037** households with **10,892** people home heating assistance through the **Low-Income Home Energy Assistance Program**.

Success!

A young woman with an infant came to a shelter fleeing an escalating abusive relationship. “Amanda” experienced mental, emotional and financial abuse that had begun to get physical. At the shelter, the family received hygiene items, baby supplies, transportation assistance, food and clothing. Amanda met with the family support specialist for advocacy and resources during her stay, and she received referrals for parenting, childcare, transportation and housing. Amanda was highly motivated to move forward with a new life free from abuse. During her stay, she obtained employment and was able to get an apartment within 37 days of coming to the shelter.



LIHEAP customer
with Clark Public
Utilities employee

Well-being results, cont.



Children having lunch with Share's summer meal program

Success!

The Hot Meals Program provides nutritious meals every day to community members in need. Because the meals satisfy a basic human need, case managers are able to connect with people who may not want to access other services. Through the Hot Meals program, case managers were able to build a working relationship with “Stephanie,” a 58-year-old woman who has been without housing for at least four years and had housing off-and-on for about 15 years. Stephanie lived in a tent near Share House, where she would shower, eat and do laundry. She had chronic health conditions and struggled with mental health issues and controlled substance use. She regularly was seen in a hospital emergency department or admitted to inpatient treatment programs. Through connections with case managers, Stephanie was able to sign up for food, Medical and ABD benefits. She was approved for housing assistance and connected with a mental health treatment provider. She is now housed in a one-bedroom apartment, sees her healthcare providers and cooks in her own home. Stephanie visits Share each month to help keep her fixed income on budget and stay housed.

Economic advancement results



- **Columbia River Mental Health Hopechange Employment Navigator** and **Partners in Careers Career Academy** helped **59** people become employed. They also helped **61** people complete job training and **3** people increase their employment income.
- The **Community Housing Resource Center** helped **316** people understand their credit reports and their legal rights; **115** of the people improved their credit rating in the process.
- **Volunteer Lawyers** was able to help **104** people resolve their legal issues, including bankruptcy, family law, evictions and contract questions. Also, the program kept **54** people who faced eviction from entering the homeless system.
- **Community Services NW** helped **22** applicants with the lengthy process of filing their Social Security/Disability claim with the Social Security, Outreach, Access and Recovery program. **6** people were approved and had their incomes increased.
- **Share's Individual Development Account Program** enrolled **71** people, meaning they made a plan and deposited money to start a savings account. **366** people in the program increased their savings during 2016, and **32** households were able to purchase the asset they had been planning for: a home; additional education; or starting a new business.



Sameayah went back to school this year with the help of an IDA account.

Economic advancement results, cont.

Success!

A Vancouver police officer contacted SOAR about a young man who was hearing impaired and needed help with disability benefits. “James,” we’ll call him, was chronically homeless and had no income. SOAR worked with James to complete the necessary paperwork while he was living on the streets. During this time, James went to jail for roughly three weeks, but the SOAR coordinator scheduled time to go to the Clark County Jail to complete his Social Security paperwork. After that, SOAR set up an in-person appointment at SSA when James was released from jail. The coordinator met James at SSA, stayed with him for the appointment and was able to provide missing but needed information. James eventually was approved for Survivor Benefits and awarded \$848 a month and more than \$9,000 in back payments. He was set up with a payee and through assistance from a PATH case manager, he was housed for \$500 a month. The coordinator helped James get a prepaid debit card and continues to coordinate rent and other bills with his payee. James also was connected with Southwest Washington Center for the Hearing Impaired, where his case manager also is hearing impaired.



Success!

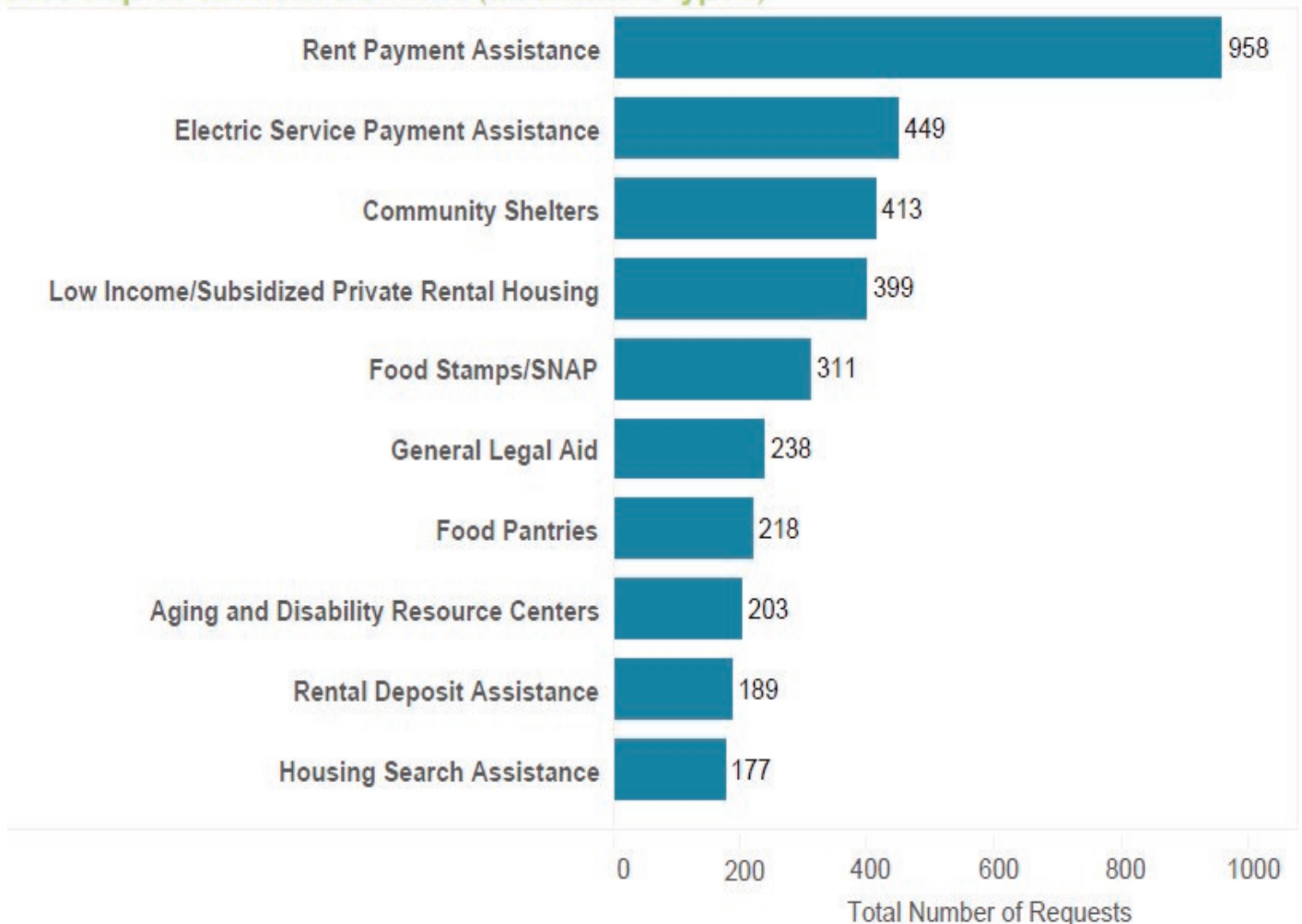
“George” went to the HopeChange Employment Navigator program through a referral from the Vancouver Housing Authority. He is legally blind and his wife has a severe, life-threatening illness. The couple has two children living at home. The family received \$706 per month in TANF assistance and \$670 per month in food assistance.

HopeChange completed a vocational assessment and employment plan for George and helped him with resume, work search and job development services. After several weeks of community work search, the program coordinator spoke with the manager at Goodwill about George’s attributes, motivation and accommodations needed. He was hired full-time and is extremely happy. George has been on the job for several months, and his family no longer relies on TANF support. In addition, the family’s food assistance has dropped and will go down further thanks to his recent raise to \$11 per hour.

Resilient community results

- **211Info** answered **8,362** calls from Clark County residents in 2016. Of those, **6,170** people were connected to needed resources or services. An additional **6,539** Clark County residents were able to find services and referrals online through 211's website, <http://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.

2016 Top 10 Identified Needs (all contact types)



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 and 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.

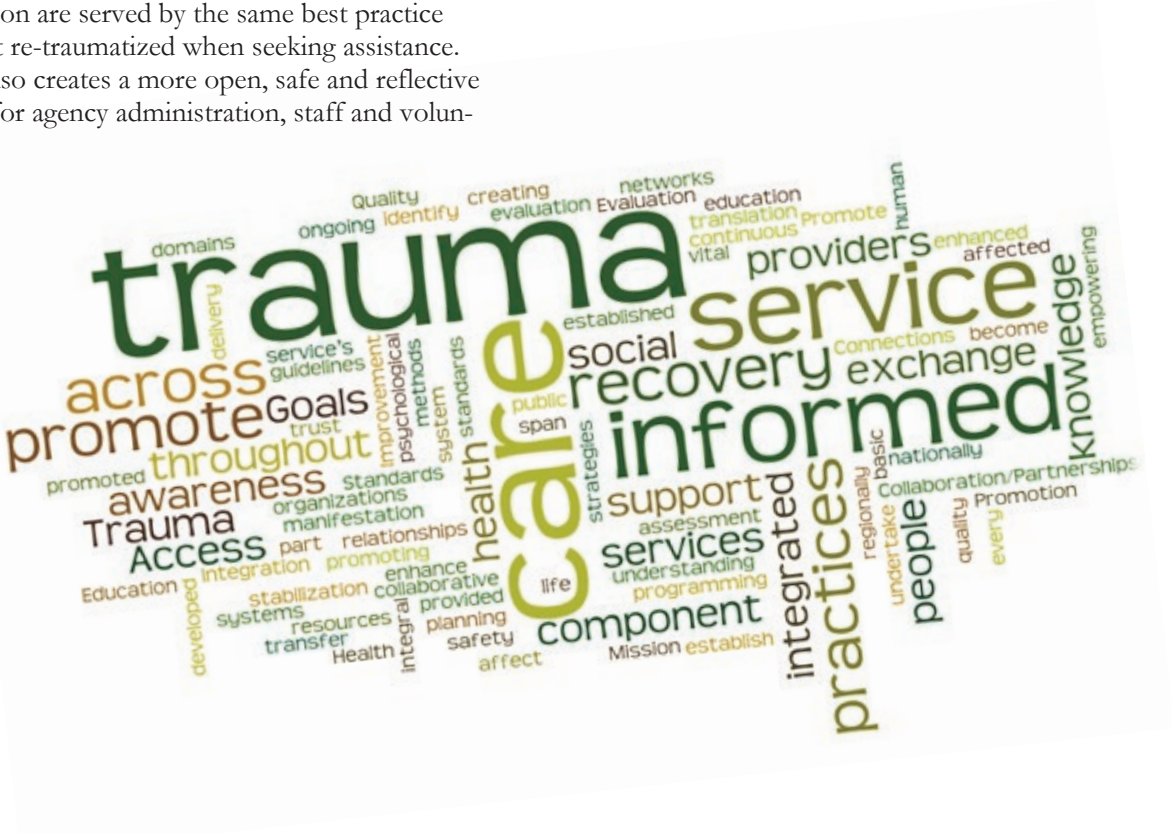
Poverty, homelessness, domestic violence, food insecurity and other challenges Community Action participants commonly face can lead to trauma. Trauma can manifest in many ways and can lead to abnormal reactions to stress in both adults and children. Serving households through a trauma-informed care approach 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 agency administration, staff and volun-

teers 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

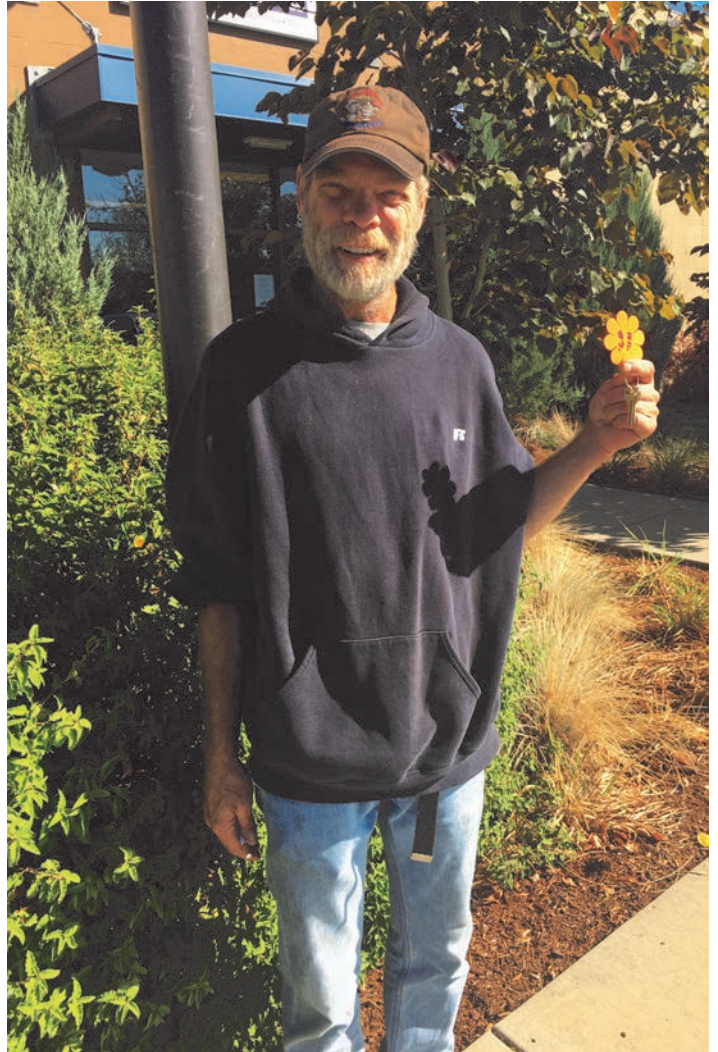
Types of housing assistance

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 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.



Richard with the key to his new apartment

Outreach, emergency shelter outcomes

- Both **Janus Youth** and **Share** operate homeless drop-in centers and outreach programs. They were able to engage **341** people and connect them to resources and case management. Also, **27** people got into permanent housing and **28** became employed.
- **Janus Youth** and **Share** operate several emergency shelters where men, women and unaccompanied youth who are homeless can stay briefly and tap into resources. More than **1,600** people were provided shelter in 2016, and **57** households received hotel vouchers for temporary stays through the **Council for the Homeless**.



Lincoln Place opened in 2016 and provides permanent supportive housing to 30 households

Permanent supportive housing outcomes

Impact NW and **Share** provided permanent supportive housing for **54** 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 54 households, **49** 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 2016:

- Finding housing in the local market is a challenge, but **12** households were able to be housed within 30 days of starting these programs.
- After finding housing and receiving rental assistance, **28** households left the program for permanent housing. Of the households, **26** were still stable after six months and did not return to the homeless system.
- In addition to the **352** households that increased their housing stability through the Housing and Essential Needs program, **155** received essential items.



Success!

“Barbara” and her three children had been living in their car and in and out of shelter due to domestic violence. She was pregnant and delivered her fourth child soon after entering the housing program. Barbara struggled with mental health, substance use and disability, which resulted in regular visits to the hospital while she was homeless. She also had criminal convictions related to substance use. Share provided rental subsidies for Barbara while she worked to address her mental health and maintain her sobriety. She continues to be stably housed and out of the shelter system, and she has avoided any more domestic violence concerns. Eventually, her income increased, she graduated from the program, and she obtained other housing.

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 2016, the agency assessed **1,148** households, placed **203** of them in housing programs and helped **86** 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 2016, the council met its goal for system data quality: **95%**.
- **Share** administers **Rent Well**, a tenant education and landlord guarantee program. In 2016, **455** students completed the course taught by **10** certified Rent Well instructors.

Success!

Prevention: “Julie” entered a housing program after receiving a three-day pay or vacate notice from her landlord. She had previously been homeless and experienced domestic violence, so she was vulnerable to reentering the homelessness system.

The program was able to stop the eviction process and stabilize Julie’s housing with rental assistance. She also received case management services to become self-sufficient. She finished her college degree in medical billing. Julie also was able to secure enough income to sustain housing and was no longer in need of food assistance.



Prevention outcomes

Share and **Salvation Army** helped **7** households avoid homelessness and **9** households increase their income through their prevention assistance programs.

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 360.397.2130.



Vanessa R. Gaston, director
vanessa.gaston@clark.wa.gov



Michael A. Torres, program manager
Community Action, Housing and Development
michael.torres@clark.wa.gov



Rebecca Royce, program coordinator
Community Action, Homelessness and Affordable Housing
rebecca.royce@clark.wa.gov



Samantha Whitley, program coordinator
Community Development, Housing and Veterans
samantha.whitley@clark.wa.gov

Clark County Community Services

PO Box 5000 • Vancouver, WA • 98666-5000
360.397.2130 • Fax 360.397.6028 • Relay 800.833.6384



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Voice 360.397.2322 Relay 711 or 800.833.6388

Fax 360.397.6165

Email ADA@clark.wa.gov