

To Cities 4/13/11
 Reg Resp by 4/22/11

**CITY OF RENTON
 HUMAN SERVICES AGREEMENT
 2011 SERVICE REPORT**

Agency Information

Catholic Community Services
 PO Box 398
 Kent, WA 98035
 Contact: Anne Merklin
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 Title: EA Supervisor

Contract Information Contract Amount: \$37,609 Program Name: Emergency Assistance Program
 Description of Services to be provided: Catholic Community Services will provide emergency assistance to at-risk, low income individuals and families, disabled persons, and senior citizens. Basic needs assistance provided may include rental assistance or a shelter bed, food, utility assistance, transportation, and case management services if appropriate.

Reporting Information

Report for: 1st Qtr, January –March 2nd Qtr, April-June Date Submitted _____
 3rd Qtr, July-September 4th Qtr, October-December

Service Unit Description	All Funding Sources																										
	Total Projected Annual Units			1 st Quarter			2 nd Quarter			3 rd Quarter			4 th Quarter														
Service Unit/Performance Measure	Undup Clients	Shelter	Finan. aid	Undup Clients	Shelter	Finan. Aid	Undup Clients	Shelter s	Finan. Aid	Undup Clients	Shelter	Finan. Aid	Undup Clients	Shelter	Finan. Aid												
Burien <i>OK</i>	75	425	12	42	402	6																					
Covington <i>OK</i>	72	343	10	11	133	3																					
Renton <i>OK</i>	80	430	12	64	708	24																					
SeaTac <i>OK</i>	68	324	9	38	244	8																					
Quarterly Information & Referral				Burien			201			Covington			17			Renton			844			SeaTac			555		

Narrative Report:

Please include information such as current trends, program developments, special events, publicity or community efforts, etc. Be sure to address any discrepancies between the level of services actually provided and performance goals.

During the first quarter, we were able to exceed almost all of our performance goals set for the period. Our measurements shifted from vouchers issued to counting bednights and financial aid units provided. We felt as though bednights would be a more accurate depiction of the level of service we were able to provide the individuals we met with. Overall, we were able to assist 31 households with either rental assistance or a motel voucher and 41 households with some other assistance, whether that be utility assistance, bus tickets, gift cards, or clothing. This amounted to assisting 155 individuals from our four cities as well as providing almost 1500 bednights throughout the first quarter.

We carefully tracked our spending to ensure that we stay as close to 25% of the funding allotted by our cities as possible. In addition to the contracts we have with the various cities we work with, we also have many other funding sources that we use to be able to meet our quarterly goals. Unfortunately, due to our limited funding and program policy, we are unable to assist everyone who comes to our office for services in a financial sense. However, we do make it a priority to provide all individuals with additional resources and referrals that may be able to fulfill their needs. The main reasons for not being able to provide financial assistance are due to a lack of funding at the moment an individual needs funds or due to an ineligibility to receive services (generally because they have not waited the mandatory time from the last time they received services of some sort).

One of the biggest trends we have seen throughout this past quarter has been related to the constant change in benefits through DSHS. Many of our clients with disabilities receive Disability Lifeline, which over the last three months has decreased from \$339 to \$266 and is currently set at \$197. Even though some of these individuals are on subsidized housing such as Section 8, they find that the \$197 they receive is not sufficient to meet all their other expenses. Similarly, we have seen many families who have had their TANF benefits terminated either due to DSHS enforcing the 60-month limit of having received assistance or those who had been receiving TANF in addition to Social Security, which under new regulations is no longer allowed. This has left families struggling to rearrange their budgets to be capable of living within their new means.

Programmatically, Anne Merklin, the Program Manager of our Emergency Assistance Program, has decided to step down. She will be with the Agency until the middle of April. We are currently in the process of hiring a new Program Manager.

Renton

This quarter we were able to exceed the annual projected bednights by 278, providing 708 bednights to residents of the city of Renton. We also doubled the number of financial aid assistance projected annually by distributing 24 units. Out of the 80 unduplicated clients we are expected to serve this year, we met with 64 this quarter. These 64 clients amounted to 27 households, the majority of which were households with children. Of these 27 households, 12 received assistance with their rent or with a motel voucher while an additional 7 received financial utility assistance. The remaining 8 households received some other sort of assistance in the form of bus tickets, gift cards, clothing and the like.

One household we assisted with was of a single mother with three children. While she is on subsidized housing and is able to handle her finances, a few months ago her income was miscalculated resulting in a jump towards her portion of rent from \$30 to \$300. This error has since

been rectified, but the months she had to pay more left her struggling to meet all her expenses. While she made the decision to pay her rent, she was unable to cover her utilities as well, putting her in jeopardy of a termination in services. Assistance from CCS was able to prevent this from occurring, allowing the client to become stable once more.

A second family we assisted was composed of a single mother with 2 children. This family, also on subsidized housing, experienced a jump in her rent from \$300 to \$500. For the first couple of months, this individual struggled to pay the full amount, resulting in partial months' rents being owed. Moreover, during the month of February, the single mother we assisted did not work as many hours as she usually does resulting in a lower paycheck, again leaving her unable to pay the full amount of rent. Assistance from CCS was able to help this family become current on her rent and prevented her from being in danger of facing eviction.

Burien

During this quarter, we exceeded all goals by a large margin. While we had a goal of serving 19 unduplicated clients, we met with 42. This resulted in providing 402 bednights (296 more than the projected 106) and 6 units of financial aid (double the projected amount of 3). The 42 clients we met with came from 14 separate households. The majority of these households, 10, received either rental assistance or a motel voucher while the remaining 4 households received utility assistance.

One of the households we assisted was of a single mother who had been struggling for a while to receive SSDI. Although she had finally begun receiving SSDI when she came in for assistance, this individual had fallen quite behind in her electric bill. Assistance from CCS was able to allow this family to eliminate the past due amount she had and prevent a potential disconnection.

A second single mother family we assisted had recently moved to a new apartment, in the process transferring job locations. While she is generally able to cover all her expenses, our client was faced with high move-in costs and a two-week period without work while she was moving locations. This combination left her at risk of becoming evicted. CCS was able to provide the assistance needed to allow this family to regain stability.

Covington

In the city of Covington, although we were a few individuals shy of meeting our goal of unduplicated clients, we were able to meet our goal of financial aid units and exceed the number of bednights projected by 47 by providing 133. During this quarter, we met with 4 households of which 3 had at least 1 dependent. Two of our households received rental assistance, a third utility assistance, and the fourth assistance in another form. All of the individuals we met with received further resources that would be able to assist them in their various needs.

One client we assisted had been struggling with her finances due to the fact that she had been diagnosed with Stage IV renal failure and was unable to continue working due to needing to be on dialysis. Furthermore, the individual we assisted was a single mother whose child had recently turned 18 making her ineligible to continue receiving child support. As a result of the large decrease in income, our client had fallen behind in her utility bill. Assistance from CCS provided the necessary funds to prevent her from becoming disconnected.

A second family's head of household was severely injured on the job. For a period after the injury, he received L&I assistance, but they ceased these benefits in December of 2010. The client was appealing this decision and also trying to receive disability benefits as the injury left him unable to work. The benefits the client received made up the bulk of household's income, and without it, the

family was left struggling to make ends meet. CCS provided the necessary assistance to prevent the eviction the family was in jeopardy of facing.

SeaTac

First quarter, CCS was able to exceed all the goals projected in assisting residents of the city of SeaTac. We were able to meet with over twice the number of unduplicated clients (expected 17, served 38) and almost met the yearly goal of financial units provided (expected 9, distributed 8). Moreover, we were able to exceed the number of bednights expected quarterly by 163 as we were able to provide 244 while only 81 were projected. The 38 clients we served made up 11 distinct households. These broke down into 7 households receiving rental or shelter assistance, 3 receiving utility assistance, and the final receiving some sort of other financial assistance.

One household who received assistance was of an honorably discharged veteran with his wife and children. Due to suffering a hit-and-run accident in the fall, the client accumulated high medical bills the family had been trying to pay off. Additionally, during the winter months, the family used more heat than they realized resulting in a very high electric bill. The combination of multiple bills and the balances they owed put the family at risk of having their services terminated. CCS was able to provide the assistance necessary to prevent the disconnection from occurring.

A second family we assisted decided to take it upon themselves to raise three of their nephews in addition to their son. The combination of the costs associated with raising three additional individuals as well as some financial assistance the family sent to their relatives who had lost their home in a tsunami resulted in the household being short on funds to pay their rent, resulting in the potential of becoming evicted. Assistance from CCS provided the funds necessary to prevent the eviction from occurring and was able to allow the family flexibility in understanding how to live within their means.