

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

**Agency Information**

Catholic Community Services	253-850-2505
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Kent, WA 98035	
Contact: <u>James Tolbert</u>	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 <sup>st</sup> Quarter			2 <sup>nd</sup> Quarter			3 <sup>rd</sup> Quarter			4 <sup>th</sup> 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	75	425	12	42	402	6	29	468	13						
Covington	72	343	10	11	133	3	30	20	12						
Renton	80	430	12	64	708	24	62	1131	16						
SeaTac	68	324	9	38	244	8	32	636	5						
Quarterly Information & Referral				Burien		144	Covington		5	Renton		493	SeaTac		252

**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 second quarter, we continued to exceed almost all of our performance goals set for the period. Overall, we were able to assist 30 households with either rental assistance or a temporary motel voucher. We are able to assist an additional 24 households with preventing a utility shut-off or have services reconnected. Throughout the quarter, we provided assistance to over 150 individuals with more than 2200 bednights in addition to other services offered such as utility assistance, bus tickets, and gift cards.

This quarter, we continued to carefully track our spending to make certain that we did not go over 25% of the funding allocated for direct assistance. In order to meet and exceed our goals, we prioritize using several of our other contracts to assist residents of our target cities. We do find that we are faced with many more requests for financial assistance than we are able to meet. We try our best to work with all who approach us for services, whether through our phone intake process or in person, by providing alternate referrals that the individual may be eligible for.

Many individuals continue to struggle with the changes in benefits to DSHS. The individuals especially affected are those receiving Disability Lifeline, who over the last six months have had their benefits cut to \$197, which is not sufficient to make ends meet, even if already on subsidized housing, as many of those we serve are. Many others seeking services find themselves living month to month and are faced with an unexpected expense, forcing them to sacrifice certain bills such as their rent or utilities. We continue seeing several individuals struggle with unemployment, running out of benefits or in between benefit tiers, leaving them weeks without any income.

This quarter, we have hired James Tolbert as the new Program Manager for the Emergency Assistance program. James comes to the program after working several years with our agency. He has a strong accounting background, which is a great asset to the program.

Renton

This quarter we more than doubled the annual projected bednights, by providing a total of 1131 bednights to 48 individuals. Moreover, we were able to provide 16 units of financial aid namely in the form of utility assistance and bus tickets. We almost met with our annual goal of unduplicated clients, by assisting 62 new individuals (with the goal being set at 80). This amounted to 21 new households being assisted, the majority of which were families with children. Of the 21 households assisted, 14 requested shelter assistance or eviction prevention. The remaining households received some sort of other assistance in the form of utility assistance or bus tickets.

One household we assisted was of a recently widowed mother with two children. Prior to needing assistance, our client's husband had been very ill for several weeks as he was in and out of the hospital before ultimately landing in hospice care and passing away. Our client depended on her deceased husband's income from Social Security to make ends meet. When he passed away, the family went without any income temporarily. During this time without income, our client was left unable to pay her water bill putting her in danger of having service disconnected. Assistance from CCS was able to prevent this from occurring and the family has begun receiving income, which will prevent them from this situation in the future.

A second family we assisted this quarter was of a single mother with two children. Our client had been working full time and recently moved into a new, more affordable location when her hours were inexplicably cut at work. Having spent her savings on the moving costs, our client was unable to

reestablish the savings due to the cut in work hours. Unfortunately, her son has been struggling with a severe eating disorder, forcing her to miss more work to care for him, as a result of many doctors' appointments. This missed work resulted in not having enough money to pay her rent, leaving her at risk of eviction. CCS was able to assist her with her rent to allow our client to regain stability in paying her housing costs and other bills.

#### Burien

During this quarter, we again exceeded all goals set. We met with 29 unduplicated clients equaling 15 different households. We exceeded the annual number bednights by providing 468 for the quarter, while the yearly goal was set at 425. These bednights were divided amongst 8 households, most of which had at least one child in the home. We were also able to assist 7 other households with needs towards their utility bill or transportation.

One of the individuals we assisted this quarter lives on a very fixed income due to receiving Disability Benefits from Social Security. Our client had to have some dental work completed, which unfortunately is no longer covered by Medicaid. Due to paying these expenses out of pocket, our client was unable to pay for her light bill and received a shut-off notice as a result. Our client was able to pay her dental costs and assistance from CCS prevented the shut-off, giving our client the opportunity to be without debt for her next bill.

This quarter, we also assisted a single mother and her son with their rent to prevent a potential eviction. Our client had been receiving unemployment benefits but ran out and had to reapply for additional funds, as she has been unable to find employment. Due to the break in benefits, our client was unable to pay for her rent and other bills, which not only put her behind in her bills, but also resulted in many late fees. While our client was able to establish payment plans for many of her bills, she had difficulty paying her rent, which put her at risk of being evicted. CCS was able to assist with the balance she owed on her rent, which gave her the ability to pay all her bills in the future.

#### Covington

In the city of Covington, we exceeded all goals set with the exception of bednights provided this quarter. However, by exceeding the quarterly goal during the first quarter, we are on track for meeting the annual goal of bednights. Moreover, this quarter alone we were able to meet with almost half of the total number of unduplicated clients set for the year. We provided assistance to 30 individuals in 8 households, most of which were families with children.

This quarter we assisted a woman who has developed PTSD after a series of highly traumatic events in her life, leaving her temporarily unable to work. As a result, she has begun receiving Disability Lifeline, which although providing medical benefits to allow her to receive treatment for the PTSD, offers very little cash assistance to meet all her expenses. This put her in jeopardy of having her water disconnected. CCS was able to pledge the funds necessary to prevent this from occurring.

A second household we assisted was of a single woman with a young daughter. She has not been receiving the necessary child support required of her child's father and has only been working part time as well. This constant flux in income has made it difficult to plan and pay for all expenses accordingly. One expense our client was unable to pay was her rent, leaving her in danger of facing eviction. CCS was able to assist this family with their rent to prevent the eviction from occurring.

#### SeaTac

Between the first two quarters, we have been able to exceed every goal set for the year. While we decreased slightly in unduplicated clients served, we actually increased the number of households assisted. We were able to assist 12 households this quarter equaling 32 individuals. Seven of these

households requested assistance either with their rent or shelter of some sort. The remaining households received other assistance in the form of utility assistance or bus tickets.

This quarter, we assisted an elderly woman who had been on a budget plan with PSE but had not planned out an increase in her required amount. The client was given a \$100 increase in her bill that she did not have the funds for. By not paying this amount, she would be in danger of having her power disconnected. CCS was able to assist this client to prevent the disconnection of services from occurring.

A second household we assisted was of a woman who is currently the sole provider for herself and her two grown siblings, one of whom is awaiting Disability benefits as she has been recently diagnosed with schizophrenia, the second whom is seeking employment. While our client is generally able to make all ends meet, she has been struggling with many health issues including 10 weeks to recuperate from hand surgery, followed by a bout with pneumonia. These used up her paid sick leave and forced her to miss work without pay. This resulted in not having enough income to pay for her rent, putting her in danger of being evicted. CCS was able to pay for the balance the client had towards her rent, giving her the opportunity to become stable once more.