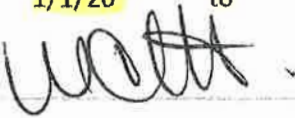


REIMBURSEMENT REQUESTS

Agency and Program Name **Apprenticeship and Nontraditional Employment for Women**  
 Address 550 SW 7th St. #B305  
 City & ZIP Renton, WA 98057  
 Program Contact Name Kerstin Torrescano Phone 425-390-7705  
 Email kerstin@anewaop.org Invoice Date 4/15/20  
 Costs below incurred from 1/1/20 to 3/31/20  
 Signature of Authorized Signer  Printed Name Wendy Cobb

	Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn							\$0.00
Bellevue							\$0.00
Bothell							\$0.00
Burien	3190129	\$6,000.00	\$1,500.00				\$4,500.00
Covington	028-2019	\$5,060.00	\$1,265.00				\$3,795.00
Des Moines	19-018	\$13,872.00	\$3,468.00				\$10,404.00
Federal Way							\$0.00
Issaquah							\$0.00
Kenmore							\$0.00
Kent	CAG2019-130	\$10,000.00	\$2,500.00				\$7,500.00
Kirkland							\$0.00
Mercer Island							\$0.00
Redmond							\$0.00
Renton							\$0.00
Sammamish							\$0.00
SeaTac		\$5,202.00	\$1,300.50				\$3,901.50
Shoreline							\$0.00
Tukwila	19-059	\$3,468.00	\$867.00				\$2,601.00

Admin use only

Authorized Payment Amt: 1,300.50 Authorization Code / Acct # 17684

Authorized Signature / City **APPROVED FOR PAYMENT** Date 4/26/20  
 BY 

DATE 4/23/20

BARS# 001.000.10.565.10.41.012

SERVICE UNIT 1

Service Unit 1: Training/Workshops/Classes

Measurement: Individual

Description: One 11 week training under the Trades Rotation Program (TRP) or the Apprenticeship Opportunity Program (AOP)  
 Training is an 11 week hands-on construction and soft skills instruction - for a total of 300 hours of training time.

	Annual	Actual Units, regardless of funding source				YTD	
	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien	2	2				2	100%
Covington	2	0				0	0%
Des Moines	4	1				1	25%
Federal Way	2	3				3	150%
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent	4	4				4	100%
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	3	0				0	0%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>17</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	

SERVICE UNIT 2

Service Unit 1: Employment Services

Measurement: Individual

Description: Individual assistance with applications, resumes, and interviewing.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien	2	0				0	0%
Covington	2	0				0	0%
Des Moines	4	1				1	25%
Federal Way	3	1				1	33%
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent	4	2				2	50%
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	3	3				3	100%
Shoreline						0	#DIV/0!
Tukwila	2	0				0	0%
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>20</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	



## NARRATIVE

Burien – ANEW served two Burien residents this quarter. Both individuals enrolled in pre-apprenticeship in January and remain in programming. Due to the COVID-19 virus in mid-March ANEW was required to close temporarily. There is a plan in place for students to complete their requirements and graduate in April 2020.

Covington – ANEW did not serve any residents from Covington in first quarter of 2020.

Des Moines – ANEW served two Des Moines resident this quarter. One individual enrolled in pre-apprenticeship in January and remains in programming. Due to the COVID-19 virus in mid-March ANEW was required to close temporarily. There is a plan in place for students to complete their requirements and graduate in April 2020. The other individual was enrolled in AOP and received services to apply to apprenticeship.

Kent – ANEW served six Kent residents this quarter. Four clients were enrolled in pre-apprenticeship in January and remain in programming. Due to the COVID-19 virus in mid-March ANEW was required to close temporarily. There is a plan in place for students to complete their requirements and graduate in April 2020. The other two individuals were enrolled in AOP and received employment navigation and support services to enter work in apprenticeship.


SeaTac – ANEW served three SeaTac residents. The three residents enrolled into the AOP program and received employment navigations, support services and counseling on entering apprenticeship.

RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue						0
Bothell						0
Burien	4	2				2
Covington	4	0				0
Des Moines	8	2				2
Federal Way	5	4				4
Issaquah						0
Kenmore						0
Kent	6	3				3
Kirkland						0
Mercer Island						0
Redmond						0
Renton						0
Sammamish						0
<b>SeaTac</b>	<b>3</b>	<b>3</b>				<b>3</b>
Shoreline						0
Tukwila	2	0				0
Seattle						0
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>32</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>



REIMBURSEMENT REQUESTS

Agency and Program Name **Asian Counseling and Referral Service**  
 Address 3639 Martin Luther King Jr. Way S  
 City & ZIP Seattle, WA 98116  
 Program Contact Name Yoon Joo Han Phone 206-695-7591  
 Email yoonjooh@acrs.org Invoice Date 4/16/20  
 Costs below incurred from **1/1/20** to **3/31/20**  
 Signature of Authorized Signer  Printed Name Yoon Joo Han

	Contract ID#	Annual Award Amt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Balance Remaining
Auburn							\$0.00
Bellevue	GF172	\$61,142.00	\$14,044.80				\$47,097.20
Bothell							\$0.00
Burien	3190105	\$5,000.00	\$1,250.00				\$3,750.00
Covington							\$0.00
Des Moines							\$0.00
Federal Way							\$0.00
Issaquah							\$0.00
Kenmore							\$0.00
Kent		\$10,000.00	\$2,500.00				\$7,500.00
Kirkland		\$7,500.00	\$1,875.00				\$5,625.00
Mercer Island							\$0.00
Redmond							\$0.00
Renton		\$3,000.00	\$750.00				\$2,250.00
Sammamish							\$0.00
<b>SeaTac</b>		<b>\$7,500.00</b>	<b>\$1,875.00</b>				<b>\$5,625.00</b>
Shoreline							\$0.00
Tukwila							\$0.00

Admin use only

Authorized Payment Amt: **1,875.00**

Authorization Code / Acct # **18499**

Authorized Signature / City

**APPROVED FOR PAYMENT**

Date **4/20/20**

BY **Kim Cooper**

DATE: **4/20/20**

BARS# **001.000.10.565.10.41.012**



SERVICE UNIT 1

Service Unit 1: Counseling (e.g., Mental Health, Domestic Violence, Substance Abuse, Housing, Employment)  
 Measurement: 60 minutes  
 Description: mental health services include individual, family, group counseling, case management, psychiatric evaluation, medication management, skill training, wellness/health activities, day activity service and other services provided by ACRS staff. Services are provided at the agency sites or in the community, either face to face or non face to face. Service unit is by hours of services

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue	864	352				352	41%
Bothell						0	#DIV/0!
Burien	700	321				321	46%
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent	4,000	2,008				2,008	50%
Kirkland	1,108	132				132	12%
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton	92	558				558	606%
Sammamish						0	#DIV/0!
SeaTac	1,420	220				220	16%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>8,184</b>	<b>3,591</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,591</b>	





We have found ourselves in an unprecedented time. While the situation with COVID-19 continues to unfold each and every day, ACRS continues to strive to find ways to best serve our clients in our community in the safest possibly manner. All staff have been working from home since the beginning of March and the facilities have been closed except for essential operations and services.

Challenges:

- Working remotely is something new to many staff and to our clients. Because the nature of our work is largely done in person this was a change everyone needed to figure out how to do and get used to.
- Are service hours for Kirkland and SeaTac are a little lower than our projected goal. As we are all getting used to the new way of working, we have been seeing less service hours. Staff are trying their best to get their clients the services they need in this new normal but there have been many difficulties- some staff who are parents might not be able to offer as many services as before and some staff are having a hard time getting in touch with clients. The biggest factor in lower service ours is due to our facilities being closed, we have not been able to run our regular groups where many of our clients in those cities attend on a regular basis.
- Our new electronic health record (EHR) system went live in early March. Many things had to change due to the new normal the pandemic has set upon us. The first week of go live we had expected staff from the EHR system to come to ACRS to help with our go live. But due to the pandemic all troubleshooting and help had to be done remotely. On top of needing to most everything online

Success:

- Despite the difficulties we saw at the beginning with working from home, staff were not discouraged and very eager to learn new ways of working. The agency has held remote trainings for staff on how to work remotely. There has been also many trainings and troubleshooting that have been done remotely for our new EHR system. Despite the difficulties staff are eager to learn how to use this new system as well as how to work in this new environment that has come upon us. We are seeing more and more staff becoming more comfortable with the new EHR system and needing less assistance from their supervisors and other peers. There is still a continued learning curve as we continue to figure out this new normal but we are still ensuring the best quality of care to our clients and making sure that their safety, staff safety, and everyone's safety is top priority.

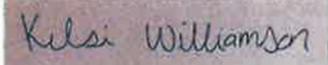
RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue	75	99				99
Bothell						0
Burien	18	42				42
Covington						0
Des Moines						0
Federal Way						0
Issaquah						0
Kenmore						0
Kent	100	195				195
Kirkland	44	43				43
Mercer Island						0
Redmond						0
Renton	16	88				88
Sammamish						0
SeaTac	54	36				36
Shoreline						0
Tukwila						0
Seattle						0
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>307</b>	<b>503</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>503</b>



REIMBURSEMENT REQUESTS

Agency and Program Na Catholic Community Services Emergency Assistance Program

Address 100 23rd Ave S  
 City & ZIP Seattle, WA 98144  
 Program Contact Name Kelsi Williamson Phone 253-850-2505  
 Email [KelsiT@ccsww.org](mailto:KelsiT@ccsww.org) Invoice Date 4/15/20  
 Costs below incurred frc 1/1/20 . to 3/31/20  
 Signature of Authorized Signer  Printed Name Kelsi Williamson

Contract ID#	Annual Award Amt	Reimbursement Requests			4th Qtr	Balance Remaining
		1st Qtr	2nd Qtr	3rd Qtr		
Auburn	\$5,000.00	\$1,249.98				\$3,750.02
Bellevue	\$115,908.00	\$5,935.03				#####
Bothell						\$0.00
Burien	\$13,500.00	\$3,375.01				\$10,124.99
Covington	\$9,350.00	\$2,110.69				\$7,239.31
Des Moines						\$0.00
Federal Way	\$9,000.00	\$1,959.98				\$7,040.02
Issaquah						\$0.00
Kenmore						\$0.00
Kent	\$10,000.00	\$2,500.00				\$7,500.00
Kirkland	\$5,000.00	\$1,174.98				\$3,825.02
Mercer Island						\$0.00
Redmond	\$11,569.95	\$3,054.96				\$8,514.99
Renton	\$8,600.00	\$2,149.97				\$6,450.03
Sammamish						\$0.00
SeaTac	\$10,000.00	\$2,500.00				\$7,500.00
Shoreline						\$0.00
Tukwila	\$22,700.00	\$4,812.49				\$17,887.51

Admin use only

Authorized Payment Am Authorization Code / Acct #

Authorized Signature / **APPROVED FOR PAYMENT** Date 4/26/20

BY Kumi Cooper

DATE 4/26/20

BARS# 001.1700.10.5105.10.41.012

SERVICE UNIT 1

Service Unit 1: Financial Aid

Measurement: Household

Description: The number of households assisted, without regard to funding source, with rental assistance, utility assistance, motel vouchers, bus tickets, gift cards, and emergency food bags.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	8	3				3	38%
Bellevue	50	8				8	16%
Bothell						0	
Burien	22	6				6	27%
Covington	16	4				4	25%
Des Moines		0				0	
Federal Way	15	4				4	27%
Issaquah						0	
Kenmore						0	
Kent	17	8				8	47%
Kirkland	8	2				2	25%
Mercer Island						0	
Redmond	15	5				5	33%
Renton	14	5				5	36%
Sammamish						0	
SeaTac	17	5				5	29%
Shoreline						0	
Tukwila	19	4				4	21%
Seattle		1				1	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>201</b>	<b>55</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>55</b>	







#### Auburn-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted a total of three households and 18 individuals. We spent a total of \$1000, of which \$625 was Auburn city funds. \$375 was "other" funding. These funds prevented three evictions.

The EA program assisted a family of five, the matriarch was the only one employed at the time they requested assistance. The family lives in a two bedroom apartment. The unemployed members are seeking employment.

The EA program pledged \$300.00 of Auburn City Funds, and \$167.50 in "other" funding to prevent eviction. AMI is 25% rent burden 63%.

The EA Case Manager also provided several other referrals to agencies that might also be able to contribute to assisting this family.

#### Burien-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 6 households a total of 14 individuals. A total of \$1806.50 was spent to prevent 6 evictions. Of this \$1687.50 was Burien Funding, \$119.00 was other funding.

The EA program assisted a woman and her family with eviction prevention. Her adult daughter and her grandchild recently moved in with her after becoming homeless. Income was not sufficient to pay expenses, though both women are looking for work.

They contacted EA for assistance and EA program was able to pledge \$280.00 of Burien city funds in order to prevent their eviction. EA provided several other referrals to agencies that might also be able to contribute to the situation if further help was needed. AMI was 13% and Rent Burden was 111%

The hope is that both women find full time work soon.

Referrals were given for job search and other financial assistance.

#### Covington-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 4 households a total of 18 individuals. Total spent was \$1085.93, preventing 3 evictions and the shut off of one utility.

The EA program assisted the family of a single father who recently regained custody of his three children. As such he had missed some work getting them into school, etc. He was behind on rent and EA assisted with \$300 Covington funding and \$144 other funding to prevent eviction.

AMI was 30% and Rent Burden was 53%

Dad is back to work full time and back on track with expenses.

Other resources given that have shown useful for Single Fathers.

#### Federal Way-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 4 households, a total of 9 individuals. A total of \$835 was spent, \$835 of which was Federal Way city funding and \$206.00 was other funding. This enabled us to prevent 3 evictions, and prevent the shut off of one utility.

The EA program assisted a single mother with three children. She was at risk for eviction and EA was able to pledge to prevent that eviction.

The EA program was able to pledge \$300.00 Federal Way city funding to prevent eviction.

AMI is 9% and Rent Burden is 64%

Client was also given other resources for financial assistance.

#### Kent-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted a total of 8 households a total of 24 individuals. We spent a total of \$2100.00, of this amount \$1250.00 was Kent City funds and \$850.00 was other funding. We were able to prevent 7 evictions and move one family into housing.

The EA program assisted a single mom with 5 children to prevent eviction. She is out of work but has had several interviews and is hoping to be employed soon.

EA was able to assist with \$300.00 Kent city funds along with \$300.00 other funding to prevent eviction.

AMI is 0% Rent Burden is undetermined as income is \$0

EA Case Manager gave the woman several resources for employment and financial assistance.

#### Renton-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 5 households a total of 11 individuals. A total of \$1175.00 was spent to prevent 3 evictions, one utility shut off, and move one family into housing.

The EA program assisted an elderly client who recently lost her income with eviction prevention.

The EA program was able to assist with \$300.00 Renton city funds and \$100 in other funding to prevent eviction from taking place.

She is working on getting her SSI income reinstated.

AMI with no income is 0% and Rent Burden was undetermined.

Several resources were given including employment opportunities with AARP.

#### SeaTac-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 5 households a total of 8 individuals. A total of \$1250 was spent to prevent 5 evictions.

EA was contacted by a single father of 3 children who needed financial help to prevent eviction. He was working but very behind on expenses just trying to get by.

Childcare took 30% of his income.

The EA program was able to help him with \$300.00 towards one month rent and prevent eviction.

AMI was 36% with his rent burden at 60%

Several resources were given for financial assistance.

Tukwila-

During the first quarter, there were no specific problems that hindered the delivery of client services.

EA assisted 4 households, a total of 10 individuals. A total of \$1945 was spent to prevent 4 evictions.

EA received a referral from City of Tukwila to assist a single mom with eviction prevention. She had recently lost a job, asked for a Sect 8 rent reduction, was on TANF but got behind.

EA was able to pay \$250.00 with Tukwila City Funds to prevent eviction.

AMI is 7% and Rent Burden is 23%

Her plan is to return to work full time ASAP.

Several resources were given for follow up for Child Care and financial assistance.

The city of Tukwila sent us 5 households to serve, but one was paid in April (technically quarter two) but we did the intake in quarter 1 which is why the service units are at 21% instead of 26%.

Bellevue-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The Emergency Assistance program assisted 8 households, containing a total of 19 individuals. Total spent was \$2810, \$2810 was Bellevue City Funding \$443.00 was other funding. These pledges prevented 8 evictions.

EAP received a call from a single mother of 4 who was at risk for eviction. She had lost her job and although she recently started a new job, she did not have the balance for rent.

She was at risk of eviction and requested assistance. EAP was able to use \$400.00 of Bellevue City funds in order to prevent eviction.

AMI is 32% and Rent Burden is over 67%.

EA was able to give her referrals to other agencies for financial assistance.

For the city of Bellevue we are under the 25% of service unit goals because we just got an increase in funding in the past few weeks, so that is based on the updated service units for 2020. Before that with our original funding we were well over the 25% goal.

Kirkland-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The Emergency Assistance Program assisted 2 households a total of 2 individuals. Total spent was \$550.00, preventing 1 eviction and the disconnection of one family's utilities.

EAP received a request from a single mother of one child for rental assistance. She was working but did not earn enough to cover expenses and Child Support checks only come sporadically.

The Emergency Assistance Program was able to use \$300.00 Kirkland city funds to prevent eviction.

AMI was 17% and RB was 85%

EA also gave her several resources for financial assistance.

Redmond-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The Emergency Assistance Program assisted 5 households, a total of 11 Individuals. Total spent was \$1652.45, preventing 3 evictions and 1 utility disconnection, and moving one family into housing.

EA received a call from a single mother of 3 requesting assistance with eviction prevention. She needed \$300 to prevent eviction which EA was able to pledge to keep the family housed.

AMI is 15% and RB is 30%

Ongoing rent has been adjusted to reflect income change so rent should be doable ongoing.

## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn	23	18				18
Bellevue	125	19				19
Bothell						0
Burien	33	14				14
Covington	53	18				18
Des Moines						0
Federal Way	32	9				9
Issaquah						0
Kenmore						0
Kent	17	24				24
Kirkland	4	2				2
Mercer Island						0
Redmond	14	11				11
Renton	25	11				11
Sammamish						0
SeaTac	25	8				8
Shoreline						0
Tukwila	19	10				10
Seattle		2				2
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>370</b>	<b>146</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>146</b>

**CITY LINE ITEM TABLES**

**BELLEVUE Line Item Table**

\*Back-up documentation required for line item expenses

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel	\$35,412.95	\$3,125.03				\$3,125.03	\$32,287.92
Office/Ops						\$0.00	\$0.00
Purchased Svc	\$80,495.05	\$2,810.00				\$2,810.00	\$77,685.05
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other						\$0.00	\$0.00
<b>TOTAL</b>	<b>\$115,908.00</b>	<b>\$5,935.03</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$5,935.03</b>	<b>\$109,972.97</b>

**FEDERAL WAY Line Item Table**

\*Back-up documentation required for line item expenses

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel	\$4,500.00	\$1,124.98				\$1,124.98	\$3,375.02
Office/Ops						\$0.00	\$0.00
Purchased Svc	\$4,500.00	\$835.00				\$835.00	\$3,665.00
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other						\$0.00	\$0.00
<b>TOTAL</b>	<b>\$9,000.00</b>	<b>\$1,959.98</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,959.98</b>	<b>\$7,040.02</b>

**KENT Line Item Table**

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel	\$5,000.00	\$1,250.00				\$1,250.00	\$3,750.00
Office/Ops						\$0.00	\$0.00
Purchased Svc	\$5,000.00	\$1,250.00				\$1,250.00	\$3,750.00
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other						\$0.00	\$0.00
<b>TOTAL</b>	<b>\$10,000.00</b>	<b>\$2,500.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$2,500.00</b>	<b>\$7,500.00</b>



REIMBURSEMENT REQUESTS

Agency and Program Name **Child Care Resources, Child Care Resources & Referral**  
 Address 1225 S Weller Street, Suite 300  
 City & ZIP Seattle, WA 98144  
 Program Contact Name Phoebe Sade Anderson Phone 206.239.1011  
 Email anderson@childcare.org Invoice Date 4/15/20  
 Costs below incurred from 1/1/20 to 3/31/20  
 Signature of Authorized Signer *Phoebe Sade Anderson* Printed Name Phoebe Sade Anderson

	Contract ID#	Annual Award Amt	1st Qtr	Reimbursement Requests			Balance Remaining
				2nd Qtr	3rd Qtr	4th Qtr	
Auburn	237050	\$6,288.00	\$1,572.00				\$4,716.00
Bellevue	GF181	\$43,340.00	\$10,835.00				\$32,505.00
Bothell							
Burien	3190111	\$4,000.00	\$1,000.00				\$3,000.00
Covington	237050	\$3,302.00	\$825.50				\$2,476.50
Des Moines							
Federal Way							
Issaquah	GF181	\$4,000.00	\$1,000.00				\$3,000.00
Kenmore	GF181	\$1,200.00	\$300.00				\$900.00
Kent							
Kirkland	GF181	\$5,000.00	\$1,250.00				\$3,750.00
Mercer Island							
Redmond							
Renton							
Sammamish							
SeaTac	237050	\$5,628.00	\$1,407.00				\$4,221.00
Shoreline	GF181	\$5,000.00	\$1,250.00				\$3,750.00
Tukwila	237050	\$5,500.00	\$1,375.00				\$4,125.00

\* MOU \*

Admin use only

Authorized Payment Amt:

Authorization Code / Acct #

Authorized Signature / City

APPROVED FOR PAYMENT

Date

4/26/20

BY: Kim Cooper

DATE: 4/26/20

BARS# 001.000.10.545.10.41.012

SERVICE UNIT 1

Service Unit 1: Information and Referral

Measurement: Contact

Description: The number of contacts by unique clients to access information, referrals, and consumer education by telephone or internet.

	Annual Goal	Actual Units, regardless of funding source				YTD
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn	40	29				29
Bellevue	220	93				93
Bothell		53				53
Burien	21	16				16
Covington	20	8				8
Des Moines		13				13
Federal Way		50				50
Issaquah	22	16				16
Kenmore	4	5				5
Kent		51				51
Kirkland	30	37				37
Mercer Island		2				2
Redmond		50				50
Renton		80				80
Sammamish		10				10
SeaTac	28	9				9
Shoreline	33	47				47
Tukwila	20	10				10
Seattle		515				515
Other KC		64				64
Outside KC		2339				2339
Unknown		0				0
<b>TOTAL</b>	<b>438</b>	<b>3497</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3497</b>

SERVICE UNIT 2

Service Unit 2: Technical Assistance

Measurement: 60 minutes

Description: The number of hours of technical assistance provided via phone or in-person to child care providers or community members.

	Annual Goal	Actual Units, regardless of funding source				YTD
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn	15	1.75				1.75
Bellevue	100	14.25				14.25
Bothell		0				0
Burien	10	1				1
Covington	8	2				2
Des Moines		0.25				0.25
Federal Way		2.25				2.25
Issaquah	6	0.5				0.5
Kenmore	4	0.25				0.25
Kent		16				16
Kirkland	8	2				2
Mercer Island		0				0
Redmond		1				1
Renton		15.5				15.5
Sammamish		0				0
SeaTac	18	0.5				0.5
Shoreline	7	13.75				13.75
Tukwila	22	1.25				1.25
Seattle		56.5				56.5
Other KC		0.5				0.5
Outside KC		58.5				58.5
Unknown		0.25				0.25
<b>TOTAL</b>	<b>198</b>	<b>188</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>188</b>

SERVICE UNIT 3

Service Unit 3: Training/Workshops/Classes

Measurement: 60 minutes

Description: The number of hours of training offered by CCR to child care providers.

	Annual Goal	Actual Units, regardless of funding source				YTD
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn	14	3				3
Bellevue	235	34				34
Bothell		0				0
Burien	21	5				5
Covington	10	0				0
Des Moines		0				0
Federal Way		3				3
Issaquah	34	0				0
Kenmore	8	0				0
Kent		1.5				1.5
Kirkland	31	0				0
Mercer Island		0				0
Redmond		3				3
Renton		10				10
Sammamish		0				0
SeaTac	20	1.5				1.5
Shoreline	24	1.5				1.5
Tukwila	26	0				0
Seattle		49				49
Other KC		8				8
Outside KC		4				4
Unknown		0				0
<b>TOTAL</b>	<b>423</b>	<b>123.5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>123.5</b>

## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn	40	29				29
Bellevue	220	93				93
Bothell		53				53
Burien	21	16				16
Covington	20	8				8
Des Moines		13				13
Federal Way		50				50
Issaquah	22	16				16
Kenmore	4	5				5
Kent		51				51
Kirkland	30	37				37
Mercer Island		2				2
Redmond		50				50
Renton		80				80
Sammamish		10				10
SeaTac	28	9				9
Shoreline	33	47				47
Tukwila	20	10				10
Seattle		515				515
Other KC		64				64
Outside KC		2339				2339
Unknown		0				0
<b>TOTAL</b>	<b>438</b>	<b>3497</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3497</b>



IR – The Child Care Aware of Washington Family Call Center has been rapidly adjusting practice and capacity to meet the changing needs of our callers since the COVID 19 pandemic hit our community. In the last four weeks, we replaced our call center technology to be able to have more resource specialists answering calls remotely. We have cross-trained several staff members from other teams to be able to get on the phone lines when call volumes rise. We are updating child care provider closures and vacancy data daily and hold frequent briefings with our resource specialists to be sure they are aware of the new information and resources emerging daily. The Call Center has also partnered with the University of Washington Medical Centers and King County to help provide enhanced referrals for essential employees, especially medical and healthcare workers.

Some general themes that we have been seeing among callers in response to the COVID 19 crisis:

- Essential workers looking for a new childcare program because the program their children were at closed due to COVID19 (either temporarily for cleaning, temporarily during the pandemic due to lack of enrollment, or because the provider had health concerns).

See  
attached

IR – The Child Care Aware of Washington Family Call Center has been rapidly adjusting practice and capacity to meet the changing needs of our callers since the COVID 19 pandemic hit our community. In the last four weeks, we replaced our call center technology to be able to have more resource specialists answering calls remotely. We have cross-trained several staff members from other teams to be able to get on the phone lines when call volumes rise. We are updating child care provider closures and vacancy data daily and hold frequent briefings with our resource specialists to be sure they are aware of the new information and resources emerging daily. The Call Center has also partnered with the University of Washington Medical Centers and King County to help provide enhanced referrals for essential employees, especially medical and healthcare workers.

Some general themes that we have been seeing among callers in response to the COVID 19 crisis:

- Essential workers looking for a new childcare program because the program their children were at closed due to COVID19 (either temporarily for cleaning, temporarily during the pandemic due to lack of enrollment, or because the provider had health concerns).
- Essential workers calling to find free childcare they heard about through their employer or from a flyer they received.
- Essential workers who previously used Family Friend or Neighbor type care, but now don't feel comfortable leaving their children with grandma/grandpa/aunts/uncles/etc. due to potential exposure risks to older relatives.
- Essential workers SPECIFICALLY asking for Family Child Care providers because they are worried a larger center or space with large capacity exposes their children to more risk, or that due to their own exposure at work, they don't want their children around a lot of other kids.
- Families experiencing homelessness calling to find childcare for their school-age children as many shelters are not equipped to have children there during the day.

TA - One of the biggest challenges we have been facing when trying to meet our deliverables is the Coronavirus pandemic. We have been trying to reach out to providers to offer any support we can. We have been making calls to update their openings for children and to see if they are in need of supplies. Some of the providers are answering the phone but a lot of them are not. We are keeping a list of supplies needed by providers and working diligently to get what they need. With this being just the first quarter we are hoping that things will pick up if and when the Coronavirus dies down or hopefully goes away. We will continue to reach out to providers with phone calls and emails unfortunately we are not allowed to visit them with the "Stay at Home" order. Providers we have made contact with have positive attitudes about the coronavirus. Unfortunately child care workers have not been labeled "Essential Workers". They are in the frontlines accepting children and families during this traumatic time putting their own families at risk. This is truly a success for those still operating their businesses, we have nothing but respect and gratitude for those providers as well as the providers that decided to close.



We are still supporting potential providers through the licensing process with their paperwork.

TR - Challenges for this quarter have included having to cancel trainings due to COVID-19 and not being able to lead in-person trainings. Delivery service of trainings has changed as the state has said STARS approved trainers are not allowed to do in-person trainings until June. (This began in late March). New trainings have been created and as of March 31, we have started to offer online trainings to child care providers.

-Support that would be ideal: information on the various online training platforms and training on these.

REIMBURSEMENT REQUESTS

Agency and Program Name **Des Moines Area Food Bank**  
 Address 22225 9th Ave S (Mailing: PO Box 98788)  
 City & ZIP Des Moines, WA 98198  
 Program Contact Name Kristi Van Gasken Phone (206) 878-2660  
 Email dmafb@hotmail.com Invoice Date 4/14/20  
 Costs below incurred from 1/1/20 to 3/31/20  
 Signature of Authorized Signer *Barb Houston-Shimizu* Printed Name Barb Houston-Shimizu

	Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn							\$0.00
Bellevue							\$0.00
Bothell							\$0.00
Burien							\$0.00
Covington							\$0.00
Des Moines		\$39,000.00	\$9,750.00				\$29,250.00
Federal Way							\$0.00
Issaquah							\$0.00
Kenmore							\$0.00
Kent							\$0.00
Kirkland							\$0.00
Mercer Island							\$0.00
Redmond							\$0.00
Renton							\$0.00
Sammamish							\$0.00
SeaTac		\$40,000.00	\$10,000.00				\$30,000.00
Shoreline							\$0.00
Tukwila							\$0.00

Admin use only

Authorized Payment Amt: 10,000 - Authorization Code / Acct # 988  
 Authorized Signature / City APPROVED FOR PAYMENT Date 5/20/20

BY: *Kim Cooper*  
 DATE: 5/15/20

BARS# 00 1.000. 10.565. 10.41. 012

SERVICE UNIT 1

Service Unit 1: Food

Measurement: Pound of food

Description: Food is measured in terms of the number of pounds served. (Since meals are estimated to be 1.2 lbs per meal, the equivalent number of meals can also be estimated from this number.)

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		1,534				1,534	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien		6,243				6,243	#DIV/0!
Covington						0	#DIV/0!
Des Moines	97,077	256,304				256,304	264%
Federal Way		10,148				10,148	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent		61,448				61,448	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton		670				670	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	69,894	93,896				93,896	134%
Shoreline						0	#DIV/0!
Tukwila		1,941				1,941	#DIV/0!
Seattle		5,108				5,108	
Other KC		4,058				4,058	
Outside KC		2,017				2,017	
Unknown						0	
<b>TOTAL</b>	<b>166,971</b>	<b>443,367</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>443,367</b>	

SERVICE UNIT 2

Service Unit 1: Food

Measurement: Individual

Description: The second service unit is the number of total individuals served. This figure includes all visits for regular food bank service, as well as extra services such as weekend backpacks, cooking class (participants receive a second food bank visit), emergency visits, etc.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		32				32	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien		221				221	#DIV/0!
Covington						0	#DIV/0!
Des Moines	2,249	5,968				5,968	265%
Federal Way		220				220	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent		1,276				1,276	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton		14				14	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	1,619	2,301				2,301	142%
Shoreline						0	#DIV/0!
Tukwila		57				57	#DIV/0!
Seattle		179				179	
Other KC		147				147	
Outside KC		65				65	
Unknown						0	
<b>TOTAL</b>	<b>3,868</b>	<b>10,480</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,480</b>	

SERVICE UNIT 3

Service Unit 1: Food

Measurement: Bundle of items

Description: The final service unit is the number of weekend backpacks served. Backpacks providing two days worth of kid-friendly foods are distributed weekly through nine local schools.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien		99				99	#DIV/0!
Covington						0	#DIV/0!
Des Moines		715				715	#DIV/0!
Federal Way		9				9	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent		22				22	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	1,049	428				428	41%
Shoreline						0	#DIV/0!
Tukwila		18				18	#DIV/0!
Seattle		79				79	
Other KC		68				68	
Outside KC		25				25	
Unknown						0	
<b>TOTAL</b>	<b>1,049</b>	<b>1,463</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,463</b>	

## RESIDENTS

	Annual Goal	Actual # of Residents				YTD
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn		18				18
Bellevue						0
Bothell						0
Burien		86				86
Covington						0
Des Moines	2249	1963				1963
Federal Way		107				107
Issaquah						0
Kenmore						0
Kent		519				519
Kirkland						0
Mercer Island						0
Redmond						0
Renton		8				8
Sammamish						0
SeaTac	296	866				866
Shoreline						0
Tukwila		32				32
Seattle		25				25
Other KC		29				29
Outside KC		21				21
Unknown						0
<b>TOTAL</b>	<b>2545</b>	<b>3674</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3674</b>



## **Des Moines Area Food Bank 1<sup>st</sup> Quarter 2020 Narrative**

January is always a challenging month at the food bank. Every client is considered “new” on their first visit of the year and they share about their family’s situation in order to help us understand who in our community is most at-risk of hunger. Compiling the data from 800 families is a huge endeavor. Typically, almost half of our total “unduplicated” numbers for the year are counted in January. As clients subsequently return, they are considered returning and the burden of collecting data decreases. Normally, February and March are spent catching up with other tasks and beginning to plan for our summer meals program.

This March and April, we have seen an increase of 40% in our overall numbers and believe that, if seniors were not sheltering at home, it would be considerably more. Currently, nearly 50% of clients are new for the year. Many have never received food bank assistance before, while others have not been in for service since 2011-2013. While the number of new clients from January through February increased over the same period last year by 2%, March was up 60% over the same period last year. Some clients—especially seniors—have reported how critical SNAP support has been. The increase in their benefit level and the provision of 6 weeks up front in March allowed them to weather the early days of the shut-down while sheltering at home.

The first quarter of 2020 was unlike any we have seen in the past 20 years. News of the COVID-19 emerged around mid-February. By March 6, it was clear that business could not and should not continue as usual. The church in which the food bank is located closed all services. Government direction was still in development at that point, but the food bank began implementing its own protocols, requiring all clients, staff and volunteers to wash their hands upon entering the building. On March 13, we started distancing chairs but it was difficult to maintain social distancing in line with so many clients. Consequently, on March 16, we moved to allowing only 10 clients in the building at a time. On March 19, we added social distancing lines outside the food bank for those waiting to get it. We also began pre-bagging goods to speed service and shorten time of exposure. Many volunteers and staff began wearing masks, which are now required for everyone. Finally, we added an on-line Order-to-Go service.

Every day in early March, we had to reinvent our service model. Almost our entire volunteer corp—mostly retired seniors—left to shelter at home. Our distribution center moved to an emergency box model of service, which contains only 1-2 days of food, far less than we would normally provide to even one person. While this may have been necessary to meet growing need around the state, we believe this model disables families from sheltering at home and forces them to take extraordinary measures and go place to place in order to continue putting food on the table. Our goal is to continue to provide several days worth of food for as long as possible in order to enable families to safely stay at home. Luckily, many community volunteers have been spontaneously arriving, so we are able to continue full service.

Another point of vulnerability for families in need has been access to food for their children. In 5 of the 11 elementary schools in our service area, 86% of children qualify for free and reduced meals, and school closures represent a significant loss of food assistance. When Highline Schools closed on March 16, we jumped into high gear and were able to get meal service for kids going within two days. Rather than the normal congregate meal, where children are required to eat their food on-site, the state is allowing grab-and-go service and serving multiple meals at the same time. The food bank is currently serving lunch and breakfast at 7 meal sites, with weekend meals provided at 3. We are also able to serve at the food bank on days we are open, providing 2 days worth of breakfast and lunch on Monday and Wednesday and 3 days on Friday. See below for a detailed schedule of all our meal sites. We are currently waiting to see how the COVID situation will develop and whether or not summer meals will return to its usual format or remain a grab-and-go service.



# Free Grab n' Go Meals

## Breakfast & Lunch for Kids & Teens (1-18)

### Des Moines Area Food Bank

22225 9<sup>th</sup> Ave S., Des Moines, WA 98198

**Monday-Wednesday-Friday only 8:30am-Noon**

(2 days of meals given on Monday & Wednesday, weekend meals given on Friday.)  
Meals distributed by door at lower level of Des Moines United Methodist Church.

#### McMicken Hts. Park

S. 166<sup>th</sup> St & 40<sup>th</sup> Ave S  
SeaTac, WA 98188  
Mon-Fri 11:30-12:00

#### Midway Park

S 221<sup>st</sup> St. & 29<sup>th</sup> Ave S.  
Des Moines, WA 98198  
Mon-Fri 12:30-1:00

#### Willow Lake Apts.

3002 32<sup>nd</sup> Ave S.,  
SeaTac, WA 98198  
Mon-Fri 11:45-12:15

#### Pine Ridge Apts.

3725 S 180<sup>th</sup> St.  
SeaTac, WA 98188  
Mon-Fri 1:00-1:30

#### Windsor Heights Apts.

17229 32<sup>nd</sup> Ave S.,  
SeaTac, WA 98188  
Mon-Fri 12:15-12:45

#### Matt Griffin YMCA

3595 S. 188<sup>th</sup> St.  
SeaTac, WA 98188  
Mon-Fri 11:30-12:30

(Willow Lake Apts. and Midway Park Weekend meals are given out Friday at these sites)

For more information visit [myfoodbank.org](http://myfoodbank.org)



# Agarra y Vete Comidas

## Para Los Niños y Adolescentes (1-18)

### Des Moines Area Food Bank

22225 9<sup>th</sup> Ave S., Des Moines, WA 98198

**Solamente Lunes-Miercoles-Viernes 8:30am-12:00pm**

(2 días de comidas dados los lunes and miercoles y comidas de fin de semana los viernes.)  
Comidas distributas por puerta en el nivel inferior de la Iglesia Metodista de Des Moines.

#### McMicken Hts. Park

S. 166<sup>th</sup> St & 40<sup>th</sup> Ave S  
SeaTac, WA 98188  
Mon-Fri 11:30-12:00

#### Midway Park

S 221<sup>st</sup> St. & 29<sup>th</sup> Ave S.  
Des Moines, WA 98198  
Mon-Fri 12:30-1:00

#### Willow Lake Apts.

3002 32<sup>nd</sup> Ave S.,  
SeaTac, WA 98198  
Mon-Fri 11:45-12:15

#### Pine Ridge Apts.

3725 S 180<sup>th</sup> St.  
SeaTac, WA 98188  
Mon-Fri 1:00-1:30

#### Windsor Heights Apts.

17229 32<sup>nd</sup> Ave S.,  
SeaTac, WA 98188  
Mon-Fri 12:15-12:45

#### Matt Griffin YMCA

3595 S. 188<sup>th</sup> St.  
SeaTac, WA 98188  
Mon-Fri 11:30-12:30

(Willow Lake Apartments y Midway Park: Las comidas de fin de semana se entregan el viernes en estos sitios.)  
Para más información visite [myfoodbank.org](http://myfoodbank.org)



Below is our COVID-19 response to ensure on-going food access as safely as possible.

1) All visitors are asked to **wear a mask and respect social distancing.**



2) The number of clients in the building is **limited to 10** to maintain safe standards.

3) Visitors are asked to **wait outside** a safe distance apart. A volunteer will come to let you in when space is available.



4) Visitors are asked to **wash hands** immediately upon entering the building.

5) For regular service, you will have the opportunity to order canned and dry goods. A **cart will be prepared for you** with your dry goods order.



6) Visitors will be **given a seat and a number.** When your number is called, you will be able to choose from a limited selection of fresh and frozen foods.

7) **Grab-and-Go Meals** are available for kids age 1-18.

8) For those unable to enter the building for safety reasons, check out our **Order-to-Go Service** at

[www.desmoinesfb.com](http://www.desmoinesfb.com)



REIMBURSEMENT REQUESTS

Agency and Program Name **Domestic Abuse Women's Network**  
 Address P O Box 1449  
 City & ZIP Kent, WA 98032  
 Program Contact Name Angela Dannenbring Phone 253-893-1605  
 Email angelad@dawnrising.org Invoice Date 4/14/20  
 Costs below incurred from **1/1/20** to **3/31/20** \$3,250  
 Signature of Authorized Signer *Zinka* Printed Name Zinka Galusic

	Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn		\$5,000.00	\$1,250.00				\$3,750.00
Bellevue							\$0.00
Bothell							\$0.00
Burien							\$0.00
Covington	027-2019	\$1,000.00	\$250.00				\$750.00
Des Moines							\$0.00
Federal Way							\$0.00
Issaquah							\$0.00
Kenmore							\$0.00
Kent		\$5,000.00	\$1,250.00				\$3,750.00
Kirkland							\$0.00
Mercer Island							\$0.00
Redmond							\$0.00
Renton							\$0.00
Sammamish							\$0.00
<b>SeaTac</b>		<b>\$2,000.00</b>	<b>\$500.00</b>				<b>\$1,500.00</b>
Shoreline							\$0.00
Tukwila							\$0.00

Admin use only

Authorized Payment Amt:

*\$ 500.00*

Authorization Code / Acct #

*1057*

Authorized Signature / City

**APPROVED FOR PAYMENT**

Date

*4/26/20*

BY: *Kim Cooper*

DATE: *4/26/20*

BARS# *001.000.10.565.10.41.012*

SERVICE UNIT 1

Service Unit 1: Counseling (e.g., Mental Health, Domestic Violence, Substance Abuse, Housing, Emolvment)

Measurement: Visit

Description:

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	25					0	0%
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien						0	#DIV/0!
Covington	3					0	0%
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent	90					0	0%
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton		1				1	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	35					0	0%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle		3				3	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>153</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	





#### Auburn-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted a total of three households and 18 individuals. We spent a total of \$1000, of which \$625 was Auburn city funds. \$375 was "other" funding. These funds prevented three evictions.

The EA program assisted a family of five, the matriarch was the only one employed at the time they requested assistance. The family lives in a two bedroom apartment. The unemployed members are seeking employment.

The EA program pledged \$300.00 of Auburn City Funds, and \$167.50 in "other" funding to prevent eviction. AMI is 25% rent burden 63%.

The EA Case Manager also provided several other referrals to agencies that might also be able to contribute to assisting this family.

#### Burien-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 6 households a total of 14 individuals. A total of \$1806.50 was spent to prevent 6 evictions. Of this \$1687.50 was Burien Funding, \$119.00 was other funding.

The EA program assisted a woman and her family with eviction prevention. Her adult daughter and her grandchild recently moved in with her after becoming homeless. Income was not sufficient to pay expenses, though both women are looking for work.

They contacted EA for assistance and EA program was able to pledge \$280.00 of Burien city funds in order to prevent their eviction. EA provided several other referrals to agencies that might also be able to contribute to the situation if further help was needed. AMI was 13% and Rent Burden was 111%

The hope is that both women find full time work soon.

Referrals were given for job search and other financial assistance.

#### Covington-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 4 households a total of 18 individuals. Total spent was \$1085.93, preventing 3 evictions and the shut off of one utility.

The EA program assisted the family of a single father who recently regained custody of his three children. As such he had missed some work getting them into school, etc. He was behind on rent and EA assisted with \$300 Covington funding and \$144 other funding to prevent eviction.

AMI was 30% and Rent Burden was 53%

Dad is back to work full time and back on track with expenses.

Other resources given that have shown useful for Single Fathers.

#### Federal Way-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 4 households, a total of 9 individuals. A total of \$835 was spent, \$835 of which was Federal Way city funding and \$206.00 was other funding. This enabled us to prevent 3 evictions, and prevent the shut off of one utility.

The EA program assisted a single mother with three children. She was at risk for eviction and EA was able to pledge to prevent that eviction.

The EA program was able to pledge \$300.00 Federal Way city funding to prevent eviction.

AMI is 9% and Rent Burden is 64%

Client was also given other resources for financial assistance.

#### Kent-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted a total of 8 households a total of 24 individuals. We spent a total of \$2100.00, of this amount \$1250.00 was Kent City funds and \$850.00 was other funding. We were able to prevent 7 evictions and move one family into housing.

The EA program assisted a single mom with 5 children to prevent eviction. She is out of work but has had several interviews and is hoping to be employed soon.

EA was able to assist with \$300.00 Kent city funds along with \$300.00 other funding to prevent eviction.

AMI is 0% Rent Burden is undetermined as income is \$0

EA Case Manager gave the woman several resources for employment and financial assistance.

#### Renton-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The EA program assisted 5 households a total of 11 individuals. A total of \$1175.00 was spent to prevent 3 evictions, one utility shut off, and move one family into housing.

The EA program assisted an elderly client who recently lost her income with eviction prevention.

The EA program was able to assist with \$300.00 Renton city funds and \$100 in other funding to prevent eviction from taking place.

She is working on getting her SSI income reinstated.

AMI with no income is 0% and Rent Burden was undetermined.

Several resources were given including employment opportunities with AARP.

#### SeaTac-

During the first quarter, there were no specific problems that hindered the delivery of client services.

The Advocacy and DV Education provided by DAWN's CDVRT (Children's Domestic Violence Response Team) and Child/In-Home Program Advocates are essential tools in the prevention of domestic violence, and the ongoing battle to eliminate domestic abuse and stop the cycle of violence for families in our community. The CDVRT and In-Home Program provide counseling, safety planning, essential resources and community referrals, and critical ongoing support and education that can help protect children and survivors of abuse from the harmful physical and emotional effects of living in an atmosphere of fear that can lead to negative outcomes, such as at risk behaviors, injury or even death. COVID-19 has had a large impact due to social distancing, as well as, the ability to meet in groups.

The CDVRT program provides experienced Domestic Violence Advocates that work in collaboration with DV informed Therapists, to provide a compassionate wrap around type service that works together to provide Advocacy and DV informed counseling and support. The CDVRT provides activities such as accompanying the client to Meet and Greets to introduce clients to new advocates and mental health professionals. In addition to general DV advocacy, the CDVRT provides Family Dinners with Kids' Club DV Education curriculums, Family Team Meetings with other professional supports, regular individual and group consultations and DV Education meetings for CDVRT team members and clients, various child and youth groups and activities led by Mental Health provider staff, and ongoing support and training for both Therapists' agency and Domestic Violence agency staff.

The goals of the CDVRT are to:

1. Decrease trauma symptoms experienced by children.
2. Increase protective and resiliency factors in children and client parent.
3. Reduce children's behavioral problems occurring in school, community or family settings.
4. Improve social and relationship skills to encourage children to access social supports in the future.
5. Provide a safe space for children where their experiences are validated. Provide a safe person to talk to about their fears, worries, anger, hopes and dreams, and goals for the future.



6. Provide resiliency based services designed to help recover from trauma and live safely and free from emotional or physical harm.

The In-Home Program provided by the Child and Parenting Advocate is a 10 lesson curriculum, held over a period of 10 or more weeks, with a celebration of completion at the 11th week visit.

The In-Home Program meets with the parent and children in the home, or at an agreed upon safe location in the community. The parent and children participate and learn the information together as a family, in order to help the family heal the relational injuries created by living with an abuser in the home. The program is generally provided after the abuser is no longer in the home or actively monitoring the non-abusive parent and children. Safety discussions are had prior to beginning the lessons in order to provide safest possible services and location for the classes.

The goals of the In-Home programs are to:

1. Provide education and support the non-abusive parent as they adjust to the new pattern of life.
2. Strengthen and heal the bond between children and parent and to affirm the parent in the children's eyes, even as they deal with the negative the effects of DV.
3. Help the children to explore and express the types of relationships they would like to have in the future.
4. Help the children get security and love from their mother, and learn how to recognize red flags or tell the difference between abusers and survivors in relationships.

The Lessons are as follows:

1. Introduction to the program. Meeting the family and introducing the advocate.
2. Domestic violence is not the Children's fault. They do not need the burden of guilt blame or shame.
3. The drawing game. Children draw one picture of violence episode experienced and also draw their dream house with as much details as possible. Also, explain what type of relationships they expect to have.
4. Feelings game. The children match faces with feelings they express.
5. Anger Education. Anger is normal but calming down is important. What are some ways

that can help us calm ourselves? What are some ways we can make more thoughtful decisions and resolve conflict in a more positive way?

7. Safety planning. How to stay safe in case domestic violence happens again.
8. Conflict resolution techniques. Conflict is normal but solving them is crucial.
9. Parenting after DV. With the Parent: How to access resources in case they go back to abuser or find themselves in another abusive relationship.
10. The Floating week. Question and answer session for the family.
11. Conclusion and handing in the certificate of completion. Celebrate!

The PowerUp Group is a Life Skills Educational and Empowerment group for adult female survivors of domestic violence who want to take their power back, build on their strengths and abilities, and expand on innate skills that will help them rediscover their dreams and start taking steps to achieve their goals.

The goals of the group are to:

1. Provide DV informed education and help survivors of abuse learn to use tools that will strengthen their ability to have healthy relationships, prevent abuse in the future, and learn and practice empowering skills that can make them less vulnerable to those who seek to abuse them.
2. Gather together in a group setting in order to provide support, advice, resources, mentorship, compassion, encouragement, and a wealth of knowledge and experience with others who have been through similar circumstances.
3. Study and explore weekly topics such as:
  - a. Healthy relationships and Green Flags
  - b. Support systems and networking ideas
  - c. Vision Boards and Learning to dream again
  - d. Mindfulness
  - e. Healthy Communication and Conflict Resolution
  - f. My Happy List (talents, strengths, abilities)
  - g. Finding my Voice
  - h. Career and Life Goal Setting and Planning

i. Resources and how to find them

j. Coping Skills

k. Assertiveness and how to ask for what you want

l. Resume building

4. Researching any questions and updating resources for the group members.

5. Keeping in touch and providing ongoing facilitator support through phone calls, emails, and meetings with DV advocate/group facilitator.

Between 2018 and now, since Osniom came up and running, the CDVRT and In-Home program have served about 140 adults and over 200 children. There are generally about 40 families receiving services at any given time.

These child and family programs provide tools families need to develop skills that help develop the protective factors that can lead to improved physical and emotional health, and prevent children and non-abusive parents from repeating the cycle of abuse.

Studies show that 1 in 4-10 people (depending on the study) will experience domestic violence with an intimate partner. Experiencing the trauma of abuse in the home can lead to devastating outcomes for children and non-abusive parents living in abusive environments. The Aces (Adverse Childhood Experiences) study performed by Kaiser Permanente discovered that experiencing or witnessing violence or abuse in the home can undermine a child's sense of stability, and may be linked to outcomes such as medical or mental health illnesses, substance misuse or at risk behaviors, and can also negatively impact future relationships, education and job opportunities.

How can we stop the cycle of violence if we do not provide the services to help the children, and the non-abusive parent trying to protect and care for them learn the skills they need to have healthy, non-violent, peaceful homes and relationships?

People do the best they can with what they know, and make great efforts to form healthy relationships and avoid repeating negative patterns modelled by parents, peers and communities. Unfortunately, small children rely heavily on the lessons learned in the home. And even as they grow into youths and teens, living in a home with domestic violence can be incredibly isolating, leaving children immersed in an atmosphere of manipulation, fear,

uncertainty and emotional or physical violence. Their experience is not one of fair and just negotiation in order to peacefully resolve disagreements, but of perfecting skills in manipulation. The skills they learn are about power not equity, of force or acquiescence not collaboration, of chaos not harmony, of identifying with either the perpetrator or victim of violence. They learn through necessity, the skills of surviving not thriving.



**REIMBURSEMENT REQUESTS**

Agency and Program Name      Des Moines Area Food Bank  
 Address                              22225 9th Ave S (Mailing: PO Box 98788)  
 City & ZIP                            Des Moines, WA 98198  
 Program Contact Name          Kristi Van Gasken                              Phone      (206) 878-2660  
 Email                                  dmafb@hotmail.com                              Invoice Date      4/14/20  
 Costs below incurred from      1/1/20                              to                              3/31/20  
 Signature of Authorized Signer      *Barb Houston-Shimizu*                              Printed Name Barb Houston-Shimizu

	Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn							\$0.00
Bellevue							\$0.00
Bothell							\$0.00
Burien							\$0.00
Covington							\$0.00
Des Moines		\$39,000.00	\$9,750.00				\$29,250.00
Federal Way							\$0.00
Issaquah							\$0.00
Kenmore							\$0.00
Kent							\$0.00
Kirkland							\$0.00
Mercer Island							\$0.00
Redmond							\$0.00
Renton							\$0.00
Sammamish							\$0.00
SeaTac		\$40,000.00	\$10,000.00				\$30,000.00
Shoreline							\$0.00
Tukwila							\$0.00

Admin use only

Authorized Payment Amt: 10,000 -                              Authorization Code / Acct # 988  
 Authorized Signature / City: \_\_\_\_\_                              Date 5/15/20

**APPROVED FOR PAYMENT**

BY *Gym Cooper*

DATE: 5/15/20

BARS# 001.000.10.565.10.41.012

SERVICE UNIT 1

Service Unit 1: Food

Measurement: Pound of food

Description: Food is measured in terms of the number of pounds served. (Since meals are estimated to be 1.2 lbs per meal, the equivalent number of meals can also be estimated from this number.)

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		1,534				1,534	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien		6,243				6,243	#DIV/0!
Covington						0	#DIV/0!
Des Moines	97,077	256,304				256,304	264%
Federal Way		10,148				10,148	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent		61,448				61,448	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton		670				670	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	69,894	93,896				93,896	134%
Shoreline						0	#DIV/0!
Tukwila		1,941				1,941	#DIV/0!
Seattle		5,108				5,108	
Other KC		4,058				4,058	
Outside KC		2,017				2,017	
Unknown						0	
<b>TOTAL</b>	<b>166,971</b>	<b>443,367</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>443,367</b>	

SERVICE UNIT 2

Service Unit 1: Food

Measurement: Individual

Description: The second service unit is the number of total individuals served. This figure includes all visits for regular food bank service, as well as extra services such as weekend backpacks, cooking class (participants receive a second food bank visit), emergency visits, etc.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		32				32	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien		221				221	#DIV/0!
Covington						0	#DIV/0!
Des Moines	2,249	5,968				5,968	265%
Federal Way		220				220	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent		1,276				1,276	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton		14				14	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	1,619	2,301				2,301	142%
Shoreline						0	#DIV/0!
Tukwila		57				57	#DIV/0!
Seattle		179				179	
Other KC		147				147	
Outside KC		65				65	
Unknown						0	
<b>TOTAL</b>	<b>3,868</b>	<b>10,480</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,480</b>	



SERVICE UNIT 3

Service Unit 1: Food

Measurement: Bundle of items

Description: The final service unit is the number of weekend backpacks served. Backpacks providing two days worth of kid-friendly foods are distributed weekly through nine local schools.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien		99				99	#DIV/0!
Covington						0	#DIV/0!
Des Moines		715				715	#DIV/0!
Federal Way		9				9	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent		22				22	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	1,049	428				428	41%
Shoreline						0	#DIV/0!
Tukwila		18				18	#DIV/0!
Seattle		79				79	
Other KC		68				68	
Outside KC		25				25	
Unknown						0	
<b>TOTAL</b>	<b>1,049</b>	<b>1,463</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,463</b>	

RESIDENTS

	Annual Goal	Actual # of Residents				YTD
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn		18				18
Bellevue						0
Bothell						0
Burien		86				86
Covington						0
Des Moines	2249	1963				1963
Federal Way		107				107
Issaquah						0
Kenmore						0
Kent		519				519
Kirkland						0
Mercer Island						0
Redmond						0
Renton		8				8
Sammamish						0
SeaTac	296	866				866
Shoreline						0
Tukwila		32				32
Seattle		25				25
Other KC		29				29
Outside KC		21				21
Unknown						0
<b>TOTAL</b>	<b>2545</b>	<b>3674</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3674</b>

## **Des Moines Area Food Bank 1<sup>st</sup> Quarter 2020 Narrative**

January is always a challenging month at the food bank. Every client is considered “new” on their first visit of the year and they share about their family’s situation in order to help us understand who in our community is most at-risk of hunger. Compiling the data from 800 families is a huge endeavor. Typically, almost half of our total “unduplicated” numbers for the year are counted in January. As clients subsequently return, they are considered returning and the burden of collecting data decreases. Normally, February and March are spent catching up with other tasks and beginning to plan for our summer meals program.

This March and April, we have seen an increase of 40% in our overall numbers and believe that, if seniors were not sheltering at home, it would be considerably more. Currently, nearly 50% of clients are new for the year. Many have never received food bank assistance before, while others have not been in for service since 2011-2013. While the number of new clients from January through February increased over the same period last year by 2%, March was up 60% over the same period last year. Some clients—especially seniors—have reported how critical SNAP support has been. The increase in their benefit level and the provision of 6 weeks up front in March allowed them to weather the early days of the shut-down while sheltering at home.

The first quarter of 2020 was unlike any we have seen in the past 20 years. News of the COVID-19 emerged around mid-February. By March 6, it was clear that business could not and should not continue as usual. The church in which the food bank is located closed all services. Government direction was still in development at that point, but the food bank began implementing its own protocols, requiring all clients, staff and volunteers to wash their hands upon entering the building. On March 13, we started distancing chairs but it was difficult to maintain social distancing in line with so many clients. Consequently, on March 16, we moved to allowing only 10 clients in the building at a time. On March 19, we added social distancing lines outside the food bank for those waiting to get it. We also began pre-bagging goods to speed service and shorten time of exposure. Many volunteers and staff began wearing masks, which are now required for everyone. Finally, we added an on-line Order-to-Go service.

Every day in early March, we had to reinvent our service model. Almost our entire volunteer corp—mostly retired seniors—left to shelter at home. Our distribution center moved to an emergency box model of service, which contains only 1-2 days of food, far less than we would normally provide to even one person. While this may have been necessary to meet growing need around the state, we believe this model disables families from sheltering at home and forces them to take extraordinary measures and go place to place in order to continue putting food on the table. Our goal is to continue to provide several days worth of food for as long as possible in order to enable families to safely stay at home. Luckily, many community volunteers have been spontaneously arriving, so we are able to continue full service.

Another point of vulnerability for families in need has been access to food for their children. In 5 of the 11 elementary schools in our service area, 86% of children qualify for free and reduced meals, and school closures represent a significant loss of food assistance. When Highline Schools closed on March 16, we jumped into high gear and were able to get meal service for kids going within two days. Rather than the normal congregate meal, where children are required to eat their food on-site, the state is allowing grab-and-go service and serving multiple meals at the same time. The food bank is currently serving lunch and breakfast at 7 meal sites, with weekend meals provided at 3. We are also able to serve at the food bank on days we are open, providing 2 days worth of breakfast and lunch on Monday and Wednesday and 3 days on Friday. See below for a detailed schedule of all our meal sites. We are currently waiting to see how the COVID situation will develop and whether or not summer meals will return to its usual format or remain a grab-and-go service.



# Free Grab n' Go Meals

## Breakfast & Lunch for Kids & Teens (1-18)

### Des Moines Area Food Bank

22225 9<sup>th</sup> Ave S., Des Moines, WA 98198

**Monday-Wednesday-Friday only 8:30am-Noon**

(2 days of meals given on Monday & Wednesday, weekend meals given on Friday.)  
Meals distributed by door at lower level of Des Moines United Methodist Church.

#### McMicken Hts. Park

S. 166<sup>th</sup> St & 40<sup>th</sup> Ave S  
SeaTac, WA 98188  
Mon-Fri 11:30-12:00

#### Willow Lake Apts.

3002 32<sup>nd</sup> Ave S.,  
SeaTac, WA 98198  
Mon-Fri 11:45-12:15

#### Windsor Heights Apts.

17229 32<sup>nd</sup> Ave S.,  
SeaTac, WA 98188  
Mon-Fri 12:15-12:45

#### Midway Park

S 221<sup>st</sup> St. & 29<sup>th</sup> Ave S.  
Des Moines, WA 98198  
Mon-Fri 12:30-1:00

#### Pine Ridge Apts.

3725 S 180<sup>th</sup> St.  
SeaTac, WA 98188  
Mon-Fri 1:00-1:30

#### Matt Griffin YMCA

3595 S. 188<sup>th</sup> St.  
SeaTac, WA 98188  
Mon-Fri 11:30-12:30

**(Willow Lake Apts. and Midway Park Weekend meals are given out Friday at these sites)**

For more information visit [myfoodbank.org](http://myfoodbank.org)



# Agarra y Vete Comidas

## Para Los Niños y Adolescentes (1-18)

### Des Moines Area Food Bank

22225 9<sup>th</sup> Ave S., Des Moines, WA 98198

**Solamente Lunes-Miercoles-Viernes 8:30am-12:00pm**

(2 días de comidas dados los lunes and miercoles y comidas de fin de semana los viernes.)  
Comidas distributas por puerta en el nivel inferior de la Iglesia Metodista de Des Moines.

#### McMicken Hts. Park

S. 166<sup>th</sup> St & 40<sup>th</sup> Ave S  
SeaTac, WA 98188  
Mon-Fri 11:30-12:00

#### Willow Lake Apts.

3002 32<sup>nd</sup> Ave S.,  
SeaTac, WA 98198  
Mon-Fri 11:45-12:15

#### Windsor Heights Apts.

17229 32<sup>nd</sup> Ave S.,  
SeaTac, WA 98188  
Mon-Fri 12:15-12:45

#### Midway Park

S 221<sup>st</sup> St. & 29<sup>th</sup> Ave S.  
Des Moines, WA 98198  
Mon-Fri 12:30-1:00

#### Pine Ridge Apts.

3725 S 180<sup>th</sup> St.  
SeaTac, WA 98188  
Mon-Fri 1:00-1:30

#### Matt Griffin YMCA

3595 S. 188<sup>th</sup> St.  
SeaTac, WA 98188  
Mon-Fri 11:30-12:30

**(Willow Lake Apartments y Midway Park: Las comidas de fin de semana se entregan el viernes en estos sitios.)  
Para más información visite [myfoodbank.org](http://myfoodbank.org)**

Below is our COVID-19 response to ensure on-going food access as safely as possible.

1) All visitors are asked to **wear a mask and respect social distancing.**



2) The number of clients in the building is **limited to 10** to maintain safe standards.

3) Visitors are asked to **wait outside** a safe distance apart. A volunteer will come to let you in when space is available.



4) Visitors are asked to **wash hands** immediately upon entering the building.

5) For regular service, you will have the opportunity to order canned and dry goods. A **cart will be prepared for you** with your dry goods order.



6) Visitors will be **given a seat and a number.** When your number is called, you will be able to choose from a limited selection of fresh and frozen foods.

7) **Grab-and-Go Meals** are available for kids age 1-18.

8) For those unable to enter the building for safety reasons, check out our **Order-to-Go Service** at [www.desmoinesfb.com](http://www.desmoinesfb.com)



REIMBURSEMENT REQUESTS

Agency and Program Name **HealthPoint Primary Dental Care**  
 Address 955 Powell Ave. S.W.  
 City & ZIP Renton 98057  
 Program Contact Name Joseph Adriano Phone 323-523-5632  
 Email jadriano@healthpointchc.org Invoice Date 4/15/20  
 Costs below incurred from **1/1/20** to **3/31/20**  
 Signature of Authorized Signer *[Signature]* Printed Name Joseph Adriano

	Contract ID#	Annual	Reimbursement Requests			Balance
		Award Amt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Auburn						\$0.00
Bellevue	GF184	\$38,343.00	\$9,585.75			\$28,757.25
Bothell						\$0.00
Burien	023-2019	\$5,000.00	\$1,250.00			\$3,750.00
Covington	023-2019	\$5,000.00	\$1,250.00			\$3,750.00
Des Moines	023-2019	\$8,000.00	\$2,000.00			\$6,000.00
Federal Way	023-2019	\$23,000.00	\$5,750.00			\$17,250.00
Issaquah	GF184	\$5,000.00	\$1,250.00			\$3,750.00
Kenmore	GF184	\$3,000.00	\$750.00			\$2,250.00
Kent	CAG2019-112	\$15,000.00	\$3,750.00			\$11,250.00
Kirkland	GF184	\$16,000.00	\$4,000.00			\$12,000.00
Mercer Island						\$0.00
Redmond	GF184	\$25,000.00	\$6,250.00			\$18,750.00
Renton	023-2019	\$7,500.00	\$1,875.00			\$5,625.00
Sammamish	GF184	\$4,000.00	\$1,000.00			\$3,000.00
SeaTac	023-2019	\$5,000.00	\$1,250.00			\$3,750.00
Shoreline						\$0.00
Tukwila	023-2019	\$5,000.00	\$1,250.00			\$3,750.00

Admin use only

Authorized Payment Amt: \_\_\_\_\_ Authorization Code / Acct # \_\_\_\_\_

Authorized Signature / City

Date 4/26/20

**APPROVED FOR PAYMENT**

BY: *Kim Cooper*

DATE: 4/26/20

BARS# 001.000.10.505.10.41.012

*\* MOU \**

SERVICE UNIT 1

Service Unit 1: Dental Care

Measurement: Appointment

Description: A dental visit providing oral health care delivery.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	
Bellevue	178	226				226	127%
Bothell						0	
Burien	24	138				138	575%
Covington	24	58				58	242%
Des Moines	24	315				315	1313%
Federal Way	109	1,625				1,625	1491%
Issaquah	24	62				62	258%
Kenmore	14	187				187	1336%
Kent	72	3,101				3,101	4307%
Kirkland	77	570				570	740%
Mercer Island						0	
Redmond	120	765				765	638%
Renton	36	535				535	1486%
Sammamish	19	72				72	379%
SeaTac	24	183				183	763%
Shoreline						0	
Tukwila	24	247				247	1029%
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>769</b>	<b>8,084</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,084</b>	







## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue	48	129				129
Bothell						0
Burien	9	78				78
Covington	9	30				30
Des Moines	9	187				187
Federal Way	41	986				986
Issaquah	9	32				32
Kenmore	2	99				99
Kent	27	1889				1889
Kirkland	29	311				311
Mercer Island						0
Redmond	44	438				438
Renton	13	304				304
Sammamish	7	37				37
SeaTac	9	107				107
Shoreline						0
Tukwila	9	116				116
Seattle						0
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>265</b>	<b>4743</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4743</b>

## NARRATIVE

Q1 2020 has been extremely challenging for HealthPoint. During the last week of January, the organization's email and computer systems were hit with the same malware attack that, in the past two years, has struck major news organizations, municipalities, and large hospital systems. While the malware attack did not affect our confidential electronic health records (stored on a separate system and operated by a third-party organization), it crippled our ability to communicate. Access to needed software was locked down to contain the malware. Ability to access interfaces to link with reporting data was restored in early April. Through this deliberate approach, HealthPoint was able to stand its ground and not have to pay a ransom. Unfortunately, as our systems were coming back online and as access was being restored, COVID-19 began ascending. Soon after the first case was announced in Snohomish County in January, HealthPoint began preparing its staff, supplies, and procedures to respond to the impending crisis. Since then, HealthPoint has felt this truly global pandemic among our patients, staff and across all of our operations right here in King County. The CDC has recommended canceling dental visits except in cases of emergency (<https://go.usa.gov/xvKTy>). Thus, oral health visits are down nationwide and locally as the COVID-19 crisis keeps people away from seeking care they would otherwise have sought. Though our Q1 service units meet contract targets, visits are down when contrasted with Q1 2019. Across the share1app cities overall, Q1 2020 visits were 70% of visit levels in Q1 2019. Q1 2020 visits from residents in specific cities were as high as 89% and 88% of Q1 2019 levels for Tukwila and Bellevue, but as low as about 50% of Q1 2019 levels for Burien, Kenmore, and Des Moines. Whether this trend will continue into Q2 and beyond remains to be seen.

To address the need to provide urgent and emergency care while heeding the requirements for social distancing, HealthPoint rapidly deployed telephone visits, followed by telehealth/video visits. In accordance with guidance from the American Dental Association and the CDC, Healthpoint in March began providing only urgent/emergent in-person care and virtual care at our dental clinics in Bothell, Midway, Tukwila, Kent, and Auburn. The Federal Way and Redmond clinics are providing virtual dental services only. This includes telephone visits but will soon incorporate teledentistry. At these two latter sites, referrals are made to the closest site for care if absolutely necessary. Redmond patients are referred to Bothell, while Federal Way patients are referred to the closest sites among Midway, Kent, Auburn, or Tukwila.

**CITY LINE ITEM TABLES**

**BELLEVUE Line Item Table** \*Back-up documentation required for line item expenses

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel						\$0.00	\$0.00
Office/Ops						\$0.00	\$0.00
Purchased Svc						\$0.00	\$0.00
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other	\$38,343.00	\$9,585.75				\$9,585.75	\$28,757.25
<b>TOTAL</b>	<b>\$38,343.00</b>	<b>\$9,585.75</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$9,585.75</b>	<b>\$28,757.25</b>


**FEDERAL WAY Line Item Table** \*Back-up documentation required for line item expenses

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel						\$0.00	\$0.00
Office/Ops						\$0.00	\$0.00
Purchased Svc						\$0.00	\$0.00
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other	\$23,000.00	\$5,750.00				\$5,750.00	\$17,250.00
<b>TOTAL</b>	<b>\$23,000.00</b>	<b>\$5,750.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$5,750.00</b>	<b>\$17,250.00</b>

**KENT Line Item Table**

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel						\$0.00	\$0.00
Office/Ops						\$0.00	\$0.00
Purchased Svc						\$0.00	\$0.00
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other	\$15,000.00	\$3,750.00				\$3,750.00	\$11,250.00
<b>TOTAL</b>	<b>\$15,000.00</b>	<b>\$3,750.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,750.00</b>	<b>\$11,250.00</b>

REIMBURSEMENT REQUESTS

Agency and Program Name **HealthPoint Medical Care**  
 Address 955 Powell Ave. S.W.  
 City & ZIP Renton 98057  
 Program Contact Name Joseph Adriano Phone 323-523-5632 (pers. cell)  
 Email [jadriano@healthpointchc.org](mailto:jadriano@healthpointchc.org) Invoice Date 4/15/20  
 Costs below incurred from **1/1/20** to **3/31/20**  
 Signature of Authorized Signer  Printed Name Joseph Adriano

	Contract ID#	Annual Award Amt	1st Qtr	Reimbursement Requests 2nd Qtr	3rd Qtr	4th Qtr	Balance Remaining
Auburn							\$0.00
Bellevue	GF186	\$41,452.00	\$10,363.00				\$31,089.00
Bothell							\$0.00
Burien	024-2019	\$10,000.00	\$2,500.00				\$7,500.00
Covington	024-2019	\$5,000.00	\$1,250.00				\$3,750.00
Des Moines	024-2019	\$7,500.00	\$1,875.00				\$5,625.00
Federal Way	024-2019	\$14,000.00	\$3,500.00				\$10,500.00
Issaquah	GF186	\$7,000.00	\$1,750.00				\$5,250.00
Kenmore	GF186	\$7,000.00	\$1,750.00				\$5,250.00
Kent	CAG2019-112	\$15,000.00	\$3,750.00				\$11,250.00
Kirkland	GF186	\$16,000.00	\$4,000.00				\$12,000.00
Mercer Island							\$0.00
Redmond	GF186	\$29,000.00	\$7,250.00				\$21,750.00
Renton	024-2019	\$9,500.00	\$2,375.00				\$7,125.00
Sammamish							\$0.00
SeaTac	024-2019	\$10,000.00	\$2,500.00				\$7,500.00
Shoreline							\$0.00
Tukwila	024-2019	\$5,000.00	\$1,250.00				\$3,750.00

*\* MOU \**

Admin use only

Authorized Payment Amt:

Authorization Code / Acct #

Authorized Signature / City

Date

**APPROVED FOR PAYMENT**  
 BY: *Kim Cooper*  
 DATE: *4/26/20*  
 BARS# *001.000.10.565.10.41.012*

*4/26/20*

SERVICE UNIT 1

Service Unit 1: Medical Care

Measurement: Appointment

Description: A face-to-face visit with a primary care provider for medical care.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	
Bellevue	156	483				483	310%
Bothell						0	
Burien	43	554				554	1288%
Covington	20	183				183	915%
Des Moines	22	1,137				1,137	5168%
Federal Way	55	5,600				5,600	10182%
Issaquah	27	93				93	344%
Kenmore	27	354				354	1311%
Kent	60	10,632				10,632	17720%
Kirkland	63	1,123				1,123	1783%
Mercer Island						0	
Redmond	113	1,243				1,243	1100%
Renton	37	3,427				3,427	9262%
Sammamish						0	
SeaTac	43	958				958	2228%
Shoreline						0	
Tukwila	20	649				649	3245%
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>686</b>	<b>26,436</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26,436</b>	







## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue	55	331				331
Bothell						0
Burien	14	323				323
Covington	6	103				103
Des Moines	7	715				715
Federal Way	17	3738				3738
Issaquah	10	62				62
Kenmore	10	253				253
Kent	21	6888				6888
Kirkland	22	773				773
Mercer Island						0
Redmond	40	856				856
Renton	11	2046				2046
Sammamish						0
SeaTac	14	549				549
Shoreline						0
Tukwila	6	430				430
Seattle						0
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>233</b>	<b>17067</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17067</b>

## NARRATIVE

Q1 2020 has been extremely challenging for HealthPoint. During the last week of January, the organization's email and computer systems were hit with the same malware attack that, in the past two years, has struck major news organizations, municipalities, and large hospital systems. While the malware attack did not affect our confidential electronic health records (stored on a separate system and operated by a third-party organization), it crippled our ability to communicate. Access to needed software was locked down to contain the malware. Ability to access interfaces to link with reporting data was restored in early April. Through this deliberate approach, HealthPoint was able to stand its ground and not have to pay a ransom. Unfortunately, as our systems were coming back online and as access was being restored, COVID-19 began ascending. Soon after the first case was announced in Snohomish County in January, HealthPoint began preparing its staff, supplies, and procedures to respond to the impending crisis. Since then, HealthPoint has felt this truly global pandemic among our patients, staff and across all of our operations right here in King County. Primary care visits are down nationwide and locally as this COVID-19 crisis keeps people away from seeking care they would otherwise have sought. Though our Q1 service units meet contract targets, visits are down when contrasted with Q1 2019. Across the share1app cities of North and East King County overall, Q1 2020 visits were 85% of visit levels in Q1 2019. Among the share1app cities of South King County, Q1 2020 visits were 81% of their Q1 2019 levels. Q1 2020 visits from residents in specific cities were as high as 95% of Q1 2019 levels for Redmond and Covington, but as low as 64% and 49% of Q1 2019 levels for Kenmore and Burien, respectively. Whether this trend will continue into Q2 and beyond remains to be seen.

To address the need to provide care while heeding the guidance/requirements for social distancing, HealthPoint rapidly deployed telephone visits, followed by telehealth/video visits. In addition, we have implemented flows at our clinics to separate patients with respiratory symptoms from those with non-respiratory symptoms. Furthermore, we have implemented testing at several of our sites: Auburn, Bothell, Kent, Midway, Renton, and Tukwila. Testing is done in tents outside of the clinic space so as to minimize the spread of SARS-CoV2. As of the last week of Q1, nearly 400 patients were tested for COVID-19. Of these, about 16% of tests were positive. HealthPoint has implemented flows for notifying patients of test results and, most importantly, next steps for treatment and monitoring. Through all of this, we have had to conserve personal protective equipment (e.g., masks, gloves) which is in short supply. We have also had to contend with requiring our staff to work from home if they are able to comply with government orders and recommendations. However, HealthPoint's clinic personnel are essential and often the first contact for patients who may present with symptoms. They remain at our sites providing treatment, but we continually monitor our workforce for symptoms and impacts related to COVID-19.

**CITY LINE ITEM TABLES**

**BELLEVUE Line Item Table**

\*Back-up documentation required for line item expenses

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel						\$0.00	\$0.00
Office/Ops						\$0.00	\$0.00
Purchased Svc						\$0.00	\$0.00
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other	\$41,452.00	\$10,363.00				\$10,363.00	\$31,089.00
<b>TOTAL</b>	<b>\$41,452.00</b>	<b>\$10,363.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$10,363.00</b>	<b>\$31,089.00</b>

**FEDERAL WAY Line Item Table**

\*Back-up documentation required for line item expenses

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel						\$0.00	\$0.00
Office/Ops						\$0.00	\$0.00
Purchased Svc						\$0.00	\$0.00
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other	\$14,000.00	\$3,500.00				\$3,500.00	\$10,500.00
<b>TOTAL</b>	<b>\$14,000.00</b>	<b>\$3,500.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,500.00</b>	<b>\$10,500.00</b>

**KENT Line Item Table**

	Budget	Q1 Request	Q2 Request	Q3 Request	Q4 Request	Cumulative Requested	Balance Remaining
Personnel						\$0.00	\$0.00
Office/Ops						\$0.00	\$0.00
Purchased Svc						\$0.00	\$0.00
Communication						\$0.00	\$0.00
Travel/Training						\$0.00	\$0.00
Other	\$15,000.00	\$3,750.00				\$3,750.00	\$11,250.00
<b>TOTAL</b>	<b>\$15,000.00</b>	<b>\$3,750.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,750.00</b>	<b>\$11,250.00</b>

REIMBURSEMENT REQUESTS

Agency and Program Name Highline Area Food Bank  
 Address P O Box 66427 18300 4th Ave. So.  
 City & ZIP Burien Wa. 98166 Burien Wa. 98148  
 Program Contact Name Mike Werle Phone 206-433-9900  
 Email thefbman@aol.com Invoice Date 4/15/2020  
 Costs below incurred from 1/1/2020 to 3/31/2020  
 Signature of Authorized Signer *Mike Werle* Printed Name Mike Werle

	Contract ID#	Annual Reimbursement Requests				Balance Remaining
		Award Amt	1st Qtr	2nd Qtr	3rd Qtr	
Auburn						\$0.00
Bellevue						\$0.00
Bothell						\$0.00
Burien	3190106	\$18,000.00	\$4,500.00			\$13,500.00
Covington						\$0.00
Des Moines						\$0.00
Federal Way						\$0.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent						\$0.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton						\$0.00
Sammamish						\$0.00
SeaTac	167	\$12,000.00	\$3,000.00			\$9,000.00
Shoreline						\$0.00
Tukwila						\$0.00

Admin use only

Authorized Payment Amt:

Authorization Code / Acct #

1667

Authorized Signature / City

**APPROVED FOR PAYMENT**  
 BY: *Kim Cooper*

Date *4/25/20*

DATE: *4/25/20*

BARS# *001.000.10.565.10.41.012*

SERVICE UNIT 1

Service Unit 1: Food

Measurement: Pound of food

Description: Total pounds of food distributed to all clients

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien	77,000	150,564				150,564	196%
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	180,000	56,845				56,845	32%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC		28,566				28,566	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>257,000</b>	<b>235,975</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>235,975</b>	

SERVICE UNIT 2

Service Unit 1: Food

Measurement: Individual

Description: These are unduplicated individuals served.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien	300	1,767				1,767	589%
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	900	654				654	73%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC		230				230	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>1,200</b>	<b>2,651</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,651</b>	

SERVICE UNIT 3

Service Unit 1: Food

Measurement: Individual

Description: Number of duplicated individuals receiving food.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien	2,500	3,936				3,936	157%
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	4,000	1,298				1,298	32%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC		803				803	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>6,500</b>	<b>6,037</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,037</b>	

## NARRATIVE

To let you know I'm writing this at 5:20pm on April 15th should about tell you what this quarter has been like! If only it were January again! Numbers were were doing OK until about the 10th of March. Then the numbers got bigger the days got longer and the regular volunteers got fewer. We have tweaked our distribution system as you both know and It does seem to be working it just takes longer to serve our clients plus 90% of our volunteers are new hear and with social distancing we can't put as many clients in the building at once. Overall we are coping OK, our food supply is OK and the public has really responded well with support both financially and with volunteers. I've had scouts, Americorps students and a number of folks from the community step up to cover basis. The initial hit at first saw the food supply from our local stores dry up by 75 %, but we seem to be back to normal now and even more in some cases. It has been a lot more stressful as I'm pretty much handling all the check in of clients now with my regular computer folks being retired folks ho are choosing to stay home. We have seen a lot of out of area folks showing up and as usual we serve them one time and then refer them to their local food bank. Because we ask our clients to sign up on a daily basis on a check in sheet now I have a record of signatures which on of my regular check in people has been making an alphabetical list for me to keep with me at the front door. That has helped. Also because of the virus the cummunity club has not had any activity since March 8th so we have not had to take down and clear out after disribution. 3 of our normal volunteers have been coming in on off days and restocking the distribution line which has helped a lot. We plan on continuing as we have been but if things get worse the board has said that we would shift to a box distribution system. Thank you both for your concern with your calls and email thru this thing. It's great to have the support of both cities. We will all get thru this together!



RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue						0
Bothell						0
Burien	300	1767				1767
Covington						0
Des Moines						0
Federal Way						0
Issaquah						0
Kenmore						0
Kent						0
Kirkland						0
Mercer Island						0
Redmond						0
Renton						0
Sammamish						0
<b>SeaTac</b>	<b>900</b>	<b>654</b>				<b>654</b>
Shoreline						0
Tukwila						0
Seattle						0
Other KC		230				230
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>1200</b>	<b>2651</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2651</b>



REIMBURSEMENT REQUESTS

Agency and Program Name **Hospitality House**  
 Address 1419 SW 150th St  
 City & ZIP Burien, WA 98166  
 Program Contact Name Sheenah Randolph Phone 206-242-1860  
 Email sheenahr.hospitalityhouse@gmail.com Invoice Date 1/7/20  
 Costs below incurred from **1/1/20** to **3/31/19**  
 Signature of Authorized Signer *Sheenah Randolph* Printed Name Sheenah Randolph

Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn						\$0.00
Bellevue						\$0.00
Bothell						\$0.00
Burien	\$15,000.00	\$3,750.00				\$11,250.00
Covington						\$0.00
Des Moines	\$14,000.00	\$3,500.00				\$10,500.00
Federal Way	\$10,000.00	\$2,500.00				\$7,500.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent	CAG-2019-140	\$10,000.00	\$2,500.00			\$7,500.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton						\$0.00
Sammamish						\$0.00
SeaTac		\$10,000.00	\$2,500.00			\$7,500.00
Shoreline						\$0.00
Tukwila	19-002	\$7,500.00	\$1,875.00	\$1,875.00	\$1,875.00	\$0.00

Admin use only  
 Authorized Payment Amt: **2,500.00** Authorization Code / Acct # **12794**  
 Authorized Signature / City **APPROVED FOR PAYMENT** Date **5/15/20**  
 BY: *Jim Cooper*  
 DATE: *5/15/20*  
 BARS# *001.000.10.505.10.41.012*

SERVICE UNIT 1

Service Unit 1: Shelter

Measurement: Bed night

Description: One night of shelter

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		69				69	
Bellevue		69				69	
Bothell		0				0	
Burien	160	150				150	94%
Covington		0				0	
Des Moines	122	11				11	9%
Federal Way	100	121				121	121%
Issaquah		0				0	
Kenmore		0				0	
Kent	124	71				71	57%
Kirkland		0				0	
Mercer Island		0				0	
Redmond		0				0	
Renton		0				0	
Sammamish		0				0	
SeaTac	125	74				74	59%
Shoreline		0				0	
Tukwila	63	33				33	52%
Seattle		148				148	
Other KC		0				0	
Outside KC		19				19	
Unknown						0	
<b>TOTAL</b>	<b>694</b>	<b>765</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>765</b>	

SERVICE UNIT 2

Service Unit 1: Food

Measurement: Meal

Description: Meal = 2 meals a day

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		138				138	
Bellevue		138				138	
Bothell		0				0	
Burien		300				300	
Covington		0				0	
Des Moines	244	22				22	9%
Federal Way	712	242				242	34%
Issaquah		0				0	
Kenmore		0				0	
Kent		142				142	
Kirkland		0				0	
Mercer Island		0				0	
Redmond		0				0	
Renton		0				0	
Sammamish		0				0	
SeaTac		148				148	
Shoreline		0				0	
Tukwila		66				66	
Seattle		296				296	
Other KC		0				0	
Outside KC		38				38	
Unknown						0	
<b>TOTAL</b>	<b>956</b>	<b>1,530</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,530</b>	

SERVICE UNIT 3

Service Unit 1: Case Management

Measurement: 90 minutes

Description: Individualized client case planning - housing & barrier focused

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		9				9	
Bellevue		9				9	
Bothell		0				0	
Burien		21				21	
Covington		0				0	
Des Moines	28	1				1	4%
Federal Way		17				17	
Issaquah		0				0	
Kenmore		0				0	
Kent	21	10				10	48%
Kirkland		0				0	
Mercer Island		0				0	
Redmond		0				0	
Renton		0				0	
Sammamish		0				0	
SeaTac		10				10	
Shoreline		0				0	
Tukwila		4				4	
Seattle		21				21	
Other KC		0				0	
Outside KC		2				2	
Unknown						0	
<b>TOTAL</b>	<b>49</b>	<b>104</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>104</b>	

## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn		2				2
Bellevue		1				1
Bothell		0				0
Burien	6	4				4
Covington		0				0
Des Moines	3	1				1
Federal Way	4	4				4
Issaquah		0				0
Kenmore		0				0
Kent	3	4				4
Kirkland		0				0
Mercer Island		0				0
Redmond		0				0
Renton		0				0
Sammamish		0				0
SeaTac	5	2				2
Shoreline						0
Tukwila	3	1				1
Seattle		5				5
Other KC						0
Outside KC		1				1
Unknown						0
<b>TOTAL</b>	<b>24</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>





## NARRATIVE

### COVID-19

Since mid-February, our focus has been on the safety for our clients, staff, and volunteers. Our COVID-19 approach was led by Public Health. We have participated in Public Health Shelter Provider online trainings, phone-in sessions, and review new information daily.

Initially, just additional hygiene and cleaning recommendations were put into practice. As the situation became more critical, we continued to adapt our plan with things like – social distancing, monitoring temperatures daily, limiting donor/volunteer access to the shelter, and eventually sheltering in place. In order to fully provide a “shelter in place” environment, we hired an additional staff member to cover shifts normally filled by volunteers and times the shelter is closed on weekend days. The staff coverage is made possible through additional funds we received from King County to use specifically for our COVID-19 response.

Our annual Spring Fling Auction fundraiser scheduled for March 7 was cancelled. While this is what we needed to do to keep everyone safe, it was a devastating blow to our budget. We adjusted our plan and converted to an online format. Our online event, 2020 Spring Fling: 4 days of Virtual Giving was held April 2 – April 5. We recorded and shared aspects of the original event alongside auction items. We raised an unprecedented \$73,775! (Our goal was \$50,000) We are humbled at our community’s generosity and know this will help us navigate the future challenges in fundraising this year.

### Q1 CLIENT STORY

After being in an abusive marriage for years, Rochelle’s Husband left her stranded and alone in California. Rochelle made her way to Washington for a fresh new start but found herself living on the streets in the U-

See  
Attached



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### Q1 CLIENT STORY

After being in an abusive marriage for years, Rochelle’s Husband left her stranded and alone in California. Rochelle made her way to Washington for a fresh new start but found herself living on the streets in the U-District for 3 months. Homelessness was not the fresh start that Rochelle was looking or hoping for, but stumbling on to information regarding Hospitality House, gave Rochelle a glimmer of hope, that maybe Hospitality House could be the lucky break she needed to reclaim her life and the life she wanted!

When Rochelle arrived at Hospitality House, her main priority was to secure stable housing. From the moment Rochelle walked in, her Case Manager could see that Rochelle was ready to work and use every advantage that Hospitality House had to offer her to better situate her future. Rochelle understood that her hope for stable housing relied heavily on the road map her Case Manager had to get Rochelle there. Together, they got to work immediately and tirelessly to knock down all the hurdles that stood in her way. Rochelle’s Case Manager helped Rochelle fine tune and finesse her resume so that Rochelle could confidently start her job-hunting journey. Each week Rochelle received new goals from her Case Manager to apply to different housing options that fit her personal needs. Rochelle’s Case Manager loaded her up with lots of goal work – personal, professional, educational and medical – and Rochelle never failed to complete it all, coming back the following week asking for more. For five weeks Rochelle worked rigorously to make sure she had done everything she could to put herself on the best trajectory possible.

In the 6th week, Rochelle got the phone call from a program for Transitional Housing that she had been accepted into their program! Rochelle was ecstatic that everything for which she had worked so hard had finally fallen into place and in her favor. In few short weeks she had found a support group

community, applied to grad school, and rediscovered an inner confidence and determination that she now knows was always there – but just needed the time and space to tend to it, nurture it, and wait for it all to come to fruition. Which it did.

There is nothing quite like witnessing the satisfaction and pride of our Residents when they have worked incredibly hard to successfully transition on to bigger and better things beyond us. This is our hope for each of our Residents, that their success does not end with us but is just the beginning. We are confident that this is the case with Rochelle, and we are so proud to say that we were a part of her journey.



SERVICE UNIT 1

Service Unit 1: Advocacy

Measurement: 60 minutes

Description: Legal & General Advocacy Services provided in English & Spanish for child, youth & adult victims of sexual violence & their families. Services help victims navigate the criminal justice system, access needed services, gain skills to support their loved ones who have been victimized.

	Annual Goal	Actual Units, regardless of funding source				YTD	% Achieved
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	179	482				482	269%
Bellevue	678	258				258	38%
Bothell		45				45	
Burien	73	78				78	107%
Covington	50	63				63	126%
Des Moines	39	93				93	238%
Federal Way	179	367				367	205%
Issaquah	81	76				76	94%
Kenmore	29	13				13	45%
Kent	225	353				353	157%
Kirkland	178	134				134	75%
Mercer Island	36	18				18	50%
Redmond	149	148				148	99%
Renton	287	465				465	162%
Sammamish		23				23	
SeaTac	44	117				117	266%
Shoreline	72	31				31	43%
Tukwila	77	32				32	42%
Seattle		558				558	
Other KC		411				411	
Outside KC		523				523	
Unknown		709				709	
<b>TOTAL</b>	<b>2,376</b>	<b>4,997</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4,997</b>	





## NARRATIVE

**CLIENTS SERVED:** KCSARC has achieved at least 25% of the annual client goals for all of the joint cities.

**ADVOCACY SERVICE HOURS:** KCSARC has achieved at least 25% of the annual advocacy goals for all of the joint cities.

**Bellevue/North & East Cities Contract:** Service detail & expense reports are included in the Bellevue docs section.

**Renton/South Cities Contract:** Service detail reports & South Cities Narrative are included in the Federal Way docs section.

**Kent:** Service detail report is included in the Other Docs section.

**Q1 Update:** During this coronavirus period, we are continuing to serve clients, but we are avoiding face to face contact with clients and the public:

- Therapists and Family Service Specialists are using HIPAA Compliant Zoom/phone to provide those services.
- Resource Line Advocates, Client Care/General Advocates, and Case Manager continue work over the phone.
- Legal Advocates are continuing to provide services by phone.
- Systems Coordinator is in contact with law enforcement and medical providers to ensure they know KCSARC's services continue.
- Client Services Department Administrator is working remotely to provide support to program staff.
- Program Director is working remotely to provide online supervision and consultation.
- Prevention staff are also working remotely creating new curriculum and prevention videos.
- Finance, HR and Administration are working remotely, except for a few staff members that work in the office twice a week for mail collection/distribution, check processing and check deposits.



## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD	% Achieved
			2nd Qtr	3rd Qtr	4th Qtr		
Auburn	63	145				145	230%
Bellevue	121	84				84	69%
Bothell		18				18	
Burien	38	44				44	116%
Covington	15	26				26	173%
Des Moines	22	47				47	214%
Federal Way	55	129				129	235%
Issaquah	23	34				34	148%
Kenmore	7	9				9	129%
Kent	71	139				139	196%
Kirkland	41	67				67	163%
Mercer Island	8	8				8	100%
Redmond	35	29				29	83%
Renton	86	171				171	199%
Sammamish		16				16	
SeaTac	14	33				33	236%
Shoreline	17	20				20	118%
Tukwila	24	20				20	83%
Seattle		350				350	
Other KC		169				169	
Outside KC		290				290	
Unknown		376				376	
<b>TOTAL</b>	<b>640</b>	<b>2224</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2224</b>	



REIMBURSEMENT REQUESTS

Agency and Program Name Literacy Source - ESOL and Family Literacy  
 Address 3200 NE 125th St.  
 City & ZIP Seattle, 98125  
 Program Contact Name Rae Levine Phone 206-782-2050  
 Email rael@literacysource.org Invoice Date 4/13/20  
 Costs below incurred from 1/1/20 to 3/31/20  
 Signature of Authorized Signer Printed Name Rae Levine

Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn						\$0.00
Bellevue						\$0.00
Bothell						\$0.00
Burien						\$0.00
Covington						\$0.00
Des Moines						\$0.00
Federal Way						\$0.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent						\$0.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton						\$0.00
Sammamish						\$0.00
SeaTac	\$30,000.00	\$10,000.00			0	\$20,000.00
Shoreline						\$0.00
Tukwila						\$0.00

Admin use only

Authorized Payment Amt:

Authorization Code / Acct # 12791

Authorized Signature / City

Date 4/25/20

APPROVED FOR PAYMENT

BY Kim Cooper

DATE 4/25/20

RARS# 001.000.10.565.10.41.012

SERVICE UNIT 1

Service Unit 1: Training/Workshops/Classes

Measurement: 60 minutes

Description: Number of hours of instructional classroom hours provided to clients.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien						0	#DIV/0!
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	260	66				66	25%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>260</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>66</b>	

SERVICE UNIT 2

Service Unit 1: Child Care

Measurement: 60 minutes

Description: Number of hours of childcare provided during ESOL class for adults.

	Annual	Actual Units, regardless of funding source				YTD	
	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien						0	#DIV/0!
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	260	66				66	25%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>260</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>66</b>	



## NARRATIVE

This quarter got off to a slower start, with our first day cancelled due to snow precautions. It's always difficult to know what new students would have come on the first day, as it was advertised in our flyers, since they register on their first day in class and so we had no way to contact them to let them know our first day was being postponed. With that in mind, we jumped in as soon as we could and focused our first few weeks on health-related topics: body parts, following doctor's instructions, making an appointment over the phone, describing symptoms, etc. We then got to use our health-related vocabulary to talk about the 2020 Census. Most students didn't know what the census was or why it was important. We spent the next few weeks working with materials produced by the Census Bureau for education around the topic and ended by the students producing a poster explaining various aspects of the census in English and in their first languages. One student came up to me after class one day and said that she'd been in this country for over 20 years and never participated in the census because she was scared of immigration repercussions, didn't realize that it was even an option for non-citizens, and had no idea how many aspects of her life were directly affected by the results of the census. She said that she was going to tell all her friends about it and that she was so excited to participate in the census this year. Another student who joined us in the fall of 2018, with zero English and no schooling in her home country, got a job this quarter and we got to celebrate with her, as well as be sad that we'd only get to see her one day a week instead of all 3.

In addition to the adult students we served, we were able to provide childcare for 7 children fairly regularly this winter. Offering childcare is a really helpful piece for parents with kids who aren't yet in school and wouldn't be able to attend without finding other means of childcare. For most of these parents, the childcare we offer is the difference between them being able to attend and focus their full attention on class and not As is probably happening with most programs, we had to end early due to the COVID-19 outbreak. This meant that we didn't get to do any post-testing of our students, nor did we get to run a census workshop we were hoping to run once all the invitations for online responses went out. Thankfully, we do have a communication system set up with Remind with most of our regular students and were able to send out a message with a picture of the census invitation and a reminder to students to complete it. We are very excited to be implementing a remote learning program for the spring in response to the continued mandates against group gatherings and look forward to reporting on how that goes.

RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue						0
Bothell						0
Burien						0
Covington						0
Des Moines						0
Federal Way						0
Issaquah						0
Kenmore						0
Kent						0
Kirkland						0
Mercer Island						0
Redmond						0
Renton						0
Sammamish						0
SeaTac	70	21				21
Shoreline						0
Tukwila						0
Seattle						0
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>70</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>





REIMBURSEMENT REQUESTS

Agency and Program Name **Lutheran Community Services NW - Refugees NW Community Program**  
 Address 4040 S. 188th St #100  
 City & ZIP SeaTac, 98188  
 Program Contact Name Amy Lloyd Wagner Phone 206.816.3241  
 Email alloydwagner@lcsnw.org Invoice Date 4/15/20  
 Costs below incurred from 1/1/20 to 3/31/20  
 Signature of Authorized Signer *Jennifer Monteleone* Printed Name Jennifer Monteleone

	Contract ID#	Annual Reimbursement Requests				Balance Remaining
		Award Amt	1st Qtr	2nd Qtr	3rd Qtr	
Auburn						\$0.00
Bellevue						\$0.00
Bothell						\$0.00
Burien	3190112	\$5,000.00	\$1,250.00			\$3,750.00
Covington						\$0.00
Des Moines						\$0.00
Federal Way						\$0.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent						\$0.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton						\$0.00
Sammamish						\$0.00
SeaTac		\$49,000.00	\$12,500.00			\$36,500.00
Shoreline						\$0.00
Tukwila	19.047	\$10,000.00	\$2,500.00			\$7,500.00

Admin use only

Authorized Payment Amt: 12,500.00

Authorization Code / Acct # # 2385

Authorized Signature / City **APPROVED FOR PAYMENT**

Date 5/15/20

BY: *Kim Cooper*

DATE: 5/15/20

BARS# 001.000.10.505.10.41.012

SERVICE UNIT 1

Service Unit 1: Outreach

Measurement: Individual

The Back to  
School Fair

Description:

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		4				4	#DIV/0!
Bellevue		11				11	#DIV/0!
Bothell		0				0	#DIV/0!
Burien	27	0				0	0%
Covington		0				0	#DIV/0!
Des Moines		25				25	#DIV/0!
Federal Way		29				29	#DIV/0!
Issaquah		0				0	#DIV/0!
Kenmore		0				0	#DIV/0!
Kent		25				25	#DIV/0!
Kirkland		0				0	#DIV/0!
Mercer Island		0				0	#DIV/0!
Redmond		0				0	#DIV/0!
Renton		3				3	#DIV/0!
Sammamish		0				0	#DIV/0!
SeaTac	439	91				91	21%
Shoreline		0				0	#DIV/0!
Tukwila		19				19	#DIV/0!
Seattle		21				21	
Other KC		1				1	
Outside KC		7				7	
Unknown		18				18	
<b>TOTAL</b>	<b>466</b>	<b>254</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>254</b>	

SERVICE UNIT 2

Service Unit 1: Information and Referral

Measurement: One-on-one session  
Increased  
knowledge

Description:

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		5				5	#DIV/0!
Bellevue		4				4	#DIV/0!
Bothell		0				0	#DIV/0!
Burien	50	8				8	16%
Covington		0				0	#DIV/0!
Des Moines		69				69	#DIV/0!
Federal Way		136				136	#DIV/0!
Issaquah		0				0	#DIV/0!
Kenmore		1				1	#DIV/0!
Kent		175				175	#DIV/0!
Kirkland		1				1	#DIV/0!
Mercer Island		0				0	#DIV/0!
Redmond		2				2	#DIV/0!
Renton		12				12	#DIV/0!
Sammamish		0				0	#DIV/0!
SeaTac	774	214				214	28%
Shoreline		3				3	#DIV/0!
Tukwila	0	76				76	#DIV/0!
Seattle		0				0	
Other KC		0				0	
Outside KC		0				0	
Unknown		0				0	
<b>TOTAL</b>	<b>824</b>	<b>706</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>706</b>	

SERVICE UNIT 3

Service Unit 1: Training/Workshops/Classes

Measurement: Individual  
Community  
connection

Description:

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn		16				16	#DIV/0!
Bellevue		0				0	#DIV/0!
Bothell		0				0	#DIV/0!
Burien	23	0				0	0%
Covington		7				7	#DIV/0!
Des Moines		17				17	#DIV/0!
Federal Way		33				33	#DIV/0!
Issaquah		0				0	#DIV/0!
Kenmore		0				0	#DIV/0!
Kent		33				33	#DIV/0!
Kirkland		14				14	#DIV/0!
Mercer Island		0				0	#DIV/0!
Redmond		9				9	#DIV/0!
Renton		17				17	#DIV/0!
Sammamish		0				0	#DIV/0!
SeaTac	1,050	166				166	16%
Shoreline		0				0	#DIV/0!
Tukwila	199	9				9	5%
Seattle		4				4	
Other KC		0				0	
Outside KC		8				8	
Unknown		0				0	
<b>TOTAL</b>	<b>1,272</b>	<b>333</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>333</b>	

## NARRATIVE

This first quarter we served close to 300 clients in our Kent and SeaTac mental health counseling offices. Arabic, Russian, Ukrainian, and Dari/Pashto are the primary languages spoken. Additional languages include: Tigrinya, Amharic, Somali, Farsi and Swahili. Two-thirds of the clients are female and one-third are male. Most of the clients receive Medicaid and a small percentage of clients are pro-bono. The clients we serve are refugees, immigrants and asylum seekers. The number of asylum seekers asking for services is growing, and clients are being referred within LCSNW programs for wrap-around services. Post-Traumatic Stress Disorder, Major Depressive Disorder and Generalized Anxiety Disorder are the predominant diagnoses. Common Elements Treatment Approach, Dialectical Behavior Therapy, Solution-Focused Therapy, Client-Centered Therapy, and other theories and tools are utilized to best support the clients.

Following the Governor's "Stay Home Stay Healthy" emergency order, all LCSNW staff has been working remotely. LCSNW staff began working remotely prior to the order out of concern for the health and safety of our staff, clients and their families. The Counselors are meeting with clients utilizing telephonic and telehealth services to clients on an individual basis.

### Kent Highlights

Prior to COVID-19, Doctor of Osteopathy candidates were providing health presentations to the Meskhetian Turk and Afghan groups. Following COVID-19, groups for the Russian, Meskhetian Turk, Afghan and Iraqi communities are on-hold.

### Auburn Highlights

One of our Auburn residents, who has been struggling with depression, reported improved mood and sleep this quarter. Engagement with individual therapy and group support, behavior activation in the form of

## NARRATIVE

The first quarter Jan- March 2020

Due to Covid-19 and Governor Inslee's Stay Home Stay Healthy order, the LCSNW Refugees NW Community Programs January – March 2020 activities were cut short.

Our activities in the quarter included:

Outreach – 254 individual received United Way Tax Preparation services January – March 4th. Tax Prep had begun and had just started having large numbers of clients when United Way decided to suspend tax preparation for all sites. This was the first program to be suspended at the center. Typically March would have been the busiest month and we would have seen a substantial increase in clients served across Burien, SeaTac, and Tukwila.

Resource and Referral- 706 individuals received community referral information and assistance with basic needs. With the closure of Westside Babies, our main resource for donated items, March 17th was our last day of distributing basic needs items to families. As of March 18th our staff working remotely continue to provide information and referral services by telephone. Clients from all three cities, Burien, SeaTac, Tukwila were still able to be served before COVID-19 shutdowns occurred.

Workshops and classes –ESL classes were offered through January- February, as well as a workshop on Public Safety for Refugee Elders.

## NARRATIVE

Due to Covid-19 and Governor Inslee's Stay Home Stay Healthy order, the LCSNW Refugees NW Community Programs January – March 2020 activities were cut short. Our activities in the quarter included:

Outreach – 254 individual received United Way Tax Preparation services January – March 4th.

Information and Referral- 706 individuals received community referral information and assistance with basic needs. With the closure of Westside Babies, our main resource for donated items, March 17th was our last day of distributing basic needs items to families. As of March 18th our staff working remotely continue to provide information and referral services by telephone.

Workshops and classes –ESL classes were offered through January- February, as well as a workshop on Public Safety for Refugee Elders.

For this quarter our greatest challenge was that in person classes and tax preparation were terminated early. Fortunately, we have continued to provide information and referral services through telephone calls. We plan to increase our response to basic needs while at the same time to keep staff and clients safe and healthy.



## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn		25				25
Bellevue		15				15
Bothell		0				0
Burien	100	8				8
Covington		7				7
Des Moines		111				111
Federal Way		198				198
Issaquah		0				0
Kenmore		1				1
Kent		233				233
Kirkland		15				15
Mercer Island		0				0
Redmond		11				11
Renton		32				32
Sammamish		0				0
SeaTac	976	471				471
Shoreline		3				3
Tukwila	199	104				104
Seattle		25				25
Other KC		1				1
Outside KC		15				15
Unknown		18				18
<b>TOTAL</b>	<b>1275</b>	<b>1293</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1293</b>



REIMBURSEMENT REQUESTS

Agency and Program Name **Multi-Service Center - Shelter & Transitional Housing**  
 Address P.O. Box 23699, 1200 S 336th St  
 City & ZIP Federal Way, 98093  
 Program Contact Name Maju Qureshi Phone (253) 838-6810  
 Email [majuq@mschelps.org](mailto:majuq@mschelps.org) Invoice Date  
 Costs below incurred from **1/1/20** to **3/31/20**  
 Signature of Authorized Signer Printed Name Beth Lancaster, Finance Director

Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn	\$8,000	\$2,000.00				\$6,000.00
Bellevue						\$0.00
Bothell						\$0.00
Burien	\$4,500	\$1,125.00				\$3,375.00
Covington						\$0.00
Des Moines						\$0.00
Federal Way	\$30,000	\$7,500.00				\$22,500.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent						\$0.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton	\$8,000	\$2,000.00				\$6,000.00
Sammamish						\$0.00
SeaTac	\$6,500	\$1,625.00				\$4,875.00
Shoreline						\$0.00
Tukwila	\$4,000	\$1,000.00				\$3,000.00

\* MOU \*

Admin use only

Authorized Payment Amt:

Authorization Code / Acct #

Authorized Signature / Cit

Date

APPROVED FOR PAYMENT

4/26/20

BY Kim Cooper

DATE 4/26/20

BARS# 001.000.10.565.10.41.012

SERVICE UNIT 1

Service Unit 1: Case Management

Measurement: Contact

Description: Number of contacts with resident household member(s).

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	23	10				10	43%
Bellevue						0	
Bothell						0	
Burien	15	34				34	227%
Covington						0	
Des Moines		12				12	
Federal Way	84	99				99	118%
Issaquah						0	
Kenmore						0	
Kent		74				74	
Kirkland						0	
Mercer Island						0	
Redmond						0	
Renton	23	48				48	209%
Sammamish						0	
SeaTac	19	0				0	0%
Shoreline						0	
Tukwila	12	16				16	133%
Seattle		8				8	
Other KC						0	
Outside KC		37				37	
Unknown						0	
<b>TOTAL</b>	<b>176</b>	<b>338</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>338</b>	

SERVICE UNIT 1

Service Unit 1: Financial Aid

Measurement: Voucher

Description: Financial Aid = one voucher – can include payment on behalf of an individual toward their rent, utilities, bus tickets, motel vouchers. An individual can receive more than one of the above.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	10	12				12	120%
Bellevue						0	
Bothell						0	
Burien						0	
Covington						0	
Des Moines	15	12				12	80%
Federal Way		0				0	
Issaquah						0	
Kenmore						0	
Kent		59				59	
Kirkland						0	
Mercer Island						0	
Redmond						0	
Renton	13	5				5	38%
Sammamish						0	
SeaTac	21	11				11	52%
Shoreline						0	
Tukwila	48	12				12	25%
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>107</b>	<b>111</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>111</b>	

SERVICE UNIT 3

Service Unit 1: Transitional Housing

Measurement: Bed night

Description: Number of individuals staying for one bed night in transitional housing

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	
Bellevue						0	
Bothell						0	
Burien						0	
Covington						0	
Des Moines						0	
Federal Way	350	513				513	147%
Issaquah						0	
Kenmore						0	
Kent						0	
Kirkland						0	
Mercer Island						0	
Redmond						0	
Renton						0	
Sammamish						0	
SeaTac						0	
Shoreline						0	
Tukwila						0	
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>350</b>	<b>513</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>513</b>	

SERVICE UNIT 2

Service Unit 1: Shelter

Measurement: Bed night

Description: Number of individuals staying for one bed night in the shelter

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	450	361				361	80%
Bellevue						0	
Bothell						0	
Burien	250	420				420	168%
Covington						0	
Des Moines		270				270	
Federal Way	350	550				550	157%
Issaquah						0	
Kenmore						0	
Kent		1,703				1,703	
Kirkland						0	
Mercer Island						0	
Redmond						0	
Renton	450	810				810	180%
Sammamish						0	
SeaTac	370	0				0	0%
Shoreline						0	
Tukwila	225	265				265	118%
Seattle		145				145	
Other KC						0	
Outside KC		741				741	
Unknown						0	
<b>TOTAL</b>	<b>2,095</b>	<b>5,265</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,265</b>	

## NARRATIVE

### Client Story

Erica and Josh are an Auburn area household with 6 children, who came to the MSC Emergency Shelter after being kicked out of permanent housing with nowhere to go. Erica had been working a steady job, while Josh stayed at home taking care of the youngest children. MSC's Housing Advocate worked tirelessly with this family in creating a thorough plan with them to address their barriers to permanent housing. Erica and Josh were eventually able to get day care for the children, and Josh was able to obtain employment. With strong recommendation from their Housing Advocate, the family signed up for the Pierce County Housing Lottery and was able to obtain a housing voucher. From there, MSC's Housing Advocate worked with the family on a plan to pay back their debt owed to a previous landlord. MSC was able to support the family by partially paying some of their debt, move-in costs to their new home, and a furniture voucher through Northwest Furniture Bank.

### COVID-19 Impact on Programming

Staff have been advised to work remotely and provide support via phone, email, or social media. If staff are comfortable meeting with customers in person, they must follow public health guidelines while doing so. MSC staff are equipped with access to a laptop and phone to navigate working with clients remotely. Staff are frequently checking in with customers to ensure they have up to date information and are continuing to work on their goals despite the roadblock in their way. Staff continue to motivate and provide encouragement to their customers. Through King County's Covid Homeless Response, all programs have been able to access cleaning supplies such as wipes and sanitizer to provide to our customers. MSC has also purchased additional cleaning supplies to encourage customers to maintain the sanitary conditions of their respective unit.



RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn	12	18				18
Bellevue						0
Bothell						0
Burien	7	5				5
Covington						0
Des Moines		3				3
Federal Way	21	14				14
Issaquah						0
Kenmore						0
Kent		22				22
Kirkland						0
Mercer Island						0
Redmond						0
Renton	12	9				9
Sammamish						0
SeaTac	10	0				0
Shoreline						0
Tukwila	6	5				5
Seattle		5				5
Other KC						0
Outside KC		11				11
Unknown						0
<b>TOTAL</b>	<b>68</b>	<b>92</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>92</b>



REIMBURSEMENT REQUESTS

Agency and Program Name **Navos-Children, Youth & Family Outpatient Counseling**  
 Address 1210 SW 136th St  
 City & ZIP Burien, WA 98166  
 Program Contact Name Sonja Whitaker Phone 206-257-6651  
 Email sonja.whitaker@navos.org Invoice Date 4/15/20  
 Costs below incurred from **1/1/20** to **3/31/20**  
 Signature of Authorized Signer Sonja Whitaker Printed Name Sonja Whitaker

Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn						\$0.00
Bellevue						\$0.00
Bothell						\$0.00
Burien						\$0.00
Covington						\$0.00
Des Moines						\$0.00
Federal Way						\$0.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent						\$0.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton						\$0.00
Sammamish						\$0.00
SeaTac	1078	\$30,000.00	<b>\$7,500.00</b>			\$22,500.00
Shoreline						\$0.00
Tukwila						\$0.00

Admin use only

Authorized Payment Amt:

Authorization Code / Acct #

1078

Authorized Signature / City

Date

4/27/20

**APPROVED FOR PAYMENT**

BY: Kim Cooper

DATE: 4/27/20

BARS# 001.000.10.545.10.41.012

SERVICE UNIT 1

Service Unit 1: Counseling (e.g., Mental Health, Domestic Violence, Substance Abuse, Housing, Employment)  
 Measurement: 60 minutes

Description: Individual and/or family mental health therapy to address mental health diagnosis.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien						0	#DIV/0!
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	150	13				13	9%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>150</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	





## **NARRATIVE**

During first quarter 2020 Navos Child and Family Therapists delivered mental health services to 3 youth in the Sea-tac community. These youth received services to address symptoms of trauma, depression, anxiety and symptoms of attention deficit hyperactivity disorder. Therapists work not only with the youth but also provide case management services (e.g., housing, food, basic needs.) The goal is for the youth to be able to continue to attend school and thrive socially and emotionally. Many of the youth served have significant life stressors (e.g., homelessness, caregiver drug use, lack of supervision in the home, history of sexual and physical abuse.) It is important to note that these youth would not be receiving these services if it were not for the SeaTac grant that helps to subsidize the cost of providing these services.

RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue						0
Bothell						0
Burien						0
Covington						0
Des Moines						0
Federal Way						0
Issaquah						0
Kenmore						0
Kent						0
Kirkland						0
Mercer Island						0
Redmond						0
Renton						0
Sammamish						0
<b>SeaTac</b>	<b>10</b>	<b>3</b>				<b>3</b>
Shoreline						0
Tukwila						0
Seattle						0
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>





REIMBURSEMENT REQUESTS

Agency and Program Name **New Roots Fund**  
 Address 1610 S. King Street  
 City & ZIP Seattle, WA 98144  
 Program Contact Name Greg Hope Phone 206-910-1644  
 Email greg.m.hope@gmail.com Invoice Date 4/9/2020  
 Costs below incurred from **1/1/2020** to **3/31/2020**  
 Signature of Authorized Signer \_\_\_\_\_ Printed Name Greg Hope

Contract ID#	Annual	Reimbursement Requests				Balance Remaining
	Award Amt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn						\$0.00
Bellevue						\$0.00
Bothell						\$0.00
Burien						\$0.00
Covington						\$0.00
Des Moines						\$0.00
Federal Way						\$0.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent						\$0.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton						\$0.00
Sammamish						\$0.00
SeaTac	\$12,000.00	\$3,593.07				\$8,406.93
Shoreline						\$0.00
Tukwila						\$0.00

Admin use only

Authorized Payment Amt:

3,593.07

Authorization Code / Acct #

18490

Authorized Signature / City

Date

5/15/20

**APPROVED FOR PAYMENT**

BY: *Jim Cooper*

DATE: 5/15/20

BARS# 001.000.10.545.10.41.012

SERVICE UNIT 1

Service Unit 1: Training/Workshops/Classes

Measurement: Day

Description: New Roots Fund conducted a one day business planing and business startup workshop at Burien Community Center

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien						0	#DIV/0!
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	17	4				4	24%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>17</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	

SERVICE UNIT 2

Service Unit 1: Outreach

Measurement: Visit

Description: New Roots employees visited individual business owners, Library, and community centers and distributed marketing and recruitment material in Seatac

	Annual	Actual Units, regardless of funding source				YTD	
	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien						0	#DIV/0!
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	30	20				20	67%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>30</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	



## **NARRATIVE**

New Roots Fund is progressing with enrollments and completion of business training. We expect to start or strengthen at least four businesses by the end of the project period.

New Roots Fund is progressing with enrollments and completion of business training. We expect to start or strengthen at least four businesses by the end of the project period. Four persons were enrolled in the first quarter and received business training. A class scheduled for March 15th was cancelled, but conducted in April during Q2 with five persons in attendance. All classes during Q2 will be conducted via Zoom. We are recruiting new clients via phone calls instead of canvassing door-to-door.

RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue						0
Bothell						0
Burien						0
Covington						0
Des Moines						0
Federal Way						0
Issaquah						0
Kenmore						0
Kent						0
Kirkland						0
Mercer Island						0
Redmond						0
Renton						0
Sammamish						0
SeaTac	17	4				4
Shoreline						0
Tukwila						0
Seattle						0
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>17</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>





REIMBURSEMENT REQUESTS

Agency and Program Name **PARTNER IN EMPLOYMENT**  
 Address 21400 INTERNATIONAL BLVD, SUITE 302  
 City & ZIP SEATAC, WA 98198  
 Program Contact Name Hien Kieu Phone 206-429-3824  
 Email hien@partnerinemployment.org Invoice Date 4/21/20  
 Costs below incurred from **1/1/20** to **3/31/20**  
 Signature of Authorized Signer Printed Name Hien Kieu

	Contract ID#	Annual	Reimbursement Requests			Balance
		Award Amt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Auburn						\$0.00
Bellevue						\$0.00
Bothell						\$0.00
Burien	3190122	\$10,000.00	\$2,500.00			\$7,500.00
Covington						\$0.00
Des Moines						\$0.00
Federal Way						\$0.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent						\$0.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton	CAG-19-105	\$7,500.00	\$1,875.00			\$5,625.00
Sammamish						\$0.00
SeaTac		\$74,000.00	\$18,500.00			\$55,500.00
Shoreline						\$0.00
Tukwila		\$13,500.00	\$3,375.00			\$10,125.00

Admin use only  
 Authorized Payment Amt: **\$ 18,500.00** Authorization Code / Acct # **18489**  
 Authorized Signature / City \_\_\_\_\_ Date **4/27/20**

**APPROVED FOR PAYMENT**  
 BY: Jim Cooper  
 DATE: 4/27/20  
 BARS# 001.000.10.415 10.41 012

SERVICE UNIT 1

Service Unit 1: Case Management

Measurement: Individual

Description: Employment Case Management Services includes: Intake, needs/barrier assessment, resource connections, ESL classes, job readiness, job search, placement, retention and on-going case management. (Residents may request employment services but not require case management)

	Actual Units, regardless of funding source						YTD	
	Annual Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Auburn							0	#DIV/0!
Bellevue							0	#DIV/0!
Bothell							0	#DIV/0!
Burien	5	7					7	140%
Covington							0	#DIV/0!
Des Moines							0	#DIV/0!
Federal Way							0	#DIV/0!
Issaquah							0	#DIV/0!
Kenmore							0	#DIV/0!
Kent							0	#DIV/0!
Kirkland							0	#DIV/0!
Mercer Island							0	#DIV/0!
Redmond							0	#DIV/0!
Renton	4	2					2	50%
Sammamish							0	#DIV/0!
SeaTac	30	12					12	40%
Shoreline							0	#DIV/0!
Tukwila	7	16					16	229%
Seattle							0	
Other KC							0	
Outside KC							0	
Unknown							0	
<b>TOTAL</b>	<b>46</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>37</b>	

SERVICE UNIT 2

Service Unit 1: Case Management

Measurement: Individual

Description: The number of unduplicated residents enrolled in homeless prevention case management services.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien						0	#DIV/0!
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	7	1				1	14%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	



## NARRATIVE


General Update for ALL CITIES: As an agency, we began closing our offices on March 16th, 2020 as a precaution against the COVID-19 pandemic. It was one of the most difficult decision we had to make knowing that our constituents needed us the most during this difficult time and instead of being there in person to support them, we had to be out of sight. Remote working was challenging in the beginning as PIE's staff and clients adapt to working with each others through phone communication mainly. Over time, it became less challenging, although certain aspects still remains difficult such as obtaining client signatures and support documents to process financial support. In response to the pandemic, PIE received some funding from Seattle Foundation and we decided to put forth the majority of it towards client's financial needs during this difficult time. When we began remote working, we received calls from clients seeking three main services: Unemployment application assistance, rental assistance and job search assistance. This became the trend up to now. In addition to providing limited financial resources to workers who've been laid-off or hours reduced, we also partnered with labor unions to identify union jobs that are still in high demand, such as grocery stores, janitorial services and many others. The labor union was able to support our workers to give them priorities to jobs with employers they already had strong relationships with. Since much of our other work had to be shifted, we refocused our efforts now to addressing unemployment insurance, rental assistance and job placements. Our staff has taken rotational phone duties to triage callers and often times having to assure clients that we are here to support them in order to provide some kind of mental health relief during this very tough time.

RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			4th Qtr	YTD
			2nd Qtr	3rd Qtr			
Auburn							0
Bellevue							0
Bothell							0
Burien		7					7
Covington							0
Des Moines							0
Federal Way							0
Issaquah							0
Kenmore							0
Kent							0
Kirkland							0
Mercer Island							0
Redmond							0
Renton		2					2
Sammamish							0
SeaTac		12					12
Shoreline							0
Tukwila		16					16
Seattle							0
Other KC							0
Outside KC							0
Unknown							0
<b>TOTAL</b>	<b>0</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>37</b>



REIMBURSEMENT REQUESTS

Agency and Program Name **SafeFutures Youth Center - Case Management**  
 Address 6337 35th Avenue SW  
 City & ZIP Seattle 98126  
 Program Contact Name Daniel Rhee Phone 206-938-9606x102  
 Email daniel@sfyc.net Invoice Date 4/14/20  
 Costs below incurred from 1/1/20 to 3/31/20  
 Signature of Authorized Signer  Printed Name Sorya Svy

Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn						\$0.00
Bellevue						\$0.00
Bothell						\$0.00
Burien	\$10,000.00	\$2,500.00				\$7,500.00
Covington						\$0.00
Des Moines						\$0.00
Federal Way						\$0.00
Issaquah						\$0.00
Kenmore						\$0.00
Kent						\$0.00
Kirkland						\$0.00
Mercer Island						\$0.00
Redmond						\$0.00
Renton						\$0.00
Sammamish						\$0.00
SeaTac	15641	\$16,000.00	\$4,000.00			\$12,000.00
Shoreline						\$0.00
Tukwila						\$0.00

Admin use only

Authorized Payment Amt:

4,000.00

Authorization Code / Acct #

1564

Authorized Signature / City

**APPROVED FOR PAYMENT**

Date

4/27/20

BY Jim Cooper

DATE: 4/27/20

BARS# 001.000.10.565.10.41.012



SERVICE UNIT 1

Service Unit 1: Case Management

Measurement: 60 minutes

Description: Number of hours proven to be effective in providing a support system for a moderate to high-risk youth at risk of academic failure and involved with gangs and/or juvenile justice system. Each youth receives weekly sessions.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien	365	90				90	25%
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	500	120				120	24%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>865</b>	<b>210</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>210</b>	





## **2020 Q1 Narrative Report | SafeFutures Youth Center**

### **Case Management for the City of Burien**

During the months of January, February, and March, Case Manager Tevin Gladney has been working with 8 youth; 7 male and 1 female. He is working with youth who are in between the ages of 15-23. In addition, SafeFutures is serving 21 more Burien youth through its other funding sources.

In response to COVID-19, SafeFutures has closed its center, but is continuing all of its program through remote operation. All case managers are supporting the youth and families remotely. However, in some serious cases, they are making in-person visits (using social distancing practices) to make sure the youth and families are well supported. SafeFutures is also using general operating funds to provide every enrolled youth (29 in Burien) with a \$100 gift card as emergency relief.

In the past three months, Tevin has been establishing connections throughout the community letting others know about the services SFYC can provide to youth and families in the community. He has been connecting with local organizations, and school staff members and counselors.

Tevin has been getting more counselors interested in referring their students to his caseload and also curious of what SafeFutures' Burien case management has to offer. They see value in what SFYC is doing because they don't always have the time to give students the support they need and recognize that some need more support outside of what the traditional school system can offer.

A 17-year-old male was enrolled last year in Tevin caseload due to lack of motivation, and social skills. He had previously been working with Maria (SFYC Case Manager). Tevin has helped him work on his resume and guided him toward his goal of becoming a computer science major in college. In addition, Tevin has been forming a relationship with youth's older brother and mother to keep them updated with his development. Maria has been helping Tevin translate and keeping mother informed about this youth's grades in school. He has been maintaining passing grades and improved academic progress.

A 16-year-old male, previously working with Maria (SFYC Case Manager) and had been racially profiled by the police on Ambaum Blvd, has had barriers with his relationship with others that has caused him to hurt emotionally. Tevin has been working with this youth, helped him attain his goals, and has been pushing his youth to aim high. Tevin has been in contact with the youth's counselor and helped the youth with a plan for his last two years of high school retrieving credits Tevin has helped him with his resume and becoming job-ready. The youth applied and got a job with JUMA, but this offer has been postponed due to COVID-19. Tevin has been contacting JUMA to receive updates as soon as it becomes available again, but this is an accomplishment for Jose. and stay on track with school in the meantime.

A 23-year-old male who has been facing barriers with court systems and lack of academic support has been enrolled into Tevin's caseload this year. This youth has been struggling with his actions and emotions. He was previously a foster child but has been struggling to make it on his own. He is currently homeless and couch surfing. He has faced complications with the court system due to his driving records and unpaid tickets due to financial problems. Due to these financial problems, he had dropped out of college but has a desire to return back to school and get his life in order again. Tevin has recently helped this student apply for financial aid and helped to attain information and resources regarding his court situation. Tevin is working with this youth diligently to enroll into Highline College this upcoming quarter with the goal of transferring to Seattle University and majoring in business management.

A 16-year-old female was also enrolled by Tevin after speaking at WELS (Waskowitz Leadership and Service). She has mentioned she is in need of extra support to help her with employment and educational resources to pay for college in the future. Recently, this youth's mother has lost her job due to COVID-19 and Tevin had been helping with guiding her with the process towards unemployment and community resources. Tevin has been helping this youth with job readiness skills and helping her towards her goal of graduating High School and becoming a police agent.

A 17-year-old male met with Tevin as well after speaking at WELS. This youth comes from a low-income single parent household and wants to become more involved with activities to help him socially and professionally. His goal is to attend college and learn about resources to help him learn about business and the real estate

industry. Tevin has been helping him get set up with school for the quarter and connecting him to helpful workshops and internships once they are available again.

A 15-year-old male was recently enrolled into Tevin's caseload. This youth was referred by Karisa Morikawa from the Choose180 program. This youth attends New Start High School and has faced charges recently with King County Juvenile Court. Tevin has been in contact with this youth's mother making sure she has the support she needs and making sure this youth is set up with school. This youth lacks support outside of his mother and has been facing trouble adjusting to the school setting due to misbehavior and disruption in class. Tevin is working with this youth to get him involved with positive prosocial activities, staying out of the court system, and getting on track with high school completion.

A 17-year-old male has recently been enrolled into Tevin's caseload who was referred from a WELS teacher, Michael Steinross. This student is homeless and is in critical need of support services and a mentor. This youth has a lack of support from his parents who have dealt with drug and alcohol problems. Tevin is helping this youth with his tardiness issues and coming up with a plan for him to reach a stable point in his life and become employed.

This quarter with the COVID-19 pandemic, Tevin has faced challenges with his youth trying to keep them motivated outside of school. He has found that it is important to assess the youth that he is working thoroughly in the beginning. Tevin's thorough initial assessment has helped him understand their interests and needs. He has been working on building trust with the youth in order for them to open up and become comfortable with receiving the help that they need. Having solid communication with families and utilizing Spanish speaking coworkers within SFYC has also been helpful because of the cultural differences that are present. This builds trust with families and can enhance progress.


Tevin and SFYC's other case managers are reporting many families who are struggling and still not well resourced during the COVID-19 pandemic. SafeFutures is committed to working with the youth during this period. The funding from the City of Burien has been instrumental in allowing SafeFutures to assign a case manager to focus on building community networks and resources that is specific to and most effective for youth and their families in Burien.

## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn		3				3
Bellevue						0
Bothell						0
Burien	6	29				29
Covington						0
Des Moines		2				2
Federal Way		8				8
Issaquah						0
Kenmore						0
Kent		1				1
Kirkland						0
Mercer Island						0
Redmond						0
Renton						0
Sammamish						0
SeaTac	10	10				10
Shoreline						0
Tukwila		7				7
Seattle		55				55
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>16</b>	<b>115</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>115</b>



REIMBURSEMENT REQUESTS

Agency and Program Name **Sound Generations Meals on Wheels**  
 Address 2208 2nd Ave Ste 100  
 City & ZIP Seattle 98121  
 Program Contact Name Adam Porter Phone (206) 727-6242  
 Email adamp@soundgenerations.org Invoice Date 4/9/20  
 Costs below incurred from 1/1/20 to 3/31/20  
 Signature of Authorized Signer  Printed Name Joanne Donahue

	Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn		\$10,800.00	\$2,700.00				\$8,100.00
Bellevue	GF246	\$15,545.00	\$3,886.25				\$11,658.75
Bothell		\$0.00					\$0.00
Burien		\$7,000.00	\$1,750.00				\$5,250.00
Covington		\$2,712.00	\$678.00				\$2,034.00
Des Moines		\$3,250.00	\$812.50				\$2,437.50
Federal Way		\$16,000.00	\$4,000.00				\$12,000.00
Issaquah		\$7,200.00	\$1,800.00				\$5,400.00
Kenmore		\$500.00	\$125.00				\$375.00
Kent		\$0.00					\$0.00
Kirkland		\$10,000.00	\$2,500.00				\$7,500.00
Mercer Island		\$0.00					\$0.00
Redmond		\$3,377.00	\$844.25				\$2,532.75
Renton		\$13,000.00	\$3,250.00				\$9,750.00
Sammamish		\$0.00					\$0.00
SeaTac		\$10,000.00	\$2,500.00				\$7,500.00
Shoreline		\$5,000.00	\$1,250.00				\$3,750.00
Tukwila		\$8,894.00	\$2,223.50				\$6,670.50

~~X MONTH~~

Admin use only

Authorized Payment Amt:

Authorization Code / Acct #

Authorized Signature / City

**APPROVED FOR PAYMENT**

Date 4/29/20

BY Kim Cooper

DATE 4/29/20

BARS# 001.000.10.505.10.41.012



SERVICE UNIT 1

Service Unit 1: Food

Measurement: Meal

Description: Meal = one home-delivered meal to a home bound senior.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	2,049	6,131				6,131	299%
Bellevue	2,833	1,792				1,792	63%
Bothell	0	1,127				1,127	
Burien	1,392	3,612				3,612	259%
Covington	515	337				337	65%
Des Moines	62	977				977	1576%
Federal Way	3,036	5,724				5,724	189%
Issaquah	1,367	707				707	52%
Kenmore	96	273				273	284%
Kent	0	7,638				7,638	
Kirkland	1,907	1,747				1,747	92%
Mercer Island	0	378				378	
Redmond	640	1,275				1,275	199%
Renton	2,466	6,478				6,478	263%
Sammamish	0	124				124	
SeaTac	1,897	2,272				2,272	120%
Shoreline	954	2,263				2,263	237%
Tukwila	1,688	1,485				1,485	88%
Seattle		59,579				59,579	
Other KC		3,882				3,882	
Outside KC		0				0	
Unknown		0				0	
<b>TOTAL</b>	<b>20,902</b>	<b>107,801</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>107,801</b>	





## NARRATIVE

It's been a challenging first quarter, navigating the issues surrounding the coronavirus (COVID-19), prioritizing volunteer, staff, and client safety, while continuing to provide Meals on Wheels, an essential service. The majority of our volunteers are 60+ and fall in the higher risk group, as do some of our staff. The 20 community/senior centers our MOW sites are located at have closed to the public but all have continued to allow MOW access and some have offered staff support to fill gaps where volunteers can't make it in. We've also had staff that have needed to fill gaps at sites. We are practicing recommended social distancing and no contact at deliveries where possible. We are receiving a significant number of applications and have one of our assessors assisting with intakes to onboard people and making other staffing adjustments where we can. We've utilized staff from other Sound Generations programs, like Hyde Shuttle, to assist at our warehouse and with site and client deliveries.

We finalized our new menu with an April 1st start date. Our program is unique, even in comparison to other Meals on Wheels programs, as we offer choice and we have quite a large selection. We wanted to further diversify our menu in an effort to make it more culturally relevant and respond to participant feedback. Our new menu includes a new Curried Lentil Stew, Chicken Stir Fry, Chicken Fried Rice, Braised Beef Tips, Vegan Southwest Hash, Vegan Vegetable Stew, and Vegan Burger with Coconut Curry. We offer a total of 29 meal selections on our main menu. Our Halal menu was updated with a Fish Burger and Turkey Casserole for greater variety, for a total of 7 Halal meals. Our Kosher meal remains the same, with 7 meal selections. Our Registered Dietician/Nutrition Manager has received several inquiries from participants and referrals to review the best options based on their dietary needs. Copies of our new menus can be viewed on our website; [www.soundgenerations.org](http://www.soundgenerations.org).

Our In-Home Assessors shared some feedback they received from MOW participants; One participant, who lives alone, has severe heart issues, and reported being tired all of the time, stated; "It's a Godsend. It's a lifesaver. Everyone I talk to is just so nice!" Another participant said "Nice people visit to deliver the food. They always have a kind word and ask

*See  
attached*

It's been a challenging first quarter, navigating the issues surrounding the coronavirus (COVID-19), prioritizing volunteer, staff, and client safety, while continuing to provide Meals on Wheels, an essential service. The majority of our volunteers are 60+ and fall in the higher risk group, as do some of our staff. The 20 community/senior centers our MOW sites are located at have closed to the public but all have continued to allow MOW access and some have offered staff support to fill gaps where volunteers can't make it in. We've also had staff that have needed to fill gaps at sites. We are practicing recommended social distancing and no contact at deliveries where possible. We are receiving a significant number of applications and have one of our assessors assisting with intakes to onboard people and making other staffing adjustments where we can. We've utilized staff from other Sound Generations programs, like Hyde Shuttle, to assist at our warehouse and with site and client deliveries.

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Our In-Home Assessors shared some feedback they received from MOW participants; One participant, who lives alone, has severe heart issues, and reported being tired all of the time, stated; "It's a Godsend. It's a lifesaver. Everyone I talk to is just so nice!" Another participant said "Nice people visit to deliver the food. They always have a kind word and ask how you are doing. They really care." And another said "I love the taste and it's convenient. If it wasn't for Meals on Wheels, I wouldn't be able to have good, healthy food like fish."


We appreciate your support and partnership. Thank you on behalf of our team, our organization, our Meals on Wheels participants and those that care for them.

## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn	6	74				74
Bellevue	8	28				28
Bothell	0	16				16
Burien	4	46				46
Covington	3	9				9
Des Moines	2	15				15
Federal Way	9	79				79
Issaquah	4	8				8
Kenmore	1	5				5
Kent	0	83				83
Kirkland	5	30				30
Mercer Island	0	8				8
Redmond	2	24				24
Renton	8	88				88
Sammamish	0	4				4
SeaTac	6	36				36
Shoreline	3	38				38
Tukwila	5	18				18
Seattle		723				723
Other KC		76				76
Outside KC		0				0
Unknown		0				0
<b>TOTAL</b>	<b>66</b>	<b>1408</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1408</b>



REIMBURSEMENT REQUESTS

Agency and Program Name **Sound Generations / Volunteer Transportation**  
 Address 2208 2nd Avenue  
 City & ZIP Seattle WA 98121  
 Program Contact Name Suma Mondal Phone 206-727-6246  
 Email sumam@soundgenerations.org Invoice Date 4/15/20  
 Costs below incurred from January to March  
 Signature of Authorized Signer  Printed Name Joanne Donohue

	Contract ID#	Annual Award Amt	Reimbursement Requests				Balance Remaining
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Auburn		\$5,500.00	\$1,375.00				\$4,125.00
Bellevue	GF248	\$20,179.00	\$5,044.75				\$15,134.25
Bothell							\$0.00
Burien		\$5,000.00	\$1,250.00				\$3,750.00
Covington		\$500.00	\$125.00				\$375.00
Des Moines		\$2,500.00	\$625.00				\$1,875.00
Federal Way		\$9,000.00	\$2,250.00				\$6,750.00
Issaquah							\$0.00
Kenmore		\$500.00	\$125.00				\$375.00
Kent		\$12,000.00	\$3,000.00				\$9,000.00
Kirkland		\$6,120.00	\$1,530.00				\$4,590.00
Mercer Island							\$0.00
Redmond		\$6,896.00	\$1,724.00				\$5,172.00
Renton		\$3,000.00	\$750.00				\$2,250.00
Sammamish							\$0.00
SeaTac		\$2,000.00	\$500.00				\$1,500.00
Shoreline		\$4,000.00	\$1,000.00				\$3,000.00
Tukwila		\$2,860.00	\$715.00				\$2,145.00

\* MOUT \*

Admin use only

Authorized Payment Amt:

Authorization Code / Acct #

Authorized Signature / City

**APPROVED FOR PAYMENT**

Date

BY: Kim Cooper

DATE: 4/29/20

BARS#: 001.000.10.505.10.41.012



SERVICE UNIT 1

Service Unit 1: Transportation

Measurement: One-way trip

Description: Transportation = one way trip, involving rides to and from medical appointments, eye exams, and doctor prescribed/advised activities linked to physical health

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	1,000	173				173	17%
Bellevue	1,200	243				243	20%
Bothell	0	0				0	#DIV/0!
Burien	280	54				54	19%
Covington	140	39				39	28%
Des Moines	300	69				69	23%
Federal Way	900	154				154	17%
Issaquah	0	0				0	#DIV/0!
Kenmore	240	31				31	13%
Kent	900	294				294	33%
Kirkland	860	173				173	20%
Mercer Island	0	0				0	#DIV/0!
Redmond	1,192	162				162	14%
Renton	222	385				385	173%
Sammamish	0	0				0	#DIV/0!
SeaTac	100	110				110	110%
Shoreline	850	153				153	18%
Tukwila	170	20				20	12%
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>8,354</b>	<b>2,060</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,060</b>	

SERVICE UNIT 2

Service Unit 1: Transportation

Measurement: Miles

Description: Miles = number of miles supported by VTS volunteer drivers to and from medical appointments, eye exams, and doctor prescribed/advised activities linked to physical health

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn	23,000	3,135				3,135	14%
Bellevue	14,000	3,003				3,003	21%
Bothell	0	0				0	#DIV/0!
Burien	4,424	764				764	17%
Covington	2,900	627				627	22%
Des Moines	5,500	1,346				1,346	24%
Federal Way	12,700	2,574				2,574	20%
Issaquah	0	0				0	#DIV/0!
Kenmore	3,900	452				452	12%
Kent	17,000	5,251				5,251	31%
Kirkland	10,000	1,841				1,841	18%
Mercer Island	0	0				0	#DIV/0!
Redmond	17,106	2,709				2,709	16%
Renton	2,860	4,866				4,866	170%
Sammamish	0	0				0	#DIV/0!
SeaTac	1,760	1,546				1,546	88%
Shoreline	9,400	1,536				1,536	16%
Tukwila	2,600	302				302	12%
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>127,150</b>	<b>29,952</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29,952</b>	



Overall, in the first 2 months of the quarter we were able to fill 95% of our rides. On the Eastside including Bellevue, Kirkland, Redmond, Sammamish and Issaquah we filled 96% of rides. In Bothell, Kenmore and Shoreline Lake Forest Park area, we filled 95% of rides. In South King County (Renton, Kent, Auburn, Burien, Des Moines, Tukwila, SeaTac, Federal Way and Covington) we filled 94% of rides. The only dip in performance was on the week of January 13th, when multiple snow days and poor road conditions led to approximately 100 cancelled rides (approximately half the scheduled rides). Despite the snow, we increased the percentage of rides we were able to fill from 93% in December to 95% in January/February. We were able to fill 100% of on-time ride requests in Bellevue, Enumclaw, Des Moines, Issaquah, Kirkland, Redmond, Queen Anne, Mercer Island, Renton, Tukwila, and SeaTac. The 5% of requests we were unable to fill were primarily for clients who had difficult requests. These difficult requests include rides where the client is crossing county lines, rides where the client needs to bring a wheelchair, and rides that take place in the early morning. Uber continues to help us reduce the number of rides we have to deny our clients each month.

Volunteer Transportation has been significantly impacted by COVID-19 in March. Our numbers are lower in March than they were in January and February due to an overwhelming cancellation rate as a result of the coronavirus outbreak. Many clients are choosing not to go to their appointments or are doing telephone or online appointments. Many medical offices have closed or are limiting the number of patients they see. As such, we have had 434 rides cancelled by clients, more than in any previously recorded month. In the first week in March, we completed approximately 300 one-way trips. In the last week of March, we completed only 60, as cancellations increased dramatically. Additionally, many of our volunteers are unavailable, as they have had to take a break from driving, in order to protect themselves from the virus. Less than 20% of our volunteers are still driving clients at this time. However, we still have been able to fill the vast majority of rides. In March, we filled 91% of on-time ride requests, down slightly from 95% in February. We expect service level to continue to be low, until medical offices are reopened. At that point, we expect to see a large surge in ride requests, as many of the rides that were cancelled in March have been postponed to a later date. We have been communicating with our volunteers and sharing resources to help them guide in this environment where their service is even more crucial. VTS is working with the City of Kirkland to drop off food bags from Hopelink and groceries to their residents. So far we have recruited 37 volunteer drivers for that project. Hyde Shuttles, our another Transportation program, switched from delivering riders to nutrition destinations to delivering hot meals and groceries to the homebound. Points of origin for meals included the Auburn Senior Center, Sno-Valley Senior Center, Des Moines Senior Center, Renton Senior Center and Shoreline Senior Center.

Our Volunteer Recruitment and Outreach Coordinator has recruited 11 new volunteer drivers from Ballard, Shoreline, Renton and Kirkland. The drivers were recruited through Volunteer Match, a local library and internet search. We focused on volunteer recruitment in Burien, Des Moines, Auburn, Renton, Bellevue, and Shoreline. Also did lunch information tables at the Auburn Senior Center and SeaTac Senior Center. The Coordinator went to the Auburn library for a tabling event during their TED Talks series, the Shoreline library and Burien library. She also attended a Martin Luther King Jr Health Fair in Factoria and a service provider meeting in Renton.

Client Stories/Testimonies:

Wyllis is a 78-year-old lady living in Kent. She has vision problems and relies on us to get to her medical appointments. Due to a shortage of volunteers in south King County, we have from time to time asked her if she would be okay using Uber. She was familiar with Uber as she has gone with her daughter previously using that mode of transportation. As a result, she felt comfortable giving it a try through Volunteer Transportation. It was easy for her because we did all the ride coordination and all she had to do was let us know when she was finished. She has been impressed with the drivers and thought the ones she had were excellent. She enjoyed the conversations she had with them during the ride. She feels safe and appreciates the politeness they have shown, the driver's knowledge of where they are going, and the fact she has only had to wait about three minutes when she calls for her return trip home.

Quarterly Driver Talk (formerly called Coffee, Cookies and Conversation or CCC) was not held in March due to the coronavirus outbreak and consequent Stay Home, Stay Healthy order from the Governor.


Due to Monique Schreiber's departure, the new VTS Director is Suma Mondal who also manages the Community Dining Program.

Current status:

Cancellation numbers are starting to decrease and should continue to do so until medical offices reopen, as there are fewer future rides on our books. Ride total has probably bottomed out, as the 20-30 rides we are doing each week are high priority medical appointments that require in person visits (such as anti-coagulation checks, shots for macular degeneration, etc.). I expect us to continue to do about that many rides weekly, until medical offices reopen, at which point I predict we will see a huge surge in requests, as many of our clients have postponed their appointments.



REIMBURSEMENT REQUESTS

Agency and Program Name **Southwest Youth and Family Services**  
 Address 4555 Delridge Way SW  
 City & ZIP Seattle 98106  
 Program Contact Name Heather Hallman Phone 206-937-7680  
 Email hhallman@swyfs.org Invoice Date 4/15/20  
 Costs below incurred from **1/1/20** to **3/31/20**  
 Signature of Authorized Signer  Printed Name Steve Daschle

	Contract ID#	Annual	Reimbursement Requests				Balance
		Award Amt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Remaining
Auburn							\$0.00
Bellevue							\$0.00
Bothell							\$0.00
Burien	3190104	\$23,000.00	\$5,750.00				\$17,250.00
Covington							\$0.00
Des Moines							\$0.00
Federal Way							\$0.00
Issaquah							\$0.00
Kenmore							\$0.00
Kent							\$0.00
Kirkland							\$0.00
Mercer Island							\$0.00
Redmond							\$0.00
Renton							\$0.00
Sammamish							\$0.00
SeaTac	\$20,000	<u>\$5,000.00</u>					\$5,000.00
Shoreline							\$0.00
Tukwila							\$0.00

Admin use only

Authorized Payment Amt: **5,000-**

Authorization Code / Acct # **16556**

Authorized Signature / City

**APPROVED FOR PAYMENT**

Date

BY Jim Cooper

**5/15/20**

DATE: 5/1/20

BARS# 001.000.10.505.10.41.012

SERVICE UNIT 1

Service Unit 1: Advocacy

Measurement: Contact

Description: Number of duplicated contacts made on behalf of clients.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn					0	#DIV/0!	
Bellevue					0	#DIV/0!	
Bothell					0	#DIV/0!	
Burien	7	390			390	5571%	
Covington					0	#DIV/0!	
Des Moines					0	#DIV/0!	
Federal Way					0	#DIV/0!	
Issaquah					0	#DIV/0!	
Kenmore					0	#DIV/0!	
Kent					0	#DIV/0!	
Kirkland					0	#DIV/0!	
Mercer Island					0	#DIV/0!	
Redmond					0	#DIV/0!	
Renton					0	#DIV/0!	
Sammamish					0	#DIV/0!	
SeaTac	40	123			123	308%	
Shoreline					0	#DIV/0!	
Tukwila					0	#DIV/0!	
Seattle					0		
Other KC					0		
Outside KC					0		
Unknown					0		
<b>TOTAL</b>	<b>47</b>	<b>513</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>513</b>	



SERVICE UNIT 2

Service Unit 1: Tutoring

Measurement: 60 minutes

Description: Number of duplicated hours spent tutoring Youth

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien	36	2,750				2,750	7639%
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	209	1,213				1,213	580%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>245</b>	<b>3,963</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,963</b>	

SERVICE UNIT 3

Service Unit 1: Youth Services

Measurement: 60 minutes

Description: Number of duplicated hours of enrichment activities offered to youth.

	Annual Goal	Actual Units, regardless of funding source				YTD	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
Auburn						0	#DIV/0!
Bellevue						0	#DIV/0!
Bothell						0	#DIV/0!
Burien	36	2,750				2,750	7639%
Covington						0	#DIV/0!
Des Moines						0	#DIV/0!
Federal Way						0	#DIV/0!
Issaquah						0	#DIV/0!
Kenmore						0	#DIV/0!
Kent						0	#DIV/0!
Kirkland						0	#DIV/0!
Mercer Island						0	#DIV/0!
Redmond						0	#DIV/0!
Renton						0	#DIV/0!
Sammamish						0	#DIV/0!
SeaTac	413	1,213				1,213	294%
Shoreline						0	#DIV/0!
Tukwila						0	#DIV/0!
Seattle						0	
Other KC						0	
Outside KC						0	
Unknown						0	
<b>TOTAL</b>	<b>449</b>	<b>3,963</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,963</b>	

## RESIDENTS

	Annual Goal	1st Qtr	Actual # of Residents			YTD
			2nd Qtr	3rd Qtr	4th Qtr	
Auburn						0
Bellevue						0
Bothell						0
Burien	75	179				179
Covington						0
Des Moines						0
Federal Way						0
Issaquah						0
Kenmore						0
Kent						0
Kirkland						0
Mercer Island						0
Redmond						0
Renton						0
Sammamish						0
SeaTac	23	94				94
Shoreline						0
Tukwila						0
Seattle						0
Other KC						0
Outside KC						0
Unknown						0
<b>TOTAL</b>	<b>98</b>	<b>273</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>273</b>

## NARRATIVE

