



## Chapter 11 - Human Services

Human services are an essential part of the fabric of a community. The City of Enumclaw is no exception. The dedication and commitment of the city is shown by creation of a Human Services Advisory Board (HSAB) that makes recommendations (when necessary) based on their knowledge of community needs and their desire to create a better way of life. The Enumclaw City Council provided funding for this chapter, which will serve as a guide to assist the HSAB in identifying human services needs and directing services to make them complete and accessible. Together with the HSAB, the community, elected officials and human service providers, must make a commitment; a community commitment, a financial commitment (if/when available), and most importantly a time commitment to achieve these goals.

Mission Statement of the Human Services Advisory Board:

The Human Services Advisory Board will assist and advise elected officials of the city in identifying the local service needs and recommending priorities to meet those needs including, but not restricted to, proposing programs, revising and evaluating existing programs, encouraging citizen participation, and performing other assignments referred to the board by the Mayor or Council as deemed appropriate.

The creation of this plan was through efforts by current and past HSAB members. In 2003 the HSAB determined priorities for review, research and discussion. In the "Perception of Human Services Survey" most participants liked the priorities the HSAB set. The priorities are as follows:

- Basic Needs -- Food, Clothing, Shelter and Employment
- High Priority Needs -- Youth, Elderly, and Mental Health Services, Substance Abuse and

Domestic Violence.

### Goals, Policies, and Strategies

The goals and policies provide a framework for making recommendations and decisions regarding human services. This plan is intended for use today and also as a future working-document. If the matrixes in the Human Services section of the Resource Volume (Basic and High Priority Needs) are updated in the future, changing trends can be tracked over a period of time. The Strategies for Implementation should also be updated regularly, either yearly or every other year. Goals and Policies may also need updating periodically.

**Goal HS- 1: The City of Enumclaw will seek to strengthen community approaches to human services.**

*1.1 Consider providing funding to human service organizations throughout the community.*

*1.2 Encourage human service organizations to offer services needed in the community which are not currently available.*

*1.3 Advocate for new and existing human services programs on the national, state, and regional level.*

*1.4 Seek to broaden the resource base through funding options available on national, state, regional and local levels, and consider developing collaborative public/private partnerships.*

*1.5 Become a voice for human services. Promote education on many different levels regarding the full range of human services.*

*1.6 Involve those who provide human services in the development of human service policies, funding strategies, and educational programs.*

*1.7 Promote volunteerism for human service providers.*



**Goal HS- 2: Promote an effective and efficient system of human services that addresses and anticipates needs within the community.**

- 2.1 Consider developing task force groups to target specific human service need areas as deemed necessary.
- 2.2 Maintain strong partnerships with nearby community human services providers to secure services that cannot be offered in Enumclaw.
- 2.3 Maintain a strong HSAB that is dedicated to the mission of the Board.
- 2.4 Maintain strong partnerships with the Enumclaw School District and local service organizations to identify human services problems in the community.
- 2.5 Regularly update the Human Services Strategies to address needs within the community.
- 2.6 In an effort to track progress and emerging trends in human services, update the Human Services Plan as data from each Census or additional data sources becomes available.
- 2.7 Support the HSAB in successfully determining and addressing human services problems.

**Implementation Strategies**

Human Service Strategies for implementation of Human Services Goals and Policies our outlined below:

**I. Develop a plan of action to achieve a multi-service center in Enumclaw. Consistent with Policy HS 1.1**

- Current providers may satisfy the need for a multi-service center, but other options should be considered. This concept should be examined in detail over the planning period.

**II. Work closely with community organizations that may be able to provide needed services where gaps exist. Consistent with Policy HS 1.2**

- There are limited mental health services within the City of Enumclaw.<sup>1</sup> Encourage a current human service provider to close gaps in mental health services within the city, keeping in mind that traveling outside Enumclaw may be difficult for those in poverty and/or those who have limited means of transportation.

**III. Seek and identify creative funding options for human services. Consistent with Policy HS 1.3**

- Consider leasing city owned properties, for example, the 911 Battersby building and allotting a portion of the proceeds to address needs in human services.
- Consider using a portion of the 911 Battersby building at low/no cost to human service providers.
- Consider a proactive approach by HSAB or another organization in the form of a human services foundation. As discussed later in this document,
  - consultant can assist the HSAB in making this endeavor a reality.
  - Work with corporations and local/regional businesses to explore funding options.

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1. See The Human Services section of the Resource Volume, Needs Analysis -- High Priority Needs, Mental Health Services.



**IV. Make available in all city departments, information about human services for the employees and citizens. Consistent with Policy HS 1.6**

- *The greatest barrier to getting human service assistance is not knowing where to get the service.<sup>2</sup> Making information available in the lobby of city departments for citizens and also keeping the staff informed is beneficial especially since word of mouth is the most common method for hearing about human services.*

**V. Update Guide to Human Services for the Enumclaw Plateau Area. Consistent with Policy 1.6**

- *The Guide to Human Services for the Enumclaw Plateau Area (2002) developed by the HSAB is the second most common way that people hear about human services (word of mouth being the first). Updating the guide and making it available to all human service providers and the city can continue its utility.*

**VI. Integrate the Human Services Plan as an element of the Comprehensive Plan. Consistent with Policy 1.6**

- *The Human Services Plan will be integrated in the Comprehensive Plan.*

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2. See The Human Services section of the Resource Volume, Perception of Human Services.

**VII. Create Task Force Groups to address gaps in basic needs and high priority needs as identified in this Plan. Consistent with Policy HS 2.1**

- *Consider a task force should to look at expanding employment services. They should thoroughly evaluate agencies that offer service and expansion of service within Enumclaw, particularly for minority and disabled persons.*
- *Consider creating a task force should be created to further evaluate and assist with closing the gaps in mental health services.*

**VIII. Seek grant funding options on a national, state, regional and local level to fill gaps in human services. Consistent with Policy HS 1.4**

- *Options for employment services should be explored. This could include grants for classes or services through collaborating agencies.*
- *Local, low-income mental health resources need to be augmented by collaborating agencies.*
- *Seek grant funding for consultant for the HSAB as discussed below in Strategy X.*

**IX. The HSAB shall advise the City Council on budget distribution for all human service related programs. Consistent with Policy HS 2.3**

- *The HSAB takes great care in advising distribution for CDBG funds. As part of this Human Services Plan, the Board had identified needs and stated priorities. The Board will use this plan as a foundation for advising council on budgetary items and will engage the responsible task force, members or board consultant (discussed below) in additional research when necessary to make valid recommendations.*

**X. Seek funding for a consultant to assist the**



**HSAB in coordination of funding human service programs, to organize and coordinate 2004-2005 strategies, and to create new strategies, research to support them and provided assistance to the HSAB as necessary (Including attending meetings). Consistent with Policy HS 2.7**

- *Over the past year the HSAB has demonstrated effective use of allocated funds and personnel to produce the Human Services Plan. Although the HSAB is a relatively young board, they have accomplished many successful projects such as this Plan, establishment of the Domestic Violence Task Force, the Affordable Housing Task Force and the Guide to Human Services for the Enumclaw Plateau Area. In order to continue the progress, the Board needs the assistance of a person to assist them in their endeavors as stated above. Seed money from the city could lead to outside funding that will support this position.*

**XI. Continue Quarterly Networking events. Consistent with HS Policy 1.6, 1.7, and 2.2**

- *Events such as Quarterly Networking allow human service providers to educate each other on available services. As discussed previously, information on the availability of human services is extremely important. The event can also keep human service providers updated on development of human service policies, funding strategies and educational programs. This event is also an opportunity to maintain or establish public/private partnerships. Networking can be expanded to include surrounding communities that may offer services currently unavailable in Enumclaw, creating a strong referral resource.*

**X. Consider creation of a Human Services Volunteer Network. Consistent with Policy HS 1.9**

- *Promote volunteer experience to middle and high school students as a life benefit. It has been shown that those who volunteer when they are in middle and high school are more likely to continue that volunteerism, as they get older.*

- *Investigate the possibility of a central volunteer bank for the community.*

- *Continue to foster interest based volunteer efforts such as the task forces.*

**Community Profile**

The City of Enumclaw (pop. 11,116) is situated in south-central King County at the intersections of State Highways 164, 169, and 410 at an elevation of approximately 700 feet. Enumclaw (2010 US Census population 10,669) has grown substantially since the turn of the century.

As of 2010, the community had 4,391 households that were comprised of 63% owner occupied units with an average household size of 2.39. The vacancy rate for Enumclaw in 2010 was 6.2%, but was only 2.1% for rental housing which means that rental housing is hard to find. A rental vacancy rate of 5% is considered healthy.

The proportion of very low-income households (earning less than 30% of median income) remained stable but significant. The poverty rate in Enumclaw is slightly higher than King County: for individuals, that rate in 2013 was 13.4% in the City and 11.5% in the County. In both King County and Enumclaw, the percentage of population below the poverty level increased from 8.4% and 8.2%, respectively. Poverty level income is roughly 25% of median income for a family of four. In 2000, for King County poverty level income for a family of four was \$17,952 and in Enumclaw, \$14,500.



**Perception of Human Services**

A “Perception of Human Services Survey” was given to forty-seven community leaders, activists, and service providers in the Enumclaw community. Twenty-five of these surveys were returned. In this survey, most people felt that a human services definition should include providing referral services and helping people help themselves. Many of the survey participants also felt that providing for basic needs and emergency assistance should be included.

According to the survey, the most pressing or major human service concern is emergency assistance for basic needs. Affordable healthcare and dental care was also expressed as a major problem. Rating close behind that was substance abuse (adult and youth), and transitional and affordable housing. Unemployment, crime (including youth crime and violence), poverty, child abuse, domestic violence and affordable housing were expressed as moderate problems.

When asked how survey participants heard about human services in Enumclaw, most participants said by word of mouth (76%). The Guide to Human Services for the Enumclaw Plateau Area developed by the HSAB is a commonly used tool to look for human services. Many of the participants also get human services information from the telephone book.

The greatest barrier, according to the survey, for getting human service assistance is not knowing how to access the service. Additional barriers were limited English speaking skills, no service to assist with the problem and reluctance to ask for assistance.

**Available Human Services**

The Human Services section of the Resource Volume provides a matrix of the human services that are available within the City of Enumclaw. This data is

used in the matrixes to determine what services are available in the city, in neighboring cities, and which are not available. This also helps to determine which services are duplicated and to what extent they may be duplicated.

**Needs Analysis -- Basic Needs**

The Human Services section of the Resource Volume also provides a needs analysis of basic needs: food, clothing and shelter. This Appendix also includes employment, since employment is necessary for self-sufficiency. Many times, a person that has difficulty meeting one basic need will experience difficulty meeting other basic needs as well.

Basic Need: Food

Services within Enumclaw are adequate for obtaining food. In most instances, those seeking food had a several organizations to choose from. POM offers food to all groups: families, single mothers, seniors and individuals. WIC (Women, Infants and Children) offers food to families and single mothers. The Kiwanis Food Bank gives food to seniors, individuals, single mothers and families. Seniors also have an additional resource offered by the Enumclaw Senior Center.

Basic Need: Clothing

Some families may not have enough income to cover the cost of food and shelter, much less clothing. POM has a limited supply of clothing available at no cost. They also have a thrift store, More Pennies From Heaven, which has low cost used clothing. The Enumclaw School District also provides a clothing bank, however, it is small and has limited hours of operation. The Buckley Clothing Bank, which is available to Enumclaw residents, is nearby and has more clothing available, but their hours are also limited (Wednesday 1:00 to 3:00 and Saturday 10:00 to 1:00). Although these services are available,



there is a need to expand this service because of the clothing banks extremely limited hours and inadequate choices of clothing.

#### Basic Need: Shelter

Research done by the Enumclaw Housing Task Force indicates subsidized rental housing is inadequate evidenced by of the long waiting lists. Affordable permanent housing is also an issue. Housing is considered affordable if it does not exceed 30% of total household income. According to the 2000 Census, 43.4% of Enumclaw residents paid more than 30% of their income to housing. In addition, there are no services available for the homeless and emergency shelters are not available in Enumclaw. POM offers referrals to these services in other communities such as Seattle and Auburn. There are also no services currently available in Enumclaw for transitional housing. Emergency financial assistance is available from POM and the Kiwanis' Helping Hand Fund.

#### Basic Need: Employment

There are limited services available in Enumclaw to assist the unemployed. Services are available through POM and consist of resume assistance, providing newspapers with job listings as well as fax and mailing assistance. Green River Community College at Enumclaw offers GED preparation and testing, and job training. There is a Financial Aid office at Green River Community College to assist with payment options. There are no employment services specifically for minorities or disabled persons in the city.

#### ***Needs Analysis: High Priority Needs***

The high priority needs determined by the HSAB are services for Youth, Elderly, Mental Health, Substance Abuse and Domestic Violence (analyzed in a matrix of services in the Human Services section of Resource

Volume 2).

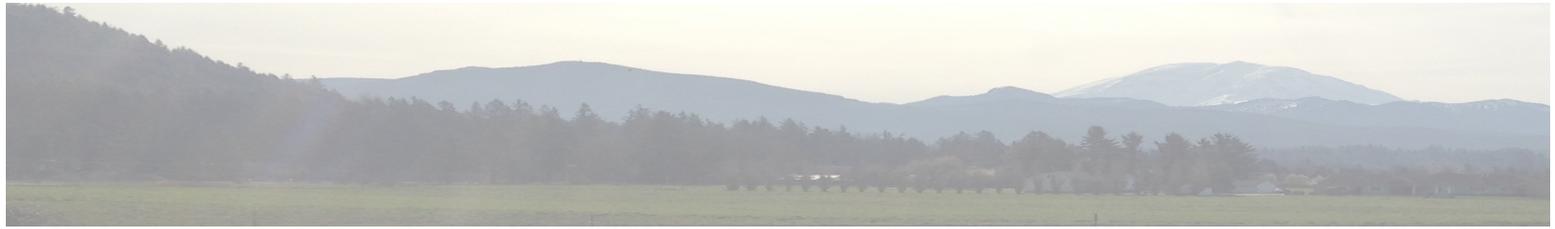
#### Youth Services

Youth Services involves a large spectrum of issues. There are many opportunities available to youth in Enumclaw such as CPR training, first aid, safe sitting, computer training and AIDS, drug, alcohol, and tobacco education. The Enumclaw Pool offers public swimming with a sliding scale for low-income users. A wide array of clubs and organizations, as well as the city's Parks and Recreation Department has programs that are available to youth. In addition, area churches offer a variety of programs.

There are some programs targeted towards youth with special concerns. In addition to counseling and case management for youth, EYFS offers an after school drop-in center for youth ages 12-18. The school district offers special education for preschool ages 3-4 and Early Childhood Educational Assistance Program (ECEAP), a program that offers free preschool for low-income children. Enumclaw Community Hospital, EYFS and the local Young Life chapter offers programs for teen parents.

#### Senior Services

Food services, low-income housing referrals, volunteer opportunities, chore assistance and health education are available through the local Senior Center, which also offers classes and a drop-in center for socializing. Transportation, which is of concern for many seniors, is limited to the Enumclaw Community Hospital Care Van and the Senior Center Van Service. While there are several senior-housing options, there is a lack of low-income housing for seniors. Mental Health Services are limited as well; services specifically for seniors are available in Auburn and other surrounding communities. As compared to other population groups, seniors have more options available to them; this may be due



to community focus and dedication to the senior population.

### Mental Health Services

There are limited services available for mental health in Enumclaw. Valley Cities Counseling provides some services to youth through the Enumclaw School District and to older adults through select nursing facilities, but they do not currently have a facility in Enumclaw making it difficult to serve adults. EYFS provides counseling for youth and their families. The mental health services in Enumclaw are inadequate, particularly for adults, and need to have a deeper analysis.

### Substance Abuse

There is assistance available for substance abuse through Recovery Centers of King County -- Enumclaw Branch, which accepts Medicaid and has a sliding scale fee. There are also a variety of Alcoholics Anonymous (AA) meetings held in Enumclaw. Support for those who have loved ones with an alcohol or drug problems is available through Al-Anon. Very limited referral services were found to be available in the city. Additional inpatient and outpatient services available outside the city can be reached on the Public Health - Seattle & King County website. 3

### Domestic Violence

The Domestic Violence Task Force has done a tremendous job of helping to close gaps in services. They offer assistance through “court watch”, created a support group, and make information available through resource packets that have been distributed throughout the city. They were a driving force in having the Police Department provide cell phones, emergency kits and motel vouchers for victims. Domestic violence assistance is available outside the city, where some victims may feel safer. Referrals for

counseling and support groups are available through the Police Department, EYFS and the Domestic Violence Task Force. Tremendous progress has been made for prevention of domestic violence in Enumclaw along with support for victims.

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3. <http://www.metrokc.gov/health/index.htm>