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Memorandum

To: Honorable Mayor and City Council
From: Anyah Zupancic, Human Services Manager
Sarah Loeffler, Human Services Coordinator
Emma Nielsen, Human Services Administrative Assistant
CC: Adolfo Bailon, City Manager
Date: April 21, 2025
Re: 2024 Year-End Report on Human Services General Fund & CDBG Allocations

BACKGROUND

Each year, in accordance with the City's Financial Policies, the City of Burien allocates funding to human services programs. $461,841, along with $41,728 in Community Development Block Grant funds (CDBG), were allocated in the 2023-2024 cycle. Human services allocations are determined every two years through a competitive application process that address the City Council approved priority areas, with 2024 being the second year of the 2023-2024 allocation. The following are the funded programs, amount of funding awarded, a brief program description, number of Burien residents served, and agency outcomes.

2024 HUMAN SERVICES ALLOCATIONS

African Community Housing and Development (ACHD) was awarded $5,000 to provide in language and culturally responsive case management, systems navigation support, interpretation and direct financial assistance to households struggling with housing and basic needs. In 2024, ACHD provided workshops, classes, meals, and case management to 13 households. 100% of families and individuals demonstrated knowledge from attending the workshops and achieved at least one goal towards their housing stability.

ANEW was awarded $6,000. This program provides quality pre-apprenticeship training for women and people of color in the building trades, employment navigation, and supportive services leading to successful family wage careers. In 2024, ANEW provided an 11-week hands-on construction and soft skills instruction and individual assistance with applications, resumes and interviewing for a total of 4 Burien residents. 100% of all clients obtained important industry credentials, passed math and other program assessment tests and/or became employed in family wage jobs or apprenticeships.

Asian Counseling and Referral Services (ACRS) was awarded $21,000 for their mental health program. This program provides culturally competent whole health oriented mental health services for Asian Pacific Islander (API) individuals living with chronic mental illness to promote recovery, wellness and whole health addressing physical, mental, and social well-being. In 2024,

ACRS provided 1,294 hours of counseling to 55 Burien residents. 80% were able to show improvement in their mental health condition.

Catholic Community Services (CCS) was awarded $13,500 for their emergency assistance program. This program provides emergency assistance to at-risk, low-income persons, including rental assistance, move-in assistance, utilities, motel vouchers, and transportation. In 2023, CCS provided financial assistance to 161 Burien residents/ 82 households. 100% of individuals/families that were eligible for assistance avoided eviction and/or utility disruptions.

Child Care Resources (CCR) now known as BrightSpark was awarded $6,871 for their childcare resource and referral services. This program provides information and referral to assist families in finding appropriate childcare and provides technical assistance to childcare providers. In 2024, CCR served 88 unduplicated Burien clients and provided 39 training/technical assistance hours. 99% of parents felt able to move forward in their childcare search and 95% of childcare providers reported increased knowledge because of training or technical assistance received.

Children's Therapy Center (CTC) was awarded $8,500 for their Children with Special Needs Program. This program provides pediatric occupational, physical, speech, and feeding therapy, caregiver training, playgroups, and custom orthotics. They had 2,413 therapy visits from 151 Burien children. 88% of children birth to three who received at least 6 months of CTC services improved their literacy, communication, knowledge, and skills.

Crisis Connections was awarded $9,000 for their 2-1-1 Community Information Line. The 2-1-1 program had 2,757 calls from 1,139 Burien residents. Caller's top 5 needs were housing & shelter, utilities, government and legal questions, food, and healthcare and COVID. 100% of callers intended to access the resources provided.

Domestic Abuse Women's Network (DAWN) was awarded $3,500 for their Community Advocacy program and 24/7 Crisis Line. This program provides one-on-one client advocacy, peer support groups, and youth programs to domestic violence victims. The program served 35 unduplicated Burien residents with 109 hours of advocacy and 63 crisis line calls. 94% of clients reported they were more knowledgeable about community resources, and 94% reported becoming more knowledgeable about resources regarding safety planning because of DAWN.

Families Of Color Seattle (FOCS) was awarded $10,000 to provide 8–10-week parent groups for BIPOC families to increase parenting skills, build community, gain resources/referrals, and participate in culturally responsive conversations about race and identity. The program served 11 residents in 63 sessions. 93% of participants increased their confidence in their ability to parent children of color and 79% of participants increased their access to parenting and family resources.

Girls Inc. of the Pacific Northwest was awarded $7,500 to provide "Girls Groups" of 2nd-8th grade youth with free afterschool mentorship in social-emotional learning, STEM and other academics, physical and mental health, life skills and leadership development. 62 group sessions were

provided to 49 residents in 2024. 82% of youth participants reported a strong believe they have the capacity and skills to achieve their goals and 82% increased their self-confidence.

HealthPoint Dental was awarded $10,000 for their comprehensive dental care program for low income and uninsured individuals. They had 1,351 dental visits from 409 Burien patients. The visits provide oral health services as well as linkages to other medical services. 65% of patients seen during the contract period, who initiate a treatment plan, complete that plan within 12 months.

HealthPoint Medical was awarded $5,000 for their comprehensive medical care program for low income and uninsured individuals. They had 2,860 visits from 1,459 Burien residents. The visits included diagnosis and treatment of acute and chronic illness, preventive health services, and linkages to specialty services. With the goal of serving under-resourced communities, 92% of patients seen during the contract period establish a healthcare home with an assigned Primary Care Provider.

Highline Area Food Bank was awarded $18,000 for food bank support in 2024. They had over 19,726 visits from 7,065 Burien residents. They distributed over 533,726 pounds of food to Burien families. 91% of clients surveyed are satisfied with the quality and variety of food offered at Highline Area Food Bank.

Hospitality House was awarded $15,000 for their women's shelter located at Lake Burien Presbyterian Church in Burien. This shelter has nine beds for homeless single women to stay for up to three months. They provided 9 Burien women with 256 shelter bed nights, provided them with 38 case management sessions and 512 meals.

Institute for Family Development was awarded $15,980 for their Parent and Children Together (PACT) program to provide in-home counseling, parenting/skill building and support to high risk, low-income families not engaged or benefiting from other community services. They provided 188 hours of evidence-based counseling to 18 Burien families. 89% of families enrolled showed improvement in one or more domains including parental capabilities, family interactions, safety, and/or child well-being.

King County Bar Association (KCBA) was awarded $10,000 for their Pro Bono Services that utilizes the services of volunteer attorneys, legal assistants, and community members to provide free legal advice and advocacy to low-income individuals and families at 41 Neighborhood Legal Clinics in King County and at the Housing Justice Project at the Kent Regional Justice Center. They provided 41 hours of legal assistance to 151 Burien residents (71 households). 71% of households were provided advice towards resolution of their legal needs and 87% report an increased understanding of their legal issue.

King County Sexual Assault Resource Center (KCSARC) was awarded $8,560 for sexual assault resource services. This program provides no-cost comprehensive crisis, legal and general advocacy, and counseling services to child, teen, and adult victims of sexual violence, including their families. KCSARC served 109 Burien residents, providing them with 483 hours of advocacy

services. 98% of victims, family members and other concerned individuals report that services helped get them through their experience.

Lutheran Community Services NW was awarded $5,000 to offer support for bilingual/bicultural mental health counseling, connecting community members to resources, and educational workshops and classes, and organizing events designed to increase the stability and wellness of community members so that they may heal, thrive, and contribute. 87 Burien residents received 152 one-on-one sessions to assist them with essential needs, culturally appropriate food, diapers, rent/utilities, and access to state programs. 100% of clients received appropriate resources/referrals, including basic need items, and reported increased stability and wellness as a result.

Mary's Place was awarded $22,600 to support homeless women, children, and family's respite, nutrition, safety, and shelter in a setting where relationships are affirmed, hope is discovered, and a new future begins. They provide meals, bed nights, diversion and stability support and assist adults in finding employment. This program provided outreach to 26 households and financial aid to 12 households and shelter to 109 residents (18 households). 85% of clients served through shelter or outreach moved into a positive housing solution of their choice.

Multi-Service Center was awarded $5,500 for transitional housing. This program provides bed nights and case management to Burien families. In 2024, 8 Burien residents received shelter for a total of 1,929 bed nights and 108 contacts of case management services. 83% of households served remained housed in Shelter and Supportive housing or exited to permanent housing.

Multi-Service Center was awarded $17,950 for Emergency Assistance & Resource Navigation (EARNS). This program provides housing navigation, rent, utility and emergency assistance to individuals and families in Burien who are impacted by various factors that include, but not limited to being unstably housed or homeless, low income, medical emergencies, and evictions. Resource navigation and financial literacy are also provided. 21 vouchers were allocated for rent or utility assistance and 42 hours of case management to 45 residents.

Navos was awarded $27,000 for their Infant and Early Childhood Mental Health (IECMH) program. They provided 394 counseling/therapy hours to 34 Burien children, and their parents/caregivers, who are at risk of child abuse and neglect, helping them with their mental health issues. 91.67% of clients that remained in the IECMH program for at least 4 months improved their parenting skills and the child-caregiver attachment relationship.

Partners in Employment (PIE) was awarded $10,000 to assist refugees and immigrants to connect with the resources they need to overcome barriers to employment, access family wage jobs. PIE also provided tailored assistance in language acquisition, housing stabilization, workforce entry and job training in higher-wage industries. They served 10 Burien residents with employment services, resource connections, job readiness, job search, placement, and retention. 40% achieved employment.

Puget Sound Training Center (PSTC) was awarded $6,500. PSTC provides a wraparound program of employment coaching, and skills training to provide participants with the skills needed to acquire living wage jobs and move towards economic and social stability. 1,015 hours of case management including referrals to housing, utility assistance, food banks, immigration services, etc.; 466 hours of digital literacy, CPR/First Aid, Forklift operator and Warehouse Order Selection; and 563 hours of employment support were provided to 59 residents. 94% of participants completed training, demonstrated knowledge gain, and were placed in jobs.

Safe Futures was awarded $16,000 to provide case management services as prevention and intervention tools for youth most at-risk of academic failure, involvement with gangs and/or juvenile justice system. Case Managers act as advocates and counselors for youth and provide bilingual service navigation to parents to ensure that youth have wrap around support for their challenges as part of the Parent Support Program. Parents benefit from workshops, translation services, and essential services to facilitate family stability. In 2024, 558 hours of case management were provided to 14 Burien youth. 75% of youth met at least 2 or more of their Individual Service Plan goals including GED, trade school, college/university, improved family relationships, and engagement with other Safe Futures resources.

Seattle-King County Department of Public Health – Mobile Dental Van was awarded $8,000 for their mobile dental van to come to Burien monthly. In 2024, the dental van had 26 visits from 22 Burien residents. The Mobile Dental Van closed operations in September 2024.

Sound Generations was awarded $3,500 for their Volunteer Transportation program. Volunteer drivers transport lower income vulnerable elderly to medical and other essential appointments. Volunteers transported 58 Burien clients, drove 1,656 miles, and provided 195 one-way trips. 96% of clients reported an easier time getting to their medical appointments and 98% reported an improved ability to remain independent.

Sound Generations was awarded $7,420 for the Meals on Wheels (MOW) program. This program delivers nutritious meals to the elderly and disabled at their homes. The program served 56 Burien area residents, delivering 10,140meals to their homes. 96% of clients indicated that MOW makes it easier to have enough food and to get enough to eat. 98% report their health is improved or maintained as a result of receiving MOW.

Sound (formerly 'Sound Mental Health') was awarded $10,000 for their PATH program which provides street outreach to homeless Burien adults. In 2024, they made 370 contacts including outreach, counseling, linkages, and referrals with 34 Burien unsheltered individuals. 94% of the individuals contacted enrolled in PATH services to increase self-sufficiency through improving access to healthcare, housing, building a safe community, improving health and well-being, and meeting basic needs.

Southwest Youth and Family Services - New Futures Program was awarded $25,000 for their child and family support program at two apartment complexes in Burien: Arbor Heights and Woodridge Park. This program includes after school tutoring, childcare, home visits to participating families, and community development events to bring residents together. In 2024

they provided 1,923 Advocacy/Interventions, 11,139 hours of tutoring, outreach, groups, and counseling to 2,055 residents. 87% of youth increased their understanding of in-school curriculums and assignments.

Southwest Youth and Family Services - New Futures Return to Alcove at Seahurst Apartments Program was awarded $41,728 for year-round, on-site academic programs and whole family support to low-income students and their families living in this apartment complex. These programs focus on education, tutoring, and whole-family support to help close the achievement gap for young people from low-income families, many from immigrant and refugee families. Whole family support addresses the long-term food, housing and health needs of these residents including a Family Advocacy Program to assist parents/caregivers with parenting issues. In 2024 they provided 1,923 advocacy contacts, 11,139 hours of tutoring, outreach and counseling to 2,055 residents. 100% of youth participants increased their understanding of school curriculum and assignments.

St. Vincent de Paul was awarded $26,400 for the Centro Rendu program in Burien which provides Latino family support services. In 2024, they provided 136 education classes, including a wide range of literacy, basic education and skill-building classes, anchored by the INEA (International Institute for the Education of Adults) curriculum provided in partnership with the Mexican consulate. GED prep classes, 21+ program, multiple levels of English as a Second Language, parent workshops, and basic computer courses and 402 case management sessions to 103 Burien residents. 60% of enrollees completed their educational courses and 93% made significant progress on their Case Management Action Plan.

St. Vincent de Paul was awarded $30,000 for the Eviction Prevention program. In 2024, they served 653 Burien residents with rent assistance by providing 247 vouchers of up to the last $800 of rent to prevent evictions. 100% of households met with accepted offers of assistance and experienced greater housing stability.

The YMCA was awarded $15,000 for their Hilltop and Hazel Valley Elementary Schools BASE Program and Day camp. This program served 177 Burien youth with childcare, recreation, and SEL curriculum, activities, and support at multiple schools both in person and virtually. 100% of participants reported that the program has been a positive influence.

The YMCA was awarded $7,500 for outreach, drop-in services, and the emergency shelter/services for youth and young adults experiencing homelessness at the Arcadia facility. Young people can access basic needs including food, showers, laundry, a safe place to sleep, clothing and referral services. Case management provides additional connections and services to increase life skill development and self-sufficiency. In 2024, 0 visits to the Drop-in Center, 9 case management sessions, and 4 bed nights were provided to 1 young people. 100% of youth served through drop-in visits moved into a positive housing solution of their choice. 95% of youth accessed resources to achieve one or more of their service goals.

White Center Food Bank was awarded $35,000 for food bank support in 2024. Using a grocery store model, they served 5,466 Burien clients and distributed 652,211 pounds of food to Burien

families. 100% of clients receiving food have greater food security due to quality and quantity of food received (at least 12 lbs. of produce each visit).

YWCA – Seattle/King/Snohomish was awarded $10,000 for their children's gender-based violence supportive services including their new Teen Advocacy program for high school youth. Burien funding pays for a staff person to work with children who have witnessed and may continue to witness domestic violence. A ten-week education program is provided to the children and caretakers in their home to ameliorate the negative effects of domestic violence. 14 Burien residents received 269 counseling hours. 100% of survivors were able to access resources and articulate a safety plan.

Share1App Online Application/Reporting Participation - $862.50 was set aside for the City's portion of participating in the Share1App on-line human services grant application and reporting system that is managed by the City of Kent.

CONCLUSION

Human Services are an integral part in the infrastructure of any city. Just as a city needs well-maintained roads and sewers, parks, and schools, investments in Human Services helps to ensure that a city's most valuable resource—its residents—are well-supported.

The division strives to effectively steward public dollars by investing in strategies, programs and services that work for the community, promote innovation in service delivery, and advance equity. The Human Services division distributed funding to 31 organizations providing critical services for Burien residents, including 5 new community programs. While our contracts are not large, with the average award being less $13,000 per year, they are an important part of the funding portfolio of many agencies. The majority of programs that are funded surpass their service goals; agencies are able to perform at this level due to their ability to leverage our support into additional funds.

The past year serves as a reminder of the work our agencies complete every day to ensure Burien residents in need receive help to access health care services, put food on the table, pay their utility bills, receive family support, and build job skills. In summary, our work provides these safety net services, and we do so with the goal of assisting individuals and families on their own path to self-sufficiency.