



COMMUNITY SERVICES, HOUSING, AND COMMUNITY DEVELOPMENT DEPARTMENT  
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**Spokane County Community Services, Housing, and  
Community Development Department (CSHCD)**

**2020 Annual Report for the State of the County**

**I. Overview of the Spokane County Community Services, Housing, and Community Development Department (CSHCD)**

The Spokane County Community Services, Housing, and Community Development Department (CSHCD) is dedicated to strengthening our communities and helping our region's most disadvantaged residents achieve and maintain healthier and more independent lives in a safe environment. The CSHCD Department, as approved by the Spokane County Board of Commissioners, is responsible for regional funding and administrative oversight for targeted programs benefitting low-income and homeless individuals in need of mental health and substance use disorder treatment services, employment services for those with developmental disabilities, and housing resources. The CSHCD Department strategically recommends programs and services that focus on the following areas:

- a) Integration of physical health, mental health, and substance use disorder services
- b) Behavioral health crisis system services
- c) Early intervention, prevention, and treatment services, within available resources
- d) Reducing homelessness and providing supportive living skills services
- e) Increasing affordable housing
- f) Promoting employment and education services
- g) Supporting criminal justice diversion services as alternatives to incarceration

**II. Impact on our Region**

As of January 1, 2020, the CSHCD Department will annually administer approximately \$48.7M in combined funding from state, federal, and local sources to support over our region's most vulnerable citizens with services, housing, and infrastructure projects and programs.



### **A. Employment and Economic Development**

Three of the four social service Divisions within the CSHCD Department primarily contract with local/regional service providers and businesses, translating to an economic multiplier effect that infuses dollars into our region and contributes greatly to regional employment and community programs.

Local and regional providers are able to fund their respective workforces to implement programs and projects benefitting our community. Examples of projects and initiatives resulting from CSHCD Department's support during 2019 include, but are not limited to, the following:

1. 12,655 Individuals benefited from road, sewer, and water infrastructure improvement projects within the cities and towns. Infrastructure projects in the City of Spokane Valley, City of Cheney, and Town of Rockford were completed as assisted each communities' high priority community development needs.
2. 138 Spokane County residents were provided business support and technical assistance.
3. Hundreds of people in our community are employed by service and project providers who contract with the Spokane County CSHCD Department to serve our region's low income, mental health, substance use disorder, housing, homeless, and developmentally disabled populations.
4. As the region's 6-county Behavioral Health Administrative Services Organization, this network of providers and their employees served roughly 24,684 individuals providing 148,128 services, aligned with the CSHCD Department's mission to better the lives of our most vulnerable citizens.

### **B. Housing**

There is an inextricable link between stable housing and the health and well-being of individuals and families. The CSHCD Department works hard to ensure that our programs and services identify and fund housing options to serve a large cross-section of our most vulnerable citizens to help them maintain physical and behavioral health, as well as encourage stable employment, family-unity, community-involvement, and education. Two examples of housing made available through the CSHCD Department during 2019 include:

1. The Spokane County's Counseling and Recovery Services (CAREs) Division served 734 individuals with mental health issues to assist in obtaining stable housing. The CAREs Division also offers housewares, furniture, and basic life-skills training to help aid in

the recipients' likelihood for success in maintaining stable housing, employment, and social interaction.

2. The CARES Division distributed \$412,480 in Housing Assistance Subsidies to the individuals served by this division.

### III. Division-Specific Updates

#### A. **Spokane County Regional Behavioral Health (SCRBH) Administrative Services Organization (ASO); *Mental Health & Substance Use Disorder Treatment***

The Spokane County Regional Behavioral Health (SCRBH) Administrative Services Organization completed its first year as a Behavioral Health - Administrative Services Organization (BH-ASO) for the Spokane Regional Service Area (RSA) during 2019. The Spokane RSA includes Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens counties. The SCRBH is a public behavioral health administrator for the following:

1. Crisis services, including involuntary treatment act evaluations, for all regional residents;
2. Behavioral health services for Non-Medicaid individuals on Less Restrictive Alternative Court Orders or Conditional Release; and
3. Non-crisis behavioral health services for individuals who are not Medicaid eligible and are at or below the 220% Federal Poverty Level (FPL) in the Spokane Regional Service Area (RSA) within available resources.

The SCRBH's \$28.8 million of funding ensured 24,684 individuals in the Spokane RSA received 148,248 behavioral health services. Additionally, the SCRBH exceeded BH-ASO performance expectations during 2019 based on contract required crisis hotline performance statistics and delegation audits by the region's Managed Care Organizations. The SCRBH started a quarterly regional crisis collaborative forum to discuss strengths and gaps in the crisis system. The Spokane Regional Crisis Collaborative also reviews patterns and trends in the crisis system via the quarterly and annual crisis data dashboard.

The SCRBH's Integrated Care Coordinators are continually working with Designated Crisis Responders, behavioral health providers, local hospital emergency departments, and community and therapeutic courts to identify and divert the highest utilizers of those systems to less restrictive settings when possible.

## **B. Spokane County Counseling and Recovery Services (CAREs)**

The Spokane County Counseling and Recovery Services (CAREs) Division consists of three programs: Therapeutic Services, the Supportive Living Program (SLP), and Housing and Recovery Through Peer Services (HARPS). Therapeutic Services and SLP contract with Managed Care Organizations in the region to provide outpatient behavioral health services to vulnerable members of the community. The HARPS program is a grant-funded program that utilizes peer support specialists to assist high-risk individuals in obtaining secure housing regardless of insurance or income. During calendar year 2019, the CAREs Division provided 10,038 behavioral health services to 734 individuals.

SLP provides behavioral health services to individuals who are homeless or at risk of becoming homeless. This program seeks to address all barriers to housing utilizing internal resources, community partners and programs, and landlord relationships to support program participants in obtaining appropriate housing. SLP is community based, with housing specialists meeting individuals in the community, and working hands on to help individuals find and maintain housing. During 2019, SLP received 539 referrals from 18 different referral sources in the community. Of those 539 referrals, 315 were determined eligible and received behavioral health services focused on achieving permanent housing, and 65% of those individuals were able to achieve permanent housing through the assistance of SLP. SLP works closely with the Spokane Housing Authority and is awarded 5 housing vouchers each month to help program participants achieve permanent, long-term housing.

The HARPS Program consists of two parts, peer support specialists who work with program participants to find and maintain housing, and a subsidy program that can be utilized by eligible individuals for pertinent housing costs, such as rent, deposits, and moving fees. In 2019, HARPS distributed \$412,480 in housing assistance subsidies to individuals in the Spokane RSA to help homeless individuals into shelter or respite placement, transitional living settings, and/or permanent housing. HARPS resources helped 422 individuals avoid homelessness. HARPS prevented 32 individuals from going to a higher level of care, such as psychiatric hospitalization or jail. HARPS peer support specialists work with individuals in the community, offering the unique perspective of individuals who have experienced their own behavioral health struggles, in some cases even homelessness.

The Therapeutic Services program offers outpatient therapy and peer support services to Medicaid eligible individuals in the Spokane RSA. The Therapeutic Services Program launched in April 2019, and in 2019 accepted 116 therapy referrals from 23 referral sources in the community. The Therapeutic Services Program works closely with the Spokane County Mental Health Court and the RISE program at Providence Hospital. In addition to

offering individual therapy, the Therapeutic Services Program offers Dialectical Behavioral Therapy, Art Therapy, and Cognitive Behavioral Treatment of Anxiety groups.

The CARES Division is an integral partner with the region's Managed Care Organizations, SCR BH, and Spokane County Behavioral Health Agencies in an effort to help stabilize individuals with behavioral health issues, by providing them with a multitude of resources, life skills, and housing supports.

### **C. Developmental Disabilities Division (DD) Support and Services**

Over 950 adults and 200 children (aged birth to three) were served in our community with employment and community integration assistance and/or early childhood services for 2019. Two of the Spokane County CSHCD's divisions have worked extensively with providers and local businesses to help young adults who have both a developmental disability and a mental illness secure jobs. These efforts have been expanded on behalf of young adults with mental illness under a pilot project involving both our Developmental Disabilities Division and the SCR BH (ASO). Additionally, the School to Work project supports individuals with developmental disabilities transition to employment after high school. Also, we have a unique program called the Bridge Project. This helps adults who are eligible for services from DSHS DDA but who are not in an employment program gain access to employment support. The DD division advocates for those with developmental disabilities year-round by hosting various trainings, conferences, and community consortiums, locally and nationally.

### **D. Housing and Community Development Division (HCD)**

Over the course of 2017-2019, the HCD division administered a vast amount and array of housing and improvement projects, trainings, and innovative programs for our community, serving thousands of individuals, including in 2019:

1. 115 owner-occupied households benefited from the Emergency Housing Repair Grant program, which allowed households to continue sustained affordable housing.
2. 5 community outreach centers were funded that provide emergency services for their local communities in Medical Lake, Cheney, Colbert, Deer Park, and Spokane Valley, providing 2,240 households with emergency assistance.
3. Homeless individuals/families/children benefited from emergency shelter beds that were fully-funded at 7 different shelters, totaling over 10,000 bed-nights annually, representing 1,411 homeless individuals.
4. 216 domestic violence households were assisted with shelter.
5. 57 individuals received jail and institutional re-entry rental assistance.

6. 66 households received rapid re-housing assistance.
7. 72 affordable multi-family housing units were under construction. Projects were funded in the cities of Medical Lake and Airway Heights, and are awaiting additional funding.
8. 37,206 individuals received assistance from food banks.
9. 121 residents received business development assistance.
10. 20 FTEs were created through microenterprise assistance.
11. 17 residents received loans to start or expand a micro-enterprise.