

## **Year One Report for the 2021-2023 Biennium**

To the  
Washington State Health Care Authority (HCA)  
Division of Behavioral Health and Recovery (DBHR)

From the

### **Parent-Child Assistance Program (PCAP)**

Report Timeframe: July 1, 2021 through June 30, 2022

Susan Stoner, Ph.D., Washington State PCAP Director  
Alanna Feltner, Washington State PCAP Evaluator

Addictions, Drug & Alcohol Institute (ADAI)  
University of Washington School of Medicine  
1107 NE 45<sup>th</sup> Street, Suite #120  
Seattle, Washington 98105

Phone: (206) 543-7155 | Fax: (206) 543-5473  
Website: <https://pcap.psychiatry.uw.edu>

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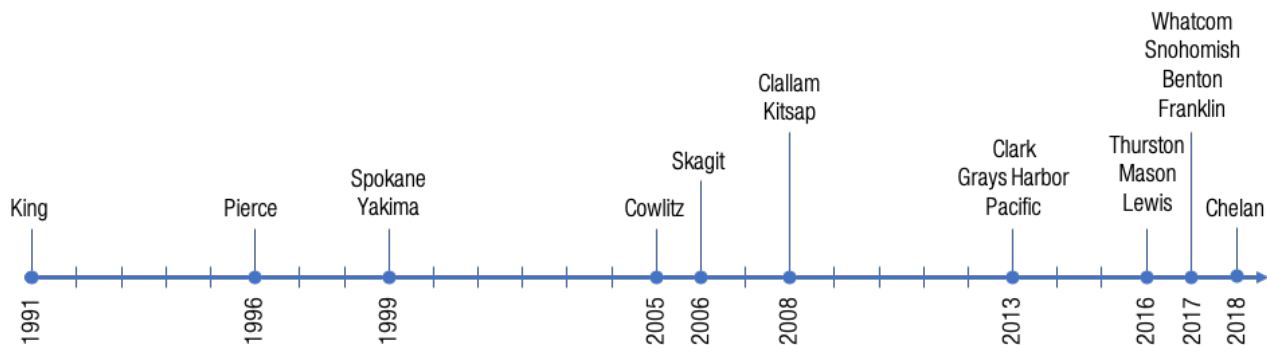
# University of Washington Parent-Child Assistance Program (UW PCAP) Executive Summary

Report Timeframe: July 1, 2021 through June 30, 2022

The Parent-Child Assistance Program (PCAP) serves at-risk mothers, who have engaged in problem use of alcohol and/or drugs during pregnancy, at 15 sites serving 19 Washington counties. Mothers are enrolled in PCAP during pregnancy or up to twelve months postpartum. When space allows, mothers between twelve and twenty-four months postpartum may be enrolled. Clients receive three years of case management/advocacy, coaching, and family support from experienced, highly-trained, and well-supervised case managers via home visitation (when possible) and other one-on-one visits in their communities.

The primary goals of PCAP are to help mothers with substance use disorders achieve and maintain recovery, build healthy family lives, and prevent any future children from being exposed to alcohol or drugs prenatally. PCAP sites across the state work with the strengths and challenges of the unique communities in which they operate, while maintaining consistency in the theoretical foundations, core components, and operational protocols of the PCAP model.

The program began in King County in July 1991 and expanded to other counties as shown below.



This Executive Summary reviews work conducted from July 1, 2021 through June 30, 2022, during the first year of the 2021-2023 biennium at the fifteen PCAP sites and at the University of Washington Parent-Child Assistance Program (UW PCAP). UW PCAP is responsible for statewide training, technical assistance, and evaluation to document program outcomes. UW PCAP monitors program processes to promote quality control and ensure fidelity to the core components of the PCAP model.

The PCAP statewide administrative team includes Susan Stoner, Ph.D., Washington State PCAP Director; Alanna Feltner, Program Evaluator; Stacy Dimmich, Program Operations Specialist; Annalivia Robinson and Avery Park, ASI Interviewers; Sarah Franich, Evaluation Data Quality Specialist; 15 PCAP site clinical supervisors; and Sarah Pine, PCAP Contract Manager for the Washington State Health Care Authority, Division of Behavioral Health and Recovery (DBHR). Additionally, Cara Ernst, former PCAP Program Evaluator (retired), is available for periodic consultation.

Throughout the year, the statewide administrative team has continued to meet monthly via Zoom, a practice that began with the COVID-19 pandemic, to discuss ongoing change initiatives. These meetings have provided a forum to discuss successes and challenges as well as ways to improve the work and meet contract obligations within the context of ever-changing local and state resource availability. In

addition, team members communicate and consult with each other on a regular basis via email, phone, and Zoom.

Throughout the year, UW PCAP has continued to emphasize high-quality implementation and maintenance of fidelity to the PCAP model. Fidelity is promoted first and foremost through initial and refresher training for all PCAP staff in the PCAP model. UW PCAP trained staff conduct annual PCAP refresher trainings for 86 site case managers and 15 clinical supervisors, to improve skills and avoid drift from the core components of the model. Other PCAP trainings during the reporting period included training on PCAP evaluation, the DatStat online database console, and ASI interviewer reliability.

Ongoing professional development is one of the hallmarks of PCAP. As such, UW PCAP arranges for PCAP staff statewide to receive professional training in Motivational Interviewing, Promoting First Relationships, and on Fetal Alcohol Spectrum Disorders (see Presentations and Training by UW PCAP). Since the COVID safe-distancing and other restrictions began in March 2020, all PCAP training has been conducted remotely via Zoom.

UW PCAP maintains the PCAP website (<http://pcap.psychiatry.uw.edu>, also reachable via <http://www.pcapwa.org>) with up to date information for community members (e.g., *How to Make a Referral*), resources for staff (e.g. the PCAP Manual, Evaluation Forms and Protocols), and resources for entities interested in implementing PCAP (e.g., Starting a Site). During this reporting period, we made multiple upgrades to our website. Resources for PCAP staff are now in a password-protected section of the website (“Program Intranet”) so that the general public does not have a window into the broad range of sensitive evaluation data that are collected from program participants. Search functionality has been added to make it easier for PCAP staff to find information on the website. The website contains a contact form for the general public to make a referral, and these referrals are forwarded to the appropriate site. Additionally, UW PCAP provides the 15 direct services PCAP sites with a central SharePoint site (“Team-PCAP”) to find and exchange information and a DatStat online data management platform (“console”) to track their caseloads and submit evaluation data.

In this reporting period, there were still ongoing substantial challenges and successes related to the COVID pandemic. The sites have continued finding innovative methods of sustaining engagement with clients while managing staff and clients’ responses to the pandemic, with differential impacts between counties. Some sites noted upticks in client substance use and loss to follow-up. Others noted the differential impact of tele-visits on client-case manager relationships compared to in-person visits. Through monthly statewide administrative meetings, held via Zoom, the supervisors shared creative solutions to these challenges, demonstrating remarkable teamwork and resilience.

Despite the ever-evolving pandemic, PCAP sites continued to honor and celebrate their clients and families in creative ways. In this report’s Client Activities’ section, the sites report activities such as providing contests, holiday parties, arts and crafts projects, food and gift baskets, and maintain many donations of clothing, household goods, gift certificates, and other items from community groups, to name just a few.

In this report, PCAP clinical supervisors throughout the state continue to note that finding affordable, safe housing for clients and their families remains an ever-present challenge. Nevertheless, PCAP sites and host agencies continue to collaborate with local communities to develop and maintain housing resources that prioritize PCAP clients. For example, Benton/Franklin PCAP families are getting housing resources through community providers such as Kennewick Housing Authority, Housing Resource Center, Pasco Housing Authority, and Community Action Clinic. Chelan PCAP maintains

strong working relationships with the YWCA Women’s Transition House and Homeless Shelter and the Bruce Transition Housing (Women’s Resource Center), which provides greater possibility for clients to be quickly housed. Clark PCAP continues to partner with Second Step Housing to better meet the housing needs of mothers battling substance use disorders and homelessness. While the original transitional house (Jubilee House) is still successfully housing the same three clients during this reporting period that were housed in the last reporting period, Clark PCAP is in conversation with Second Step Housing about expanding the partnership to add a second transitional house (Val’s House). At Kitsap PCAP, many clients co-enrolled in Agapé treatment live in Agapé low-income housing, with six slots in Port Orchard specifically for pregnant and parenting women and their young children. Other clients live in Agapé’s clean and sober group house or in Agapé-supported apartments located throughout Kitsap County. Pierce PCAP became a Housing Connector Partner in January 2022. This program allows staff access to lower barrier housing options for clients. Pierce PCAP continues to maintain a housing contract with Mercy Housing Northwest. Pierce County had three clients living in transitional housing during this reporting year, including one of these clients moving into permanent housing. Skagit PCAP works with Family Promise of Skagit County, which operates a shelter system with a transitional living facility that accepts PCAP clients on a priority basis. They are currently providing shelter housing for two PCAP clients. Snohomish PCAP’s host agency, Sound Pathways (formerly Pacific Treatment Alternatives), continues to operate an Emergency Shelter for PCAP clients, funded through the Emergency Food Shelter Program (Federal Grant), Tulalip Tribes, Allison Foundation, and Muckleshoot and Stillaguamish Tribes. Since opening, the shelter has provided emergency housing to 38 families. PCAP case managers and the shelter manger work with clients to find more permanent housing opportunities. Whatcom PCAP works with New Way Ministries, Lydia Place, and Agape Home for Women and Children, which provide group living facilities. Yakima PCAP and Triumph Treatment Services collaborate with local community partners to develop and maintain housing resources that prioritize PCAP clients. Yakima PCAP currently houses 12 clients within the host agency's housing program and assists clients with application fees for other housing options in Yakima County.

Staff turn-over has remained a significant challenge for PCAP sites, with few sites encountering many qualified applicants to fill vacant positions and others noting that salary rates still have not kept pace with those of competing agencies seeking similarly qualified personnel. During this reporting period, 60 PCAP site staff left their positions: 41 were case managers, six were exit interviewers, five were clinical supervisors, and eight were office assistants.

Finally, several sites noted the rise of fentanyl as a primary drug of choice was a significant challenge over the past year, particularly given the high overdose potential for the commonly described “blue pills.” To meet this challenge, sites have expanded access to Narcan/naloxone training.

### *PCAP Replication, Training, and Consultation*

With outside funding, UW PCAP continues to provide consultation and training for PCAP replication sites in California, Nevada, New Brunswick, and to other groups seeking information about aspects of the model, or starting a new site (e.g., Living Free Health and Fitness in Pahrump, Nevada). We describe these activities in detail in the Program Activities section of the report.

### *Publications*

During this reporting period, UW PCAP had one peer-reviewed paper published online (Jirikowic et al., 2022). Additionally, using outside funding, we began work on an analysis of PCAP data to examine racial and ethnic disparities, with the goal of testing the following hypotheses: 1) racial and ethnic disparities in access to health, community, and social services will be observable in PCAP clients at

enrollment, 2) PCAP works to close the gap between minorities and non-minorities in access to these services, and 3) the amount of contact with the case manager moderates the beneficial effect of PCAP with respect to racial and ethnic disparities. A manuscript resulting from this analysis will be submitted for peer review in the upcoming year (Stoner et al., in preparation).

### *Client Exit Outcomes*

In this report we present cumulative exit outcome data from the 1871 clients who have exited PCAP (207 in Spokane, 116 in Snohomish, 178 in King, 156 in Pierce, 163 in Clark, 112 in Thurston/Mason/Lewis, 67 in Benton/Franklin, 100 in Kitsap, 168 in Yakima, 153 in Cowlitz, 151 in Clallam, 139 in Grays Harbor/Pacific, 83 in Skagit, 83 in Whatcom, and 22 in Chelan counties) during the past six years (July 2016–June 2022). We include information from 1,472 who completed the exit interview, combined where possible with data from 399 clients who have not been located for exit interview but for whom we have cumulative program data. Examination of whether or not the exit ASI was obtained indicates that most sites are meeting or close to the benchmark of no more than 20% loss-to-follow-up: Clallam, 3%; Yakima, 9%; Snohomish, 9%; Kitsap, 11%; Whatcom, 11%; Benton/Franklin, 13%; Grays Harbor-Pacific, 15%; Cowlitz, 16%; Thurston/Mason/Lewis, 26%; Clark 26%; Spokane, 27%. However, meeting the benchmark appears to be particularly challenging for other sites: Pierce, 35%; King 34%; Skagit 45%; Chelan 77%.

### *Status of Exited Clients*

82% were at reduced risk for delivery of another substance-exposed birth: being either abstinent from alcohol and drugs for at least 6 months or using a regular family planning method on a consistent basis, or both.

90% completed some type of alcohol/drug treatment (or were in progress), including 85% who completed inpatient or outpatient treatment (or were in progress); 55% were currently abstinent from alcohol and drugs at exit for at least one month; 47% for at least six months; 40% for at least one year. Among clients who were still using substances at exit, the most common substances being used were alcohol (21%) and cannabis (30%).

67% were using a method of family planning on a regular basis; 53% were using regular Depo-Provera injections, hormonal implant, IUD, or had obtained a tubal ligation. 61% were using one of these methods, or birth control pills, or the one-week birth control patch. Over the course of the three-year program, 21% (n=305) had a subsequent delivery. Of these, 35% had pregnancies that were unexposed to alcohol and drugs (n = 108 pregnancies); and 32% quit using during pregnancy (n = 97).

While 44% of the women were receiving welfare/TANF income at enrollment, 23% were receiving some welfare/TANF income at exit (mean \$478/month). While 9% of the women were employed at enrollment, 41% were receiving income from employment at exit (mean \$1,390/month). During the program, employment replaced welfare at least once for 44% of clients. At exit, employment was the main source of income for 34% of clients and TANF was the main source of income for 15%. SSI was the main source of income for 12%.

At exit, 87% (1265/1453) of target children were living either with their biological mother (71%) or with family member/friend (16%); 8% had been legally adopted; 8% were in foster care.

While only 26% were in stable housing at enrollment, 71% were in permanent, stable housing at exit.

**Intake Characteristics, Client Outcomes in Progress, and Client Exit Outcomes**

Report Timeframe: July 1, 2021 through June 30, 2022

(See pages 8-42, attached separately.)

## The Parent-Child Assistance Program (PCAP)

### Program Activities

Report Timeframe: July 1, 2021 through June 30, 2022

#### University of Washington Parent-Child Assistance Program (UW PCAP)

##### *Successes*

During the past year, Dr. Susan Stoner, Washington State PCAP Director, continued to bring a new perspective to the 30 year-old PCAP, with the aim of developing ways to promote the program's sustainability and scalability. Dr. Stoner consulted with Dr. Therese Grant, PCAP Developer, on a weekly basis to get Dr. Grant's feedback on the changes Dr. Stoner is envisioning.

This year UW PCAP has continued to focus attention on reframing how PCAP is conceptualized; as primarily an evidence-informed intervention program with integrated evaluation components rather than primarily a research program. UW PCAP has continued to support the sites by providing baseline and follow-up ASI interview services.

UW PCAP continues to provide 16 hours of annual refresher training in the PCAP model to all of the sites through the use of trained trainers, who are two current and one former PCAP clinical supervisors: Linda Segur, Sara Gongora Garcia, and Alex Young. The current supervisors take time off from their clinical supervisor role to serve as UW PCAP trainers for those 16-hour trainings. Since the COVID-19 pandemic, these trainings have been conducted via Zoom, the convenience of which trainees and trainers appreciate.

UW PCAP is continuing to develop web-based modules with the support of an e-learning developer (Sage eLearning), using Articulate Storyline software, to provide an alternate way to deliver some of the annual refresher training content.

Sites are gaining proficiency in their use of the Team-PCAP SharePoint site for requesting ASI interviews, un-enrollments, re-enrollments, and extensions; turning in client file reviews and uploading exited client data files; sharing resources and updating staff information. Despite some initial challenges getting access to all who needed it (due to security settings), the reaction to the SharePoint site ("Team PCAP") and has been generally positive.

##### *PCAP Evaluation*

The PCAP Program Evaluator, Cara Ernst, M.A., who has been with PCAP since its inception in 1991, retired in January 2022. Ms. Ernst managed statewide PCAP staff evaluation training and online data system administration and promoted quality control. Ms. Ernst dealt with any issues concerning data collection, and periodically received requests to provide data products to PCAP sites and to DBHR. Leading up to her retirement, Ms. Ernst left instructions for each part of her job, and has been instrumental in training her successors, Alanna Feltner, new PCAP Evaluator, and Sarah Franich, Evaluation Data Quality Specialist. Cara was an institution and will be greatly missed by the UW PCAP and all 15 PCAP sites.

##### *PCAP Honors*

For the fourth year in a row, PCAP was honored to be included in the 2022 NHVRC Home Visiting Yearbook. (See Publications, Products Developed and Other Information Dissemination section.)



### *PCAP State Administrative Team Meetings*

Monthly PCAP statewide administrative team meetings were held remotely with UW PCAP staff, PCAP site clinical supervisors, and the DBHR contract manager. Ideas and strategies for supporting staff, addressing client needs, and modifying ways of implementing PCAP during the pandemic were typical topics of discussion. Detailed minutes were taken at each meeting and later distributed to participants.

### *Client Extensions of Time in PCAP*

Clients typically exit PCAP three years after enrollment. Under specific circumstances, clinical supervisors may request up to a six-month extension for clients. During this reporting period, Susan Stoner and Sarah Pine reviewed and approved PCAP extensions for 38 clients, including three at Benton/Franklin, two at Clallam, one at Clark, Cowlitz and Grays Harbor/Pacific, two at King, four at Kitsap, two at Skagit, two at Snohomish, three at Spokane, eleven at Thurston/Mason/Lewis, five at Whatcom and one at Yakima. One Pierce extension request was rejected. Dr. Stoner noted that she continued to take a relatively lenient approach to extensions due to the extreme and unprecedented impacts of the COVID-19 pandemic.

### *PCAP Research Collaboration*

In recent years, the Seattle-based Mark Torrance Foundation funded a feasibility study of an educational depression intervention called Promoting Healthy Families (PHF) at the Clallam, Grays Harbor/Pacific and Thurston/Mason/Lewis PCAP sites. The PHF intervention was based on the MOMCare intervention developed by Dr. Nancy Grote and colleagues and designed to support PCAP mothers who suffered from depression, anxiety, or PTSD and who were theoretically less likely to succeed in PCAP. In this reporting period, Dr. Stoner and Dr. Amritha Bhat submitted an R01 grant application to the National Institute on Drug Abuse to test the PHF intervention with PCAP clients with depression, anxiety, or PTSD across the state. Unfortunately, the grant was not funded. Drs. Stoner and Bhat will continue to consider how best to support PCAP clients with unmet mental health needs.

### *Out-of-State PCAP Consultation, Collaboration, and Training*

UW PCAP receives outside funding to provide training and technical assistance to agencies in other states that are implementing or seeking to implement the PCAP model. We report on that here because we feel strongly that this enriches the program overall. Washington State PCAP sites sometimes host out-of-state sites for shadowing and find that this stimulates good discussions about best practices and fidelity to the PCAP model.

#### California, Nevada and New Brunswick, Canada

UW PCAP has provided consultation and training for the following out-of-state replication sites: Lake County Tribal Health Consortium in Lakeport, California, since 2011, New Frontier Treatment Center in Fallon, Nevada, since 2017, St. John Regional Hospital in St. John, New Brunswick, since 2018, and Living Free Health in Pahrump, Nevada, since 2020. All four sites receive annual PCAP refresher training (via Zoom). Additionally, the Pahrump site receives regular consultation by Linda Segur, Kitsap PCAP Clinical Supervisor. During this reporting period, UW PCAP has received information and training cost information requests from Florida, New York, Hawaii, another agency in Nevada, and Mississippi.

#### Oklahoma

During this reporting period, Dr. Erin Maher of the University of Oklahoma (OU) secured funding to bring PCAP to the state of Oklahoma and to conduct a randomized controlled trial. Working closely with the OU Foundation, Dr. Maher received funding from a consortium of funders, including Oklahoma Human Services, the Oklahoma Department of Mental Health and Substance Abuse Services, the Annie

E. Casey Foundation, the Arnall Community Fund, and others. Dr. Stoner is co-Principal Investigator on the project, which seeks to obtain the kind of data that would be needed to establish PCAP as an evidence-based intervention, eligible to receive funding under the federal Family First Prevention Services Act.

### *Challenges*

During this reporting period, we continued to address the challenges of getting baseline ASI interviews done for all enrolling clients and exit ASI interviews done for all exiting clients. Because UW has two dedicated ASI interviewers (1.5 FTEs) and an external consultants UW is paying to provide do baseline ASI interviews (Alex Young), no new clinical supervisors were trained to administer the ASI. Some sites were satisfied with this arrangement while at least one site was not. As a team, UW PCAP has been discussing ways to support all sites better. Ultimately, Dr. Stoner realized that, due to the many differences between sites, a one-size-fits-all approach will not work. Thus, in the upcoming year, UW PCAP will be providing ASI training to new and existing supervisors in the ASI interview and providing multiple options to the sites for how to get the ASIs done, including administering the ASIs themselves under certain circumstances.

As PCAP came to understand itself better first and foremost as a program delivered through a network of 15 separate sites rather than a 15-site research study, it became more apparent that the program was subject to 42 CFR Part 2. This required changing PCAP's releases of information and legal protocol, but again it became apparent that a one-size-fits-all approach will not work. With guidance from HCA, it was determined that each host agency would be responsible for ensuring their PCAP site's compliance with 42 CFR Part 2.

### *Personnel*

Susan Stoner, Ph.D. is the PCAP Statewide Director. Cara Ernst, Program Evaluator, retired in January of 2022. Sarah Franich, hourly Evaluation Data Assistant, was promoted to a permanent position in January of 2022 as Evaluation Data Quality Specialist. Alanna Feltner was hired in April 2022 as the new Program Evaluator. Stacy Dimmich is the Program Operations Specialist. Her role focuses on coordinating training and technical assistance. Avery Park and Annalivia Robinson were hired as UW PCAP ASI Interviewers in September and October of 2021, respectively. The UW PCAP team has grown from three staff members, historically, to a team of six, and have been meeting together on Zoom bi-monthly since April 2022.

## **Benton/Franklin Counties PCAP**

### *Successes*

Benton/Franklin PCAP has had many successes during this reporting period. Benton/Franklin PCAP clients have been setting goals and achieving them. Several Child Protective Service (CPS) cases have been closed and PCAP moms are regaining full and/or partial custody of their children. PCAP moms have been getting full-time and part-time jobs. One PCAP mom has become an advocate for Parents for Parents, a local community resource program. Benton/Franklin PCAP has made connections within their community renewing and establishing connections with community partners and referral sources. PCAP clients also have other successes including graduating inpatient and outpatient substance use disorder treatment programs, obtaining birth certificates and social security cards, completing GEDs and certificates for new jobs such as completing a flagger program, and starting college courses.

In July 2021, Elijah Family Homes (EFH), the host agency for Benton/Franklin PCAP, leased four new

Toyota vehicles for PCAP case managers. These new vehicles have provided safe, reliable, and economical transportation service for clients.

On September 15, 2021, Benton/Franklin PCAP participated in a Virtual Recovery Event hosted by the Recovery Coalition. Every staff member was in attendance and able to gain meaningful knowledge regarding the addiction and recovery services provided in the Benton and Franklin Counties and surrounding areas.

On January 27, 2022 Benton/Franklin PCAP case managers attended the 2022 Recovery Advocacy Day hosted by the Washington Recovery Alliance.

In March 2022, EFH moved the agency to a new location; from 660 George Washington Way, Richland, WA 99352, to 1721 W. Kennewick Avenue, Kennewick, WA 99336. This move to a bigger facility has allowed all staff members to have their own offices, which provides privacy for meeting with clients. The new building also provides a community meeting space.

In March 2022, Nakia Becerra, Clinical Supervisor, and Case Managers Cassandra Gonzalez, Joetta Gillihan and Carson Godinez attended a three-session training series on Harm Reduction Treatment for Substance Use. This training provided tangible examples and taught the skills to be able to use motivational interviewing within a harm reduction model in providing support to PCAP clients and help motivate them in making positive changes.

After almost a full year of being understaffed, in May 2022, Benton/Franklin PCAP became fully staffed with a clinical supervisor, an office assistant, and four case managers. The benefits of having a full staff will allow PCAP to do more outreach and provide better advocacy for clients. A full staff also provides a better opportunity to fill in for one another supporting PCAP participants during staff absences.

On May 20, 2022, EFH held an open house. Benton/Franklin PCAP team members spoke with community members, EFH donors, volunteers, and community resource representatives and shared PCAP business cards, pamphlets, brochures, the PCAP referral process, and eligibility criteria.

Benton/Franklin PCAP staff have participated in multiple regularly scheduled community meetings and coalitions, such as: Benton Franklin Recovery Coalition, Benton Franklin Health Alliance, Food Access and Security Coalition, and other community provider meetings. PCAP staff also attended several community partners' open houses. PCAP team members attended two open houses in 2022: one at Mirror Ministries and another at Catholic Charities. Both open houses provided a deeper look into the services these programs provide and helped start new community partnerships.

### *Challenges*

The Benton/Franklin PCAP site continued to experience the hardship of COVID among staff and PCAP families. COVID continued to impact clients whose families would experience the negative effects of COVID in their immediate and extended family members. PCAP case managers came up with unique and creative ways to get clients to engage with the program through monthly challenges that promoted healthy activities at home. During the height of COVID cases, Benton/Franklin PCAP had to suspend providing transportation services for clients. PCAP staff continued to meet with clients via social distancing in person visits as well as video chatting with clients who were able to do so.

EFH watched COVID cycle through staff members and staff members families. EFH followed the guidance of Benton Franklin Health Department in regards to COVID policies and procedures. PCAP

team members who tested positive were required to quarantine at home causing a few lengthy absences. At times, a person who was exposed to COVID would require a negative test result to return to work. Other times, PCAP staff members needed to stay home to care for immediate family members who tested positive and were too sick and/or young to be left alone. Despite these trying times, PCAP staff members continued to work diligently to continue providing exceptional services to PCAP families. The PCAP staff utilized COVID pay or were able to work from home if well enough while having COVID.

Staffing deficiencies continued to plague the Benton/Franklin PCAP program during this reporting period. In the middle of 2021, PCAP became fully staffed for a short period of time when they hired Ms. Gonzales as a new case manager in July of 2021. Shortly after, Melanie Gutierrez, Case Manager decided to discontinue working for EFH and the PCAP program, leaving the Benton/Franklin PCAP site with three case managers, a clinical supervisor, and a half time office assistant. In November 2021, Amanda Bracamonte, Clinical Supervisor, turned in her resignation as she was moving to Phoenix, Arizona with her husband and family. Thus, a search for a new clinical supervisor had begun. EFH posted the position on Indeed and several candidates were interviewed. On January 10, 2022, Ms. Becerra was hired on as the new clinical supervisor. Although Ms. Bracamonte had made a commitment to help with onboarding a new clinical supervisor, she was unable to fulfill this commitment. Ms. Becerra worked with other PCAP site supervisors for guidance on how to complete her job duties. During her first week of work Ms. Becerra was informed that Matthew West, EFH Executive Director had also given his notice and would be leaving at the end of January 2022. A new EFH Executive Director would be starting a few days prior to the former Executive Director leaving. EFH welcomed Lisa Godwin as the new EFH Executive Director.

The Benton/Franklin PCAP team were excited to welcome Ms. Godwin, as the new Executive Director for EFH, as there had been ongoing issues with the previous management team at EFH. Despite the positive start with Ms. Godwin, the transition to new management style was not as smooth as hoped. Whenever, there are management changes within an organization there can be a positive or negative ripple effect. Different management styles can be difficult for staff members to transition, cope, and to adjust; subsequently, this caused more PCAP staff members to leave in 2022. The Benton/Franklin PCAP site struggled yet again with continued turnover and trying to find new staff members. With high turnover rates, the team worked together to try and find replacements for staff members who would meet the criteria to become an exceptional PCAP case manager and worked together to make sure the site's clients were still staying connected and had the resources they needed.

This PCAP site also struggled in 2021 to get referrals to fill caseloads. The site has since increased its outreach and has staff members continuously building connections with providers in hopes of getting the PCAP name in the community to better encourage more referrals.

### *Visitors to Staff Meetings*

On September 13, 2021, the Benton/Franklin PCAP Site had a presentation from United Family Center (UFC). The agency discussed with the PCAP staff the criteria needed for referral, insurance accepted, wait lists, and gave further information for how their agency can benefit the PCAP clients.

On September 29, 2021, The Benton/Franklin PCAP site had visitor Judy Dirks present for a team building activity. The PCAP team and all EFH staff were present for the team building activities, questions and games. This took place in Howard Amon Park and finished at the EFH conference room.

On October 4, 2021, the Benton/Franklin PCAP site had a presentation completed by Royal Life Centers. The team learned about the addiction and substance use disorder services in the Spokane area that would benefit the sites clients if they qualified.

On March 14, 2022, Ms. Carissa Lieberman, Program Director for the Transition To Success, another

EFH program, presented the housing application process to PCAP staff members.

On March 28, 2022, Ms. Roddie Markel and Ms. Miriam Campos from Compass Career Solutions came and presented information about the services that they provide: vocational employment counseling, person centered planning, youth readiness, community inclusion, and supportive housing.

### *Client Events*

In August 2021, Benton/Franklin PCAP team members prepared back to school backpacks for the elementary aged children of PCAP clients; approximately 20-30 backpacks were handed out.

On September 23, 2021, Benton/Franklin PCAP held their annual summer event for their clients at Howard Amon Park. The staff provided lunch, games, goody bags and prizes to the kids who attended. There were approximately 25-30 attendees including the staff, clients, and their children. PCAP handed out donated laptops to ten families.

In October 2021, PCAP team prepared Halloween goody bags and they were distributed to families during their home visits.

In December 2021, Benton/Franklin PCAP prepared Christmas stockings for children of PCAP mother's and handed them out prior to Christmas.

In December 2021, Benton/Franklin PCAP participated in the Boys and Girls Club Drive Through Light Show by baking homemade cookies and handing them out to participants. PCAP clients were invited to attend this public event.

In May 2022, Benton/Franklin PCAP team members put together Mother's Day gift bags that included a positive message bracelet, glass fingernail file, bath bomb, hand lotion, and a few other encouraging items.

### *Personnel*

EFH as a whole has continued to have a high staff turn-over rate. This year, Benton/Franklin PCAP has hired one clinical supervisor, six case managers, and an office assistant. Multiple case managers had to be hired quickly because the 3 case managers from 2021, Ms. Gillihan, Ms. Gonzales, and Ms. Godinez, had all given their two-week notice within a few days or weeks of each other. Ms. Gonzales had planned to continue to work part-time to help train the new case managers. All three left for better work conditions, pursuing career goals, and higher pay. Of the first group of case managers hired, two decided on their start date that they were not ready to work for PCAP, and the third case manager hired only lasted a week as she was not a good fit for PCAP. Despite these challenges Ms. Becerra, who was hired on January 10, 2022, was able to hire three other case managers; two of whom came with high recommendations from Ms. Godwin as she had worked with several candidates at her former employment with the Union Gospel Mission.

In one month, three new case managers were hired and started. They were Sylvia Flores, Christina Macaluso, and Sandy Cooney. As Ms. Gonzales began to work with the new case managers and see the difference in the work environment, she decided she would like to continue working for PCAP. Ms. Gonzales met with Ms. Godwin and was able to negotiate a raise and title of Team Leader. Ms. Gonzales has now completed one year of working with PCAP. As mentioned earlier Ms. Gutierrez and Ms. Bracamonte resigned in 2021. In April 2022, Office Assistant Veronica Thurman was let go from her position and replaced by Bella Martinez. The site is thrilled to be fully staffed again after so much turnover!

## Chelan County PCAP

### *Successes*

Chelan County PCAP has celebrated being in its current site for four years.

This site is well located between the YWCA women's transition house and homeless shelter and the Bruce Transition Housing (Women's Resource Center), where many of our clients reside. Strong working relationships with the two agencies provides greater possibility for clients to be quickly housed. This site is within walking distance of the courthouse, making it possible for staff to quickly attend any court hearing that clients may have. This site has a strong working relationship with the local DCYF office as well as the Chelan/Douglas public defender's office and the Chelan/Douglas Counties' prosecutors.

Chelan County PCAP had many successes during this reporting period. New connections were made, and previous connections were revisited and made stronger. Case managers Mayra Casique and Stephanie Skidmore networked with providers, learning about other services and housing connections. Many agencies have new staff, and the agency has been able to make connections with them, including the local emergency room and the Recovery Coaches during times in the emergency room with clients.

Referrals have been on the increase this year, which has helped this site maintain stability with the client-base. Dee Cummings, Clinical Supervisor, was invited to attend a midwife staff meeting for Columbia Valley Community Health, which has been a wonderful source of referrals for this site.

PCAP staff were invited to attend the annual Reunification Celebration with DCYF this year. Many of the judges and attorneys spoke to staff individually about how much they appreciate the service PCAP provides for the clients and are thankful that the program is available in the area.

### *Challenges*

The exponential increase in fentanyl overdoses has been a great challenge for the Chelan County PCAP. Staff is often with the clients in the emergency room, helping them as they detox.

### *Visitors to Staff Meetings*

In November 2021, Chelan/Douglas Together for Youth, came to staff meeting. The Executive Director and Programs Manager shared about their programs and ways in which both agencies could collaborate. They offered for the PCAP staff to take the Love & Logic training to be able to teach the program to clients and community at large. Staff was very excited about this opportunity.

In January 2022, Sgt. Chance of the City of Wenatchee Police Department provided for PCAP staff their Emergency response/Active Shooter training. This was very exciting since case managers and clinical supervisor are often in homeless camps and trap houses in the community as well as having high-risk populations at the PCAP office.

In April 2022 PCAP staff had requested the Volunteer Attorneys of Chelan/Douglas County attend a staff meeting to assist case managers filling out parenting plan paperwork, which is a frequent request by the clients.

In June 2022, Joseph Hunger of Chelan-Douglas Health District provided Narcan training. This training was also attended by all staff and a few PCAP clients who are wanting to be able to help when needed. This was an exciting event for all.

### *Client Events*

A barbeque held for clients on August 27, 2021. This was well attended by clients and their families, approximately 35 people total. Stories were shared and games played. Clients participated in the preparation of the barbeque, cooking the foods and creating activities. The event was held at the site.

A Thanksgiving gathering for clients, potluck style, on November 22, 2021. Staff prepared the greater portion of the meal, but clients also asked what they could bring. Clients who had graduated from the program also attended, which was a wonderful opportunity to share their story with those that are still in process. Children were able to play together as attendees visited. Clients share that they truly enjoyed this opportunity. Approximately 40 people attended this event.

A Valentine's Day party was held for clients on February 15, 2022. This was a simple event with gift bags and treats. Activities were provided for the children. Clients continually express that they enjoy meeting with others in similar situations and share what is and is not working for them and feeling supported. Approximately 15 people attended this event

A Mother's Day celebration was held for clients on May 6, 2022. This was a simple pizza party in the park. Gift bags had been prepared by staff for each of their clients. Activities were prepared for the children. 18 people attended this event

A clothing/furniture donation giveaway was hosted by clients for the community on June 28, 2022. Clients organized this event that was opened not only for other clients, but for anyone in need. The community had donated infant/toddler furniture, car seats, adult clothing and shoes, youth clothing and shoes, just about anything someone might need. The event was set up in the PCAP parking lot and scheduled to be open for three hours. Within the first hour almost half of the donations had been picked up by families and individuals in need. The clients who helped host this event expressed how great it felt to be able to help pay it forward as they knew so many of those who were recipients. Approximately 60 families were able to receive items that they needed.

### *Personnel*

Chelan County had been stable with staff for 1.5 years and lost one case manager in May 2022 for which they are currently advertising to hire. Chelan PCAP is a very small site contracted for two case managers, one office assistant, and one clinical supervisor. The case manager position has been open for almost three months and only four applicants have responded to ads for the position, none of which qualify for the position. There was a comment made to one ad that a person can work in fast food and receive the same amount of pay and they don't have to worry about the responsibility that comes with the position or need the education and have the student debt.

Chelan PCAP staff includes Dee Cummings, Clinical Supervisor and agency owner. Ms. Cummings received her PCAP contract in February 2018. Stephanie Skidmore, Case Manager, has been a case manager since July 2018 and is very effective in her work with her clients. Amanda Edwards, Office Assistant, provides amazing support for the agency and keeps us organized and on task.

## **Clallam County PCAP**

### *Successes*

Clallam County PCAP site had many successes during this reporting period. Clinical Supervisor Christina Miko and her team maintain a positive presence in Clallam County and receive referrals from many service providers. Case Managers Vianey Cadenas, Carmen Ortiz, and Riley Slonecker worked cooperatively and effectively as team with caseloads that swelled well over capacity while new hires were being trained. Even with COVID restrictions on face-to-face contacts and transportation into the office for baseline interviews, these three skilled and nurturing managers enabled the site to continue to

enroll and serve clients at 93% capacity or higher. Clallam County boasts a strong team of community connection with providers which provides a rich source of referrals.

Clallam County PCAP has been poised and ready to expand into neighboring Jefferson County throughout the pandemic and was approved for expansion funding starting July 1, 2022. Existing connections with its Public Health Department, Healthcare Center, Nurse Family Partnership, and YMCA Patient Navigator in Jefferson County will further enhance the presence of PCAP in North Olympic Peninsula.

Ms. Miko continues with her speaking engagements and maintains the well-established connections with community providers. This, coupled with the case manager's strong presence in the community, served to enhance or forge relationships with the following community services: North Olympic Healthcare Network, Living in Family Together Therapeutic court, Mariposa House, Healthy family, Concerned Citizens, Dove House, Peninsula Behavioral Health, Olympic Personal Growth, Klallam Counseling, First Step Family Support Center Christmas gifting angels, American Behavioral Health Services treatment center, Healthy Transitions, Cedar Grove Treatment, Port Angeles, Sequim and Forks food banks, Clallam Transit bus passes and Adopt a Family, an anonymous Christmas donor, Project Night-Night, Department of Children, Youth and Families (DCYF), Serenity House, Blue Bell, Peninsula Housing Authority, BAART dosing center, and the Jamestown Wellness Center.

The pandemic altered the way in which case managers and clients engage with each other. Home visits are much more fluid than in previous years, including meeting outside on porches, in parks, and at the public beaches. Additionally, when clients are not feeling well, there is an immediate need to cancel and reschedule appointments. When wellness is in question, clients and case managers have a ready supply of COVID testing kits to insure the health and wellness of both before in-person visits. Video visits are used in lieu of home visits when anyone is experiencing COVID-like symptoms.

Case managers assisted agency with pop-up COVID-19 shot clinics to inform, educate, and inoculate community members. Several clients accessed and opted to get their COVID shots.

Clallam County case managers accessed several thousand dollars of COVID relief funds in an All In Washington grant. Funds were used to keep families afloat by providing help with food, overdue bills, firewood, a washer and dryer, a hot water heater, car insurance, car repairs, gas cards, phone minutes, drivers training and driver's licenses, CNA license renewal fees, safety shoes and work clothes for new jobs.

In an ongoing effort of compassion, understanding and reduction of stigma, North Olympic Health Care collaborated to have four of their doctors join case managers during home visits in the first part of 2022. From February through May, Drs. Noc Pham, Stephen Supoyo, and Lisa Voltarelli, on an Addiction Fellowship from Swedish, each spent 12 hours embedded with a seasoned case manager. Dr. Mollie Nisen spent one hour shadowing.

As a member of the Perinatal Mental Health Task Force, Ms. Miko worked collaboratively along with other members of the task force to bring a large-scale Community Connections Baby Shower to the county. Three case managers, Vianey Cadenas, Riley Slonecker, and Holly Eiland, and office assistant, Linda Copper, worked to plan, set up, and host information tables to connect young families with providers and services including: PCAP, Parents as Teachers, Incredible Years, Conscious Fathering, Breathwork, postpartum pelvic floor exercises, car seat safety checks, and more.



The Moms' Access Project ECHO (MAP ECHO) Perinatal Psychiatry Case Conference Series was a 10-session CME-accredited program for providers in Washington State who care for their perinatal patient's substance use and mental health clients. This provided a space for a for community home visitors to enhance understanding and have conversations on reducing stigma in the community and work around substance use disorder. As a panelist, Ms. Miko was able to link other PCAP supervisors and case managers across the state to this informative series. This was facilitated with the Olympic Communities of Health and Ms. Miko.

Case managers continue to connect clients to free Clallam County transit tickets, bulk pick-ups at the community food banks, and connection to First Step Family Support Center's newly opened Diaper Bank and Baby Gear & Equipment Concrete Goods Center.

Ms. Miko continues to represent PCAP on various boards and committees in Clallam County. She is a voting member of the Behavioral Health Advisory Board in the county representing substance use disorder and mental health. The advisory board advises county commissioners on funding programs with the 1/10th of 1% funding over which it has discretion. Additionally, Ms. Miko continues her volunteer position with DCYF on the Community Child Protective Team, offering advice, connections to available community services, and recommendations for families with children from birth to five years old.

Due to the continued support and flexibility of an onsite exit interviewer, Diana Velasco, Clallam County was able to maintain an incredibly high follow-up rate for client exit interviews.

Case Manager Neilufar Naini is part of Port Angeles Racial Justice Collective, a volunteer at Birarkai North America Aikido, and is a facilitator of training with Holistic Resistance.

### *Challenges*

Various challenges were faced throughout the year, centering on health and wellness of staff. Masking in Home Visits and during client contacts kept everyone protected but limited the richness of visits due to decreased ability to fully see facial expressions. This slowed the relationship building with new clients and their children.

Sustained vigilance and continued use of personal protective gear have kept people safe but are producing an unexpected impact on both clients and staff. There have been reoccurring bouts of mental fatigue expressed and addressed. With the elevated need for mental health services, the community need has outgrown the available providers, causing wait times to access care to lengthen. Clallam PCAP has added a reoccurring retreat/off site to allow staff to unplug, unwind and reset to come back better able to service the clients.

Another challenge has been some disengagement with clients. Due to increased amount of time required for isolation, quarantine and longer recovery from being sick during this year have caused long periods of time with clients out of contact with case managers.

Finally, Clallam PCAP has been challenged with finding a licensed contractor to expand the workspace. The contractor has reported being plagued with workers who failed to show up to work. This caused what should have been a two-week job to spill over into over 3 months and with some impacts still ongoing.

### *Visitors to Staff Meetings*

On July 6, 2021, Dr. Michael Gonzales, Dr. Janelle Lee, and Dr. Doyle McCarty, Resident Program with North Olympic Health Care, shared about the 2-year work in this community.
On July 28, 2021, Lilith Muth and Julie Freed, Director and House manager of Lilies of the Valley presented information and concepts for new clean and sober home in county.
On September 7, 2021, Colt Smith, Director of BAART Clinic, presented information and access points for new dosing center in community.
On September 21, 2021, Helen Kenoyer, Syringe Outreach at the Clallam County Health Department presented information on syringe exchange program and naloxone training to staff.
On October 5, 2021, Lynee Brown, Clinical Social Worker at Jamestown Wellness Center, presented the construction and services the new Wellness Center will bring to the community.
On October 26, 2021, Scott Brandon and his team from Olympic Peninsula Community Clinic and ReDiscovery Program presented their outreach services during a “meet and greet”.
On December 22, 2021, Elisia Fernandez, Program Manager at First Step Family Support Center, presented All In Washington grant and process to access the grant for clients use.
On February 1, 2022, Becca Korby, Director of Healthy Families Domestic Violence Center and her staff, presented information and program severs during a “meet and greet”.
On March 8, 2022, Tom Stokes, Regional Director of Department of Youth and Families and his team joined for a “meet and greet” to share new hires and learn PCAP referral process and about updates future expansion potential.
On March 22, 2022, Anne Simpson, Director and her team from Mariposa House Domestic Violence Shelter presented information on services provided for assistance with anti-harassment orders, protections orders, restraining orders, parenting plans/residential schedules, and immigration.

### *Client Events*

No PCAP hosted events, however PCAP clients were invited to attend all events hosted by First Step Family Support Center.
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### *Personnel*

Clallam County staff turnover: new Case Manager Anne Grover, joined the team as the 7 <sup>th</sup> case manager to allow for expansion into Jefferson County in July.
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## **Clark County PCAP**

### *Successes*

Clark County PCAP celebrated various successes throughout this review period. For the first time since opening in 2014, Clark PCAP reached an 80% follow-up rate for exit interviews. Staff worked diligently throughout the year to remind clients that were approaching their 36-month graduation date about the interview process. PCAP case managers communicated consistently with both the Clinical Supervisor, Sara Gongora Garcia, and Exit Interviewer, Julie Perry, about the engagement status for each client that was due to graduate. Ms. Perry made her schedule openly available for the case managers to access and conveniently schedule their clients. All efforts were made to decrease any barriers that would prevent the client from completing the interview including transportation, childcare, and work hours. A true team effort was utilized to ensure that Clark PCAP finally reached the contracted retention requirement.
Since January 2022, Clark PCAP case managers have been successfully referring their clients to the Community Behavioral Health Rental Assistance Program (CBRA) that is contracted with the host agency, Sea Mar Community Health Center. CBRA provides long-term or bridge rental subsidies for

high-risk individuals with behavioral health conditions and their households. Upon being approved for funding, clients receive a maximum six-month subsidy for housing needs and the opportunity to live independently in the communities of their choice. By the end of the review period, four PCAP clients have been approved for the CBRA program and are successfully housed.

Another success that multiple PCAP staff accomplished during this review period was completing Supplemental Security Income/Social Security Disability Insurance Outreach Access Recovery (SOAR) training. This has greatly impacted the staff's ability and competency in helping clients successfully apply for SSI/SSDI benefits. PCAP clients that qualify for the SOAR program are those who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. At the end of this reporting period, all Clark PCAP case managers have completed SOAR training by the host agency's SOAR Coordinator, Tiffany Hayes. Ms. Hayes has graciously made herself available for questions and guidance after staff have completed their initial SOAR training. Having a direct referral source and trainer within the host agency has been monumental to PCAP staff professional growth and skills development.

Lastly, Clark PCAP had another successful year presenting to various agencies and programs throughout Clark County that wanted to know more about PCAP. On September 29, 2021, Ms. Gongora Garcia attended the Community Alliance Network Meeting and shared with attendees the goals and purpose of PCAP, as well as how to make client referrals. On June 1, 2022, Ms. Gongora Garcia also presented to the Maternity Support Services (MSS) program within the host agency and discussed the various ways that PCAP supports and serves the similar client demographic shared with MSS. Clark PCAP staff are excited to continue networking throughout the county and expanding referral sources for future reporting periods.

### *Challenges*

Clark PCAP experienced a few challenges during this review period. The most impactful being that a recently graduated PCAP client unexpectedly died from a brain aneurysm, leaving behind six children. PCAP staff came together as a team to support one another and offer support to the client's children and their extended family. The graduated client's family is aware that Clark PCAP will always be available for ongoing support and resources.

Another impactful challenge is the WA State opioid crisis that has resulted in the "blue pill" epidemic. Clients who are struggling with an addiction to fentanyl have been the hardest to engage in successful intervention services; most are homeless, without a reliable means of communication, are experiencing serious health conditions, and refuse to engage in any chemical dependency treatment services. Fentanyl overdoses are common in Clark County, and all PCAP staff have been trained on how to administer naloxone to clients if needed.

Clark PCAP staff are resilient and have worked together as a team during the review period to overcome all challenges that presented themselves and will continue to do so in future reporting periods.

### *Visitors to Staff Meetings*

On July 26, 2021, Tracy Metz, Pre-Bed Coordinator, and Ashley Ralston, Therapeutic Courts Case Manager at Sea Mar-CSNW, shared about their job roles and each employee's specific connection with mutual clientele. PCAP staff were given the opportunity to ask Ms. Metz and Ms. Ralston questions about program eligibility and how to make internal client referrals.

On August 23, 2021, Deanna Fontin, Program Assistant at Educational Service District 112, shared with PCAP staff the various childcare and educational programs that are offered. Ms. Fontin specifically

<p>elaborated about programs for low-income families as well as those that have children aged 0-36 months. Staff received information and forms to help their clients sign up for both in-home and on-site educational services.</p>
<p>On August 30, 2021, Katie Gayton, Executive Program Assistant at Exchange Recovery, explained about the various services offered through the program and specifically highlighted the supportive housing service. Ms. Gayton explained the program expectations and eligibility requirements to PCAP staff and how clients can be referred for housing. Staff asked questions concerning rental assistance, recovery support, and criminal background checks.</p>
<p>On November 8, 2021, Danira Sanchez and Jessica Pyper, Parent Allies at Parents for Parents Clark County, presented about program details and specific advocacy support that is offered for parents that have a current CPS case with DCYF. Ms. Sanchez and Ms. Pyper brainstormed with PCAP staff about how they can mutually support the same clientele and the best way to refer a client to both programs (if applicable). Staff appreciated both presenters share about their lived experience and offered additional resources for those that are involved in a child dependency case.</p>
<p>On May 9, 2022, LeeAnn O’Neil, Community Relations Representative at Amerigroup, shared program information with staff as well as how to sign-up clients for specific medical services. Ms. O’Neil highlighted the agency’s incentive program for clients and explained how parents can earn rewards for each specific medical service including prenatal care and well-child visits. Staff were excited to hear about the program and eager to share the information with their clients.</p>
<p>On June 6, 2022, Hollie Lane, CEO and Founder of Souls on Fire, shared about her new organization and the vision she has for future programs and services in Clark County. Ms. Lane explained the history of how the organization was created as well as some of her lived experience in the recovery community. PCAP staff brainstormed with Ms. Lane about how they envision their clients benefiting from the organization and various services that could potentially be offered. Staff greatly enjoyed meeting Ms. Lane and were invited to attend the agency’s Open House in the near future.</p>

*Client Events*

<p>On July 8, 2021, Clark PCAP staff hosted a “Donation Shop” at the office where clients came to look through the overflow of donations that PCAP received throughout the year. Clients were able to take home items ranging from children’s clothing, books, gently used toys, as well as strollers and high chairs. Roughly 19 clients and their children attended the event.</p>
<p>On August 27, 2021, Clark PCAP staff spent the morning sorting through “Back to School” supplies and filling backpacks for children in the program. PCAP case managers then spent the remainder of the day delivering backpacks to each of the client’s residence that had expressed a need for school supplies. Overall, 30 backpacks were filled and delivered to PCAP clients.</p>
<p>On October 15, 2021, Clark PCAP staff hosted a “Shoe Shop” at the office where clients came and picked out a free pair of brand-new shoes. All shoes had been donated by the company “When the Shoe Fits”. Every shoe that was donated was for adults and the clients were excited and appreciative to take home something that was just for them. About 19 clients attended the event and took home a pair of brand-new shoes.</p>
<p>On October 31, 2021, Clark PCAP staff held a virtual “Halloween Costume Contest” where clients could voluntarily submit photos of their children in costume to their case manager. Every entry was recorded, and three client numbers were randomly drawn at the end of the day. All three drawing winners received an entertainment gift card and 37 entries had been submitted for the contest.</p>
<p>On December 20, 2021, Clark PCAP staff held their annual “Holiday Gift Shop” at the PCAP office. Clients that were able to come in-person picked out gifts for their children including toys, electronics, clothing, and sports equipment. Every client had the opportunity to enter a raffle drawing with prizes including gift cards and tablets. All PCAP participants were given a “self-care goodie bag” with brand new items ranging from beauty products to spa treatments. Clients that were unable to attend the event in</p>

person had their items dropped off at their residence by the case manager throughout the week. Overall, 30 clients were able to attend the event in-person.

On May 2, 2022, Clark PCAP staff spent the day assembling and delivering “Mother’s Day Baskets” to 68 clients at their residence. Each basket contained a personalized card written by the case manager and items including sweet treats, beauty products, fuzzy socks, a journal, and a writing instrument. Staff enjoyed surprising their clients with the baskets and plan to make this an annual event every year going forward.

### *Personnel*

There were no personnel changes during this reporting period.

## **Cowlitz County PCAP**

### *Successes*

Reflecting on this reporting period, the Cowlitz PCAP site had many successes despite continuing to deal with the effects of COVID. The Clinical Supervisor, Michelle Welch, was still very new in her role and felt it important to get out in the community, either via ZOOM or in person, as much as possible to introduce herself and also promote PCAP. Ms. Welch met with the following community providers:

- July 2021: Cowlitz Family Health Behavioral Health Services, provides mental health counseling.
- August 2021: CORE Health - provides mental health and substance use disorder treatment in both Cowlitz and Lewis Counties.
- September 2021: Progress Center - provides developmental services to the families of infants and toddlers in both Cowlitz and Wahkiakum counties.
- September 2021: Community Resource Providers of Southwest Washington (CRP) - consists of a group of private and community agencies that provide social services and resource referrals to vulnerable populations.
- September 2021: Cowlitz County Child Advocacy - dedicated to providing the best possible advocacy for abused and neglected children. This is accomplished by equipping and providing support for trained volunteer advocates.
- September 2021: Peace Health Women’s Pavilion - offers a wide array of women’s health services such as gynecological, obstetrical, postpartum and lactation support.
- February 2022: Parents for Parents - connects parents who have successfully navigated the child welfare system through a mentoring system with parents who are currently engaged with Child Protective Services (CPS). This is accomplished by providing early outreach, support, and education.
- March 2022: Department of Children, Youth and Families (DCYF)-CPS Division - focuses on the well-being of children and their families through intervention and prevention programs.
- May 2022: Pregnant and Parenting Women (PPW) - provides long term in-patient substance use disorder treatment for women and children.

Ms. Welch took part in the Mom’s Access Project (MAP Echo) program facilitated by a multi-disciplinary team consisting of perinatal psychiatrists, OB gynecologists, maternal fetal medicine experts, ARNPs, therapists and social workers, under the University of Washington’s School of Medicine. This case conference series was a 10-session program for providers in Washington state who shared a desire to care for and better understand their patients who are experiencing substance use and mental health issues during the perinatal period. Nine of the 10 sessions took place during the reporting period and covered such topics as trauma informed care, dealing with stigma and understanding

substance use disorders in the perinatal period, Child Protective Services and substance use disorder, fetal alcohol spectrum disorders (FASD), methamphetamine use in the perinatal period, opioid treatment programs, marijuana use in the perinatal period, and the effects of substance use on fetal development. Each monthly session had a speaker on one of the before mentioned topics along with a case presentation from a variety of attendants. The multi-disciplinary team was then able to give professional advice and further resources were provided to help problem solve the cases. Ms. Welch presented a case during the topic of CPS and substance abuse in pregnancy. She welcomed all the input from the professionals and looks forward to future programs that this forum may offer.

Cowlitz PCAP Case Manager Sunnie Smith continued to be a member of the Cowlitz-Wahkiakum Legal Aid organization. This program offers free legal services for low-income individuals who are navigating the legal system. Ms. Smith continued to serve on the organization's board and attended monthly meetings outside of work hours. Ms. Smith also continued involvement in CRP by attending bi-monthly meetings with various private and community agencies who share resources and current events that clients could benefit from. With much appreciation, Ms. Smith brought information from these meetings to many Cowlitz PCAP staff meetings. A new adventure that Ms. Smith embarked on during the reporting period was getting involved with the planning and eventual implementation of the Family First Program of Cowlitz County. Although it is still in the beginning stages, the Family First Program will provide much needed free legal representation for families who have found themselves newly involved with CPS. Cowlitz PCAP shared excitement with this program coming to their community and will be eager to collaborate services.

Cowlitz PCAP Case Manager Michelle Jones (formerly King) played a crucial role in the planning and eventual implementation of establishing PCAP in the state of Oklahoma during this reporting period. Ms. Jones was able to bring several perspectives to the work group as not only a PCAP case manager but also a PCAP graduate. Ms. Jones shared her journey through addiction, navigating CPS, being reunited with her children, and eventually becoming a valued member of the Cowlitz PCAP team. She was interviewed by an Oklahoma newspaper and was part of multiple meetings with the Oklahoma team, including Dr. Stoner. Ms. King also attended a Parents for Parents group, facilitated by Maria Zuniga of the Community House on Broadway in Longview, WA. Ms. Jones again shared her inspiring story with other mothers, proving that with hard work and dedication, one can rise above the labels of substance use disorder, become reunited with their children, and give back to their community.

All Cowlitz case managers consistently tried to navigate through the many obstacles COVID created for the site during the reporting period. All case managers looked for creative ways to engage clients during this time along with continuing to refer clients to the much-needed resources they desired. The Cowlitz site continued to participate at their host site's Cowlitz Family Health Center (CFHC) Harm Reduction Program (HRP). This included providing support staff at the weekly syringe exchange program and weekly syringe patrol. Being involved in these two programs allowed case managers to reengage with difficult to serve clients. The Cowlitz site also continued to work closely with CFHC's supportive housing program for parenting women in recovery, the Phoenix House. Several of Cowlitz PCAP's clients were housed in the program during the reporting period with the support and guidance of their case manager.

A new diaper program established during the reporting period was brought to the Cowlitz site by the Community Action Program (CAP). Cowlitz was able to secure over 40 cases of various size diapers and 15 cases of diaper wipes for clients. Cowlitz clients benefitted greatly from this program and case managers would often use the program as a tool of engagement for clients who were difficult to keep motivated in the program.

## *Challenges*

Cowlitz has had several challenges during the reporting year. COVID-19 continued to spread in the community creating a partial lockdown for the site for two weeks in January 2022. Case managers were still able to work from their offices, however all face-to-face appointments and transportation were cancelled. Many scheduled appointments with case managers and clients had to be canceled during the reporting period due to the many PCAP family's positive COVID cases, affecting the time Cowlitz case managers recorded. Case managers continued to work through other various COVID related issues as it pertained to accessing resources for their clients. Many social service agencies continued to work remotely causing some frustration. Nonetheless, Cowlitz case managers maintained their determination to offer the best support possible considering the situation.

Client engagement was another challenge the Cowlitz site faced. The last six months of the reporting period saw a decline in client involvement, especially pertaining to newly enrolled clients. Once new clients entered the PCAP program, tracing efforts tended to start right away. Case managers struggled to consistently engage their existing clients as well. Through many supervisions with Ms. Welch and case managers, tracing techniques were typically the hot topic with new strategies being discussed on the regular. The Cowlitz site has been diligent in continuing all efforts to keep their clients participating in the program.

Another challenge the Cowlitz site faced during the reporting period is the wider availability of similar programs to PCAP, thus affecting possible referrals and engagement. Cowlitz county had several agencies that were providing a peer support program that may have mirrored many of the services PCAP had to offer, possibly preventing PCAP from standing out. Both Lower Columbia Mental Health and CORE Health provided one on one support and case management for shared clients. The homeless recovery program, Community House on Broadway (CHOB), provided a wide variety of services for mutually served clients that live in their shelter as well. These services included peer support for mental health and substance use disorder clients as well as housing and retention programs. Many of CHOB and PCAP's shared clients found themselves having to juggle many obligations to retain residency there and avoided extra services like PCAP.

Lastly, there had been much frustration with the ASI Part A and B process at the Cowlitz site. Ms. Welch and her case managers found many new clients struggling to make their ASI appointments with either the University of Washington or with the Cowlitz site host agency's Ancillary Director, Tabatha Steen (formerly O'Brien), who is still able and willing to assure the data collection is completed. Very similar to the previous reporting period, arranging schedules simultaneously with the clinical supervisor, the client and the interviewer had proven difficult at times. In addition, the lack of engagement from newer clients had led to much of the incomplete data Cowlitz had experienced. Many conversations were shared regarding allowing clinical supervisors to conduct their own Part A and B interviews to obtain the very important data needed. However, the reporting period ended with hope of this concept coming to fruition.

## *Visitors to Staff Meetings*

On November 5, 2021, Dr. Susan Stoner, statewide PCAP Director, came for a site visit. This was an opportunity for Dr. Stoner and the Cowlitz staff to meet in person and engage in a question/answer format, along with learning about the direction the overall PCAP program was heading.

On February 24, 2022, Maria Zuniga with the newly formed Parent for Parent program came to the Cowlitz site. Ms. Zuniga shared her personal story as it related to the true foundation of the program. There was discussion on how both programs can better collaborate support for the families as they navigate through dependency cases with the state.

### *Client Events*

Due to COVID restrictions and Cowlitz's host site COVID policies, no in-person client events occurred during the reporting period. The annual Christmas party that is hosted by all Cowlitz PCAP staff for clients and their children has been the biggest missed event since COVID started. However, a PCAP graduate who wished to remain anonymous collaborated with several businesses in the local area to make sure PCAP children had a very special Christmas in 2021. The graduated client shared what a profound effect PCAP had on her life and wanted to extend her appreciation and gratitude with other PCAP clients. Three truckloads of presents were delivered to the PCAP office, and the case managers sorted and delivered them to all families. Along with the Christmas presents, PCAP was able to work with the food distribution department of the Community Action Program (CAP) to provide turkey and ham dinners with all the fixings to their families as well.

### *Personnel*

Sadly, Cowlitz lost their beloved Office Assistant Vanessa Gavino in March of 2022 after four years of dedication to the PCAP program. She shared her positivity and perspective from a client's viewpoint since she was a former PCAP graduate herself. Although she is greatly missed, the Cowlitz team was excited for her as she moved on to a peer support position with a local mental health organization, with confidence and the ability to relate to such a vulnerable population with the skills she obtained while being part of the Cowlitz PCAP family.

Cowlitz welcomed a new office assistant in May of 2022, Danielle Miles. Danielle came from Cowlitz host agency's supportive housing program, The Phoenix House, with much knowledge in the arena of providing support for women and their children as they navigate a clean and sober way of living. Danielle has been the perfect addition to the Cowlitz program and there is no doubt she will continue to excel in her position.

Cowlitz welcomed a new case manager, Crystal Lynn, in July of 2021. However, this was very short lived and she left in August of 2021 due to financial reasons.

## **Grays Harbor/Pacific Counties PCAP**

### *Successes*

During the reporting period Grays Harbor/Pacific County PCAP shared in several successes; these successes were often a lifeline during periods of extremely low morale. In July of 2021, Grays Harbor/Pacific County PCAP began working with Summit Pacific Medical Center (SPMC) as part of the community health rotation for doctors in SPMC's residency program. This partnership highlights community recognition of PCAP as a critical part of the community health within Grays Harbor County. The partnership has helped to stimulate referrals from SPMC to PCAP and allowed for better communication and advocacy when clients are working with providers at SPMC. In August of 2021, all case managers were able to take part in the Indigenous Youth, Children and Families Conference through Washington State DCYF Tribal Relations. This conference helped to provide insight into the experience of indigenous peoples and their experiences with DCYF. This was a training that was identified as needed during the previous reporting year when Grays Harbor/Pacific PCAP staff identified gaps in their knowledge and areas in which they'd like to focus for training/education. Additionally, the PCAP team completed DEI training through Cross Cultural Health Programs which was also identified by the PCAP team as an area of training/education focus.



Continuing in September of 2021 Grays Harbor/Pacific PCAP Case Managers Cheryl Campbell and Melissa Dorris were able to see the fruits of their labor blossom at the Pacific County Opioid Summit. Mrs. Campbell and Ms. Dorris were asked by community partners at Pacific County Health and Human Services to be a part of the annual event by assisting in the planning and coordination of the event.

During September Clinical Supervisor Danielle Russell worked with the host agency Executive Director Sue Bucy and other leadership team members to propose the restructure of the agency leave accrual process to its Board of Directors to better recruit and retain employees. The proposal was approved and changed the new hire leave from 10 vacation days and 12 sick days a year to 12 vacation and 12 sick days a year plus one personal holiday.

On December 9, 2021, Mrs. Russell provided a program overview including new accepted enrollment criteria for providers with Summit Pacific Medical Center. On December 21, 2021, Mrs. Russell provided the same overview for staff at Grays Harbor Treatment Solutions.

In October of 2021, Case Manager Jessica Waldo played a critical role in helping to connect Grays Harbor/Pacific County PCAP with community partner The Moore Wright Group (TMWG). Connection with TMWG allows for requests of goods for clients in need. Through TMWG case managers have been able to make requests for a variety of items, including household goods for clients as they transition into new housing. In late Fall of 2021, Grays Harbor/Pacific PCAP was able once again to conduct outreach efforts at Harbor Crest Treatment by completing intakes and presenting the program to pregnant women at the inpatient facility. This led to an initial boost in intakes for clients and morale amongst staff, as they were once again able to visit clients within the facility.

Throughout the reporting period, outreach was difficult to do and connections with community partners were difficult to maintain as many understood guidance around COVID precautions differently and were apprehensive to re-establish in person meetings. Throughout this time though Grays Harbor/Pacific County PCAP was able to maintain a monthly meeting with Aberdeen DCYF to staff clients (with Releases of Information) as well as to make and receive referrals. This meeting has been championed by Lead Case Manager Valerie Boisen. Without Ms. Boisen's persistence, this meeting like many would have lost momentum due to COVID. While attendance was not always great at these meetings, they did continue throughout the reporting period and attendance has continued to build.

In April 2022 Mrs. Russell was contacted by Roseanne McPhail, formerly with non-profit Infant Safety Net of Pacific County. Ms. McPhail shared that while Infant Safety Net was no longer active in Pacific County, the group had a small amount of money, and they wanted to donate to assist PCAP parents in Pacific County. Ms. McPhail cited the dedication to clients and hard work of Case Managers Cheryl Campbell and Melissa Dorris as the reasoning for the donation. Mrs. Campbell's and Ms. Dorris' diligence in their work is a bright light in Pacific County and it is recognized amongst partners. Mrs. Campbell and Ms. Dorris presented the PCAP program and enrollment criteria at a Pacific County Partner meeting. During this time a participant of the meeting shared that she had been a former PCAP client and that the program helped her navigate recovery and to be the person that partners now as a service provider.

Another great success in this reporting period was the hire of Alecia Matsen as a case manager. Mrs. Matsen has quickly become an asset to her clients and to the PCAP team. Mrs. Matsen has been able to pick up and meet with clients or provide drop offs of items to clients' homes when other case managers have been out due to illness. Mrs. Matsen joined the team during a difficult period of transition and has

integrated herself seamlessly. Throughout this reporting period's successes there have been incredibly difficult challenges around each corner.

While the successes shared above have been highlights, the greatest success Grays Harbor/Pacific County PCAP has experienced is being a PCAP team that has remained committed to serving women and families affected by substance use disorder in an ever changing and seemingly more difficult world.

### *Challenges*

While there were successes during the reporting period, they oftentimes were overshadowed by the devastating challenges faced by the Grays Harbor Pacific County PCAP team.

One of the challenges that delivered a fiscally devastating blow was a reduction in referrals from all sources which, in turn, slowed enrollments to the point that they were not able to keep up with exits. Referrals and enrollments remained critically low throughout the first half of the reporting period. This led to the thorough evaluation of enrollment over the last four years. It was determined that because the site had struggled to maintain 85% contract capacity prior to COVID, and given the new landscape, it would be best to reduce capacity. In February of 2022 the host site made the request to HCA to amend the contract to reduce site capacity.

Another challenge faced by Grays Harbor/Pacific PCAP was the loss of Office Assistant Tony Frazier. In October 2021, Mr. Frazier became critically ill with COVID and was hospitalized for several weeks and was not expected to pull through. Against all odds Mr. Frazier recovered. In April of 2022, Mr. Frazier was allowed to return home to continue his recovery and was in contact with the PCAP team with hopes of being able to return to his role of office assistant. Tragically, just a few weeks after returning home, in May of 2022 Mr. Frazier became ill with pneumonia and passed away from his illness. The worry, elation, and sorrow that Grays Harbor/Pacific PCAP staff experienced in Mr. Frazier's illness and death greatly impacted team morale for much of the reporting period.

Grays Harbor/Pacific PCAP staff also were challenged with returning to the office in the changing climate of COVID. Staff would come to the office and resume meeting with clients in person and would then have prolonged work from home periods after professional or personal COVID exposure. Four case managers dealt with COVID illness of varying degrees during the reporting period. The site faced the challenge of changing quarantine and masking guidance during this time. Each staff person was differently impacted by the duration and severity of their illness causing case managers that were well to have to step in and assist in person with clients of case managers who were ill. All of these factors contributed to a general feeling of low morale within the Grays Harbor/Pacific PCAP team.

While the challenges were great during this reporting period, the Grays Harbor/Pacific PCAP team handled each challenge as a team and supported one another through illness, concern, and grief. While morale through the majority of the reporting period was low, there is a feeling of comradery and renewed dedication to the team and PCAP by those remaining on staff.

### *Visitors to Staff Meetings*

On September 24, 2021, Joey Bannish, founder of Destination Hope and Recovery, presented on services his agency planned to provide to the community including peer support for those with substance use disorder.

On October 22, 2021, Brady Figueroa with The Moore Wright Group presented on his agency and how partnering could help clients access needed items and assistance.

### *Client Events*

No in person events were held in the reporting period due to continued COVID restrictions.

In December of 2021, PCAP staff yet again donned their elf hats and dropped off holiday gifts from Santa's workshop to clients. Gifts were donated by local charities to the host site to be distributed to PCAP families and other families served by the host site.

In Spring of 2022, PCAP staff held an online free shop for Easter dresses and suits utilizing social media.

### *Personnel*

In October of 2021 Office Assistant Mr. Tony Frazier left his position due to prolonged illness and recovery. Mr. Frazier passed away from illness in May of 2022.

In December of 2021 Mx. Brielle Foster completed their time as a PCAP case manager and left their position to focus on completing their Master's in Social Work. Given the unknown nature at the time of Mr. Frazier's recovery, and difficulty hiring temporary help for office assistant duties, Mx. Foster graciously stayed on in a very minimal capacity to assist with office Assistant duties until hiring could be complete.

In April of 2022, Case Manager Sierra Church gave notice of vacating her role in order to move into her dream job of being a stay-at-home parent. While this was a desired change for Mrs. Church, she also cited inadequate infant care and cost of childcare as reasons for leaving her position.

In June of 2022, Case Manager Jessica Waldo gave notice of vacating her position. Ms. Waldo cited being sole care giver for an ill relative, rising cost of living, and need to be near family for leaving her position and moving out of state in August of 2022.

In December of 2021, Grays Harbor/Pacific PCAP welcomed a new case manager, Alecia Matsen. Mrs. Matsen is a graduate of Colorado Technical University, a United States Army Veteran, and is experienced in advocating for children with significant medical needs.

In April of 2022, the office assistant role was filled by recent Washington State University graduate Nadia Wirta. Ms. Wirta came to PCAP with prior experience serving families involved with DCYF through an internship with the site's host agency's Parent Education Programs.

### **King County PCAP**

#### *Successes*

King PCAP has had many successes during this reporting period. The site has been able to recover client census to 100% with a waiting list. The client count had been around the minimum and had dipped below 85% in October and November of 2021. Case managers and the clinical supervisor began reaching out to providers in the community about PCAP, reminding existing providers that PCAP is still here through the pandemic and educating new providers on what the program offers and how to make a referral. Case managers began to carry brochures with them to give to providers while out in the field. The site maintains flexibility with new clients in letting them complete intake over the phone, in-person or over Zoom.

King and Pierce County PCAP were able to hold a joint staff retreat on June 21, 2022. We met at a local park and had breakfast and icebreakers so staff could meet and get to know one another. There was a presentation on diversity, equity and inclusion. All case managers were given a mindfulness journal.

King PCAP staff were able to attend several conferences, either in-person or on-line: the Association of Alcohol and Addiction Programs Annual Provider Conference on April 21-22, 2022, the “Engagement in the Black Community” presentation by the National Association for Alcoholism and Drug Abuse Counselors on February 24-25, 2022, the “Say It Out Loud” conference on May 26, 2022, sponsored by the Health Care Authority Division of Behavioral Health and Recovery, and the Washington Co-Occurring Disorders and Treatment Conference on October 4-5, 2021.

King PCAP maintained several partnerships with community providers over this reporting period. The site received another grant from King County Metro to be able to purchase bus tickets at greatly reduced cost to provide for clients. The site requested and received tickets at no cost from both the Woodland Park Zoo and the Seattle Aquarium for clients and their families and has continued to receive generous donations from Project Night-Night, who provide books, blankets, and stuffed animals for PCAP client’s children. King PCAP continued to receive an annual grant from Deseret Industries, which allows the clients to shop in their thrift stores free of charge for both clothing and household items. West Side Baby and Wellspring Family Services continue to help supply families with diapers, wipes, formula, clothing, car seats, strollers, toys, and other baby/toddler/child equipment. The site also continued to receive support from Rapid Relief Team (RRT), with food boxes to provide to clients in need of additional food assistance.

During this reporting period, King PCAP also began the work of opening a second office in south King County, located in Tukwila. An office space was acquired as well as an additional staff member, Jenelle Buckmaster, former Pierce PCAP case manager, to serve as the clinical supervisor for that site. New office furniture was ordered and is in the process of being delivered and assembled as of the end of this reporting period.

### *Challenges*

COVID has continued to be a challenge during this reporting period. Half of King PCAP staff have been infected with COVID since January 2022 as well as several clients and their family members. The host agency, Evergreen Recovery Centers (ERC), has provided plenty of personal protective equipment and COVID tests. Site staff continue to wear masks in the office and out in the community and during home visits. When transporting clients, staff request that their clients sit in the back seat. The site has COVID tests available for both staff and client use if someone is experiencing symptoms and follows the most current protocols and procedures for quarantining. Cleaning supplies and hand sanitizer are provided both in the office and in PCAP fleet vehicles.

The site has experienced some challenges with fleet vehicles in King County. Since the beginning of 2022, the site lost the use of three vehicles due to vandalism, a hit and run accident, and an accident where the PCAP vehicle was rear-ended, causing significant damage. Case managers did well, sharing vehicles among themselves and being flexible and staying organized. All three vehicles have been repaired and are back in the pool of fleet vehicles. Rising gas prices continue to be a concern as well.

### *Visitors to Staff Meetings*

On October 28, 2021 Shermoin Clardy, Director of Residential and Family Recovery for ERC, attended the weekly staff meeting. Discussion topics were trends we have observed in PCAP and the importance of case notes as well as an upcoming event for PCAP clients.

On December 13, 2021, guests from the Pathways to Buprenorphine program, Molly Bosch, and the Kid's Plus program, Gabriela Boyle and Mac Robinson, came in-person to discuss their programs and exchange information on how mutual clients could best served and referred.

On March 3, 2022, guests from Evergreen Recovery Centers, Rashauna Dawson, SUDPT, and Eileen Guerrero (Case Manager) attended to discuss PCAP and how to collaborate among the two programs.

On June 9, 2022, Alanna Feltner, the new PCAP evaluator, attended via Zoom to discuss DatStat and any question staff had about it.

### *Client Events*

November 3-4, 2021 PCAP hosted an Open House. This in-person event was for PCAP clients to come to the office and shop for free for infant/toddler clothes, baby equipment, formula, toys, books, diapers, and wipes. Snacks were provided and bus tickets were available to give to any client that needed them. There was a raffle both days for gift cards that clients were automatically entered in for attending. There was a masking and hand-sanitizing station set up at the door and the number of people allowed in at a time was limited due to COVID protocols.

### *Personnel*

King PCAP have gone through several personnel changes this past year. Joan DeMik was hired as a case manager on July 19, 2021. At that point, King PCAP became fully staffed. Lena Takeuchi resigned as Clinical Supervisor for King PCAP effective August 27, 2021. On August 30, 2021, Betsy Ward moved from the Office Research Assistant position to the role of Clinical Supervisor. Andrea Turner began the process of transitioning from her role as Case Manager to that of Administrative Research Coordinator (which incorporates the Office Assistant role) on January 30, 2022. Both Ms. Ward and Mrs. Turner will cover the duties of the office assistant role until another case manager can be hired and Mrs. Turner can assume that role full time. Jennifer Ciccarelli was hired as a case manager on June 1, 2022. On June 3, 2022, Angela Ireland resigned her case manager position. On June 30, 2022, Jenelle Buckmaster transitioned from the role of case manager at Pierce County PCAP to Clinical Supervisor for the King South office in Tukwila. As of June 30, 2022, King PCAP has one vacant case manager position.

## **Kitsap County PCAP**

### *Successes*

The program year 2021-2022 began with an extensive remodel of the PCAP office as part of larger renovation of the aging Agapé Unlimited building and ended with the excitement of PCAP expansion by sixteen additional client slots and the hiring of a fifth case manager. In the intervening months, the team worked hard to provide services to enrolled clients, strengthen community partnerships, and maintain a forward-looking perspective as COVID continued to factor into most activities.

From July 2021 through the autumn months, staff packed and unpacked their offices to accommodate painting, new floors and having new windows installed. The PCAP team appreciated the opportunity to clean desks and file cabinets and, for much of July, to work from home. After a return to the office, new phone systems were installed, the bathrooms fixtures replaced, and painting moved to the outside of the building which was also re-roofed and the parking lot re-finished. Staff generally handled the months of disruption well and have voiced appreciation for the Kitsap County grants awarded to Agapé

that funded the much-needed renovations. There have been additional changes over the past two months as the PCAP expansion contract has allowed PCAP to create a more inviting and comfortable lobby for clients while also creating a new office space for the new case manager.

While Kitsap PCAP has been able to consistently remain over 90% of funded enrollment over the 2021-2022 program year, in January 2022, the site did begin to see a decrease in referrals and falling enrollment numbers. This, and the reality of the contract expansion awarded in May 2022, resulted in staff re-imagining recruitment materials and strategies and re-energizing enrollment efforts. For example, Kitsap PCAP developed two new recruitment flyers both intended to be “user friendly” and eye catching: The first flyer is a half-page information sheet, developed with input from current clients, printed on bright card stock, and has been distributed widely at community service agencies, substance use disorder treatment agencies, and 12-step groups and in medical lobbies. The other recruitment item is a one-page referral form that can be used by service providers to easily explain PCAP eligibility criteria; it can be quickly completed with the potential client and then sent to the Kitsap PCAP supervisor. Links to these materials have been added to the PCAP website and appear to be successful in reaching their intended audience. The Agapé Unlimited website is continuously updated with information on Kitsap PCAP and features articles highlighting program successes. Kitsap PCAP has also updated its community Facebook page (<https://business.facebook.com/AgapeKitsapPCAP/>) during this fiscal year and have been using the site creatively to provide education, solicit donations and share information with clients and community. By July 1, 2022, Kitsap PCAP was once again at capacity and had established a wait list.

One very positive consequence of a more creative community outreach has been renewed community partnerships and collaborations. Some examples of site partnerships include the addition of the Kitsap PCAP Clinical Supervisor to the Leadership Team of the newly established Kitsap Safe Baby Court and increased involvement with the Kitsap County Re-Entry Task Force and Kitsap County Jail Re-entry program; closer interactions with the Division of Children, Youth and Family’s Child Welfare program Social Workers, regular meetings with Bremerton Housing Authority leadership, and a more efficient and effective referral system with the site host agency, Agapé Unlimited, as well as with other substance use disorder treatment providers to include the local methadone clinic.

Many Kitsap PCAP clients have benefitted from new and renewed community partnerships. Four families are now being served by Ms. Mary Rose Dewald, MSW, and Special Education Specialist at Olympic Educational Service District 114, who is providing the Attachment Biobehavioral Catchup (ABC) intervention with the mothers. Additionally, Ms. Dewald has written PCAP into a 2022 grant she submitted to expand ABC services in Kitsap County specifically to PCAP clients.

The site’s ongoing connection with the Kitsap County Court facilitator has brought the program to the awareness of more of the County’s judges, attorneys, CASAs, and Guardian Ad Litem, resulting in steadier referrals from the legal system and the ability for staff to be more effective and connected when clients are involved with either the criminal or civil court systems. Staff recently toured the Kitsap County Jail and now can meet with incarcerated clients in person rather than with Plexiglas between them.

Kitsap PCAP is also beginning to work more collaboratively with the local doula organization in hopes that more clients will have access to doula services and childbirth education. And, once baby arrives, clients benefit from Kitsap PCAP’s close association with a local group of generous artisans who provide beautiful quilts, baby blankets, sewn toys and household linens to clients. The site also continues to provide new Pack and Play cribs donated to the program by the Kitsap Coroner’s office. Other baby items are provided by the ongoing partnership with East Side Baby Corner (EBC) and

Northwest Family Resource Center, which provides a reliable source for diapers, baby wipes, new car seats, strollers, clothing, books and other needed or desired items. EBC noted in their annual report that orders for Kitsap PCAP rose 77% over the last reporting year.

Staff have continued to access opportunities for professional development both online and in the community, and this year most trainings appear to have been focused on self-care. In December, staff participated in a retreat day at the beautiful Seabeck Conference Center. Much of the day was facilitated by Suquamish Tribal Elder Carolyn Hartness. Ms. Hartness, in addition to being an authority on Fetal Alcohol Spectrum Disorder in indigenous populations worldwide, was also instrumental in bringing PCAP to Kitsap County in 2008. She led a day of self-exploration and healing that set the tone for the new year. Other staff trainings have included two days of “Relational Mentor” training in March provided by local community organization Kitsap Strong. The Relational Mentor training offered more information on the impact of adversity on developing brains and showcased strategies designed to sooth highly sensitized central nervous systems, a critical need when working with the PCAP population. In the same vein, on March 4, 2022, case managers attended a day long training entitled “Addressing Vicarious Trauma in the Workplace”, led by Teresa Posakony. Since the training, there has been a noticeable, positive shift in the way that staff handle stressful situations and support one another after particularly challenging interactions.

This year, Kitsap PCAP has enjoyed hosting new case managers and supervisors from the Thurston/Mason/Lewis, Pierce, and Yakima PCAP sites who came to Kitsap to complete peer training by shadowing more experienced PCAP staff. It is a pleasure to have guests for the day and it appears both new and old staff benefit.

Finally, Kitsap PCAP Clinical Supervisor, Linda Segur, continues her involvement with the University of Washington PCAP staff in providing both PCAP refresher trainings and monthly consultation to the Pahrump, Nevada PCAP site. Ms. Segur also continues to represent PCAP in the Division of Children, Youth and Families (DCYF) pilot program referring pregnant woman reported to DCYF to community agencies including PCAP, in hopes of preventing DCYF involvement following birth of the baby. In August 2022, Ms. Segur will be part of a panel discussion featuring programs involved in this pilot program at the Washington Perinatal and Parenting Mental Health and Substance Use Summit in Seattle. Ms. Segur has also enjoyed a new role as a guest lecturer at the Bremerton Campus of Western Washington University where she provides information about working with populations impacted by adversity and substance use disorders.

### *Challenges*

The greatest challenges faced by the Kitsap PCAP staff may be in establishing good self-care and wellness habits in the face of increasing stressors. The 2021-2022 program year has been very busy with disruptions to the office routine that have made it difficult at times to maintain a regular schedule. COVID has been an ongoing challenge, and many clients and their families have been ill. Staff have had to be extra vigilant in using preventative measures during personal contacts as there have been many instances when, following a home or community visit, the client reports they or someone in their family have had a positive COVID test. While the incidence of COVID among staff has been low, the daily disinfecting, ongoing masking and fear of infection has left the staff more tired and perhaps more prone to compassion fatigue.

Client substance use and the lack of affordable, safe housing has made client case management more challenging. The opioid fentanyl, referred to by clients as “blue pills,” combined with methamphetamine use, appear to be the most used substances in Kitsap County over the past year.

Fentanyl usage is implicated in a surge of overdose deaths in the county and many PCAP clients report losing friends and family to overdose. In October 2021, the impact was felt keenly by the staff when two Kitsap clients died from fentanyl overdose within one week of each other. Additionally, fentanyl and methamphetamine use has resulted in more substance exposed births among PCAP mothers and more complicated and prolonged Child Protective Services (CPS) involvement for clients and their families. Case managers are attending more CPS Family Team Decision Making meetings, court hearings, and are more involved with medication assisted treatments with clients than in the recent past. Case managers at times express their frustration at the lack of available substance use disorder treatment options for clients, particularly the lack of accessible medical detox beds.

Meanwhile, Kitsap County, like most of Washington state, is experiencing a surge in the cost of rent. The average monthly rent for a small, one-bedroom apartment in Bremerton is currently \$1,423.00, far beyond the means of the majority of PCAP clients. Case managers are working hard to assist clients in navigating community housing resources but find that there are few options available. As a result, there are now many more PCAP clients unhoused or ‘squatting’ in drug using houses. The lack of safe housing further complicates the provision of effective case management as unhoused clients understandably find it difficult to meet with case managers regularly, to stay sober, or to follow through with meeting their goals. The clinical supervisor and case managers will continue to take the time needed to build working relationships with the agencies overseeing housing as one means of addressing a larger, systemic issue.

With three new staff joining the Kitsap PCAP team over the past six months, the remaining case managers and clinical supervisor have had the added responsibility to keep all clients engaged in services. Case managers have been assigned larger caseloads for most of the year, and the clinical supervisor has taken on a caseload averaging five clients which has created challenges to time management and further impacted office routines. While the clinical supervisor finds it a pleasure to have direct interaction with the clients, keeping up with paperwork, file reviews and supervision tasks has been a struggle. Additionally, expansion created pressure to quickly recruit clients; June had a flurry of enrollment as well as in addressing the details involved with adding a new case manager position. The clinical supervisor and staff, with the help of the host agency, Agapé Unlimited, have worked valiantly to meet the challenge of expansion and look forward to eventually establishing a new baseline “normal” that will lessen the impact of site expansion.

### *Visitors to Staff Meetings*

On August 26, 2021, Elizabeth Skewis, “itinerant” PCAP exit interviewer, provided information on how best to utilize her services to set up and support a successful client exit interview. Case Managers were able to exchange emails and phone numbers with Elizabeth as well as ask questions about her availability. This was extremely helpfully during a period of increased client exits.

On September 16, 2021, Prossy Balome, Medicare Expert with Community Health Plan of WA (CHPW), offered information about medical and wellness benefits available for PCAP clients who are enrolled with certain Medicare and Medicaid plans. Staff shared about PCAP programs across the state and voiced appreciation for Ms. Balome’s compassionate, positive, and intelligent style and for the information.

On January 27, 2022, Becky Turbyfill, Courthouse Facilitator with Office of the Kitsap County Clerk, offered the second of three interactive staff trainings. The training focus was on helping clients make sense of child support schedules and also touched on issues to address with clients when domestic violence is a consideration. Ms. Turbyfill walked staff through the paperwork and defined legal terms as needed. Staff were able to ask questions and offered scenarios to receive more specific help. Staff



expressed their gratitude for the tailored instruction and noted they now feel more capable in assisting clients to ask the right questions and seek appropriate resources in this area.
On October 21, 2021 Becky Turbyfill, Courthouse Facilitator with Office of the Kitsap County Clerk, and Assistant Courthouse Facilitator Athena Dillon, began the first of three interactive Zoom trainings for PCAP staff focused on the workings of the county courthouse, the paperwork and filing process involved in establishing paternity and a parenting plan, and how Kitsap PCAP staff can best support clients in successfully working with the court system. Staff were able to practice filling out forms with Ms. Turbyfill’s guidance and were grateful to gain a deeper understanding of a complex system.
On March 31, 2022, Debbie Stiglich, Agapé Unlimited Treatment Coordinator and Kira Dorsey, Agapé Unlimited Treatment Supervisor, joined staff to offer information focused on best strategies to assist clients needing substance use assessments; reviewed protocols for establishing urinalysis for Child Protective Services, discussed different levels of substance use treatment and how best to make referrals to substance use treatment providers. As systems do change, staff expressed gratitude for the updated information and the opportunity to be more effective when working with substance use disorder treatment providers
On March 17, 2022, Agapé Director Sara Fields, attended the PCAP staff meeting to review HIPAA protocols, how best to avoid email scams and the decision to encrypt all emails being sent from the Agapé email address. Other electronic communication protocols were reviewed to include how to correctly delete emails using a two-step process. Staff expressed gratitude for the opportunity to meet with Ms. Fields and for the individualized instruction.
On June 2, 2022, Becky Turbyfill, Courthouse Facilitator with Office of the Kitsap County Clerk, offered the third of three interactive information and training sessions to assist PCAP staff in developing a deeper understanding on how to assist clients with legal paperwork when dealing with parenting. The focus of today’s information session was non-parental guardianship paperwork. Staff, who have developed a deeper working relationship with Ms. Turbyfill and the courts, expressed gratitude of the information and for greater access to Ms. Turbyfill’s expertise.

*Client Events*

Beginning in August 2021, a “Success and Celebrations” board was put up in the lobby of the Kitsap PCAP offices. Participating clients provided signed permission to have pictures of themselves and, in some instances, their children, put on the board along with their story told in their own words. Client’s shared about many personal triumphs, including obtaining housing, returning to school, having their children returned to their care and finding jobs.
Beginning September 22, 2021, and running through November 10, 2021, weekly Circle of Security “Parenting in Recovery” Zoom groups were facilitated by Kitsap Clinical Supervisor and Circle of Security trainer, Linda Segur. Weekly attendance averaged one case manager, six enrolled participants, and two associated fathers who faithfully attended every session offered. The focus of the groups was on understanding the role of parent as secure base for the child, providing physical and emotional safety for young children and other family members, as well as learning positive guidance tools that support both parenting and recovery from substance use disorders. Clients reported fewer family conflicts during and following the group.
On October 28, 2021, Kitsap PCAP staff joined with host agency Agapé Unlimited in hosting the first of what is likely to become an annual Trunk or Treat event. The response from clients was enthusiastic and many buckets of candy were distributed from building windows and doorways. Other community partners, including the Olympic Educational Service District’s Early Learning program, were invited to participate and gave out books, bubbles, and coloring chalk.
Beginning in early December, holiday gifts were gathered and provided to all Kitsap PCAP families. The goal was to provide an age-appropriate gift for all the children, regardless of age, of the mothers enrolled in the program. Gifts were donated by private individuals, shops, and churches and

<p>supplemented with gifts purchased with funds donated to the program. Families expressed appreciation that all of their children were included in the gifting.</p>
<p>During the week of February 14, 2022 Kitsap PCAP facilitated a “Gratitude Challenge” via text with clients. Clients were encouraged to respond to prompts asking them to identify and send pictures of things for which they felt grateful. Response was good and all clients who responded were offered an opportunity to enter a drawing for one of eight gift cards.</p>
<p>On April 19, 2022, a good-bye open house and lunch in honor of long time PCAP Case Manager Cheryl Abordoh, was held at the PCAP office with many of her current and former client’s attending. Turnout and sentiment were high; clients and colleagues shared stories and positive memories of their time with Cheryl and signed a large card sharing their appreciation for her support.</p>
<p>In May, PCAP case managers once again sent or hand delivered individualized Mother’s Day or other supportive cards to clients sharing the case manager’s appreciation for the client and noting her progress in the PCAP. This has become a tradition and many of the mothers share that this is one of the few cards they have ever received.</p>

*Personnel*

<p>Kitsap PCAP experienced more change in staffing this year than is usual.</p> <p>Carrie Creech was hired as a case manager in March 2021 and left in October 2021. Though the position was advertised widely, few qualified applicants responded, and it was several months before a replacement was found.</p> <p>Andrea Harris, who had been working for Kitsap PCAP’s host agency as a housing case manager, was hired into the case manager position late in December and began training in earnest in January 2022. She is now carrying a full caseload.</p> <p>Cheryl Abordoh resigned in April 2022 after close to twelve years in the case manager position and has moved to Texas to be with her extended family. While saddened by Cheryl’s leaving, Kitsap welcomed Rebecca Roth to the team on May 9, 2022. Rebecca came to PCAP from Kitsap Recovery Center and has completed her substance use disorder (SUD) professional education and practicum hours. The team is already benefiting from Rebecca’s recent experience in the SUD treatment field.</p> <p>With site expansion came the opportunity to hire a fifth case manager. Surprisingly, many qualified candidates applied, and the team was happy to welcome Alexis Hamilton on June 29, 2022. Alexis comes to PCAP with six years of experience in Early Head Start.</p> <p>The team now appears well rounded and is quickly evolving into a functioning and effective unit.</p>
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**Pierce County PCAP**

*Successes*

<p>Pierce County PCAP had many successes during this reporting period. Case managers continued to provide high quality services to clients despite the ongoing COVID challenges. After many months with no supervisor, Stephanie Patterson was hired in August 2021 as the new Clinical Supervisor. Together, the new supervisor and case managers took on a huge project of re-organizing, re-decorating, and re-furnishing the Pierce PCAP office to make it a more welcoming and comfortable environment for clients and staff. The PCAP team also spent many months creating a document of shared team values and expectations.</p>
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There were many new partnerships formed this year including a new grant for vouchers from Deseret Industries, a thrift store that provides clients with household goods and clothing. Pierce PCAP became a Housing Connector Partner in January 2022. This program allows staff access to lower-barrier housing options for clients. Pierce PCAP also secured new connections with For The Culture Counseling Services, Inside Passages, and the Korean Women's Association.

Pierce PCAP continues to maintain a housing contract with Mercy Housing Northwest. Pierce County had three clients living in transitional housing during this reporting year, including one of these clients moving into permanent housing. Pierce PCAP also continues to receive diaper donations from March of Diapers.

The PCAP team attended numerous trainings and conferences during this reporting period, one of which included the Tacoma-Pierce County Opioid Summit held virtually on March 17, 2022, where the staff learned ways to reduce substance use related stigma and to identify gaps and barriers to achieving racial justice and equity. Pierce PCAP staff attended the Association of Alcohol and Addiction Programs Annual Provider Conference in person on April 21-22, 2022. This year's guest speakers included Dr. Carlo C. DiClemente, PhD and Dr. John Kelly, PhD. Dr. DiClemente hosted workshops on addiction and self-regulation and the stages of change, while Dr. Kelly focused on stigma and recovery and the last 50 years' research perspective on the war on drugs and recovery. On May 26, 2022, the team attended the Say It Out Loud Conference virtually where staff gained valuable knowledge and networking connections to help improve behavioral health services and decrease disparities faced by LGBTQ+ individuals.

On June 21, 2022, King and Pierce County PCAP had their first combined staff retreat in almost 10 years. The retreat focused on diversity, equity and inclusion and gratitude. Both teams enjoyed spending the day learning together. All case managers were given a self-care package that included a mindfulness journal.

Evergreen Recovery Centers (ERC) was approved for an expansion for King County PCAP. ERC opened up a satellite site in South King County and ERC's very own Jenelle Buckmaster, a veteran of the Pierce County PCAP team and lead case manager transferred to that site to become a co-supervisor on June 30, 2022.

### *Challenges*

Pierce County PCAP had some challenges during this reporting period with changes in processes and staff turnover. The team has gone through multiple transition periods while being short staffed which included carrying higher caseloads. Pierce PCAP and ERC continue to work on recruiting new staff members.

Reconnecting with clients after returning to the office has proven to be a challenge for Pierce PCAP. The staff was able to start offering transportation to their clients after strict COVID protocols were loosened which helped clients become more engaged.

Crime rates continue to rise in Pierce County. Multiple incidences of vandalism and theft of parts on fleet vehicles has been a big challenge during this reporting period causing vehicles to be taken offline for many weeks. ERC Director Linda Grant approved the purchase of secured off-site storage units to keep vehicles safe and for staff to take other vehicles home after work each day.

### *Visitors to Staff Meetings*

On July 21, 2021, Robyn Hansen and Sharon Scarpett from Maternity Outreach from the Tacoma-Pierce County Health Department attended the staff meeting via Zoom. They discussed the services they offer including assisting clients in obtaining free or low-cost health insurance, WIC, SNAP, breastfeeding support, and childbirth and parenting classes.

On January 12, 2022, Stephanie Martinez from Housing Connector came to the staff meeting via Zoom to provide training which allowed Pierce PCAP staff to become a Housing Connector partner in Pierce County.

On March 3, 2022, Shundra King from For The Culture Counseling Services attended the staff meeting via Zoom to discuss their services. There have since been multiple referrals of PCAP clients to their program for assessments and out-patient services.

On May 5, 2022, Kat Green and Jenny Lorton from Inside Passages attended the staff meeting in person to discuss their program model, Critical Time Intervention which is a time-limited evidence-based practice that mobilizes support for vulnerable individuals during periods of transition.

On May 17, 2022, Lark Kesterike, Samantha Thomas, and Erica Anderson from Within Reach discussed Plan of Safe Care in Pierce County via Zoom.

On May 24, 2022, Joyce Jefferson and Sarah Jacobs from Korean Women's Association attended the weekly staff meeting in person to discuss their many services, which include social services, domestic violence assistance and community and behavioral health referrals.

On June 22, 2022, UW PCAP Evaluator Alanna Feltner and Evaluation Quality Specialist Sarah Franich attended the staff meeting via Zoom to introduce themselves to the team and discuss DatStat.

### *Client Events*

Because of rising COVID cases in Pierce County, Pierce PCAP cancelled their planned in-person client BBQ in August 2022. In lieu of the in-person event, the Pierce PCAP team got creative and made movie baskets for each PCAP family. The movie baskets included popcorn, candy, a gift card, and frozen pizza so families could have a movie night at home. Pierce PCAP staff dropped these baskets off at each client's home.

### *Personnel*

Pierce PCAP has gone through several personnel changes this past year. Case Manager Leakhana Sao left the organization on July 22, 2021. Case manager Charisse Walker was hired August 3, 2021 and left September 13, 2021. Stephanie Patterson was hired as Clinical Supervisor on August 9, 2021. Case Manager Tamara Bellisle moved into the Administrative Research Coordinator position on August 15, 2021. Case Manager April Pluvoise left September 17, 2021. Sharmaine Davis was hired as a case manager on November 1, 2021. Natalia Stimac was hired as a case manager on January 26, 2022 and left on March 29, 2022. Felice Wright was hired February 7, 2022 as a case manager. Madison Jiles was hired as a case manager on May 25, 2022, and Karen Marquez was hired June 13, 2022 as a case manager.

On June 30, 2022, Jenelle Buckmaster transitioned from the role of lead case manager at Pierce county PCAP to clinical supervisor for the South King County office in Tukwila.

As of June 30, 2022 Pierce PCAP has one vacant case manager position.

## **Skagit County PCAP**

### *Successes*

Skagit PCAP has had a number of successes in this reporting period. The site has had a steady stream of new enrollments, and referrals have remained consistent thanks to good community provider connections. The whole team is working diligently to meet the needs of clients while also maintaining its community relationships.

To continue developing and maintaining community partnerships, PCAP has participated in area resource fairs and events in the hopes of connecting potential clients and their families with a network with available resources. Charlene McPherson, PCAP Clinical Supervisor, and Noemi Hernandez, PCAP Assistant, were able to connect PCAP families with the Family Multicultural Night in Mount Vernon. They attended the Family Resource Fair in Coupeville and gave out some of the back-to-school backpacks received through donations. Ms. McPherson gave PCAP presentations at Island County DCYF, Family Reunification Court, and the Skagit Children's Council.

Ms. McPherson was asked to serve on the Child Fatality Review Board for the Department of Children Youth and Families for a four-county area to help identify areas for improvement and possible legislative changes. She also serves on several Skagit area committee meetings: P-3 (Prenatal through 3 yrs.), P4P (Parent for Parent), Table of Ten for San Juan Island Dependency and Family Reunification Court and is Chair for the Brigid Collins Outreach Committee.

Beverly Smissaert, Case Manager, has taken an active role in supporting women on her caseload who have moved to Island County in search of affordable housing while building relationships with community providers there. She is involved in the Family Reunification Court (FRC) and their staff meetings and works in collaboration with other home visitation programs offered there.

Leslie Mingo, Case Manager, is utilizing the PFR II (Promoting First Relationships II) training in support of the clients and shares learning she has acquired. Ms. Mingo also continues her work in Skagit's Family Treatment Court (FTC) which strengthens the site's connection to the court and several other community providers. Most recently, she joined the planning committee for Family Reunification Day for FTC that focuses on celebration of their successful graduates from the program.

Jodi Fraser, Office Assistant and Exit Interviewer, continues to provide exit interviews for both the Skagit and Whatcom County sites. She also works in the Kinship Care Program for the host agency which provides support for relatives raising children when the parent is not able to. She continues to coordinate the Annual Sugar Plum event that provides Christmas toys for the client's children.

Noemi Hernandez, PCAP Assistant, has been an essential part of the Skagit PCAP team helping with special projects and attending outreach events. Ms. Hernandez has established working relationships with several new community partners: I Support the Girls, which offers the women undergarments and hygiene products, and Heart to Heart Charities, which can clients on a more individual family need basis. She continues to keep PCAP connected to the National Diaper Bank through United Way which provides diapers and wipes monthly for the client's children - a much needed and appreciated resource for PCAP families. She serves on the Brigid Collins Outreach Committee, Skagit Children's Council monthly meetings, and continues her work as a case manager in the Familia Latina Family Support Team program.

### *Challenges*

Housing continues to be a significant and persistent challenge in Skagit County. Skagit PCAP works closely with local shelters and housing programs to get and keep clients housed. Rent amounts continue to rise, but wages do not. It has even affected some of the host agency's employees forcing them to look elsewhere for housing and/or leave the agency because they are not able to find affordable places to live.

Two out of every five households in Skagit County cannot afford the home they currently live in. At any point in time in Skagit County at least 957 people are homeless. In June 2022, Skagit County home prices were up 8.3% compared to last year, selling for a median price of \$560K. On average, homes in Skagit County sell after six days on the market. On the renting side of housing the average rent for a one-bedroom apartment is \$1,300 per month (an 8% increase from last year) and a two-bedroom apartment increased by 3% to \$1,550. Specifically in the town of Mount Vernon, housing expenses run 27% higher than the national average.

Skagit County has a total of four year-round shelters, with three of them for women and children: Domestic Violence and Sexual Assault Services (DVSAS)), Anacortes Family Center, and Community Action Family Development Center. Even though finding affordable housing is difficult and rents continue to rise in Skagit County, the economy is booming, and it is regarded as one of the fastest growing areas in the state.

Another challenge has been the fentanyl crisis. Two PCAP fathers died this year due to fentanyl overdose. One of Skagit's primary drug and alcohol treatment providers report a 104% increase in fentanyl positivity rates among enrolling patients. Several of the latest ASI interviews that have been completed reported that fentanyl has been their main drug of choice whereas before it was reported to be more of a secondary drug of choice. PCAP has been working very closely with all community providers with support and treatment options as quickly as possible because of the high risk of overdose and/or death from this drug.

### *Visitors to Staff Meetings*

On July 19, 2021, Dr. Susan Stoner, PhD, PCAP Director at the University of Washington Addictions, Drug & Alcohol Institute, met with staff and answered questions that staff had. During her visit, a recently exited client came to the office and spoke about the support she had while she was in PCAP and her successes.

On September 24, 2021, Gaby Camarena, Resource Navigator for Help Me Grow Skagit from Within Reach Washington, provided an update of her role in the community so families will have seamless access to community resources.

On June 8, 2022, Alanna Feltner, MPA, MSW, PCAP Evaluator at the University of Washington Addictions, Drug & Alcohol Institute, attended the PCAP staff meeting for introductions and questions the staff might have for her.

### *Client Events*

On November 16, 2021, Western Chief rain boots for the clients and their children were received by donation. This has been an annual donation of \$5,000 worth of boots from the Wear a Big Smile Foundation that Skagit PCAP has been able to offer to their clients.

On December 20, 2021, through December 23, 2021, the 5<sup>th</sup> Annual Sugar Plum Christmas event was held for the clients to select from agency donated toys for their children. In collaboration with the host agency, Skagit PCAP has actively participated in the event yearly and the clients look forward to it each year. Jodi Fraser, Office Assistant/Exit Interviewer, arranges the event and organizes the donations that are received. This year, because of COVID, the case managers selected the gifts for their

client families and porch delivered them. The agency was able to help 134 families and 323 children, including 52 families in PCAP.

### *Personnel*

Skagit has had some staffing changes this reporting period. A case manager and the back-up exit interviewer left the agency to pursue other career opportunities. The current case managers have been managing their increased caseloads until the supervisor is able to fill the open position. All staff received a 4% raise that was effective January 1, 2022, which was very good news as the costs of food, transportation and healthcare continue to rise.

Skagit PCAP lost one Case Manager, Callaway Holm, who gave her notice in November 2021 to accept a position in another agency. Back Up Exit Interviewer Alyssa Kilpatrick left her position due to a move prompted by the need for more affordable housing. The case manager position vacated by Callaway Holm is still open. There were 12 applicants, four of whom were interviewed and offered the position, but they had accepted other job offers in the community instead.

## **Snohomish County PCAP**

### *Successes*

The Snohomish County PCAP transitioned from Safe Babies Safe Moms (SBSM) to a PCAP site on October 1, 2017, making this the fifth reporting period under the PCAP model. Focusing on building a new team, training, and investing in the clients and staff, has proved beneficial to the clients and PCAP staff.

Snohomish County PCAP is in the heart of downtown Everett and in proximity to several collaborating service providers, such as Evergreen Recovery Center (ERC), Catholic Community Services, Ideal Options, Homeward House, First Clinic, Holman Recovery Center and Department of Youth and Family Services. Snohomish County PCAP appreciates these relationships, as they can bridge the gaps to advocate on behalf of the women and children they serve in common. Snohomish PCAP offers two weekly groups at the Evergreen Recovery Center Pregnant and Parenting Women's program.

The host agency, Pacific Treatment Alternatives implemented a name change and rebranding in November of 2021. The agency is now called Sound Pathways and the new website is [www.soundpathways.org](http://www.soundpathways.org). Sound Pathways is embracing Brene Brown's "Dare to Lead" Leadership model and all staff are participating in this learning model. It is changing the culture of the agency and the work with the clients. Staff continue to receive additional training opportunities in Motivational Interviewing, Promoting First Relationships, Vroom, Trauma Informed Care, Medication-Assisted Treatment, Fetal Alcohol Spectrum Disorders, and Perinatal Mental Health.

PCAP case managers are collaborating with Homeward House to serve mutual clients. Clinical Supervisor Debbie McBrayer also attends DCYF Family Team Decision Making (FTDM) meetings as invited by community partner First Legal Clinic to promote continuity of services. PCAP staff also participate in the Family Drug Treatment Court consultations. Case managers engaged in field trip events to the local Recovery Café here in Everett and to a new treatment center, Hollman Recovery Center, in Arlington.

PCAP Co-Supervisors Toni Gardner and Debbie McBrayer, and Case Manager, Stacy Kaufman, are certified in Promoting First Relationships (PFR) and have served 12 families while implementing PFR

curriculum. Currently Case Manager Jennifer Hall is working towards her certification in PFR. Utilizing PFR strategies has been transformational for the PCAP client's parenting skills.

In 2019, Pacific Treatment Alternatives (PTA), PCAP's host agency, received grant funding to open an Emergency Shelter for PCAP clients. Despite funding challenges, Sound Pathways has been able to keep the shelter open. PCAP case managers and the shelter manager work with the clients to find more permanent housing opportunities. This year, Esteem Shelter provided transitional housing to 23 women and 22 children.

Additional grants were awarded to Sound Pathways from the Emergency Food and Shelter Grant Program, Catherine Wilkins Foundation, Allison Foundation, Tulalip Tribes, Muckleshoot, and Stillaguamish Tribe. Sound Pathways raised additional funding with its 2nd Annual Mother's Day Flower Sale, corporate sponsors, and individual donors.

### *Challenges*

The biggest challenge in Snohomish County is the lack of affordable housing, both for clients and staff. Snohomish County Executive Dave Somers established the Office of Recovery & Resilience (ORR) to guide the County's recovery work by ensuring the \$160 million in federal American Rescue Plan Act (ARPA) funds the County received is administered quickly and equitably. Investments have resulted in additional housing relief and the purchase of two hotels for emergency housing with wrap around services for individuals. Funds continue to be used for homeless service grantees and eviction prevention. PCAP case managers work relentlessly with clients and partner organizations to keep PCAP families housed. Over 33 PCAP clients received permanent housing this past year.

Retaining quality staff has been an ongoing problem at Skagit PCAP. The high cost of living, inflation, and the shortage of qualified workers for these positions has contributed to the turnover of staff. For the last 10 years, the number of new Snohomish County households exceeds the number of new homes built by about 25%. Moreover, 30% of all households in the county pay more than 30% of their income to housing. These include fully employed workers in manual and semi-skilled labor positions that are essential to everyday lives.

One solution Sound Pathways has found is to employ students from MSW programs and provide clinical supervision for their field placement. Currently, there are two student employees, one full-time and one part-time, who are working towards their master's degrees. The agency can also provide clinical supervision at no cost to the employee once they graduate. This is an attractive benefit.

### *Visitors to Staff Meetings*

Mr. Ruben Rivera-Jackman, MNPL, and Mr. Eric Velez, SUDP from Snohomish County Family Recovery Court, came to guide case managers through the Drug Court process and explained how to best support clients through drug court.

### *Client Events*

With the pandemic, it's been difficult to have in person events. However, in August of 2021, PCAP hosted a family picnic at Forest Park, which included lunch, fruit and drinks, crafts, bubbles and beach balls. The park has a splash pad for the family's water enjoyment. The event served approximately 60 families.

For Christmas, Snohomish PCAP took requests and worked in collaboration with Toys for Tots, Kia of Everett, Windermere Real Estate, Keller Williams Real Estate, Delta Dental, and individual donors, to



fulfill Christmas wishes for PCAP families, and held a virtual giving tree on Facebook and on the Sound Pathways website.

### *Personnel*

Snohomish PCAP is contracted for one full time clinical supervisor, eight full time case managers, and a half time office assistant. Snohomish PCAP also employs an office manager at 1.0 FTE (40 hours). The office manager also fulfills the exit interviewer role. Currently seven out of eight case manager positions are filled.

Clinical Supervisor Ronda Metcalf resigned August 17, 2021, after deciding to return to Tribal government. Ms. Metcalf had extensive experience working with the Native American population and PCAP staff learned a tremendous amount while she was with the team.

In September of 2021, Debbie McBrayer and Toni Gardner began sharing the duties of clinical supervisor while each still carrying a caseload. After a successful trial period, Sound Pathways leadership agreed to make this transition permanent. Both have settled into a routine with Ms. McBrayer taking the administrative lead and Ms. Gardner the clinical case manager lead.

Sound Pathways anticipates more staff changes during the coming year, and recently employed a Deputy Director, Dr. Sheri Hill. She will eventually be supervising the PCAP clinical team. Dr. Hill has extensive knowledge and training in Infant Mental Health.

Snohomish County PCAP encountered many case manager resignations during this reporting period, including long time staff member Tina Herrera, who resigned November 2, 2021, and Stacy Kaufman resigned January 24, 2022. Teresa Schroeder, hired June 3, 2021, resigned on August 20, 2021. Jessica Christensen, who was hired January 31, 2022, resigned on February 18, 2022. Sarah Wheatcroft, hired September 13, 2021, resigned February 4, 20, 2022, and finally Meghan Allen, hired April 4, 2022, resigned July 28, 2022.

PCAP hired Lori Blunt on October 28, 2021, Linesa Pleshette on January 31, 2022, and Leslie Beckman on April 4, 2022. Monique Lewis began working for Sound Pathways in April of 2022 and is the new PCAP office assistant. Bill Bair, long-time Office Manager and PCAP Exit Interviewer, resigned effective June 24, 2022. Sound Pathways and PCAP wish him well in his new endeavors.

## **Spokane County PCAP**

### *Successes*

Spokane County PCAP continued networking with providers throughout this reporting period. They connected with the Spokane Regional Health District (SRHD) “You’re Not Alone” program which offers support and referrals to families who are planning to utilize, or have completed, an Eat Sleep Console program. The Eat Sleep Console program is a neonatal opioid withdrawal management protocol delivering an alternative to medicated withdrawal after the birth of their baby. This is a great source of referrals for PCAP. Spokane PCAP is also pleased with its connection with Peer Spokane (see Visitors to Staff Meetings), a valuable resource for clients, especially as they near PCAP graduation and can benefit from continued connection with community, programs and resources, and/or connection with a peer support specialist.

## Challenges

Spokane County PCAP's greatest challenges continue to be housing and homelessness. The lack of affordable housing, along with unprecedented rental increases has led to an increase in the number of homeless families, including clients here in the county. PCAP case managers continue to explore housing opportunities. Another challenge for Spokane and other sites has been and continues to be fentanyl use. Most new clients over the past year reported moderate to heavy fentanyl use at screening for eligibility. There have been more overdoses requiring intervention during this reporting period as well. All staff have had Narcan training. Case managers continue to use their best motivational interviewing skills (MI) with clients, hopefully moving them towards treatment and other appropriate services they might agree to.

## Visitors to Staff Meetings

On August 2, 2021, Angela Valesco, LMHC, from Catholic Charities, gave a Zoom presentation on their Rising Strong program and how PCAP and Rising Strong can work together to help the clients they have in common. Staff appreciated learning the protocols and procedures of Rising Strong and were able to brainstorm how not duplicate services between programs in order to better serve the clients.

On August 23, 2021, the site had a Zoom meeting with Tennille O'Blenness, Director of the Isabella House PPW program, which is a six-month inpatient treatment program. Ms. O'Blenness described the program and explained the rules and regulations that apply to the residents. It is important to ensure PCAP is working with the inpatient program so that mutual clients are working on their treatment and not breaking any rules that a PCAP case manager may not be aware of.

On March 14, 2022, Bud Nokes, a Peer Support Specialist at Ideal Options visited. Ideal Options is an outpatient Medically Assisted Treatment (MAT) program whose providers are addiction medicine specialists. Mr. Nokes explained what he does as a peer support specialist: connect clients with needed resources and helping them through their treatment journey.

On April 18, 2022, Mimi Berlinger, BA, CDP, and Ronnie Johnson, BA, SUDP, educated the staff about the Medically Assisted Treatment (MAT) administered through the Spokane Regional Health District (SRHD). Staff members learned more about how the SRHD MAT program works with clients. Ms. Berlinger and Mr. Johnson also shared more specific information about medically assisted treatment. This was good information appreciated by all.

On May 2, 2022, Barb Wharton of Medical Reserve Corps of Easter Washington, provided a training on the Question, Persuade, and Refer (QPR) Suicide Prevention program. This two-hour training focused on understanding suicide, recognizing warning signs of a suicide crisis, direct and indirect verbal cues, behavioral and situational cues, as well as how to ask someone about their suicidal thoughts and move them toward connection with a competent mental health professional. "Ask a Question, Save a Life", a booklet by Paul Quinnett, Ph.D. of the QPR Institute, was given to each staff member along with certificates of completion of the "Gatekeeper" training. This was an excellent, valuable training for all.

On May 16, 2022, the staff received car seat training. Staff learned how to properly install car seats for all ages, which car seats to use depending on age, and the protocol for car seats that have been in an accident or expired. This is important information about transporting PCAP children as well as an opportunity to educate clients on car seat safety.

On May 23, 2022, Emily Stohr of Peer Spokane came and shared their many different programs: Peer Coaching, Resource & Referral, Supportive Housing, and Supported Employment. Case managers learned about the following new and exciting peer support groups: Grief and Loss, Family Ties, Family Matters, Beautiful Within (compassion for self), Rainbow Warriors, Love and Loss, Your Recovery Counts, and others. All services are free and open to the community. This continues to be a much-appreciated service for the community, PCAP clients included.

### *Client Events*

On June 13, 2022, Spokane PCAP hosted a PCAP Summer Social at the New Horizons Care Centers facility. This event was planned as an opportunity to appreciate the clients and their families. Approximately 20 clients and children were in attendance. PCAP staff decorated the facility and case manager Wendy Hamilton prepared delicious salads and yummy treats, all from scratch, to share with all. Everything looked beautiful and was appreciated by everyone. Clients were also able to engage in creative activities, making “art magnets” and painting rocks. A fun time was had by all.

### *Personnel*

Spokane PCAP ended the reporting period with one full time clinical supervisor and one full time program assistant/exit interviewer. Spokane PCAP site had quite a significant turnover in case managers for this reporting period. Seven case managers left PCAP during this time: Zelia Elam who had been with Spokane for five years, Natalie Wagner for two years, Margaretia Taylor for two years, and Patti McNally for one year. There were also two new hires quit only after two months, Cynthia Ford and Kate Rossman. Amanda Melideo, who had been with PCAP for 4 years also resigned and June 30 was her last day. At least four of these resignations were because they accepted positions that paid a more competitive wage, even with the PCAP wage increase last fall. In January 2022 Katie Rittenour and Jana Bowman were hired as case managers. Monica Larson was hired in February and Wendy Hamilton was hired in March. Spokane PCAP will be going into the 2022-2023 fiscal year with one CM position open.

## **Thurston/Mason/Lewis Counties PCAP**

### *Successes*

The Thurston, Mason, and Lewis (TML) PCAP site had many successes and challenges during this reporting year. The site started the new year concentrating on team building and leadership development to be better prepared to continue to adapt to the ever-changing needs of clients and communities during the ongoing pandemic and political climate changes. PCAP Clinical Supervisor Kassie Trotter, with the support of the PCAP site host agency, Family Education and Support Services (FESS), planned a PCAP retreat at Albee's Gardens, where the entire team was able to safely gather and enjoy in-person team-building activities and discuss the upcoming goals for the site. This opportunity was also used to update individual and team pictures. As the team reflected and set goals, they were able to bond with a common mission to continue to thrive and expand at the Thurston, Mason, and Lewis PCAP site.

Clinical Supervisor, Mrs. Trotter, and Case Manager-Supervisor Teya Harris worked diligently to complete intake ASI interviews with those who were unable to due to COVID restrictions. The site's client count not only stayed above the contract minimum of 85%, it increased regularly.

Due to some loss of connections related to COVID, case managers implemented alternative strategies for client engagement. This included developing social media outreach opportunities, frequent correspondence via telephone, and porch and parking lot distributions of cold/hot food, diapers, and other requested supplies. Along with these tasks, case managers worked on finalizing their client files for the 1st quarter audit and preparing for the onboarding of new employees as the site continued to see consistent staff turnover.

This year the Washington State Department of Health partnered with FESS and the Bezos Foundation to implement a free, child development and resource app called VROOM. The PCAP participants were

introduced to VROOM, which provides early learning and child development parenting tips to those with children under the age of five years. The VROOM app has been found to be helpful in offering clients in a variety of ways to engage and communicate with their children while also promoting healthy brain development.

Dr. Susan Stoner hosted a great training for professionals involved with Thurston County Family Court on February 22. Dr. Stoner's topic "The Effects of Drugs and Alcohol on the Developing Fetus" was well received and those attending were able to secure Continuing Education Training credit (CEU). Participants ranged from family law attorneys, Department of Children Youth and Families (DCYF) social workers, Judicial staff, Court Appointed Special Advocates (CASA), and Guardian ad Litem (GAL) as well as social workers representing multiple non-profits across the community. This training helped staff not only to review the effects of drugs and alcohol on developing fetuses but also to review the treatment needs of the pregnant woman and her newborn. Continued education on these topics keeps PCAP staff up to date and refreshed in the knowledge that aids them in their everyday interactions with clients, and to be on the same page with other community support people the clients interact with.

In the fall of 2021, FESS hosted a successful fundraiser which was called The Carnavalesque Gala. For this event guests enjoyed a night filled with gourmet food, live entertainment, and various carnival games. The gala raised critical funds to support the host agency's mission, and thus facilitated their further efforts to strengthen and support the PCAP program. Mrs. Trotter and Ms. Harris volunteered to work at the event and excelled at selling raffle tickets for the organization. FESS also has been working on staff retention strategies this year and has been very aware of the issues surrounding burnout, mental health, and staff wellness. FESS was able to grant a full paid week off to all staff to better serve the site case managers so they in turn can better serve the clients and roll in the new year fresh and ready to work.

FESS supported the goals the PCAP team made for the year, and took on a site capacity expansion, increasing client capacity from 115 to 139. This meant that in less than three months Mrs. Trotter and Ms. Harris completed over twenty-five enrollments to sustain the site's full funding with the expansion. FESS supported us with new technology and laptops for case managers and an upcoming expansion to office space. The entire PCAP staff stepped up and held high-capacity caseloads during this time as new staff were hired and trained. TML PCAP would not be successful without the hard work from the entire team.

As a team, TML PCAP staff also enjoyed trainings in motivational interviewing and safe practice, and the use of Narcan nasal spray. We strive to incorporate the training into practice in the field as well as continue efforts to provide the best quality service and safety measures for both case managers and the families they work with. The TML PCAP team also trained in Question, Persuade, and Refer (QPR), led by Scott Hanauer, Clinical Director at FESS. This training explores the method of QPR as steps to take to identify suicide risk and to direct the at-risk person into proper care. Through this program, members of the PCAP team will be able to better assist colleagues and clients who may be in crisis.

The PCAP Team attended the virtual Grand Rounds, hosted by UW Medicine's Psychiatry and Behavioral Sciences Department. Dr. Therese Grant and Dr. Susan Stoner lead the webinar describing the principles underlying the PCAP model, research findings, and case-management implementation, including how they're addressing the challenges of working with participants who themselves were exposed to alcohol or drugs prenatally. Attending this Webinar broadened the team's understanding of the PCAP program overall and gave us insight into some questions and feedback provided by other professionals in the network of care.

The entire team attended the 3rd Annual Conference for Transforming Our Communities: Sharing Innovations to Reduce Harms for People Who Use Drugs. Topics addressed in this conference were how policy can be informed by people with lived/ living experience, how substance use disorder/opioid use disorder impacts particularly adolescents and young adults, and how the impact of harm reduction can be made by changing the routes of ingestion through services and engagement. The TML PCAP team learned how norms, policies, and practices are evolving and will use this information to partner with the clients in their autonomy while they are enrolled in PCAP.

TML PCAP leadership worked continuously to better the work/team environment for staff, supporting the taking of “wellness days” and using PTO, for staff to connect with family and refresh. Spring has long symbolized a time for new beginnings, growth, and the nurturing of life. With that in mind, PCAP challenged service providers to partake in acts of self-care, whether it be spending time outside as the weather warms, enjoying time with loved ones, or trying a new hobby; we encouraged all to do something that nurtures their soul so that, in turn, they can provide better support to their families we serve. With the understanding that you must care for yourself before you can care for others, the staff continued this theme into their Together Day activities and honored their efforts with prizes for Self-Care BINGO which all staff had been partaking in.

In the spring with the host agency FESS, we participated in the Pinwheels of Hope fundraiser. Participants work to find unique pinwheel locations, participate in challenges, and answer trivia questions within the tri-county region (Thurston, Mason, and Lewis Counties) as the game board. Throughout the month of April, the goal was to complete as many activities as possible, earning points along the way, making connections with community sponsors, and planted beautiful pinwheel gardens to represent the campaign to grow a better tomorrow for children in Washington State.

In honor of Father’s Day, we hosted an annual Celebrating Fatherhood Event to highlight the important role that fathers play in the well-being of their children and families. For over two decades, FESS has been helping men throughout the South Sound to build a noble legacy of fatherhood. In honor of Father’s Day, we hosted an annual Celebrating Fatherhood event to highlight the important role that fathers play in the well-being of their children and families. This event brought recognition that when fathers are actively involved in their children's lives, the whole family thrives.

As TML PCAP continues to grow, the team has learned many things that do and do not work for it’s large site and have developed a supportive structure within the team to make sure everyone is supported in order to do their best work with the clients. The site hosted multiple PCAP site supervisors to discuss the structure we use at the site and how to help support other sites to work in tandem with their host agencies to better serve the community.

To better serve border areas and tribal communities, TML PCAP has made efforts to foster the use of a federal program called Lifeline, which provides eligible low-income households on qualifying Tribal lands with a monthly discount on phone and internet services. We understand that as telehealth expands to meet the needs of tribal communities, having affordable access to phone and internet service is more important than ever, and PCAP is providing this information as a resource to PCAP enrolled Tribal affiliated clients.

As the TML PCAP site wrapped up the reporting year, it was fully staffed although that did not last long. The site is currently still hiring for one open case manager position. With the ongoing support from FESS, the PCAP team was able to increase staff wellness days and support a substantial raise for

the case managers. The PCAP staff also were thankful to receive an end-of-a-year retention bonus based on their time employed with FESS.

### *Challenges*

The resurgence in COVID impacted the team in navigating home visits and client and case manager safety. For vulnerable families, COVID has hit clients and the program hard. Functioning in the pandemic, with changing restrictions, has presented new challenges for us over the last two years. The clients in PCAP are disproportionately burdened by job loss. Several clients do essential and stressful work, and they're more likely to lack the resources to provide safe consistent daycare for their children and go to work. Those who are new parents or are expecting are further challenged. We continue to navigate new ways to support at-risk families, aimed at strengthening and broadening the positive impact of home visiting. No-contact visits via Zoom, visits that took place by telephone, and text messaging continue while face-to-face visits with clients were reincorporated. Clients have reported that in some cases families don't really like the video approach and won't engage, or don't have stable internet and phone access.

Case managers have struggled with this compromised ability to develop and sustain a relationship with the client and the target child. As COVID restrictions have eased and in-person visits resume, case managers have incorporated new practices into their home visitation routine. Case managers inform families about current and up-to-date public health recommendations related to COVID and vaccinations, identify strategies for managing family stress and family basic needs, and support family engagement. PCAP partners with other service systems and providers to promote access to resources such as child-care, early intervention, and economic and mental health supports. Case managers are mandated to have current COVID vaccination and encourage eligible clients/family members to seek vaccinations, providing information when applicable and encouraging self-care.

It is with the understanding that being involved in emotionally demanding situations over a long period may cause physical, emotional, and mental exhaustion, this year TML PCAP's Together Days have been focused on burnout and compassion fatigue. We used a professional burnout survey to assess individual team members and recognized that overall "Vicarious Trauma" was highest for the team. The extent of vicarious trauma experience differs from person to person, but understanding this as an issue impacting the team, we have made efforts to combat the repercussions and be proactive at preventing depression, anxiety, despair, alienation from self and others, inability to work, or inability to experience enjoyment. This survey will be used to repeatedly check in with members of the team and to adjust accordingly for ongoing support and care.

The end of this reporting year led the TML PCAP site to great opportunities with expansion, although the expansion in client numbers and case managers rose together, we did not see a change in the contracted funding to increase the PCAP support role that Ms. Sandra Wells fills at the site. Ms. Wells has been a huge asset to the TML PCAP site and with the expansion and hiring of two new case managers, her job duties seem to be ever-expanding. Ms. Wells currently supports nine case managers and two supervisors on the part-time allotment set in the contract. FESS and TML PCAP leadership have worked diligently to find a way to have Ms. Wells working full-time. The site cannot run as effectively without that full-time role. FESS and TML PCAP leadership hope to see the administrative assistant role increase as client numbers increase and case manager needs increase significantly.

This year specifically, the staff and those we serve were impacted by the serious disintegration of community safety nets. As financial insecurities grew and decreased assistance was combined with increased gas prices, food prices, and disappearing rental assistance as well as other community supports, we have noticed additional barriers for us to navigate. At the TML PCAP the \$50 flex fund is

a great resource, but it doesn't go as far as it used to. This is especially true without the matching support we once had within the community. Along with this resource struggle, we are also seeing a decline in motivation for clients to complete their exit interviews in a timely manner. Since PCAP started, the incentive has been a \$20 gift card for completing the interview, and this amount has not been increased. We consider that this incentive no longer has the same effect that it did twenty years ago.

### *Visitors to Staff Meetings*

In July of 2021, Karin Ocegera, FESS CFO, joined to explain the new year's budget and changes that were coming in the upcoming fiscal year.

On October 21, 2021, Shelly Willis, FESS Executive Director, joined to follow up on the previous week's site visit from PCAP Program Evaluator, Cara Ernst, who went over the site data from the previous year, as well as check in with the team about working from home and that connection to the staff was a priority.

On January 27, 2022, Scott Hanauer, FESS Clinical Director, presented and trained the staff on QPR. Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help. The entire TML PCAP site is trained in QPR.

On March 10, 2022, Mr. Hanauer observed the PCAP team staffing and offered additional clinical support and supervision to the PCAP leadership as well as joined a discussion about what the team goals are, and what employee retention looked like to the team.

In May of 2022, Jason Bean-Mortinson, LEAD Program Director, joined to present on the expansion of the LEAD program in Thurston County. LEAD is a diversion program designed to provide intensive case management services to people who have committed low-level drug crimes and "nuisance crimes" due to substance use disorder (SUD) or mental health issues.

On June 9, 2022, Bobbi Chapman, FESS Kinship Program Director, joined to learn more about the PCAP program as she is new to the FESS organization.

### *Client Events*

In December 2021, the TML PCAP team partnered with the Derma Spa and Dr. Bessie McCann to help provide Christmas gifts to over 30 PCAP families that don't qualify for assistance through other services and resources. This is the second year with this partnership and the team looks forward to the continued support next year.

Thurston County, Mason County, and Lewis County Reunification Day Celebrations were held throughout June and July 2022. For most children in foster care, reunification with their family is the best option for a permanent and loving home. Each year, many children are successfully reunited with their families after parents work hard, gain new understanding and skills, and partner with social workers and courts to meet extensive requirements. During these events, the community joined FESS in celebrating these reunifications with food, drinks, raffles, and speakers.

### *Personnel*

During this reporting year the TML PCAP site experienced continuous turnover in staff and is still short one case manager as the year wraps up. Although turnover was high, PCAP has gained a team of exceptional people.

Sandra Wells was hired to fill the open Administrative Assistant/ Referral Coordinator role. She has a background in Early Childhood Education and a BA in Human Development from Washington State University. Since her hire, Ms. Wells has proved to be an invaluable part of the TML PCAP team. Familiarizing herself with PCAP protocols, seeking advice and resources from senior office assistants

from other PCAP sites, and constructing data tracking documents, Ms. Wells has aided leadership and case managers as they navigate challenging caseloads, staff turnover, COVID requirement transitions, and an extreme rise in referrals and intakes. In the months of May and June alone, Ms. Wells screened 31 new potential clients, 25 of whom were successfully enrolled in the program. Ms. Wells has been a huge asset to the TML PCAP site and with the expansion and hiring of two new case managers, her job duties seem to be ever-expanding. Ms. Wells currently supports nine PCAP case managers and two co-supervisors.

Jasmine Trent was hired on as a case manager. She has a background as an intake coordinator at Sally's House, and a BA in Social Work from Eastern Washington University. From the moment Mrs. Trent became a case manager she proved to be an asset to the team training in Darkness to Light- focused on prevention of child sexual abuse, Trauma Informed Care-focused on identifying trauma and treating its symptoms, LGBTQ+ training- focused on awareness and sensitivity to lesbian, gay, bisexual, transgender, and queer communities, and CPR/ first aid training. Mrs. Trent also became certified in Mental Health First Aid which prepares her to provide initial help to people experiencing mental health or substance use challenges. Mrs. Trent has engaged in the community and promoted partnerships with Gather Church, a nonprofit organization that helps the homeless and low-income community through serving hot meals three times a day, working together to make over 200 lunches a week that is handed out, referrals to resources and just being able to have a safe place for community members.

Case Manager Taylor Valverde has been working on behalf of the Thurston County Family Court's Trauma Informed Practices Workgroup to develop a series of training this year that promote equity, empathy, and diversity in regards to trauma-informed practices and the population we serve within court/dependency systems. Mrs. Valverde has also stepped up tremendously this year for the PCAP team, acting as a Senior/Lead Case manager and mentoring new staff.

Case Manager Karen Pursey worked hard at dedicating herself to new learning opportunities and training during the pandemic-related closures. Mrs. Pursey went back to college, taking online courses, and obtained her Substance Use Disorder Professional (SUDP) certificate as well as completed an internship through New Directions Counseling. Mrs. Pursey also obtained her Case Aide Certificate, both certificates were obtained through Olympic College. Mrs. Pursey has now been certified as a lead teacher through the Incredible Years (IY) parenting curriculum. Her many accomplishments this year were followed by a Domestic Violence and Sexual Assault core training certificate through Turning Pointe of Shelton, WA, 40-hour Alberta Wellness- Brain Certification training completed, and CPR/OSHA certificate as well as her Food Handlers Permit. She is a consistent example of expanding her knowledge base and has completed many other pieces of training in Effective Communication, Trauma Stewardship, and Opioid prevention. Mrs. Pursey frequently comments that she is grateful that PCAP promotes learning opportunities for case managers.

Dede Galindo was hired in the Fall of 2021 as a case manager. Mrs. Galindo has a background working with foster families, low-income and at-risk youth, and veterans. She has worked in employment and education counseling, and in-home visitations with women on a voluntary basis. Mrs. Galindo has a BA in Multicultural Counseling and Health and Human/ Family Development from Evergreen State College. Mrs. Galindo has attended 31 pieces of training in the last ten months which include Neurological Biology of Trauma Parts 1 and 2, Strengthening Families Conference, and Basic Principles of Trauma Informed Care as They Pertain to Substance Use Disorders. She also obtained her CPR certification. Mrs. Galindo is a member of the Equity Advisory Committee for the Tumwater School District and attends a bi-weekly community meeting with the Catholic Community Services program Arrest and Jail Alternatives. These meetings support shared clients with other community programs and aid to connect clients to resources within the community. Mrs. Galindo has a goal to



attend Mediation Training with the Dispute Resolution Center and complete certification in the coming year.

Mildred Gonzalez was hired on as a case manager this year. Ms. Gonzalez has a BS in Social Services and a Minor in Psychology from Central Washington University and is fluent in Spanish. Ms. Gonzalez has also dedicated herself to taking on as many training sessions as possible. Ms. Gonzalez is QPR Suicide Prevention certified, Consider the Children, Impact of Domestic Violence on Children, she is CPR-certified. Ms. Gonzalez is currently working on a 40-hour training to become a Certified Clinical Trauma Specialist focused on Prenatal Trauma and training in Cultural Humility Curiosity and Collaboratives through the Arizona Trauma Institute.

Courtney Mason obtained her BS in Psychology, which she is excited to use as a new case manager at PCAP. In just a few weeks Ms. Mason has been at PCAP, she has completed a vicarious trauma stewardship class, and Consider the Children which is a class on the effects of a divorce on a child and how to properly communicate and co-parent during and after a divorce. Ms. Mason is registered to take the Impact of Domestic Violence class in the following month and looks forward to the many opportunities that Family Education and Support Services offers.

Tina Smith was hired on as a case manager at the same time as Ms. Mason, both in June of 2022. Mrs. Smith has a BA in Women and Minority Studies from Evergreen State College and has come to PCAP after working 5 years with the Department of Children Youth and Families in Thurston County, Mrs. Smith brings valuable insight and resources to the Thurston Mason and Lewis PCAP site.

This reporting year was a time of change within the PCAP team. Throughout the year we experienced ongoing staff turnover with Tosha knight, Stephanie Henriet, and Sarah Lagrange leaving employment to find better-suited and higher-paying positions. Allison Carly left her role as a case manager to pursue a new and exciting employment opportunity. This additional Case Manager position was listed, and interviews started immediately. The role was filled by Chrystyne Martin. Unfortunately, after only a short time as a case manager, Ms. Martin left PCAP employment to find opportunities elsewhere that better suited her personal needs.

## **Whatcom County PCAP**

### *Successes*

The Whatcom County Parent-Child Assistance Program (PCAP) had many successes during this reporting period. These successes included a stable workforce, stable caseloads, stable community connections and continued celebrations for the families and communities served.

Case managers, Bonnie Breitman, Cristi Garner, Nita Hall, Wahida Neero and Tessie Robertson, worked well together to serve their PCAP families. They generously shared their time with one another's families whenever necessary. As a result, families knew they had a primary case manager but in addition, they knew they had a larger team of case managers supporting them, their families, and their goals. Case managers also generously shared their expertise and knowledge of community and state resources with one another, resources that benefitted their clients and families. Case Manager, Nita Hall, joined the team as a half-time Case Manager during this reporting period. She supported the Whatcom PCAP team by responding to new referrals for PCAP services, connecting them to the PCAP clinical supervisor, Ms. Crystal Wagner, for initial screening and intake and she continued to reach out to them when the mothers found connection challenging due to their life circumstances. She also supported the team by carrying a small caseload.

Case managers continue to demonstrate their commitment to growth and this growth benefits the mothers and families served by the Whatcom PCAP team. They do this through their attendance in trainings provided to agency staff. One case manager, Tessie Robertson, is demonstrating this commitment by participating in the Child Training and Placement program (CWTAP), pursuing her Master's of Social Work through the University of Washington. She is participating in an internship placement at the Bellingham Department of Children, Youth and Families (DCYF) office. This placement and partnership with DCYF only strengthen the current positive relationship the program has with the Department.

The PCAP staff have been able to continue providing excellent weekly behavioral health support groups without interruption. A drop-in evidence-based parenting group, facilitated by a trained parenting coach from the Parenting Academy, a branch of Brigid Collins, is offered each week. Groups are held via Zoom. Lunch and on-site childcare were provided for the PCAP clients pre- and will resume when it is again safe to do so. Connecting the mothers via Zoom allows them an opportunity to connect with each other, learn something new, share successes, and process challenging parenting and life experiences. Providing this opportunity via Zoom eliminates the potential barrier of transportation to the office. Teaching and providing opportunities for self-care is valued at Brigid Collins, so acupuncture was previously provided to the mothers being served by PCAP. This service continues to be on hold for public health reasons.

Ongoing COVID restrictions limited face to face contacts, transportation, and childcare during appointments. Despite these limitations, this team of case managers demonstrated their flexibility and creativity. They met with mothers and their families on porches, in yards, in coffee shops, in local parks, in partner agency office spaces and during walks outside. When case managers, the mothers, or members of the mothers' families, had COVID symptoms, case managers changed their plans quickly, making sure to keep the families and themselves safe. Community partner, Unity Care Northwest, provided a large supply of COVID home testing kits on behalf of PCAP mothers and families. The PCAP case managers provided these test kits in a proactive way to families and again as soon as the mothers reported that they or any family member had symptoms.

Referrals have been slow. However, they have been steady from Ms. Natalie Andrews, RN, BSN, of Cascade Medical Advantage, who has both provided referrals and encouraged patients/clients to refer themselves. In her role she partners with Peace Health to provide education and support to the childbirth center staff. This work serves the very population PCAP serves and has paved the way for a strong relationship with the childbirth center. In addition to referrals and relationship building, on May 11, 2022, Ms. Andrews participated in a presentation with Ms. Wagner partnered to Bellingham Comprehensive Treatment Center. The presentation included the services Ms. Andrews provides to pregnant and parenting individuals of Whatcom County, the services provided by Whatcom County PCAP and how Ms. Andrews and Whatcom County PCAP partner together to serve this population of mothers and their families.

Among other successes, Whatcom County PCAP maintained the minimum percentage of client capacity during this reporting period. Clinical intakes are completed by Ms. Wagner virtually or in person at the Whatcom County PCAP office. The UW PCAP contracted data interviewers support the site with ASI Parts A and B interview completion. Exit interviewer, Jodi Fraser, based out of the Skagit County PCAP site, completes the exit interviews for Whatcom PCAP. She is extremely flexible, working to complete exit interviews at the highest rate possible with the mothers served. Because both Skagit and Whatcom PCAP sites are hosted by the same agency, Brigid Collins Family Support Center, utilizing the same exit interviewer provides consistency.

Community partnerships are valued by Brigid Collins. Putting that value into practice, community outreach continued during this past year in a variety of ways. Ms. Wagner met with a DCYF leadership team member weekly in an effort to strengthen the partnership of the two agencies, identify additional opportunities to partner with other community agencies and specific individuals in the community, all in an effort to serve the PCAP population within the county.

Ms. Wagner regularly participated on the Whatcom County Perinatal Mental Health Task Force during this past year. In addition, she began participating on the leadership team working to shape the work the task force conducted and will continue to conduct. Ms. Wagner also participated on the Regional Opioid Collaborative throughout the year. The Task Force and the Collaborative provided opportunities to network with other community professionals committed to serving the population served by PCAP. It also provided an opportunity for Ms. Wagner to share community resources, knowledge, and expertise with the Whatcom PCAP team.

The Brigid Collins Family Support Center also values gratitude and appreciation. For that reason, Whatcom PCAP Program Assistant, Emiliano Farias, sent thank you cards in October of 2021 to community agencies that serve the Whatcom PCAP clients for their generous support of the PCAP mothers and their families. In January of 2022, New Year's greetings were sent to them again that included pictures of the case managers. In February of 2022, appreciation cards were sent to the PCAP mothers and their families directly, expressing thanks and acknowledging that without them there would be no program. They are the reason the program exists, and they are the ones that give case managers joy as they serve them and their children.

### *Challenges*

Challenges to the Whatcom PCAP program were limited but significant. Whatcom PCAP can expand in the number of mothers and children served but not in terms of territory as some other sites can expand. Whatcom County is limited in territory by the Canadian border to the North, the mountains to the East, Skagit County and its PCAP site to the South and the water to the West. The site continues to work to expand its reach within to county to the rural east and in its work with the Lummi Nation and the Nooksack Tribe.

Staff turnover in all agencies has been a challenge for PCAP. In this time of a public health emergency, partner agencies have experienced a high degree of staff turnover. As a result, their focus has been on hiring and training. It is the work of Whatcom PCAP to reintroduce themselves to the agencies and the new staff in those agencies. That is an opportunity and the Whatcom site and its case managers welcome it. They have shared the role of program outreach during the last year, looking for opportunities to serve this vulnerable population of eligible PCAP mothers and their families.

Another challenge has been that of limiting the provision of transportation and limited childcare to PCAP families due to health safety concerns. In non-COVID times, case managers enjoyed transporting mothers and their children to appointments and watching their children during appointments to support the mothers. For the safety of all, the Whatcom PCAP site is limiting these services. The site anticipates returning to this model in the near future.

### *Visitors to Staff Meetings*

On December 7, 2021, the Opportunity Council staff and Whatcom PCAP staff met virtually to share information about their respective programs. This provided an opportunity for Whatcom PCAP to learn more about housing opportunities in Whatcom County for low-income individuals.

On January 10, 2022, Lydia Place and Whatcom PCAP staff met virtually to share information about their respective programs. This provided an opportunity for Whatcom PCAP to learn about all the support services provided to Lydia Place residents and to cultivate Lydia Place as a referral resource. It provided Lydia Place the opportunity to learn about PCAP and to meet the PCAP case managers.

### *Client Events*

On November 16, 2021, the Whatcom PCAP site received donations of Western Chief rain boots. This annual donation from Wear a Big Smile Foundation generously supports PCAP mothers and their families.

From December 20, 2021, through December 23, 2021, the 5<sup>th</sup> annual Sugar Plum Holiday Event was held. This is a time donated gifts are provided to Brigid Collins families. Case managers wrapped and delivered them to PCAP families.

### *Personnel*

One half-time case manager, Nita Hall, was hired in 2021. Her role was to track new referrals to PCAP as they came in, helping ensure their enrollment. Unfortunately, she moved out of state in the Spring of 2022.

## **Yakima County PCAP**

### *Successes*

Reflecting on this reporting period, Yakima County PCAP had many successes. Clinical Supervisor Kimberly Hitchcock has held provider informational Zoom meetings throughout the ongoing pandemic challenges to continually spread the word about PCAP in Yakima County. These efforts assisted in making new community connections, including with the Life Choices program, Ellensburg Pediatrics, and Kittitas Valley Healthcare's Medication Assisted Treatment providers. These programs are likely to serve PCAP clients and have become a bridge to new sources of referrals.

Ms. Hitchcock continues her positions with the Yakima Counties Plan of Safe Care implementation team, Reflective Supervision team, the Yakima County Home Visiting Collaborative Workgroup, and the Trauma-Informed Supervision Group, thus strengthening relationships with community partners and building new community connections. This has been achieved through Zoom and in-person speaking engagements, community coalitions, and task force participation with the following: Yakima Homeless Network, Collaborative Solutions, the Perinatal Taskforce, Family Treatment Court (FTC), the Department of Children Youth and Families Services (DCYF), Yakama Nation Indian Health Services, Memorial Hospital, Astria Hospital, Ideal Options, New Start, Barth Clinic, Merritt Treatment, Sundown M Ranch, Comprehensive Healthcare, Community Health of Central Washington Yakima Home Visitation Collaboration, and the Yakama Nation Nak-Nu-We-Sha.

Yakima PCAP continues to provide Promoting First Relationships (PFR), a 10-week evidence-based intervention, and the DCYF Gold Standard parenting class. Currently, Ms. Hitchcock and Case Manager Traci Hanson are providing PFR Level 1 classes at Triumph's Pregnant Parenting Women's campus. Ms. Hitchcock is the PFR Level 2 in-home provider.

Yakima PCAP has successfully navigated COVID in remaining at or above 85% of contract compliance requirements during this reporting period. Ms. Hitchcock attributes this to networking and ongoing provider informational meetings held regularly as well as being respectfully and abundantly cautious in how we engage with the community and clients during the pandemic

Ms. Hitchcock finished training in the rapid implementation of COD services into traditional SUD services and was certified in this on February 1, 2022. Ms. Hitchcock was certified at the 2-day Intensive Trauma Treatment Certification Workshop: EMDR, CBT, and Somatic-Based Interventions to Move Clients from Surviving to Thriving and was certified at a Dialectical Behavior Therapy Professional (CDBT) Training: 8-Week Intensive Dialectical Behavior Therapy (DBT) course. These skills help to engage with the clients PCAP serves as well as assist in advocating for a higher level of dual diagnosis services available for PCAP clients within services at PPW programs across the state.

Ms. Hitchcock, along with Leslie Whiteside, a grant writer with Triumph Treatment Services, applied for the Washington State Diaper Grant program in October 2021 and successfully secured a two-year \$750,000.00 grant through the fiscal year 2023. This grant will ensure that low-income families with children under 3 have access to diapers, wipes, formula, baby wash, and diaper ointment. Ms. Hitchcock has been working with Pantry Soft to develop a partner organization tracking platform to collect accurate data to ensure this is a longstanding community resource program in Yakima County. Yakima PCAP has been able to supply diaper's .wipes, formula, Aquaphor, and baby wash to community members and community partners broadening its reach as PCAP.

### *Challenges*

During this reporting period, Yakima has faced continuing challenges hiring case managers. This is related to wages needing to be raised to a commensurate level matching a bachelor's level education. The latest secured increase in wages negotiated by Ms. Hitchcock was put into place at the end of June of 2022, with the hope to retain case managers with this increase in wages.

Conversations with staff are ongoing about how to stay protected while in the field. To date, case managers continue wearing N 95 masks whenever out in the community or working with their clients. Safety measures such as sanitizing the office space and the company cars are ongoing. Personal daily self-checks are still required before entering the office for all staff and visitors. Yakima County case managers remained COVID-free throughout the pandemic until January 2022.

Various other challenges faced through this reporting period are elevated acuity of clients needing higher level dual diagnosis treatment and no ability for women with children in this situation to enter into a qualified facility with their children, thus causing a separation of families. Concurrently, the immense need for mental health services and a shortage of providers statewide are leaving clients unable to access care in a timely fashion.

Other challenges have been competing with programs very similar to PCAP services in the county that have started recently from COVID grants and funding.

Lastly, the Yakima site has struggled with not having an exit interviewer on site or the ability to hire and train one. This has impacted the exit numbers. The hope is with the possible allowance to train again with the University of Washington that the Yakima site can once again hire an onsite exit interviewer and return to almost 100% exit data for this site evaluation.

### *Visitors to Staff Meetings*

On September 30, 2022, Chris Schrantz, a Public Health Nurse from Memorial Hospital, attended to introduce the Maternal Health program offered for birth to 18 year old children.

### *Client Events*

On September 10, 2021, PCAP held its first family outdoor movie night in the parking lot at the PCAP building. This was a huge success with 38 in attendance. On October 2, we had another movie night for clients.

On October 21, 2021, we held PCAP Pumpkins and Fun and we had nearly 50 families in attendance to paint pumpkins, tie-dye shirts, participate in a costume contest and take pictures at the harvest-themed photo booth.

This year's Seasons of Sharing and other community donors made it possible for Yakima PCAP to supply 50 families with gifts for their entire nuclear families.

Yakima PCAP held three Dependency 101 events for clients partnering with Rebecca Dombcik, Office of Public Defense, and OPD Social Worker Andrea Ross and Dezaray Byrd of Parent to Parent. Yakima PCAP also took part in supporting and celebrating families reunified over the last two years with the Family Treatment Courts reunification event held on June 16, 2022.

### *Personnel*

Yakima County has had some significant staff turnover over this year as well as valuable additions to the team. Jessica Collins announced in June 2021 that she would be moving on in July to a new state and new path. Office Assistant Dawn Moss left in August 2021 and Idalia Aguilar in January of 2022. Alexis Garcia, Yvonne Avalos, and Office Assistant Sharekia McKechnie all started work with PCAP in the fall of 2021, and new Case Managers Amanda Lilly, Tiffany Barney, and Lynette Brewer joined the team. They are valuable additions to the team, bringing their unique background and strengths, to this program. Case Managers, J'lynn Wright and Brenda Razo both separated in April 2022, and Lead Case Manager Tara Hoverson separated in July 2022.

Despite staff challenges, and organizational changes with the new executive staff at Triumph Treatment Services with CEO Jolene Seda, CFO Jim Simmons, and Leah Batty-Hibbs, Director of Mental Health and Ms. Hitchcock's new direct supervisor. Overall, Yakima PCAP is working well. The team has become a much healthier more cohesive working unit in 2022.

## **Publications, Products Developed and Other Information Dissemination**

Report Timeframe: July 1, 2021 through June 30, 2022

### **University of Washington Parent-Child Assistance Program (PCAP)**

#### *Peer Reviewed*

Jirikowic, T., Graham, C. J., & Grant, T. A. (2022). Trauma-informed parenting intervention model for mothers parenting young children during residential treatment for substance use disorder. *Occupational Therapy in Mental Health*. DOI: 10.1080/0164212X.2022.2089315

#### *In Preparation*

Stoner, S. A., Graham, C. J., & Grant, T. A. Three-year case management with home visiting for mothers in Washington State who used substances during pregnancy: assessing racial/ethnic disparities, 2006-2017.

#### *Publications by Others Highlighting PCAP*

National Home Visiting Resource Center. (2022). *2022 Home Visiting Yearbook*. James Bell Associates and the Urban Institute. [Parent-Child Assistance Program - National Home Visiting Resource Center \(nhvrc.org\)](https://nhvrc.org)

### **Clallam County PCAP**

Clallam PCAP featured in the March 2022 First Steps agency newsletter “Home Visiting as an Avenue to Recovery & Resilience”. Available at: <https://firststepfamilysupportcenter.org/2022/03/16/home-visiting-as-an-avenue-to-recovery-resilience/>

## **Media**

Report Timeframe: July 1, 2021 through June 30, 2022

### **University of Washington Parent-Child Assistance Program (PCAP)**

Hannah France, KGOU Public Radio, January 19, 2022. Under looming threat of criminalization, one new program seeks to help Oklahoma mothers with substance use disorders. Available at: <https://www.kgou.org/2022-01-19/under-looming-threat-of-criminalization-one-new-program-seeks-to-help-oklahoma-mothers-with-substance-use-disorders>

### **Clallam County PCAP**

Produced a presentation on ‘Addressing Extended Stress and Employee Fatigue’ for the July 2022 monthly Community Meeting led by United Way of Clallam County, which is recorded by and archived for current and future viewing. Available at: <https://www.unitedwayclallam.org/clallam-resilience-project/our-path/meetings>.

### **Kitsap County PCAP**

After lengthy discussion with the client, PCAP Case Manager Cecelia Walker, nominated a PCAP client for an ‘Unsung Hero Award’, offered through a partnership between the Division of Children, Youth and Families Strengthening Families Washington program and Seattle Children’s magazine. Her client was given the award and featured in a February 2022 Seattle’s Child magazine article that detailed the client’s journey from living in a tent with her five children to successful employment and stable housing. Available at: <https://www.seattleschild.com/moms-courage-and-hard-work-got-family-out-of-homelessness-into-security-and-stability-unsung-hero/>

### **Thurston, Mason, and Lewis Counties PCAP**

This year Family Education and Support Services continued to have a weekly Podcast about parenting. The Parental Compass Podcast has hosted multiple PCAP staff members as well as other parenting experts. Available at: [https://www.podbean.com/media/share/pb-947bef81686?utm\\_campaign=w\\_share\\_ep&utm\\_medium=dlink&utm\\_source=w\\_share](https://www.podbean.com/media/share/pb-947bef81686?utm_campaign=w_share_ep&utm_medium=dlink&utm_source=w_share)

### **Whatcom & Skagit County PCAP Sites**

“Breaking the Cycle”, a six-minute promotional video was developed for a Brigid Collins Family Support Center donor event, tells the story of recovery and success for a Skagit PCAP graduate and her partner’s struggle to stay clean and sober, and their journey to have their children returned to them. The graduated client was quick to praise her case manager and her experience in PCAP as one the main reasons for their successes. Ms. McPherson and Ms. Mingo also played small parts in the video. Available at: [https://www.dropbox.com/s/0uz2hexiedri6ab/V4\\_BreakingTheCycle-FINAL.mp4?dl=0](https://www.dropbox.com/s/0uz2hexiedri6ab/V4_BreakingTheCycle-FINAL.mp4?dl=0)



## Presentations and Trainings by UW PCAP Staff

Report Timeframe: July 1, 2021 through June 30, 2022

### **University of Washington Parent-Child Assistance Program (PCAP)**

Ongoing professional development is one of the hallmarks of PCAP. The following describes three trainings sponsored by UW PCAP during this reporting period.

**Motivational Interviewing in Practice: Using the Spirit and Skills of Motivational Interviewing to Enhance Client Outcomes**, by Beth Rubin, MSW, LICSW, SUDP, Regional Behavioral Health Clinical Education Program Manager at Swedish Health Services. Ms. Rubin conducted four days of training for Part One (January 4, 5, 6 & 7, 2021), and four days for Part Two (January 25, 26, 27, & 28, 2021). New staff MI training requirements at hire can be met by either watching the Cathy Cole’s MI training videos or Ms. Rubin’s MI training videos.

**Promoting First Relationships (PFR) Level 1**, by Jennifer Rees, MSW, Director. PFR is a 10-week home-based intervention that was developed by the UW School of Nursing Barnard Center for Infant Mental Health & Development. PFR providers help mothers with postnatal maternal depression and newborn development, teaches mothers to recognize their baby’s nonverbal cues, to better support their children’s emotional needs, and to lower the risk of losing their children to the foster care system. By 2020, most PCAP staff had attended the Level 1 PFR training, and those who were qualified and interested attended Level 2 training. Additionally all sites received a set of the Barnard Center’s Baby Cues card sets. This year, the PFR team provided training for new staff on June 21, 25, 28 and 30, 2021.

**Fetal Alcohol Spectrum Disorders (FASD) training** by Dan Dubovsky, MSW, FASD Specialist, with the former FASD Center for Excellence at the Substance Abuse and Mental Health Services Administration. In the Spring of 2021, Mr. Dubovsky provided the following statewide trainings (via Zoom) for all PCAP supervisors and case managers: “The Importance of Recognizing Fetal Alcohol Spectrum Disorders in Women in PCAP and in Their Children”, “Strengths and Strategies for Working with Individuals with an FASD and Their Families”, and for supervisors specifically, “Screening for an FASD: the Life History Screen”. Mr. Dubovsky allowed PCAP to record his Zoom trainings so UW PCAP can offer FASD training “watch parties” for newly hired staff; and has offered to provide PCAP staff with ongoing coaching for PCAP case managers. During this reporting period, two such Watch Parties were held in July of 2021, and more are scheduled in August and October of 2022.

Presenter: PCAP Director Dr. Susan Stoner

Date	Topic
February 8, 2022	<i>Effects of Prenatal Substance Exposure on the Developing Fetus: From Fetal Alcohol Spectrum Disorder to Neonatal Abstinence Syndrome, Summit Pacific Medical Center, Elma, WA (Virtual).</i>
February 22, 2022	<i>Effects of Prenatal Substance Exposure on the Developing Fetus: From Fetal Alcohol Spectrum Disorder to Neonatal Abstinence Syndrome, Thurston County Family and Juvenile Court, Tumwater, WA (Virtual).</i>
June 9, 2022	<i>Cannabis Use and Prevention Strategies in Pregnant and Parenting Women, 2022 Cannabis Summit, The Ohio State University, Columbus, OH (Virtual).</i>

Presenter: PCAP Director Dr. Susan Stoner and PCAP Developer Dr. Therese Grant

Date	Topic
June 10, 2022	<i>"It Is Never Too Late": How the Parent-Child Assistance Program Intervenes Effectively With Pregnant and Parenting Mothers with At-Risk Substance Use</i> , Grand Rounds, Psychiatry & Behavioral Sciences, University of Washington School of Medicine, Seattle, WA (Virtual).

***Annual PCAP Refresher Training***

Trainers: PCAP Supervisor Sara Gongora Garcia (Clark) and former PCAP Supervisor Alex Young

Date	Attending
September 14-17, 2021	Chelan, Whatcom and Benton/Franklin PCAP staff, plus new staff members Joan DeMik (King CM), Stephanie Patterson (Pierce Sup.), J'Lynn Wright, Alexis Garcia and Brenda Razzo (Yakima CMs), Kate Redmond (Spokane CM), Rebecca Rael (Clallam CM), Dede Galindo and Mildred Penaloza (Thurston CMs), and Sarah Wheatcroft and Tina Herrera (Snohomish CMs). Also Elizabeth Sandoval and Alex Keller (Lakeport, CA CMs).

Trainers: PCAP Supervisors Linda Segur (Kitsap) and Sara Gongora Garcia (Clark)

Date	Attending
November 9-10, 2021	King, Cowlitz and Skagit PCAP staff, plus Crystal Wagner, Bonnie Breitman and Cristi Garner (Whatcom Sup. and CMs, respectively), new staff members Bonie Butler (Kitsap OA), Sharmaine Davis (Pierce CM), and Lori Brunt (Snohomish CM). Also Deena Elliot (Snohomish Amerigroup CM).

Trainers: PCAP Supervisor Linda Segur (Kitsap) and former PCAP Supervisor Alex Young

Date	Attending
February 8-11, 2022	Grays Harbor/Pacific, Thurston/Mason and Snohomish PCAP staff, plus new staff members Felice Wright and Natalia Stimac (Pierce CMs), Jana Bowman and Katie Rittenour (Spokane CMs), Nakia Becerra (Benton/Franklin Sup.), and Sharekia McKechnie and Yvonne Avalos (Yakima OA and CM, respectively). Also Michael Bennet (Lakeport, CA CM).

Trainers: Kitsap PCAP Supervisor Linda Segur and former PCAP Supervisor Alex Young

Date	Attending
April 5-8, 2022	Yakima, Pierce and Spokane PCAP staff, plus new staff members Crystyne Martin and Sandra Wells (Thurston/Mason/Lewis CM and OA, respectively), Nadia Wirta (Grays Harbor/Pacific OA), and Meghan Allen and Leslie Beckman (Snohomish CMs). Also Erin Berkness and Kim Koehler (Fallon, NV CMs).

Trainers: PCAP Supervisors Linda Segur (Kitsap) and Sara Gongora Garcia (Clark)

Date	Attending
June 7-8, 2022	Clallam, Clark and Whatcom PCAP staff, plus new staff members Danielle Miles (Cowlitz OA), Jennifer Ciccarelli (King CM), Rebecca Roth (Kitsap CM), Madison Jiles (Pierce CM), Mo Lewis (Snohomish OA), Jasmine Trent (Thurston CM), and Amanda Lilly and Tiffany Barney (Yakima CMs).

***Evaluation Basics for New Hires Training***

Trainer: PCAP Program Evaluator Cara Ernst

Date	Attending
September 9, 2021	Jennifer Hall (Snohomish CM), Stephanie Henriet (Thurston/Mason CM), Holly Eiland (Clallam CM), Carrie Creech (Kitsap CM), Mandy Edwards (Chelan OA), Carson Godinez and Veronica Thurman (Benton/Franklin CMs) Emiliano Farias (Whatcom OA), Stephanie Patterson and Tamara Bellisle (Pierce Sup. and OA, respectively), and Betsy Ward (King Sup.).
April 10, 2022	Cassandra Gonzales and Nakia Becerra (Benton/Franklin CM & Sup.), Alicia Matsen and Nadia Wirta (Grays Harbor/Pacific CMs), Joan DeMik (King CM), Lori Brunt (Snohomish CM), Sandra Wells (Thurston/Mason/Lewis OA), and Yvonne Avalos and Sharekia McKechnie (Yakima CM and OA, respectively).
April 27, 2022	Rebecca Rael (Clallam), Amanda Glad (Clark), Andrea Harris (Kitsap), Sharmaine Davis and Felice Wright (Pierce), Linesa Pleshette (Snohomish), Jana Bowman and Katie Rittenour (Spokane), Dede Galindo and Mildred Penaloza (Thurston/Mason/Lewis), and Alexis Garcia (Yakima).

***Annual Evaluation Overview Refresher Training for Supervisors***

Trainer: Evaluation Quality Specialist Sarah Franich

Date	Attending
May 9, 2022	Betsy Ward (King), Charlene McPherson (Skagit), Christina Miko (Clallam), Crystal Wagner (Whatcom), Danielle Russell (Grays Harbor/Pacific), Debbie McBryer and Toni Gardener (Snohomish), Dee Cummings (Chelan), Jenelle Buckmaster (South King), Jodi Osinski (Spokane), Kassie Trotter and Teya Lewis (Thurston/Mason/Lewis), Kimberly Hitchcock (Yakima), Linda Segur (Kitsap), Michelle Welch (Cowlitz), Nakia Becerra (Benton/Franklin), and Stephanie Patterson (Pierce).

***Annual Site Evaluation Review and Training***

PCAP Program Evaluator Cara Ernst

Date	Attending
October 8, 2021	Clallam PCAP staff
October 12, 2021	King PCAP staff
October 19, 2021	Snohomish PCAP staff
October 20, 2021	Yakima PCAP staff
October 22, 2021	Clark PCAP staff
October 26, 2021	Whatcom PCAP staff
November 1, 2021	Spokane PCAP staff
November 4, 2021	Grays Harbor/Pacific PCAP
November 5, 2021	Skagit PCAP staff
November 10, 2021	Benton/Franklin PCAP staff
November 12, 2021	Chelan PCAP staff
November 16, 2021	Whatcom PCAP staff
November 22, 2021	Cowlitz PCAP staff
December 7, 2021	Kitsap PCAP staff
December 9, 2021	Pierce PCAP staff

***Annual PCAP ASI Reliability Training***

PCAP Program Evaluator Cara Ernst

September, 2021	PCAP Baseline Interviewers/Supervisors
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***PCAP ASI Training***

Program Evaluator Cara Ernst

Date	Attending
Fall 2021	Annalivia Robinson and Avery Park, UW PCAP ASI Interviewers

**Appendix 1: Summary of Referrals**  
Report Timeframe: July 1, 2021 through June 30, 2022

	Benton/ Franklin	Chelan	Clallam	Clark	Cowlitz	Grays Harbor/ Pacific	King	Kitsap	Pierce	Skagit	Snoho- mish	Spokane	Thurston/ Mason/ Lewis	What- com	Yakima	Total
<b>Total Referrals This Year</b>	<b>56</b>	<b>19</b>	<b>61</b>	<b>79</b>	<b>55</b>	<b>26</b>	<b>121</b>	<b>60</b>	<b>55</b>	<b>43</b>	<b>135</b>	<b>87</b>	<b>91</b>	<b>28</b>	<b>81</b>	<b>997</b>
<b>Pending Eligibility Evaluation</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>08</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>23</b>	<b>0</b>	<b>0</b>	<b>63</b>
<b>Evaluated, Eligible:</b>	<b>28</b>	<b>15</b>	<b>53</b>	<b>53</b>	<b>40</b>	<b>25</b>	<b>81</b>	<b>42</b>	<b>46</b>	<b>29</b>	<b>87</b>	<b>54</b>	<b>61</b>	<b>27</b>	<b>80</b>	<b>721</b>
Pending intake	5	1	6	3	0	0	0	4	1	5	12	2	1	7	0	47
Enrolled	21	14	41	35	33	19	55	29	31	20	57	42	47	20	41	505
Refused services	2	0	2	6	4	2	13	2	3	2	12	4	4	0	0	56
On waiting list	0	0	3	8	0	0	9	4	10	0	0	2	3	0	38	77
Referred to other PCAP site	0	0	1	1	3	4	4	3	1	2	6	4	6	0	1	36
<b>Found Ineligible</b>	<b>23</b>	<b>4</b>	<b>4</b>	<b>20</b>	<b>15</b>	<b>1</b>	<b>27</b>	<b>10</b>	<b>9</b>	<b>14</b>	<b>48</b>	<b>29</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>213</b>
Reasons for Ineligibility:																
Connected to services	1	0	1	0	0	0	0	2	0	0	0	1	1	0	0	6
Alcohol/drug use criteria not met	1	0	0	1	2	0	4	0	3	0	3	0	4	0	0	18
Denied alcohol/drug use	4	1	1	0	0	0	5	0	0	0	2	1	0	0	0	14
Pregnancy/postpartum criteria not met	10	1	0	4	1	0	2	2	0	1	12	1	0	0	0	34
Moved from area	0	1	0	0	0	0	0	0	1	2	3	4	0	0	1	12
Miscarried/fetal demise	0	0	0	2	0	0	2	1	0	0	0	0	0	0	0	5
Unable to be located	5	0	1	9	11	0	14	3	1	11	26	17	0	1	0	99
Under age 18	2	0	1	1	0	0	0	0	0	0	2	3	0	0	0	9
Deemed ineligible for second round of PCAP	0	0	0	1	0	1	0	2	4	0	0	0	1	0	0	9
Other*	0	1	0	2	1	0	0	0	0	0	0	2	1	0	0	7

\*Other: Chelan, Cowlitz and Spokane: 1 with severe mental health problems. Clark: 2 already enrolled at another PCAP site. Spokane: 1 who lived out-of-county. Thurston: 1 in jail/work release.