

2007

**Benton and Franklin Counties
Community Solutions**

Asset Assessment Comprehensive Report



Kids Matter



Families Matter



Community Matters

Executive Summary

The new millennium has brought rapid population growth to Benton and Franklin Counties, Washington. The community and its issues have become more complex and, as a result, the demands on the health and human services have magnified. In the fall of 2006, the United Way of Benton and Franklin Counties was asked by community leaders to facilitate the development and implementation of a regional health and human services plan. The goal of this plan is to improve linkages, efficiencies and effectiveness to ensure residents can obtain services when they need them most. The charge was clear: bring all players to the table, embrace the big picture in tackling health and human services, make measurable headway on problems, and bring about lasting *Community Solutions*.

Three Community Solutions Teams, Kids Matter, Families Matter and Community Matters, were formed to study and prioritize issues in their respective areas and develop a plan. The teams are assisted by the Blue Ribbon Advisors, who provide on-going and expert feedback on the work accomplished by the teams. Over 200 individuals representing human services, businesses, education, faith community, government, healthcare, labor, law and justice, stakeholders, and others, are involved in this community planning effort.

As part of the planning effort, the Community Solutions Teams saw the need for an asset assessment to provide current knowledge of the community, including its strengths, resources and capacity. Unlike a needs assessment that focuses on problems, the benefit of an asset assessment is that it fuels abilities, promotes capabilities and calls for contributions. In collaboration with many organizations, the team members conducted an extensive survey and analysis of health and human services and other resources in the bi-county area. Collectively, they discovered both system assets and assets specific to their focus areas. This report details the findings.

Of the systems assets, one of the most often cited in Benton and Franklin Counties is its strong foundation of health and human service organizations, upon which solutions to community problems can be built. A cursory survey, incomplete because of the limitation of time and resources, accounted for a wide array of resources and funding in the area.

The bi-counties are also fortunate to have a backbone of strong institutions. Though segments of the population are challenged by socioeconomic factors, good educational opportunities from pre-school to a four-year institution can be found. In addition to their spiritual orientation, religious organizations are strong health and human services and youth development service providers.

There is a history of successful partnerships in advancing the community in areas such as the Water Bill, Higher Education Initiative and Drug Courts. The residents of Benton and Franklin Counties are also known for their caring, compassionate and leadership qualities.

Through the Asset Assessment, Community Solutions Team members were able to gain knowledge on the multitude of programs and services in our local community specific to their respective focus areas. Benton and Franklin Counties area has a sound safety net to care for the basic needs of its residents. Many organizations are dedicated to providing services efficiently, however, renewed emphasis on coordination and partnership are keys to meeting the increasing needs of the community.

The assessment revealed that our community needs to build on the assets of good schools by improving on high-school graduation rates. At the same time, we need to ensure that youth and adults possess the adequate basic and vocational skills to be gainfully employed and self-sufficient in this global economy, thereby ensuring that they are able to meet their basic needs.

The Benton and Franklin Counties area is noted for its quality of life. This quality of life can be greatly enhanced with improved emphasis on healthcare. This is a particular challenge for the area because of higher than state average rates of population growth, teen pregnancy and obesity, and lower than state average rate of access to healthcare and healthcare insurance.

While the community is making headway in fighting crime in general, problems persist in the areas of substance abuse, domestic violence and child abuse. Solutions in these areas must focus on root causes in order to prevent problems from happening in the first place. Promoting healthy lifestyles and meaningful community involvement is an important part of the equation.

Benton and Franklin Counties are becoming more ethnically and culturally diverse. Diversity brings valuable talents and resources that, when maximized, bring increased prosperity to the region. Efforts to eliminate the gap traditionally created by race, gender, religion, disability and sexual orientation will benefit the community's overall well-being.

The health and human service system is an important infrastructure around which the well-being of the community is built. Benton and Franklin Counties are challenged to respond to the changing faces of the economy and the community to improve the system so that the constantly evolving needs of the residents can be met. While it is important to have adequate services and programs to respond to growing needs, the members of the Community Solutions Teams feel that it is even more important to address the root causes of problems.

With information obtained from the Asset Assessment, the next step is to begin the regional health and human services planning process. The goal is to engineer a plan, providing the best utilization of resources, to ensure the high level of services our residents deserve. The planning, implementation and outcomes of Community Solutions will depend on the degree to which the entire community is engaged.

TABLE OF CONTENTS

Executive Summary.....2

I. Introduction.....6

II. Overview of Community Asset Assessment.....8

III. Community Demographics.....10

IV. Findings, Analysis and Opportunities.....12

V. Conclusion.....50

Appendices.....52

The development of this report was facilitated by United Way of Benton and Franklin Counties with assistance from Washington State University Tri-Cities, the Gladstone Group, Inc., the Community Solutions Teams and the Blue Ribbon Advisors. For a list of team members and advisors, please see Appendix A and B. Additional information on Community Solutions can be found at www.unitedway-bfco.com.

List of Tables

1.	“Needs” Versus “Assets” Approach	9
2.	Population of Counties and Cities	10
3.	Population by Age Group	11
4.	Estimated Race and Ethnic Data	12
5.	Funding Sources	13
6.	High-School Graduation Data.....	18
7.	Washington State Student Learning (WASL) Scores for 10 th Grade	18
8.	Violent Crimes in Benton and Franklin Counties.....	22
9.	Property Crimes in Benton and Franklin Counties.....	22
10.	Arrest (Age 18+), Drug Law Violation.....	23
11.	Alcohol or Drug Related Deaths	23
12.	Clients of State Funded Alcohol or Drug Services (Age 10-17)	23
13.	Clients of State Funded Alcohol or Drug Services (Age 18+)	24
14.	Child Abuse and Neglect Data for Benton and Franklin Counties	24
15.	Domestic Violence Data for Benton and Franklin Counties	25
16.	2-1-1 Call Center Data	35
17.	2-1-1 Service Gap Data	35

I. INTRODUCTION

Background

In 2004, Washington State University Tri-Cities conducted a comprehensive needs assessment for the United Way of Benton and Franklin Counties to determine “the most vital health and human service needs” in Benton and Franklin Counties, Washington. The report noted two key findings that issued a call for change: the need for better linkages among local not-for-profit organizations, and improved coordination so that the health and human service system can be as efficient and effective as possible to meet the growing needs of its residents.

United Way was asked by community leaders, donors and the Three Rivers Community Roundtable to address these issues, and to help create a system that will be more effective in delivering services. The United Way Board of Directors agreed to take on the bold challenge of supporting health and human services in Benton and Franklin Counties in a new way, and has committed to utilizing its expertise, experience, and relationships by bringing the community together in a collaborative process to better leverage resources in health and human services. An important part of this process was to conduct a community-wide summit for key leaders to come together to discuss how to achieve an improved health and human services delivery system in our community.

Community Survey and Interviews

The first step in preparing for the Community Leaders Summit was to gain insight and perspective on “health and human services” from numerous community leaders, service providers, donors and residents. The services of the Gladstone Group, Inc. were recruited to provide assistance and guidance in this process. A survey instrument was designed to elicit insights on primary issues, concerns, or complaints regarding the way the community addresses health and human services. Several important questions were asked as part of the interview including:

- How do you define “health and human services”?
- What are your issues or concerns with how the community addresses health and human service needs?
- Where do you see the need for improvements and opportunities to better meet the health and human service needs of the community?

The results of the surveys provided critical information, which was used to provide the framework for the Community Leaders Summit. Eight important themes emerged as essential elements for an effective and efficient health and human service delivery system. The eight major themes are:

- A high level or regional strategy with objectives, promoting a “Community First” perspective;
- Resources structured for effectiveness and efficiency;

- Agencies collaborating, communicating, cooperating, providing input and ideas, and advising the community of their needs and observations;
- Education among community, agency, clients, stakeholders and volunteers promoting, among other things, understanding, compassion and volunteerism;
- Strategic alliances and partnerships between agencies, programs, cities, counties, policy makers, etc.;
- Development of forums, mechanisms, and systems for communication;
- Emphasis on prevention and root causes;
- A centralized facilitating body, group or organization, providing organization and information as to needs identification, resource utilization, opportunities for collaboration, and effectiveness of services.

Over 100 community leaders convened at the Community Leaders Summit hosted by the United Way of Benton and Franklin Counties and facilitated by the Gladstone Group on October 26, 2006. During the Summit, Community Leaders validated the eight essential elements, and asked that United Way serve as the facilitator of a community-wide planning effort to develop a regional health and human services plan. The development of this high level or regional strategy was identified as a top priority.

Critical to the success of this collaborative process is strong commitment and participation from health and human service providers, local government, legislators, funders, donors, stakeholders, the faith community, schools, businesses, labor, and others.

Community Participation

Three Community Solutions Teams have been formed around three major focus areas: children, families and the community. Comprised of service providers, consumers, decision makers, subject matter experts, key volunteers and other local stakeholders, the Kids Matter, Families Matter and Community Matters Teams began their work in January 2007. Each team is studying the issues within their respective focus area, including strengths and needs. Team members are focusing on the “big picture” of what the community-planning effort should include. They are also identifying ways to increase outcome achievements by recommending strategic alliances and service delivery options. The plans developed by all three Community Solutions Teams will be consolidated into a regional plan designed to improve our health and human services system and to ultimately improve community conditions and people’s lives.

Information from individuals who are recipients of the various types of social services is an important part of the region-wide planning process. Valuable data was obtained from the Benton and Franklin Counties Community Public Health and Safety Networks, which completed a Community Event Survey in the spring of 2007. Close to 50 service recipients participated in this survey. The client input from the survey, much of which mirrors the visions of the three teams, was carefully analyzed and incorporated into this publication. Client input will continue to be sought and integrated into the region-wide health and human service plan.

Additionally, there are 150 community leaders who have been selected to serve as Blue Ribbon Advisors. These are experts providing ongoing feedback and guidance for this regional planning and development effort.

Kids Matter Team Vision

The Kids Matter Team focuses on all children between the ages of 0-17 years old. The team's vision is as follows: *“a community where all infants, children, and teens are nurtured physically and mentally and are provided with opportunities to succeed in school, develop functional life skills, and reach their maximum potential.”*

Families Matter Team Vision

The Families Matter Team's purpose is to focus on families and individuals 18 years of age and older. Their vision is as follows: *“all individuals and families have opportunities for education and life-long learning, remain self-sufficient, will access needed community resources to meet healthcare and basic needs, have support for healthy lifestyles, and live in a safe environment.”*

Community Matters Team Vision

The Community Matters Team's vision is as follows: *“a community that is unified through community life, maximizes and shares resources and information, promotes volunteerism and civic involvement, embraces diversity, education, health and wellness, and is a safe place to live.”*

In addition to developing their visions, the three teams discussed the collective values behind these visions and identified key components that are necessary for the actualization of these visions.

II. OVERVIEW OF COMMUNITY ASSET ASSESSMENT

Purpose of Asset Assessment

In order to effectively move forward in developing a regional health and human services plan, it is important to have knowledge and understanding of the multitude of resources that exist in our community. The Community Solutions Teams decided that an asset-based assessment was necessary. The underlying belief behind an asset assessment is that a community should focus on the strengths and capacities of its residents and associations. This assessment model proposes and promotes that each person served is a community resource and not just a client who is in need of service. Asset-based development is fundamentally different from other traditional models such as needs-based assessment, which focuses solely on problems that exist in a community.

Table 1: “Needs” Versus “Assets” Approach

Needs Assessment	Asset Assessment
Focus on problems	Focuses on assets and capacities
Service is episodic	Development is ongoing
Service reinforces power imbalances from giver to receiver	Development equalizes power relationships
Service promotes passivity	Development promotes capability and power
Service meets needs	Development fuels abilities
Service requires problems	Development prevents problems
Service expects no contribution to others	Development requires contribution

Data Collection

The Asset Assessment was conducted in the summer of 2007 to collect information about local resources available in Benton and Franklin Counties, including programs and services, funding, volunteerism, and facilities. Community Solutions Team members were asked to interview community organization leaders in person or over the phone. The organizations interviewed included not-for-profit health and human service agencies, religious, civic, professional, city, county, state, federal and other organizations.

The list of organizations that were interviewed is not exhaustive. However, the information obtained provided a sufficient overview of what is available in the community for the purposes of this report. New information will be incorporated into future updates and subsequent plans. In addition to interviews, data was collected using various informational resources such as community databases, websites and statistical reports published by other organizations. Examples are:

- Greater Columbia Region 2-1-1, a health and human services information and referral system database;
- Religious organizations database;
- Civic and professional organizations database;
- Other local assessment and statistical reports;
- Community leader interviews and surveys (Gladstone Group, Summer of 2006) in preparation for Community Leaders Summit; and
- Community Solutions Team members’ knowledge.

Several publications also contributed to the development of this report, offering key data and insights. Among them are:

- Benton and Franklin Counties Community Public Health and Safety Networks Community Event Survey Results;
- The 2006 Benton Franklin Health District Adult Survey;
- The 2006 Risk and Protection Profile for Substance Abuse Prevention in Benton and Franklin Counties; and
- The 2005-2009 Benton and Franklin Counties Continuum of Care Plan for the Homeless.

Most of the data that has been collected is more qualitative than quantitative. Instead of merely measuring and counting the number of incidences, occurrences and service data, this asset assessment investigated community conditions and attempted to gain insights about them to develop an understanding of community needs, resources and opportunities that would provide a sound base for further decision making.

III. COMMUNITY DEMOGRAPHICS

Population

Benton and Franklin Counties is a mid-size, diverse community in Southeast Washington. The estimated combined population for both counties for the year 2006 was 224,800. Since 2000, Franklin County population has increased by 30.1% and Benton County by 12.7%.¹ Both are considered among the fastest growing counties in the state.

The four largest cities in this bi-county area are: Kennewick, Pasco, Richland and West Richland. Pasco is the largest city in Franklin County with a population of 47,610 in 2006. Benton County has the cities of Kennewick, Richland and West Richland with populations of 61,770, 44,230 and 10,520 respectively. From 2000 to 2006, Kennewick, Richland and West Richland experienced double digit growth rates. Pasco's population increased by 15,544 or 48%, making the city one of the fastest growing in Washington State.² With this recent population surge in the region, it can be assumed that there will be an increased demand for the wide array of health and human services.

Table 2: Population of Counties and Cities

Area	Total Population (2000)	Total Population (2006)	Percent Change
Benton County	142,475	160,600	+ 12.72%
Benton City	2,624	2,840	+ 8.23%
Kennewick	54,751	61,770	+ 12.81%
Prosser	4,838	5,045	+ 4.27%
Richland	38,708	44,230	+ 14.26%
West Richland	8,385	10,520	+ 25.46%
Franklin County	49,347	64,200	+ 30.01%
Pasco	32,066	47,610	+ 48.48%
Connell	2,956	3,200	+ 8.25%
Kahlotus	214	220	+ 2.80%
Mesa	425	440	+ 3.52%

Source: OFM, State of Washington, 2007: April 1, 2000 to April 1, 2006

¹ Office of Financial Management (OFM), State of Washington, 2007: April 1, 2000 to April 1, 2006

² OFM, State of Washington, 2007

Age

The median age for the Benton and Franklin Counties' area during the 1990 census was 31.3, and in 2000 it rose to 32.7. During that time period the 45 to 54 age group had the highest increase from 15,132 to 26,166 (+73%). Pasco has the youngest population of the three cities with a median age of 27 in 2000, compared to Richland at 38, and Kennewick at 32.

Table 3: Population by Age Group

Benton and Franklin Population by Age (2005)	
Age Group	Total Percent
Under 5	7.6%
5 to 14	15.6%
15 to 20	8.1%
20 to 24	7.8%
25 to 24	7.8%
35 to 44	13.7%
45 to 54	14.0%
55 to 64	9.7%
65 to 74	5.3%
75 +	4.6%

Source: Tri-Cities Developmental Council, 2005

Race and Ethnicity

The race and ethnic composition of Benton and Franklin Counties is diverse. Whites make up the majority of the population in both counties. Hispanics, as an ethnic group, constitute 15% of the population in Benton County and 57% in Franklin County. Asian and Pacific Islanders represent 3% of the population in Benton County, and 2% in Franklin County. Blacks and Native Americans both make up 1% of the population in each county.

Table 4: Estimated Race and Ethnic Data

Benton and Franklin Counties Estimated Race and Ethnic Data for 2006		
	Total	Hispanic or Latino³
Benton County		
Total population	160,600	24,786 (15%)
White	150,247 (93%)	11,867
Black/African-American	1,700 (1%)	289
American Indian/Alaska Native	1,391 (1%)	349
Asian and Pacific Islanders	4,275 (3%)	323
Two or more races	2,988 (2%)	365
Franklin County		
Total population	64,200	36,495 (57%)
White	60,090 (94%)	35,139
Black/African-American	1,435 (2%)	464
American Indian/Alaska Native	532 (1%)	356
Asian and Pacific Islanders	1,324 (2%)	370
Two or more races	820 (1%)	168
Source: OFM, Washington State, 2006		

IV. FINDINGS, ANALYSIS AND OPPORTUNITIES

This section presents the survey findings, analysis and possible opportunities identified during the asset assessment. The findings are the result of several months of gathering data on community assets, partnerships, resources and funding. The results not only reflect the large number, but the diversity of assets in Benton and Franklin Counties that can be used to tackle problems facing our area. Some of these assets are discussed below.

ASSETS

Health and Human Service Organizations

One of the most frequently cited assets was Benton and Franklin Counties’ strong system of health and human service organizations. These organizations provide a wide range of services, many in multiple locations. This network of health and human service organizations should be considered as the “foundation asset” around which efforts to

³ The US Census Bureau and Washington Office of Financial Management regards Hispanics and Latinos as an ethnic group instead of a race.

address community needs are built. These agencies and services are listed in the eight respective subject areas that will be discussed in greater detail later in this report.

Funding

As part of the Asset Assessment, a quick appraisal of the various funding sources was conducted. The following chart represents a moment-in-time snapshot of the approximate annual funding that supports health and human services in Benton and Franklin Counties. The funding picture is dynamic and fluid, with some being one-time grants while others recurring. It is not an inclusive list of all services and funding sources.

Table 5: Funding Sources

Funding Purpose	Funding Source	Annual Funding Amount (approx.)	Recipient Organizations
Access to healthcare	RGK Foundation	\$17,600	Benton-Franklin Access To Care
Access to healthcare	Group Health Coop.	\$50,000	Benton-Franklin Access To Care
Access to healthcare	Kadlec Hospital, Kennewick General Hospital, Lourdes Health Network	\$105,000	Benton-Franklin Access To Care
Access to healthcare	U.S. Department of Health and Human Services	\$72,875	Benton-Franklin Access To Care
Basic Food Program (food stamps)	WA State Department of Social and Health Services	\$28,000,000	individuals and families
Case management for pregnant teens/prenatal care	March of Dimes - Washington State Chapter	\$13,950	Catholic Family and Child Service/Hope Home
Cash Assistance	WA State Department of Social and Health Services	\$14,000,000	individuals and families
Child related activities and scholarships	Sunrise Rotary	\$15,000	local not-for-profit organizations
Community Services	Richland Fire Fighters	\$2,000	local not-for-profit organizations
Community Supervision - Aggression Replacement Training - Functional Family Therapy	WA Department of Health and Human Services – JRA	\$121,593	Benton-Franklin Juvenile Justice Center
Community Supervision - Chemical Dependency Disposition Alternative	WA Department of Health and Human Services – JRA	\$130,837	Benton-Franklin Juvenile Justice Center
Community Supervision - Consolidated Juvenile Services	WA Department of Health and Human Services – JRA	\$248,402	Benton-Franklin Juvenile Justice Center
Community Supervision - Diversion	Youth Fines	\$2,600	Benton-Franklin Juvenile Justice Center
Community Supervision - Family Violence Intervention	WA Department of Health and Human Services – JRA	\$57,000	Benton-Franklin Juvenile Justice Center
Community Supervision - Reinvesting in Youth	WA Department of Health and Human Services – JRA	\$62,287	Benton-Franklin Juvenile Justice Center
Community Supervision - Risk Assessment	WA Department of Health and Human Services – JRA	\$123,765	Benton-Franklin Juvenile Justice Center
Community Supervision - School Probation Liaison	Pasco School District	\$32,500	Benton-Franklin Juvenile Justice Center
Community Supervision - Selective Aggressive Probation	WA Department of Health and Human Services – JRA	\$11,219	Benton-Franklin Juvenile Justice Center
Community Supervision - Special Sexual Offender Disposition Alternative	WA Department of Health and Human Services – JRA	\$134,998	Benton-Franklin Juvenile Justice Center

Funding Purpose	Funding Source	Annual Funding Amount (approx.)	Recipient Organizations
Creation of a parent information, education, training program to benefit children K-12 statewide	U.S. Department of Education – Parent Information Resource Center (PIRC)	\$3,900,000	Columbia Basin College Foundation, Educational Service District #123
Detention Services - Diagnostics	WA Department of Health and Human Services – JRA	\$48,400	Benton-Franklin Juvenile Justice Center
Detention Services - Gender Programming	Federal/GJJAC	\$13,333	Benton-Franklin Juvenile Justice Center
Detention Services - Graffiti Abatement	Cities	\$38,044	Benton-Franklin Juvenile Justice Center
Detention Services - JRA Parole Holds	WA Department of Health and Human Services – JRA	\$1,200	Benton-Franklin Juvenile Justice Center
Detention Services - Short Term Transition	WA Department of Health and Human Services – JRA	\$130,984	Benton-Franklin Juvenile Justice Center
Education, children's cancer, Alzheimer's and other health and human services	Kennewick Eagles Lodge	\$2,000	local not-for-profit organizations
Emergency food, electrical assistance, rental assistance	Emergency Food and Shelter Program (FEMA)	\$149,644	United Way of Benton and Franklin Counties distributes to local not-for-profit organizations
Emergency Services	WA Department of Community, Trade and Economic Development	\$19,341	Benton-Franklin Community Action Committee
Energy Assistance	WA Department of Community, Trade and Economic Development	\$1,331,960	Benton Franklin Community Action Committee
Family Support - Family Crisis Case Management	Marriage License Fee	\$23,000	Benton-Franklin Juvenile Justice Center
Family Treatment Court	Federal/OJP/OJJDP	\$200,779	Benton-Franklin Juvenile Justice Center
Food banks and distribution centers	WA Department of Community, Trade and Economic Development	\$87,136	Cascade Blue Mountain Food Share (Benton)
Food banks and distribution centers	WA Department of Community, Trade and Economic Development	\$57,865	St. Vincent De Paul
General Assistance for the Unemployable	WA State Department of Social and Health Services	\$4,000,000	individuals and families
Health and human service grants	Women Helping Women donations	\$100,000	local not-for-profit organizations
Health and human services	WA Department of Health and Human Services - Family Policy Council	\$119,114	BF Public Health and Safety Network contracts with local not-for-profit organizations
Health and human services	United Way of Benton and Franklin Counties	\$2,897,864	local not-for-profit organizations
Health and human services	WA Department of Health	\$1,165,612	Benton-Franklin Health District
Health and human services	Battelle Foundation	\$172,212	local not-for-profit organizations
Health and human services	Christ the King Catholic Church	\$220,000	local not-for-profit organizations
Health and human services	Three Rivers Community Foundation	\$117,000	local not-for-profit organizations
Health and human services	Rotary Clubs in Tri-Cities	\$125,000	local not-for-profit organizations
Health and human services, scholarships	Soroptimist - Pasco/Kennewick	\$20,000	Grace Clinic, Domestic Violence Center, Tri-Cities Cancer Center
Healthcare coordination	Local hospitals, pharmaceutical companies, foundations	\$100,000	Benton-Franklin Community Health Alliance
Healthcare for elderly	Jubilee Ministry of Prosser	\$5,000	Prosser Memorial Hospital
Health services, and meth related problems	ShareFest	\$58,200	Adult Drug Court, Substance Abuse Coalition, Jail Treatment Center
Improving access/quality of healthcare for women and children	March of Dimes - Washington State Chapter	\$110,463	local not-for-profit organizations

Funding Purpose	Funding Source	Annual Funding Amount (approx.)	Recipient Organizations
Information and Referral Services	Rotary Club - Pasco/Kennewick	\$500	2-1-1
Information and Referral Services	Rotary Club – Columbia Center	\$8,600	2-1-1
Juvenile Drug Court	WA Department of Community, Trade and Economic Development	\$85,000	Benton-Franklin Juvenile Justice Center
Leadership skills and systems advocacy	WA Department of Community, Trade and Economic Development	\$17,500	Arc of Tri-Cities
Legal Advocacy Program	WA Department of Community, Trade and Economic Development	\$28,000	Domestic Violence Services of Benton-Franklin Counties
Long-term care Ombudsman	WA Department of Community, Trade and Economic Development	\$26,110	Blue Mountain Action Council
Mental health counseling for sexual assault victims	WA Department of Community, Trade and Economic Development	\$5,000	Sexual Assault Response Center
Muscular Dystrophy Services	Richland Fire Fighters	\$12,000	Muscular Dystrophy Associations
Public service activities	HUD Community Development Block Grants	\$660,000	City of Kennewick distributes to local not-for-profit organizations
Public service activities	HUD Community Development Block Grants	\$600,000	City of Pasco distributes to local not-for-profit organizations
Public service activities	HUD Community Development Block Grants	\$221,200	City of Richland distributes to local not-for-profit organizations
Rent subsidies	U.S. Department of Housing and Urban Development	\$150,000	SEC Affordable Housing
Safe babies/safe moms/case management for women who are pregnant	WA Department of Alcohol and Substance Abuse	\$431,521	Benton-Franklin Health District
Senior services (legal, transportation, COPES, Medicaid personal care, SCSA bathing program, adult day health, senior info/assistance, foot care, nutrition, respite)	Aging and Long-Term Care	\$5,011,488	local not-for-profit organizations
Senior Volunteer Program	WA Department of Community, Trade and Economic Development	\$8,583	Benton and Franklin Volunteer Center
Services for persons with developmental disabilities	WA State Division of Development Disabilities	\$1,418,510	Benton-Franklin Counties Department of Human Services contracts with local providers
Services related to mental illness Treatment and prevention	WA Department of Social and Health Services, Division of Mental Health (Medicaid dollars)	\$7,300,000	Benton-Franklin Counties Department of Human Services contracts with local providers
Services related to mental illness Treatment and prevention	WA Department of Social and Health Services, Division of Mental Health (State dollars)	\$2,400,000	Benton-Franklin Counties Department of Human Services contracts with local providers
Services related to substance abuse Treatment and prevention	WA State Division of Alcohol and Substance Abuse (DASA)	\$2,200,000	Benton-Franklin Counties Department of Human Services contracts with local providers
Sexual Violence Prevention and Crisis Services	WA Department of Community, Trade and Economic Development	\$309,232	Sexual Assault Response Center
STOP Grant Program	WA Department of Community, Trade and Economic Development	\$31,800	Franklin County Prosecutor's Office
STOP Grant Program	WA Department of Community, Trade and Economic Development	\$31,800	Pasco Police Department
STOP Grant Program	WA Department of Community, Trade and Economic Development	\$31,800	Domestic Violence Services of Benton-Franklin Counties

Funding Purpose	Funding Source	Annual Funding Amount (approx.)	Recipient Organizations
Transportation services for disabled and elderly	Dial-A-Ride Fares (\$208,000); Sale Tax and Reserves (\$6.2 million)	\$6,400,000	Ben Franklin Transit
Truancy/At-Risk Youth - BECCA	WA AOC	\$127,363	Benton-Franklin Juvenile Justice Center
Truancy/At-Risk Youth - Truancy Boards	School Districts	\$88,950	Benton-Franklin Juvenile Justice Center
Voice Mail Services to low-income families	WA Department of Community, Trade and Economic Development	\$13,702	Benton-Franklin Community Action Committee
Volunteer Guardian Ad Litem - Volunteer GAL	State CASA	\$48,400	Benton-Franklin Juvenile Justice Center
WIC/Supplemental nutrition program for women, children	WA Department of Health	\$636,550	Benton-Franklin Health District
Work First Support Services (clothing, gas, transportation)	WA State Department of Social and Health Services	\$150,000	Individuals and families
Work First Support Services (skills training, WEX, community jobs, GED, etc.)	WA State Department of Social and Health Services	\$300,000	local not-for-profit organizations
WorkFirst - Community Jobs Program	WA Department of Community, Trade and Economic Development	\$456,500	WorkFirst
WorkFirst - Supported Employment Program	WA Department of Community, Trade and Economic Development	\$22,605	Goodwill Industries
Youth development, child care/preschool, youth sports	WA Department of Social and Health Services	\$215,000	YMCA
Youth services and community services	Kennewick Kiwanis Club	\$8,500	local not-for-profit organizations

Institutions

Outstanding educational institutions were observed to be among the area’s greatest strengths. Though there are socioeconomic challenges that affect educational outcomes, participants noted the high quality of kindergarten, elementary and secondary schools in all of the school districts in the bi-county area. Columbia Basin College and Washington State University Tri-Cities provide excellent post-high school and higher education opportunities for the region.

The survey also noted local religious organizations as being significant assets. In addition to being places of worship throughout the area, these religious entities provide funding and programs for a variety of health and human services. Examples of these include youth development activities and programs, counseling services, social and health programs for seniors and services that meet basic needs.

Models of Collaboration

Benton and Franklin Counties have a history of working together towards community-wide initiatives. The Three Rivers Community Roundtable, the Higher Education Initiative, ShareFest, the Water Bill and Drug Courts are a few good examples of how a collective vision, community cooperation and strong partnerships have produced remarkable results in our area. Additional collaboration efforts could be very instrumental in meeting the changing needs of this community. With increased focus on collaborating

and leveraging resources, the community can extend its reach to significantly improve lives for individuals and families.

Community Character

The most often identified strength is the belief that Benton and Franklin Counties is comprised of caring and compassionate residents who are committed to the betterment of their community. Closely related was the belief that there is a strong sense of community pride. Also noted was the recognition that the area has many capable leaders, and a tradition of progressive ideas and action. These exceptional qualities are key contributors to the high quality of life in the area.

TEAM FOCUS AREAS

In conducting the interviews, the Community Solutions Teams focused on topics that were deemed important for creating an effective and efficient health and human services delivery system. During the analysis phase, closely related topics were grouped together to provide a more coherent view of similar or related topics. The Teams' major focus areas are:

- A. Education - ensuring success in preschool through 12th grade, post-secondary and life-long learning opportunities, with a community-wide emphasis on promoting education.
- B. Safety - preventing child abuse and domestic violence, the availability of after-school programs and safe neighborhoods for families and communities.
- C. Basic Needs – providing services to meet basic needs such as food and shelter.
- D. Self-Sufficiency – building skills, ensuring opportunities for employment and financial independence.
- E. Healthcare - accessing affordable and quality mental and physical healthcare, as well as preventing diseases.
- F. Healthy Lifestyles and Community Involvement – developing healthy lifestyles, life-enriching activities and community service opportunities for residents.
- G. Diversity and Inclusiveness - promoting non-discrimination, cultural sensitivity and cohesiveness.
- H. Community Resources Availability - improving access to needed services and promoting efficiency and effectiveness in the health and human services system.

A. Education

One of the key indicators of a vibrant community is the level of education its residents possess and the availability of quality educational institutions. There is almost a universal agreement among survey respondents, community leader interviewees and Community Solutions Team members that success in school leads to success later on in life.

All three teams envisioned a community that values and promotes early education, increases high school graduation rates, improves upon basic skills in youth and adults, and provides post-high school and life-long learning opportunities for its residents.

Findings

One way to ensure success in school is to have sound early childhood learning programs for children at an early age. Pre-school programs such as Head Start enhance school readiness so children starting school can fully benefit from kindergarten classes, paving the way for positive experiences throughout their school years.

Challenges with education in Benton and Franklin Counties can be found in on-time high school graduation rates. Concerns are also noted in basic skills competencies in youth and adults. In the year 2004-2005, four out of the eight local school districts exceeded the state average in on-time high school graduation, and four fell behind. The Washington Assessment of Student Learning (WASL) has been a tool to measure student achievement in the state for the past few years. For the year 2005-2006, two school districts, Kennewick and Richland, exceeded the state average in WASL scores, while six lagged behind.

Table 6: High School Graduation Data

Benton and Franklin Counties Graduation Rates (2005-2006)	
School Districts	On-Time Graduation Rate
Statewide	74%
Finley	84%
Kahlotus	*
Kennewick	68%
Kiona-Benton	75%
North Franklin	71%
Pasco	49%
Prosser	92%
Richland	80%
Source: Washington State Office of Superintendent of Public Instruction	
* Classes with fewer than 10 students. Results withheld for privacy.	

Table 7: WASL Scores for 10th Grade

Washington Assessment of Student Learning (WASL) 10th Grade for 2005-2006				
School Districts	Reading	Math	Writing	Science
Statewide	82.0%	51.0%	79.8%	35.0%
Finley	73.8%	35.2%	76.5%	25.8%
Kahlotus	*	*	*	*
Kennewick	85.3%	56.99%	81.2%	39.0%
Kiona-Benton	70.4%	34.6%	67.2%	15.2%
North-Franklin	78.2%	55.0%	72.1%	22.0%
Pasco	58.7%	28.2%	57.0%	18.5%
Prosser	74.1%	44.3%	73.7%	29.3%
Richland	87.0%	56.8%	83.2%	39.5%
Source: Washington State Office of Superintendent of Public Instruction				
* Classes with fewer than 10 students. Results withheld for privacy.				

Childcare providers are becoming key influencers in early learning. Many incorporate age appropriate curriculum and activities to promote early learning. There are also information and referral resources on licensed daycares or early learning programs for parents and childcare providers in Benton and Franklin Counties.

Eight school districts offer educational services for students from kindergarten through 12th grade. In addition to basic instruction, the districts offer vocational and other services such as counseling and special education programs. Parents also have the opportunity to discuss any issues and concerns with personnel. There are many private schools that offer educational alternatives. Additionally, there are resources for parents to engage with their children’s learning at home and through online resources.

Truancy programs are available for parents and schools to file petitions with the Juvenile Court when they need to deal with students who are chronically truant as defined by Washington State Statute. Case management services are available to monitor progress and compliance.

In addition, there are resources for students seeking post-high school opportunities, including assessment centers and tutoring centers to help in achieving educational goals. Literacy programs are available for adults seeking to enhance their reading capabilities and increase basic academic skills.

Based on the 2000 Census, 84% of the local population have a high school education, and 26% have a bachelor’s degree or higher. Two public institutions offer post-high school education in the area. Washington State University Tri-Cities offers 17 bachelor’s and 12 master’s degrees. Columbia Basin College (CBC) provides 24 associate degrees, certificates, and diploma programs. Classes taken at CBC can be transferred to any four-year institution in the state.

The following chart identifies some of the educational resources and programs in the area. It is not inclusive of all educational services in Benton and Franklin Counties.

Subject/Topic	Service Name	Organization
Basic Education Skills	Adult Literacy Program	B-F Community Action Committee*
Basic Education Skills	Adult Tutoring	Columbia Basin College
Basic Education Skills	Career Center	Columbia Basin College
Basic Education Skills	ESL Skills Enhancement	Columbia Basin College
Basic Education Skills	General Education Degree Program (GED)	Columbia Basin College
Basic Education Skills	Learning Opportunities Center (LOC)	Columbia Basin College
Basic Education Skills	Homework Centers	Salvation Army - Tri-Cities
Basic Education Skills	Adult Basic Skills	Community Churches
Community Education	Adult Learning Opportunities	Pasco, City of
Community Education	Adult Learning Opportunities	Richland, City of
Community Education	Adult Learning-Kennewick Community Schools	Kennewick School District
Early Learning	Child Care and Early Learning	WA State Dept. of Social & Health Serv.
Early Learning	Child Care Resource and Referral	B-F Community Action Committee*
Early Learning	Child Development Services	B-F Department of Human Services*
Early Learning	Early Childhood Development	Catholic Family & Child Service
Early Learning	Children Learning Programs - Public Library	Richland, City of*

Subject/Topic	Service Name	Organization
Early Learning	Early Childhood Learning Center	YMCA of Greater Tri-Cities*
Early Learning	Early Intervention for Children with Disabilities	Children's Developmental Center*
Early Learning	Head Start	B-F Head Start*
Early Learning	Head Start - Early Childhood Division	EPIC Youth & Family Services
Early Learning	Learning Programs for Children	Mid-Columbia Library
Early Learning	Three Rivers Children's Museum	Three Rivers Children's Museum*
Early Learning	Early Learning Programs	Washington State Migrant Council*
Education Info Access	Columbia Basin College Resource Center	Columbia Basin College
Education Promotion	Childhood Literacy	Mid-Columbia Reading Foundation
Education Promotion	Information and Learning Materials	Mid-Columbia Library System*
Education Promotion	Public Library	Richland, City of*
Education Promotion	Homework Centers	Salvation Army – Tri-Cities
High School Grad. ⁴	High School Completion Program	Columbia Basin College
High School Grad.	Martin Luther King, Jr. Homework Center	YMCA of Greater Tri-Cities*
High School Grad.	Private Catholic School 9-12	Tri-Cities Prep School
High School Grad.	Private School K-8	Bethlehem Lutheran School
High School Grad.	Private School	Big River Country School
High School Grad.	Private School K-8	Christ the King
High School Grad.	Private School	Connell United Methodist Church
High School Grad.	Private School	Country Christian School
High School Grad.	Private School	Desert Springs Christian School
High School Grad.	Private School	Franklin Academy
High School Grad.	Private School	Fraternity Christian School
High School Grad.	Private School	In His Hands Co-Op Pre-School
High School Grad.	Private School	Kings Point School
High School Grad.	Private School	Riverview Baptist Christian Schools
High School Grad.	Private School K-8	St. Joseph's School
High School Grad.	Private School K-8	St. Patrick's School
High School Grad.	Private School	Tri-City Junior Academy - Adventist
High School Grad.	Private School K-12	Liberty Christian School
High School Grad.	Public Schools K-12	ESD #123
High School Grad.	Public Schools K-12	Kiona Benton School District
High School Grad.	Public Schools K-12	North Franklin School District
High School Grad.	Public Schools K-12	Pasco School District
High School Grad.	Public Schools K-12	Patterson School District
High School Grad.	Public Schools K-12	Prosser School District
High School Grad.	Public Schools K-12	Richland School District
High School Grad.	Public Schools K-12	Star School District
High School Grad.	Public Schools K-12	Finley School District
High School Grad.	Public Schools K-12	Kahlotus School District
High School Grad.	Public Schools K-12	Kennewick School District
High School Grad.	Vocational Training	Tri-Tech Skills Center
High School Grad.	Workforce Investment Act Youth Program	WorkSource Columbia Basin*
Mentoring	Family Support Services	EPIC Youth & Family Services
Parenting	Alternative Response Services/ Early Intervention	B-F Health District*
Parenting	Maternal, Child, Health	B-F Health District*
Parenting	Parent Education	Columbia Basin College
Parenting	Parenting Skills Education	Psychological Consultants
Post High School	4-Year University	Washington State University Tri-Cities*

⁴ Note: Institutions that offer any portion of the Kindergarten through 12th grade education are considered contributors to “High School Graduation.”

Subject/Topic	Service Name	Organization
Post High School	Assessment Center	Columbia Basin College
Post High School	Clinical Pastoral Education	The Chaplaincy*
Post High School	Community College	Columbia Basin College
Post High School	Tutor Center	Columbia Basin College
Post High School	Upward Bound	Columbia Basin College
Truancy	Truancy program	B-F Juvenile Justice Center*
* Denotes organizations that participated in the asset assessment process.		

Implications and Opportunities

It is important that our workforce be well-educated and equipped to meet the needs of our local economy if our residents are to thrive. Research indicates that communities with low education levels also have high unemployment, low personal income and high crime rates.

Since 2004, the Higher Education Task Force, made up of local leaders, has been successful in leading community conversations, initiating action and securing support for the area’s higher education efforts. It was noted by the Task Force that businesses, the military and the trades require college entrance level skills.⁵ Therefore, the critical goal for education in our community is to create a system and environment that “prepares students for all options and opportunities.” In order to bring the highest quality of life possible for the residents, Benton and Franklin Counties’ focus on education should include:

- Identify of at-risk children and families early;
- Invest in early childhood education for the low-income families;
- Improve on-time high school graduation rates;
- Develop high academic competency in students;
- Ensure basic skills competency in adults;
- Promote the importance of education as a community; and
- Increase mentoring opportunities to encourage high school and post-high school education.

B. Safety

The issue of safety was also highly rated by all three Community Solutions Teams. It is important to the teams that individuals are safe in their homes, schools and neighborhoods. With the help of neighborhood networks and adequate police protection, team members envision a community free of child abuse, drug related crimes, gang, domestic and other violence.

⁵ Higher Education Task Force, Higher Education in The Three Rivers Community, 2004

Findings

2005 statistics showed that Benton County ranked 10th for violent crimes⁶ among the 39 counties in Washington State, and 12th for property crimes, with Franklin County at 20th and 19th respectively. In the past ten years, violent crimes in Benton County stayed at a steady rate of around 25 per 10,000 residents, while property crimes experienced a slight decrease from the rate of 428 in 1996 to 368 in 2005. Franklin County has shown significant improvement in reducing crime between 1996 and 2005. In Franklin County, violent crimes decreased from 44 to 19, and property crimes decreased from 509 to 381. Violent crimes in Pasco decreased from 70 to 22, while property crimes decreased from 828 to 457.

Table 8: Violent Crimes in Benton and Franklin Counties

All Violent Crimes	Crime Rate per 10,000 Residents									
	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
Benton County	25.0	26.9	29.1	24.4	24.9	24.7	23.0	26.5	25.0	25.4
Franklin County	43.4	38.2	36.0	35.6	29.1	26.5	32.1	21.6	28.2	19.0

Source: Risk and Protection Profiles for Benton and Franklin Counties, 2006

All Violent Crimes	Crime Count									
	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
Benton County	328	361	401	340	351	359	340	402	389	403
Franklin County	190	168	160	161	134	133	165	116	161	115

Source: Risk and Protection Profiles for Benton and Franklin Counties, 2006

Table 9: Property Crimes in Benton and Franklin Counties

All Property Crimes	Crime Rate per 10,000 Residents									
	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
Benton County	427.5	429.4	425.0	361.6	361.1	397.6	346.1	335.8	374.4	368.3
Franklin County	509.3	450.1	405.6	449.6	378.8	351.1	353.2	333.9	366.6	381.3

Source: Risk and Protection Profiles for Benton and Franklin Counties, 2006

All Property Crimes	Crime Count									
	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
Benton County	5,601	5,759	5,844	5,024	5,081	5,758	5,109	5,091	5,807	5,824
Franklin County	2,226	1,976	1,801	2,028	1,739	1,762	1,812	1,790	2,090	2,307

Source: Risk and Protection Profiles for Benton and Franklin Counties, 2006

In 2005, there were 969 drug violation arrests in Benton County and 216 in Franklin County. The drug violation arrest rate for Benton County has increased significantly

⁶ Violent crimes include all crimes involving criminal homicide, forcible rape, robbery and aggravated assault. (Source: Washington Association of Sheriffs and Police Chiefs, Uniform Crime Report.)

since 1994, from 4.82 per 1,000 residents to 8.81 in 2005. In Franklin County, the rate has decreased from 8.06 to 5.69.⁷

Table 10: Arrests (Age 18+), Drug Law Violation, Rate per 1,000 adults.

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
State	4.98	4.90	4.78	5.53	5.62	5.41	5.93	6.74	5.45	5.78	5.31	5.48
Benton County	4.82	5.08	4.57	5.00	5.34	5.65	5.61	4.77	5.41	6.81	8.07	8.81
Franklin County	8.06	10.05	8.27	5.55	6.25	5.42	5.12	5.56	5.16	5.12	5.00	5.69
Source: Risk and Protection Profiles for Benton and Franklin Counties, 2006												

There is consensus among law enforcement professionals that the activities of manufacturing controlled substances have gone down locally, but the rate of use has gone up. In 2005, there was a total of 127 alcohol or drug-related deaths in the bi-county area. A total of 2,895 individuals were admitted into state funded alcohol or drug treatment services, an increase of 47% from five years ago. Among those admitted, 243 or 9% were under the age of 18.

Table 11: Alcohol or Drug Related Deaths, Rate per 100 Deaths

	2005
State	11.01
Benton County	9.23
AOD Related (Actual Count)	95
Franklin County	12.12
AOD Related (Actual Count)	32
Source: Risk and Protection Profiles for Benton and Franklin Counties, 2006	

Table 12: Clients of State Funded Alcohol or Drug Services (Age 10-17)

	2000	2001	2002	2003	2004	2005
State	12.34	11.59	11.35	11.16	11.04	10.63
Benton County	8.39	8.57	8.54	9.16	8.23	8.04
Admits (10-17) (Actual Count)	167	173	175	192	174	170
Franklin County	7.96	5.65	8.11	8.64	7.76	8.85
Admits (10-17) (Actual Count)	58	42	61	68	64	73
Source: Risk and Protection Profiles for Benton and Franklin Counties, 2006, per 1,000 youth age 10-17						

⁷ Washington State Department of Social and Health Services, Community Outcome and Risk Evaluation Geographic Information System, County Reports, December 2006.

Table 13: Clients of State Funded Alcohol or Drug Services (Age 18+)

	2000	2001	2002	2003	2004	2005
State	11.64	11.47	11.82	11.98	12.73	13.38
Benton County	10.43	11.56	73.14	12.67	12.93	15.35
Admits (18+) (Actual Count)	1,044	1,181	1,374	1,367	1,434	1,702
Franklin County	21.58	24.93	24.32	23.76	21.95	25.00
Admits (18+) (Actual Count)	696	825	820	844	834	950
Source: Risk and Protection Profiles for Benton and Franklin Counties, 2006, per 1,000 adults						

Benton and Franklin Counties both ranked higher than the rest of the state in the number of reported child abuse cases. Their rates per 1,000 children are 39.43 and 42.14 respectively, compared to 35.25 statewide. While there are no significant changes in the number of reported child abuse cases in the past seven years, there is an increasing trend for residents to use crisis shelters and daycare, which could have contributed to the prevention of some child abuse cases.

Table 14: Child Abuse and Neglect Data for Benton and Franklin Counties

Benton and Franklin Counties: Victims of Child Abuse and Neglect								
	1998	1999	2000	2001	2002	2003	2004	2005
Statewide	38.38	38.88	40.64	39.43	37.60	40.87	38.05	35.25
Benton County	43.88	44.55	47.69	47.29	42.80	43.27	50.10	39.43
Accepted victims	1,838	1,884	2,020	2,018	1,843	1,893	2,215	1,743
Persons, birth -17	41,891	42,287	42,360	42,669	43,062	43,748	44,210	44,210
Franklin County	43.15	36.54	40.93	43.21	35.84	40.87	45.56	42.14
Accepted victims	727	618	699	748	630	737	866	801
Persons, birth – 17	16,847	16,914	17,079	17,309	17,579	18,073	19,006	19,006
Source: Washington State Department of Social and Health Services, CORE-GIS County Reports, 2006								
Note: The rates are annual number of children (age birth-17) identified as victims in reports to Child Protective Services that were accepted for further action, per 1,000 children (age birth-17).								

In 2006, Benton and Franklin Counties' domestic violence offense rate was 5.40 and 6.54 per 1,000 persons respectively, compared to the state average of 6.57. There were nine fatalities as a direct result of domestic violence.⁸ Between 1998 and 2006, 30 murders and seven suicides were directly linked to domestic violence in the area.

⁸ Domestic Violence Services of Benton and Franklin Counties, 2005-2006 Annual Report

Table 15: Domestic Violence Data for Benton and Franklin Counties

Domestic Violence: Benton and Franklin Counties 1996 - 2005										
	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
Statewide	7.56	7.80	7.63	6.86	6.92	7.93	6.51	6.51	6.46	6.57
Benton County	6.84	6.09	6.56	5.99	6.53	6.77	6.04	7.37	6.70	5.40
Offences	911	802	905	841	930	980	892	1,118	1,039	830
Arrests	594	519	563	545	569	627	487	477	510	455
Franklin County	5.69	5.68	6.68	6.31	6.37	7.72	7.74	8.68	7.95	6.54
Offences	264	268	319	305	314	389	397	465	453	373
Arrests	205	225	240	238	249	307	316	299	353	282
Note: Offences differ from arrests. Offence rate is the annual number of domestic violence-related offences, per 1,000 persons. Offences focus on the nature of the crime while arrest focuses on the accused perpetrator. Source: Washington Association of Sheriffs and Police Chiefs, UCR Division										

In August, 2007, Benton-Franklin Juvenile Justice Center had on record 82 documented active gang members on court ordered supervision. Out of the 82 youth that are currently listed as active and on supervision, 73 are under court ordered 'gang conditions', which equates to an increased level of accountability. During the last three years Benton and Franklin Counties averaged 65-75 active juvenile gang members on supervision each month.⁹ There are additional gang members who are over the age of 18 as well.

The Community Solutions Teams expressed concern about the overall safety of the community, especially in relation to crime against persons, drugs and gang violence. There is a strong desire to have increased police intervention and presence in neighborhoods.

The survey showed that there are a number of after school programs designed to provide a safe, positive place for children to go to after school hours during the school year, and during the summer months when school is closed. Though actual numbers are not available, anecdotal information suggests that there is a need for additional services during these times. It is important that opportunities be provided for children who are unable to pay for those services.

Program resources are also available for case management services for at-risk youth. There are many intervention programs such as probation and assessment services for juvenile offenders. Other intervention programs include services such as family assessment for domestic violence and child abuse issues.

The following chart identifies some of the resources and programs that address safety issues. It is not inclusive of all such services in Benton and Franklin Counties.

⁹ Benton-Franklin Juvenile Justice Center, 2007 Data

Subject/Topic	Service Name	Organization
After School Programs	After School Programs	Boys and Girls Clubs of B-F Counties*
After School Programs	After School Programs	YMCA of Greater Tri-Cities*
After School Programs	Kennewick Police Dept./School District	Kennewick, City of*
Child Abuse Prevent.	Child Abuse Prevention	Catholic Family & Child Service*
Crime	Crime Stoppers	Kennewick, City of*
Crime	Education programs	Sexual Assault Response Center*
Crime	Law Enforcement	West Richland, City of*
Crime	Law Enforcement	Connell, City of*
Crime	Law Enforcement	Kennewick, City of*
Crime	Law Enforcement	Pasco, City of*
Crime	Law Enforcement	Prosser, City of*
Crime	Law Enforcement	Richland, City of*
Crime	Law Enforcement	West Richland, City of*
Crime	Sheriff's Department	Benton County
Crime	Sheriff's Department	Franklin County
Crime	State Patrol	Washington State Patrol - District 3
Crime Prevention	Adoption Services-Div. of Children & Family Serv.	Dept. of Social & Health Serv-Richland*
Crime Prevention	Bridges - Supervised Visitation Program	Mid-Columbia Coalition for Children
Crime Prevention	Child Protect. Serv.-Div. Children & Family Serv.	Dept. of Social & Health Serv-Richland*
Crime Prevention	Volunteer Guardian Ad Litem Program	B-F Juvenile Center*
Crime Prevention	911 Cellular Phone Program	Advocates Against Family Violence
Crime Prevention	Community Education and Awareness Program	Advocates Against Family Violence
Crime Prevention	Domestic Violence Prevention	Amigas Unidas
Crime Prevention	Domestic Violence Support Groups	Advocates Against Family Violence
Crime Prevention	Education	Domestic Violence Serv.- B-F Counties*
Crime Prevention	Family Violence Counseling	Advocates Against Family Violence
Crime Prevention	Legal Advocacy	Domestic Violence Serv.- B-F Counties*
Crime Prevention	Outreach Services	Domestic Violence Serv.- B-F Counties*
Crime Prevention	Shelter	Domestic Violence Serv.- B-F Counties*
Crime Prevention	Support Groups	Domestic Violence Serv.- B-F Counties*
Crime Prevention	Work First Family Violence Protection	La Clinica Community Health Center
Intervention	Counseling program	Sexual Assault Response Center*
Intervention	Crime Victim Service Center	Sexual Assault Response Center*
Intervention	Diversion	B-F Juvenile Center*
Intervention	Domestic Violence Hotline	Domestic Violence Serv.- B-F Counties*
Intervention	Emergency Housing and Counseling Services	Domestic Violence Serv.- B-F Counties*
Intervention	Family Support Services	B-F Juvenile Center*
Intervention	Family Violence Intervention Program	B-F Juvenile Center*
Intervention	Functional Family Therapy	B-F Juvenile Center*
Intervention	Helping Parents & Children Together	Institute for Family Development
Intervention	Home and Community-Adult Protective Services	Dept. of Social and Health Services
Intervention	Partners Mentoring Program	EPIC Youth & Family Services
Intervention	Perpetrator Treatment Program	Lafferty, Michael B. and Associates
Intervention	Probation services	B-F Juvenile Center*
Intervention	Protection Order Assistance	Advocates Against Family Violence
Intervention	School Programs	B-F Substance Abuse Coalition
Intervention	Sexual Assault Crisis Intervention	Sexual Assault Response Center*
Intervention	Special Sex Offender Disposition Alternative Prog	B-F Juvenile Center*
Intervention	Substance Abuse	Family Dependency Drug Court
Intervention	Lesbian, gay, bisexual, transgender	Vista Youth Center
Legal Services	Legal Aid Services	Columbia Legal Services
Legal Services	Legal Aid Services	Northwest Fair Housing Alliance
Legal Services	Legal Aid Services	Northwest Justice Project

Subject/Topic	Service Name	Organization
Neighborhood Networks	Community Safety - Connell Police Dept.	Connell, City of*
Neighborhood Networks	Community Safety - Kennewick Police Dept.	Kennewick, City of*
Neighborhood Networks	Community Safety - Pasco Police Dept.	Pasco, City of*
Neighborhood Networks	Community Safety - Prosser Police Dept.	Prosser, City of*
Neighborhood Networks	Community Safety - Richland Police Dept.	Richland, City of*
Neighborhood Networks	Community Safety - West Richland Police Dept.	West Richland, City of*
Neighborhood Networks	Crime Resistant Community Living	Kennewick, City of*
Neighborhood Networks	Crime Resistant Community Living	Richland, City of*
Police Services	Connell Police Dept.	Connell, City of*
Police Services	Kennewick Police Dept.	Kennewick, City of*
Police Services	Police Department	Pasco, City of*
Police Services	Prosser Police Dept.	Prosser, City of*
Police Services	Richland Police Dept.	Richland, City of*
Police Services	West Richland Police Dept.	West Richland, City of*
School Safety	DARE	Kennewick, City of*
School Safety	DARE	West Richland, City of*
School Safety	Pasco High School Liaison	B-F Juvenile Center*
School Safety	Violence Prevention	ESD #123
Substance Abuse	Community Information and Education	B-F Substance Abuse Coalition*

* Denotes organizations that participated in the asset assessment process.

Implications and Opportunities

The rapid population growth in Benton and Franklin Counties in recent years presents safety challenges for local residents. The ramifications of child abuse include poor social behaviors, as well as poor grades and higher school dropout rates. Individuals who were abused as children also have life-long psychological and emotional scars. They have a much harder time being gainfully employed and are disproportionately represented in the prison population. The lack of adequate after-school care increases the chances of child abuse and opportunities of engaging in risky behaviors such as teen pregnancy, crime, substance abuse and gang violence.

The negative effects and high costs of substance abuse impact all segments of the community including children, families, law enforcement, schools, healthcare, businesses, economy, etc. If unchecked, it will deteriorate the fabric of life and rob the community of its sense of well-being.

Domestic violence is another factor in the overall safety of our community. Victims of domestic violence have basic needs issues such as shelter and income. The fear of not being able to meet basic needs often causes victims to remain or return to an unsafe environment, leading to physical and psychological injuries and even death.

Safety is a key factor in economic development and stability. Businesses invest in communities with low crime rates and move out of those that have deteriorated due to crime. This results in a ripple effect on local employment, the economy, tax revenues and buying power.

Opportunities to promote safety include:

- Increase efforts to combat crime, especially substance abuse and gang related crime;
- Promote coordination and collaboration of community police services with neighborhood networks;
- Provide positive, safe environments for children before and after school and during the summer;
- Ensure adequate prevention and intervention services for child and domestic violence abuse victims; and
- Provide positive youth development activities to prevent gang violence.

C. Healthcare

All three Community Solutions Teams identified healthcare as a key focus area. Their vision indicates a need for all children, families and community members to have adequate healthcare access and quality care, including medical, dental and mental health services. The teams also emphasized the need to provide preventative healthcare education for the community, as well as services for the growing elderly population.

Findings

There are a number of healthcare related issues in our area. One of the most important is health insurance coverage and related access to healthcare services. According to the 2006 Benton and Franklin Health District Survey, approximately 32,000 adults, or 16% of the residents lack healthcare coverage, compared to the state average of 9%. The uninsured are more likely to be residents of Pasco (29%), residents of Franklin County (23%), males (21%), those who earn annual incomes of less than \$25,000 (39%), who are 18 to 24 years old (49%) and those who have less than a high school education (31%).¹⁰

Over 8,500 visits were made by individuals without health insurance to the three major local hospital emergency rooms in 2006. Individuals who used the emergency room for non-emergency care did so an average of 2.16 times over the year.¹¹ This use of emergency rooms for non-emergency care drives up healthcare costs for all residents.¹²

¹⁰ Benton Franklin Health District, Survey of the Adult Population in Benton and Franklin Counties, 2006

¹¹ Benton Franklin Community Health Alliance

¹² Health Affairs, *Excess cost of emergency room department visits for non-urgent care*
<http://content.healthaffairs.org/cgi/content/abstract/13/5/162>

A 2006 Benton and Franklin County Survey of Adult Population revealed significantly higher rates of obesity and lower rates of dental care compared to the rest of the state. Twenty-six percent of the respondents in this survey were considered obese, compared to 22% statewide. Thirty-three percent of the respondents had not visited a dentist in the past two years or more, compared to 25% statewide.

Like much of the rest of the country, the population in Benton and Franklin Counties is aging. In 2006, the population of individuals over 60 was 24,234 or 15.1% in Benton County, and 7,912 or 12.3% in Franklin County.¹³ There are a total of 74 adult family homes, assisted living facilities and nursing homes in the bi-county area, totaling 1,684 beds. Medicaid, a state and federally funded program, is currently assisting 1,412 elderly individuals in Benton and Franklin Counties.¹⁴

Another important issue in our community is teen pregnancy. In 2005, the number of babies born to teen parents per 1,000 persons was 7.78 in Benton County and 17.72 in Franklin County, compared to the state average of 5.93. Despite these startling statistics, the prevention of teen pregnancy in the bi-county area has shown encouraging signs in recent years. The number of babies born to teen parents per 1,000 births for Benton County in 1997 was 11.57, and 26.88 for Franklin County in 1996, significantly higher than the current rate.¹⁵

Mental health services are a vital part of the healthcare system. In 2006, Washington Institute for Mental Illness Research and Training with Washington State University conducted a review of mental health related services for Benton and Franklin Counties.¹⁶ A report was published outlining a number of recommendations. County Commissioners are currently working with community partners to identify an appropriate path forward.

As the area becomes more ethnically diverse, language and culture add another dimension to the complexity of providing healthcare. For services to be effective, it is crucial that patients fully comprehend, in their own languages and cultural context if needed, what is available in treatment and prevention.

The data indicates that there are many programs in the community specifically geared towards providing access to healthcare, as well as programs addressing teen pregnancy, and behavioral and mental healthcare needs. The following chart identifies some of the resources and programs that address healthcare issues. It is not inclusive of all healthcare services in Benton and Franklin Counties.

¹³ Office of Financial Management (OFM), 2006

¹⁴ 2006 Report, Aging & Long Term Care of Southeast Washington

¹⁵ Risk and Protection Profile for Substance Abuse Prevention, Benton and Franklin Counties, December 2006

¹⁶ Benton-Franklin Mental Health/Human Services Systems Review, Washington Institute for Mental Illness Research and Training, Washington State University Spokane, February 28, 2006

Subject/Topic	Service Name	Organization
Access	24-Hour Emergency Eye Care	Tri-City Emergency Eye care
Access	Access to Baby Plus Child Dentistry	B-F Health District*
Access	Access to Care	BF Access to Care*
Access	Access to Free/Reduced Cost Pharmaceuticals	BF Access to Care*
Access	Case Mgt for Families with a Special Needs Child	B-F Health District*
Access	Hearing Center	Col. Basin Hearing and Balance Center
Access	Community Health Alliance	B-F Community Health Alliance
Access	Connect Uninsured to State/Federal Health Prog.	B-F Access to Care*
Access	Day Health Program	Adult Day Services
Access	Dental Care	Columbia Basin College
Access	Dental Care	Grace Clinic
Access	Dental Care	La Clinica Community Health Center
Access	Developmental Disabilities Program - Kennewick	Dept. of Social and Health Services
Access	Diabetes Assistance and Resources	La Clinica Community Health Center
Access	Family Planning	Planned Parenthood
Access	First Steps Program for Maternity Health	Women's Health Center
Access	Free and Reduced Pharmaceuticals	Grace Clinic
Access	Healthcare	La Clinica Community Health Center
Access	Health Screening	Senior Life Resources*
Access	Healthcare	Prosser Memorial Hospital
Access	Healthcare	Riverview Obstetrics & Gynecology
Access	Healthy Ages	Kadlec Medical Center*
Access	Home Care Services	Senior Life Resources*
Access	Hospital	Kadlec Hospital
Access	Hospital	Kennewick General Hospital
Access	Hospital	Lourdes Health Network
Access	Hospital	Prosser Memorial Hospital
Access	Information and Referral	B-F Community Action Committee
Access	Information Services	Neurological Resource Center
Access	Kidney Dialysis	DaVita - Mid-Columbia Kidney Center
Access	Kidney Disease Education	DaVita - Mid-Columbia Kidney Center
Access	Long Term Care and Skilled Nursing	Avalon Care Center*
Access	Club TLC	Kennewick, City of*/Lourdes Health Network
Access	Lourdes Women's Center	Lourdes Health Network
Access	Medicaid Outreach	B-F Health District*
Access	Medical Service	Grace Clinic*
Access	Miramar Health Center	Miramar Health Center
Access	Nutritional Counseling	Kadlec Medical Center
Access	Pediatric Care	Lourdes Health Network
Access	Physical Therapy	Columbia Physical Therapy
Access	Pregnancy Counseling	Tri-Cities Pregnancy Network
Access	Pregnancy Testing	Columbia Birth Center
Access	Preventative Foot Care	Senior Life Resources*
Access	Senior Health Services	Kennewick, City of*/ Senior Health Ser.
Access	Sign Language Classes	SE WA Center-Deaf & Hard of Hearing
Access	The Beauty Center	Tri-Cities Cancer Center
Access	Transportation to Shrine Hospital in Spokane	Columbia Basin Shrine Club
Access	Used Glasses Drop-Off	Lions Club of Kennewick
Access	Veteran's Clinic	J.M. Wainwright Memorial VA Medical Center
Access	Veteran's Hospital	J.M. Wainwright Memorial VA Medical Center
Access	Vision and Hearing Aids Expense Assistance	Lions Club of Kennewick

Subject/Topic	Service Name	Organization
Access	Vision and Hearing Aids Expense Assistance	Lions Club of Pasco
Assisted Living	Alzheimer's Home	Callaway Gardens
Assisted Living	Assisted Living	Sheffield Manor
Assisted Living	Assisted Living Facility	Chenoweth House
Assisted Living	Assisted Living Facility	Quail Hollow Memory Care Community
Assisted Living	Home Healthcare Services	Apria Healthcare
Assisted Living	In-Home Assistance	Home Care of Washington - Tri-Cities
Assisted Living	Senior Living Facility	Tri-Cities Retirement Inn
Assisted Living	Skilled Nursing Facility	Canyon Lakes Restor. & Rehab. Center
Assisted Living	Support Groups	United Blind of the Tri-Cities
Behavioral Problems	Anger Management Program for Teens	Lafferty, Michael B. and Associates
Behavioral Problems	Residential Foster Care	Bailie Memorial Youth Ranch
Health Insurance	Estab./Enforce Med. Insur. - Div. of Child Support	Dept. of Social and Health Services*
Health Insurance	Radiation Oncology	Tri-Cities Cancer Center*
Health Insurance	SHIBA Helpline	B-F Volunteer Center
Health Insurance	Support Services	Tri-Cities Cancer Center*
Kids/ Special Needs	Children's Wishes & Dreams	Children's Wishes & Dreams - Tri-Cities
Mental Health	Anger Management Program	La Clinica Community Health Center
Mental Health	Anger Management Treatment	Lafferty, Michael B. and Associates
Mental Health	Bereaved Parents Support Group	Compassionate Friends - Tri-Cities
Mental Health	Brief Individual and Group Psychotherapy	La Clinica Community Health Center
Mental Health	Child and Adolescent Services	La Clinica Community Health Center
Mental Health	Children's Counseling Services	Lourdes Health Network
Mental Health	Clinical Mental Health	Emmaus Center*
Mental Health	Community Information and Education	Nat'l Assoc. of Mental Illness - Tri-Cities
Mental Health	Counseling	Bridget Trenkle _ LICSW
Mental Health	Counseling	Catholic Family & Child Service
Mental Health	Counseling	Curtis Counseling
Mental Health	Counseling	Desert Home Counseling
Mental Health	Counseling	Institute for Family Development
Mental Health	Counseling	La Clinica Community Health Center
Mental Health	Counseling	Tamez, Homero - MSW
Mental Health	Counseling	Lutheran Community Services NW
Mental Health	Counseling	Cross Culture Consultants
Mental Health	Developmentally Disabled Treatment	Lafferty, Michael B. and Associates
Mental Health	Divorce/Grief Recovery Groups	Emmaus Center*
Mental Health	Domestic Violence Counseling	Domestic Violence Services
Mental Health	Educational Groups - Parenting, Marriage	Emmaus Center*
Mental Health	Juvenile Drug Court	B-F Juvenile Justice Center*
Mental Health	Marital and Family Therapy	La Clinica Community Health Center
Mental Health	Outpatient Mental Health Services	B-F Department of Human Services*
Mental Health	Parent Intervention Program	Safe Harbor Crisis Nursery*
Mental Health	Parenting Classes	Tamez, Homero - MSW
Mental Health	Specialized Counseling Approach	Heart to Heart Counseling
Mental Health	Support Groups	Tri-Cities Cancer Center
Mental Health	Support Meetings	Nat'l Alliance on Mental Ill. - Tri-Cities
Mental Health	Therapeutic Foster Care	Lutheran Community Services NW
Mental Health	Trauma intervention Program	Safe Harbor Crisis Nursery*
Mental Health	Treatment Services	Carondelet
Mental Health	Veteran Support	Point Man Richland
Mental Health	Veterans Counseling	Hermesen, Timothy D - MS, LMHC
Miscellaneous	Armed Forces Emergency Service	American Red Cross, B-F Chapter*

Subject/Topic	Service Name	Organization
Miscellaneous	Chemical Dependency Disposition Alternative	B-F Juvenile Justice Center*
Miscellaneous	Hospice	The Chaplaincy*
Pregnancy/Infant Care	First Steps	Catholic Family and Child Service
Pregnancy/Infant Care	First Steps	La Clinica Community Health Center
Pregnancy/Infant Care	First Steps - Maternity Support Services	B-F Health District*
Pregnancy/Infant Care	Infant Case Management	B-F Health District*
Prevention	Cork's Place	The Chaplaincy*
Prevention	Diabetes Advocates	American Diabetes Association
Prevention	Diabetes Learning Center	Kadlec Medical Center*
Prevention	Health and Safety Services	American Red Cross, B-F Chapter*
Prevention	Health Education Seminars and Workshops	March of Dimes - Mid Col & Central WA
Prevention	Informational Outreach for Diabetes	American Diabetes Association*
Prevention	Parent Education	La Clinica Community Health Center
Prevention	Traffic Safety	B-F Traffic Safety Task Force
Prevention	Walk-In Immunizations	La Clinica Community Health Center
Substance Abuse	Adult Drug Court	Adult Drug Court
Substance Abuse	Chemical Dependency Recovery	Celebrate Recovery
Substance Abuse	Chemical Dependency Treatment	Somerset Counseling Treatment Serv.*
Substance Abuse	Counseling	Action Counseling
Substance Abuse	Counseling	Michael Henry MAABS
Substance Abuse	Counseling Services	First Step Community Counseling Serv.
Substance Abuse	Counseling Services	Integrity Counseling Services
Substance Abuse	Deferred Prosecution Treatment Program	Aurora Counseling Services
Substance Abuse	Driver's Under the Influence - Victims Panel	Driver's Under the Infl. - Victims Panel
Substance Abuse	E.D.S Counseling and Consulting Services	E.D.S Counseling/Consulting Services
Substance Abuse	Family Support Center	BF Juvenile Justice Center
Substance Abuse	Information and Education	Tobacco Free B-F Counties
Substance Abuse	Information and Referral	B-F Substance Abuse Coalition
Substance Abuse	Inpatient Care-Pregnant/Parenting Women	Triumph Treatment Services*
Substance Abuse	Juvenile Drug Court	B-F Juvenile Jus. Center*
Substance Abuse	Life Changes Chemical Dependency Agency	Life Changes Chemical Dep. Agency
Substance Abuse	Lourdes Chemical Dependency Program	Lourdes Health Network
Substance Abuse	Men's Inpatient Chemical Dependency Treatment	Triumph Treatment Services
Substance Abuse	New Life Program	Tri-City Union Gospel Mission
Substance Abuse	Outpatient Drug and Alcohol Abuse Treatment	Advocates for Wellness
Substance Abuse	Outpatient Substance Abuse Treatment	J.M. Wainwright Memorial VA Medical Center
Substance Abuse	Parenting Without Abuse Class	Lafferty, Michael B. and Associates
Substance Abuse	Phoenix Support Services Inc.	Phoenix Support Services Inc.
Substance Abuse	Pregnant and Parenting Women Program	Triumph Treatment Services
Substance Abuse	Prevention	B-F Substance Abuse Coalition
Substance Abuse	Residential Treatment for Women and Children	Casita del Rio
Substance Abuse	Safe Babies, Safe Moms	B-F Health District*
Substance Abuse	Sub-Acute Detoxification Services	Sub-Acute Detoxification Services
Substance Abuse	Substance Abuse Assessment	Substance Abuse Assess. Cent. B-F Co.
Substance Abuse	Substance Abuse Counseling	Life Changes Chemical Dep. Agency
Substance Abuse	Substance Abuse Outpatient Treatment	Choices and Changes
Substance Abuse	Substance Abuse Services	Three Rivers Wraparound
Substance Abuse	Support Groups	Alano Club - Tri-Cities Branch
Substance Abuse	Support Groups	Al-Anon Family Groups
Substance Abuse	Support Groups	Alateen
Substance Abuse	Support Groups	Alcoholics Anonymous

Subject/Topic	Service Name	Organization
Substance Abuse	Support Groups	Cocaine Anonymous
Substance Abuse	Support Groups	Dual Recovery Anonymous
Substance Abuse	Support Groups	Families Anonymous
Substance Abuse	Support Groups	Marijuana Anonymous World Services
Substance Abuse	Support Groups	Narcotics Anonymous
Substance Abuse	Support Groups	Nicotine Anonymous
Substance Abuse	Support Groups	SMART Recovery Meetings
Substance Abuse	Support Services	Tobacco Quit Line
Substance Abuse	Training for Teaching Staff	Educational Service District #123
Teen Pregnancy	Family Planning	Planned Parenthood
Teen Pregnancy	Teens Helping Teens	Lutheran Community Services NW
Vaccines	Immunization Program	B-F Health District*
* Denotes organizations that participated in the asset assessment process.		

Implication and Opportunities

Population increases and the changing demographics in Benton and Franklin Counties demand more healthcare services provided in more ways. Of particular concern is healthcare for those with low-incomes, including the elderly and individuals with disabilities. Many healthcare providers are no longer taking or limiting the number of Medicaid and Medicare patients. Without adequate access to healthcare, the insured and underserved will either seek treatment from costly emergency rooms, or go untreated until problems magnify, compounding the negative effects to the individual and the system.

Additionally, as our community continues to see an increase in the number of people representing different ethnic groups, Benton and Franklin Counties will be challenged to provide culturally sensitive healthcare services in languages that patients can understand.

A number of community agencies are currently working to improve health outcomes and health status. Without this emphasis on eliminating root causes and promoting lifestyle practices, preventable diseases such as obesity, diabetes and heart disease will increase to epidemic proportions.¹⁷

In Washington, the number of individuals aged 65-74 and over will increase by 26% between 2004 and 2010. Those aged 85 and older will increase by 23%. One in four individuals aged 65 and over has a physical or cognitive disability which limits independence or requires intensive medical care. Thirteen percent of people age 54 and older have Alzheimer's disease. That number is expected to triple by 2040.¹⁸ Many of our community's elderly will be home-bound, immobile, and will require access to medical, mental and personal care services including in-home, skilled nursing facilities, adult protection and end of life services.

¹⁷ Tri-City Herald, March 29, 2007

¹⁸ 2007 Report, Aging and Long Term Care of Southeast Washington

Additionally, Benton and Franklin Counties' high teen pregnancy rates create other challenges for our area. Statistics show that teen parents are usually unmarried, do not attend high school, and are unemployed. Children born to teenagers are at greater risk to be emotionally, developmentally and economically disadvantaged.

Areas of focus for the healthcare of the community include:

- Improve access, capacity, and affordability of medical, dental and mental healthcare services for those with low income, including the elderly and individuals with disabilities;
- Provide preventative health education on healthy lifestyle awareness and choices;
- Increase healthcare services for the elderly, including home care, assisted living, and end of life services;
- Decrease teen pregnancy; and
- Increase culturally competent medical and mental healthcare services.

D. Basic Needs

Two of the Community Solutions Teams, Kids Matter and Community Matters, envision that all people will have access to basic needs such as food and housing, with all families being self-sufficient by having full-time employment with livable wages.

Findings

Basic needs such as food and shelter are vital for the success of a community. This survey identified over 20 services designed to provide food for children and families who are in need. These services include nutrition programs for children, community food drives, food distribution and coordination of food programs. Several community organizations in the area, including some churches, provide food assistance to women, infants, children and families through government funding.

A number of programs provide housing services in Benton and Franklin Counties. Temporary and transitional housing are provided along with case management and coordination for individuals and families with special needs such as domestic violence or substance abuse. Some agencies have also collaborated to create a “seamless” link for homeless community members that connect social service programs with those in need by simply filing one application.¹⁹

Emergency housing is available for children and families through various organizations. The Kennewick, Richland, Pasco and Franklin County Housing Authorities have a combined total of 1,620 subsidized housing units available for families. However, waiting periods to get into those units are long²⁰.

¹⁹ Benton Franklin Community Action Committee (BFCAC), HOME BASE Project

²⁰ Benton and Franklin Counties Continuum of Care Plan for Homeless

2-1-1, a telephone health and human service information and referral service, started in February 2006. It has logged over 7,600 calls from residents in Benton and Franklin Counties during its first 17 months of operation. Housing and related needs, e.g. utilities, are among the most frequent calls for information.

Table 16: 2-1-1 Call Center Data

Contact Information	32%
Rent	14%
Utilities	13%
Other	8%
Legal	7%
EITC/Tax Prep	6%
Health-General	4%
Transportation	4%
Household/Personal Goods	3%
Food	3%
Housing/Low Cost	3%
Emergency Shelter	2%
Mental/Behavioral health	1%
Financial	1%
TOTAL	100%
Source: Greater Columbia 2-1-1 Report, July 2007	

Since January of 2007, 2-1-1 has also been tracking where they were unable to provide information that would meet the needs of Benton and Franklin County callers. Again, housing related needs were among the more prevalent gaps.

Table 17: 2-1-1 Service Gap Data

Utilities	36%
Rent	24%
Transportation	11%
Other	10%
Financial Assistance	4%
Emergency Shelter	3%
Low Cost Housing	2%
Household/Personal Goods	2%
Legal	2%
Health-General	2%
Contact Information	2%
Mental/Behavioral Health	1%
EITC	1%
Volunteer	1%
TOTAL	100%
Source: Greater Columbia 2-1-1 Report, July 2007	

The following chart identifies some of the resources and programs that address basic needs. It is not inclusive of all such services in Benton and Franklin Counties.

Subject/Topic	Service Name	Organization
Emergency Services	Armed Forces & Emerg. Serv. -Military Families	American Red Cross, B-F Chapter*
Emergency Services	Blood Service	American Red Cross, B-F Chapter*
Emergency Services	Disaster Relief	American Red Cross, B-F Chapter*
Energy Assistance	Helping Hands	B-F Community Action Committee*
Energy Assistance	Low-Income Home Energy Assistance	B-F Community Action Committee*
Energy Assistance	Retirement Complex	Kennewick Garden Apartments
Energy Assistance	Richland Energy Services	Richland, City of*
Energy Assistance	Utility Assistance	Salvation Army - Tri-Cities
Energy Assistance	Washington Consumer Energy Fund	B-F Community Action Committee*
Food	Food and Clothing Bank	Salvation Army - Tri-Cities
Food	Food Bank	Basin City Help Services
Food	Food Bank	Connell Food Bank
Food	Food Bank	Jubilee Ministry of Prosser*
Food	Food Bank	Kahlotus Food Bank
Food	Food Bank	Prosser Food Bank
Food	Food Bank	Tri-Cities Food Bank*
Food	Food Bank	Tri-City Union Gospel Mission
Food	Food Bank	Second Harvest
Food	Food Cupboard	Grace Clinic
Food	Food for Women, Infants, and Children	La Clinica Community Health Center
Food	Food Pantry	Riverview 7th-Day Adventist Church
Food	Food Stamps - Community Services Office	Dept. of Social and Health Services
Food	Kahlotus Food Bank	Kahlotus United Methodist Church
Food	Senior Food Pantry	Golden Age Food Share Program
Food and Nutrition	Free and Reduced Lunch	Public Schools
Healthcare	Health and Safety Services	American Red Cross, B-F Chapter*
Healthcare	Medicare claim Reimbursements, Info., Education	Kadlec Hospital*
Housing	Bateman House Project	BF Community Action Committee*
Housing	Community Housing Improvement Program	Pasco, City of
Housing	Crisis Residential Center - At Risk Youth	EPIC Youth and Family Services*
Housing	Emergency Food and Shelter Program	B-F Community Action Committee*
Housing	Emergency Shelter	Salvation Army - Tri-Cities
Housing	Energy Audits	B-F Community Action Committee*
Housing	Energy Match Maker - Weatherization	B-F Community Action Committee*
Housing	Farm Worker Housing	Pasco Housing Authority
Housing	First Time Home Buyer Down Payment Assist.	Kennewick, City of
Housing	First Time Home Buyer Education	B-F Community Action Committee
Housing	HOME BASE Self Sufficiency 20/80 Program	B-F Community Action Committee*
Housing	HOME BASE Triage	B-F Community Action Committee*
Housing	Home Repair Program	B-F Community Action Committee*
Housing	Homeless Shelter	Tri-City Union Gospel Mission
Housing	12 homes built annually by 3,200 volunteers	Habitat for Humanity Tri-Cities
Housing	Hope Home	Catholic Family & Child Services
Housing	Housing	Ambitions of Washington
Housing	Housing	Brentwood Apartments
Housing	Housing	Broadmoor Apartments
Housing	Housing	Columbia Park Apartments
Housing	Housing	Desert Villa Apartments
Housing	Housing	Desert Villa East

Subject/Topic	Service Name	Organization
Housing	Housing	Elijah Family Home
Housing	Housing	Hawaiian Village II
Housing	Housing	Hillcrest Apartments
Housing	Housing	Innkeepers LINC Lewis St. Apartments
Housing	Housing	Innkeepers LINC Wash Tub Willy's
Housing	Housing	Jadwin Stevens Apartments
Housing	Housing	Kennewick Garden Court
Housing	Housing	Kennewick Housing Authority
Housing	Housing	McMurray Park Apartments
Housing	Housing	Oxford House
Housing	Housing	Pasco Housing Authority
Housing	Housing	Pasco, City of
Housing	Housing	Pinecrest Apartments
Housing	Housing	Pioneer Park Apt. 51
Housing	Housing	Richland Housing Authority
Housing	Housing	Sea Mar Community Center
Housing	Housing	Self Help Housing
Housing	Housing	Sunderland Family Treatment Cullum House
Housing	Housing	Sunderland Family Treatment Jadwin House
Housing	Housing	Tri-Cities Residential Services
Housing	Housing	Tri-Cities Terrace
Housing	Housing	Tri-Cities Vista Low Cost Housing
Housing	Housing	Tri-Cities Vista Terrace
Housing	Housing	Villas at Meadow Springs
Housing	Housing	Vista Oxford House
Housing	Housing	Washington Square Apt
Housing	Housing	Westside Church
Housing	Housing	Wheatland Senior Apt.
Housing	Housing	Lutheran Senior Center*
Housing	Housing	Prosser Manor*
Housing	Housing Rehabilitation and Emergency Repair	Kennewick, City of
Housing	Housing Voucher Program	B-F Community Action Committee*
Housing	Internal-Housing Programs - Planning and Dev.	Richland, City of*
Housing	Lourdes Counseling Center	Lourdes Health Network
Housing	Low-income Apartments	Prosser Gardens
Housing	Low-income Apartments	Prosser Manor
Housing	Low-income Apartments	Stonegate Apartments
Housing	Low-income Housing	Quail Ridge Apartments
Housing	Low-income Housing-Seniors and Disabled	SEC Affordable Housing*
Housing	Minor Home Repair Program	BF Community Action Committee
Housing	Rental Assistance/Funding available for B-F Co.	Salvation Army - Tri-Cities
Housing	Section 8 Choice Voucher Program	Richland Housing Authority
Housing	Secured 6-Bed Residential Unit - Family Support	EPIC Youth and Family Services*
Housing	Self-Help Housing	La Clinica Community Health Center
Housing	Senior Housing	Hawthorne Court Retirement Comm.
Housing	Shelter Plus Care	B-F Dept. of Human Services*
Housing	Shelter Plus Care Mental Health	Lourdes Health Network
Housing	Shelter Plus Care Mental Health	Sunderland Family Treatment Center
Housing	Short Term Housing	Lourdes Counseling Center
Housing	Subsidized Apartment Complex	McMurray Park Apartments
Housing	Transitional Housing	Triumph Treatment Services

Subject/Topic	Service Name	Organization
Housing	Transitional Housing Operating Rents	B-F Community Action Committee*
Housing	Transitional Substance Abuse Housing	Triumph Treatment Services
Housing	T.O.W.N. Fund Transient Assistance	Kennewick, City of
Housing	Tenant Based Rental Assistance	B-F Community Action Committee*
Meals for Seniors	Meals for Seniors, Dining Centers	Senior Life Resources
Meals for Seniors	Meals on Wheels	Connell Senior Center*
Meals for Seniors	Mid-Columbia Meals on Wheels	Senior Life Resources*
Nutrition	Child Food Care Program	B-F Community Action Committee*
Nutrition	Supplemental Nutrition- Women, Infants, Children	B-F Health District*
Other Basic Needs	Martha's Cupboard	Central United Protestant Church*
Other Basic Needs	Basic Needs	Harvest Outreach
Other Basic Needs	Christ's Closet	Kennewick Church of Christ
Other Basic Needs	Clothing Bank	Tri-City Union Gospel Mission
Other Basic Needs	Community Clothes Closet	B-F Community Action Committee*
Other Basic Needs	Community Relations & Human Service Activities	Richland Fire Fighters*
Other Basic Needs	Kennewick Community Services Office	Dept. of Social and Health Services
Other Basic Needs	Disable Person Parking Permits	Disabled Person Parking Privileges
Other Basic Needs	Emergency Assistance	Opportunities Industrialization Center WA*
Other Basic Needs	Emergency Clothing Voucher Program	Advocates Against Family Violence
Other Basic Needs	Emergency Services Chaplain	The Chaplaincy*
Other Basic Needs	Grandparents Support Group	Grandparents Raising Grandchildren of T-C
Other Basic Needs	Property Tax Exemption	Property Tax Exemption
Other Basic Needs	Telephone Assistance Program	Telephone Assistance Program
Other Basic Needs	World Relief	World Relief

* Denotes organizations that participated in the asset assessment process.

Implication and Opportunities

Food and shelter are basic human needs. Satisfaction of these needs is prerequisite to meeting other essential needs. Without adequate nutrition, children have more difficulty learning in school and employees' work may suffer. A person or family who lacks safe, affordable housing will not have a viable base for connecting with school, employment and community opportunities, activities and responsibilities.

There are many opportunities to promote and support a critical basic needs infrastructure in the community. This may include:

- Reduce the number of homeless by expanding affordable and transitional housing;
- Increase outreach activities for 2-1-1;
- Increase coordination and collaboration of food distribution services; and
- Promote inter-jurisdictional partnerships with better links to social services in the community.

E. Self-Sufficiency

Achieving self-sufficiency and financial independence can bring hope to disenfranchised members of the community who might otherwise feel marginalized. The Families Matter Team envisions that all individuals who are able to work are self-sufficient through gainful employment with livable wages and opportunities for career advancement. Not only does gainful employment contribute to a sense of personal worth, but it is also an essential element for the area's long-term economic health. The team's vision also includes skills training and preparation for youth and adults for the job market, as well as information and resources to enhance financial literacy and asset building.

Findings

Currently, 6,179 persons and 2,474 families in Benton and Franklin Counties are on Temporary Assistance for Needy Families, a federal and state public assistance program. A total of 22,282 persons and 9,144 families are on Food Stamps.²¹ The elderly with no or fixed income and individuals with disabilities are disproportionately economically disadvantaged.

There are several programs in the community for training and employment services. A number of services are designed to train and employ individuals with disabilities. There are also services to fill the income gap for individuals and families in need.

For low-income families, childcare and transportation are key hurdles to employment. Low wage workers often spend a larger portion of their income on childcare than workers at other socioeconomic levels. Some childcare subsidies are available for families on public assistance through the Department of Social and Health Services.

While Benton and Franklin Counties has a public transportation system, many low wage workers spend a good part of their day negotiating different bus routes between their childcare provider, medical appointments, jobs and home.

The following graph provides a glimpse of the type of resources available to promote self-sufficiency. It is not inclusive of all the services in Benton and Franklin Counties.

Subject/Topic	Service Name	Organization
Budgeting/ Training	Budgeting	Consumer Credit Counseling
Childcare	Childcare	BF Infant Toddler Program
Childcare	Childcare Referrals	Tri-Cities Family Child Care Association
Childcare	Community Services Offices	Dept. of Social and Health Services
Childcare	Daycare for Migrant Children	Washington State Migrant Council*
Childcare	Emergency and Crisis Care for Kids	Safe Harbor Crisis Nursery*
Childcare	Homeless Childcare Program	B-F Community Action Committee*
Childcare	Seasonal Childcare Subsidy Program	B-F Community Action Committee*
Employment	Adult/Dislocated Worker Employment & Training	WorkSource Columbia Basin*
Employment	Community Jobs Program	Goodwill Industries-the Columbia, Inc.*

²¹ Washington State Department of Social and Health Services, July 2007

Subject/Topic	Service Name	Organization
Employment	Employment	Express Personnel Services
Employment	Employment	Job Corps
Employment	Employment	Kelly Services
Employment	Employment	Labor Ready
Employment	Community Jobs	Goodwill Industries-the Columbia, Inc.*
Employment	Employment and Training	Goodwill Industries-the Columbia, Inc.*
Employment	Employment Training	Opportunities Industrialization Center of WA*
Employment	Internships	Columbia Industries
Employment	Person to Person	B-F Dept. of Human Services*
Employment	Social Services	Opportunities Industrialization Center of WA*
Employment	Student Employment	Columbia Basin College
Employment	Supported Emp.-Person with Developmental Disabilities	B-F Dept. of Human Services*
Employment	Vocational Rehab.-Persons with Developmental Disabilities	Division of Vocational Rehabilitation
Family Income	Aging & Long Term Care of B-F Counties	Aging & Long Term Care of B-F Co.
Family Income	Franklin County American Legion	Franklin County American Legion
Family Income	Free Tax Prep. & Assist. for Seniors/Low-Income Persons	Tax-Aide
Family Income	Property Tax Exemption	Property Tax Exemption
Family Income	Rep. Payee Services-Persons with Dev. Disabil.	Tri-Cities Residential Services*
Family Income	Social Security Administration	Social Security Administration
Family Income	Social Services	American Legion
Family Income	Soldiers/Sailors Relief Pasco American Legion	Soldiers/Sailors Relief Pasco Am. Legion
Family Income	Tax Preparation Assistance	Benton City Public Library
Family Income	Unemployment Information	WorkSource Columbia Basin*
Family Income	Veteran Services	B-F County Veterans Affairs
Family Income	Veteran Services	VWF Kennewick
Family Income	Veteran Services	VWF Richland
Family Income	Veteran Services	Washington State Veterans Affairs
Family Income	Veterans Services - Transportation	Veterans Services - Transportation
Family Income	Child Support Collection - Kennewick Division	Dept. of Social and Health Services*
Family Income	Paternity Estab - Kennewick Div. of Child Support	Dept. of Social and Health Services*
Training Opportunities	Apprenticeship	WA State Dept. of Labor and Industries
Training Opportunities	Business Employment Services	Columbia Industries*
Training Opportunities	Displaced Workers Program	Columbia Basin College
Training Opportunities	ESL Classes	Opportunities Industrialization Center of WA*
Training Opportunities	Ind. Supported Employment - Div. of Dev. Disab.	B-F Department of Human Services*
Training Opportunities	Job Corps	WorkSource Columbia Basin
Training Opportunities	Onsite Rehabilitation	Columbia Industries*
Training Opportunities	Prevocational Employment - Div. of Dev. Disab.	B-F Department of Human Services*
Training Opportunities	Pre-Vocational Training/Group Supported	Columbia Industries
Training Opportunities	Regional Service Corps	Regional Service Corps - AmeriCorps
Training Opportunities	Residential Training-Persons with Dev. Disabilities	Tri-Cities Residential Services*
Training Opportunities	Services for Persons with Dev. Disabilities	Tri-Cities Residential Services*
Training Opportunities	Work First	Columbia Basin College
Training Opportunities	WorkSource Columbia Basin	WorkSource Columbia Basin*

* Denotes organizations that participated in the asset assessment process.

Implications and Opportunities

According to WorkSource Columbia Basin, the bi-county area is experiencing a worker shortage. There are a significant number of jobs that go unfilled. The key contributing factor is the skills gap that exists between employer requirements and job applicants. A recent workforce survey of Benton and Franklin Counties showed that 32% of businesses have difficulty finding qualified applicants. Furthermore, 41% to 93% of the companies experienced difficulty in finding employees at specified educational levels.²² This is a particular handicap when the community is trying to diversify its economy and attract high paying jobs to the area.

Ensuring self-sufficiency for our residents will become an even greater challenge if an economic downturn were to occur. Individuals with few basic skills and no high school diploma will have greater difficulty finding employment, forcing more families to seek relief through public assistance.

In addition, Washington State has one of the lowest homeownership rates in the nation. When this factor is coupled with low financial literacy skills and the strong presence of predatory lending institutions, many low-income families will find it harder and harder to get ahead.

The individuals in our community who have difficulty obtaining affordable childcare and transportation face a difficult choice between self-sufficiency and keeping their children safe. As a result, they find themselves in cycles of poverty and public dependence with little hope for increased income and economic independence.

There are many opportunities in the community for increasing self-sufficiency. They include:

- Increase support for job skills training and employment programs targeting low-income groups including the mature workers and individuals with disabilities;
- Provide effective education and training that specifically focuses on strong skills and employment outcomes for youth and adult workers;
- Promote financial literacy and asset building opportunities to help families save for education, a home, or a business;
- Increase childcare resources for low-income families; and
- Implement innovative transportation programs to meet the needs of low-income working families.

²² 2007 Benton and Franklin Workforce Council Strategic Plan and Operational Overview

F. Healthy Lifestyles and Community Involvement

All three Community Solutions Teams agree that the prevention of health and human service problems begins with healthy activities and the enrichment of personal and community lives. They noted that the building blocks of individual character, values and positive personal and community identity are essential in fighting crime and apathy. The teams envision that starting at a young age, children and adults should have the opportunity to participate in healthy and meaningful activities and community service, enhancing their ability to be successful in school, employment and life.

Findings

Parents are the first and most influential teachers in a person's life. A number of services offer parenting skills training. Several programs provide information, support and encouragement for parents to help their children develop optimally. Such services will not only prevent child abuse and neglect, they will help children learn, grow and acquire healthy life skills themselves to realize their fullest potential.

Schools are important providers of programs that promote physical, personal and character development for youth. Most of the cities in the bi-county area offer special programs providing recreational services such as game rooms, weight rooms, computers, homework centers and gymnasiums for adults and youth. Some not-for-profit agencies provide programs to encourage positive activities that enhance self-confidence, motivation and self-esteem. There are a number of programs and services in the community dedicated to enriching the lives of youth, such as scouting, which offers opportunities for character building as well as personal training and development. Similar programs help youth become more physically, mentally, and emotionally fit.

In addition to being places of worship, more than 100 faith-based organizations provide important spiritual anchors and development for area residents. Many make available programs and services to meet the basic and emotional needs of their congregation. Faith-based organizations also offer healthy opportunities for socialization and community service.

Healthy activities also means promoting volunteerism and community service programs, as well as mentoring programs for youth. There are currently a number of programs that promote participation in volunteer-driven events such as the Special Olympics. Other programs offer resources such as community centers for agencies to use in hosting events. Several organizations focus their effort on providing activities for the elderly and individuals with disabilities. According to a survey conducted by the Benton and Franklin Health District, more than half of the respondents (54%) acknowledge that they perform community volunteer work.²³

²³ Benton Franklin Health District : A Survey of the Adult Population, December 2006

The graph below provides a glimpse into the types of healthy lifestyle resources available in the community. It is not inclusive of all the services in Benton and Franklin Counties.

Subject/Topic	Service Name	Organization
Com. Sponsored Event	Human Services & Information/Education	Richland, City of*
Community Access	Comm. Access Serv.-Individuals with Disabilities	B-F Dept. of Human Services*
Community Access	Recreation and Community Services	Kennewick, City of*
Community Access	Recreation and Community Services	Pasco, City of
Community Access	Recreation and Community Services	Richland, City of
Community Access	Recreation and Community Services	West Richland, City of
Commun. Service/Vol.	Christian Youth Program	Young Life Tri-Cities
Commun. Service/Vol.	Hispanic Alliance Network	Hispanic Alliance Network*
Commun. Service/Vol.	Toys for Tots	Toys for Tots
Crime Prevention	Aggression Replacement Training	Boys and Girls Clubs of B-F Counties*
Crime Prevention	DARE	West Richland, City of
Crime Prevention	Restorative Community Service Program	B-F Juvenile Center*
Dispute Resolution	Certified Mediator Training	B-F Dispute Resolution Center*
Dispute Resolution	Mediation and Dispute Services	B-F Dispute Resolution Center*
Healthy Activities	Adult Day Services	Adult Day Services of Tri-Cities
Healthy Activities	Advocacy	ARC of the Tri-Cities*
Healthy Activities	Medical Equipment	Apria Healthcare
Healthy Activities	Person to person services	ARC of the Tri-Cities*
Healthy Activities	Recreation	ARC of the Tri-Cities*
Healthy Activities	Ropes Course	B-F Substance Abuse Coalition
Healthy Lifestyle Ed.	Community Center	Richland, City of*
Neighborhood Networks	Community Voice Mail	B-F Community Action Committee*
Parenting	Alternative Response Services/Early Intervention	B-F Health District
Parenting	Parenting Education	Catholic Family and Child Service
Parenting	Parenting Education	Columbia Basin College
Participation-Com. Event	Special Olympics	Special Olympics Committee
Participation-Com. Event	Wellness Programs	Tri-Cities Cancer Center
Recreational & Parks	Parks and Recreation	Prosser, City of
Recreational & Parks	Richland Public Parks and Recreation	Richland, City of*
Spiritual Care	Chaplain Services	The Chaplaincy*
Spiritual Care	Religious Services	All local religious organizations
Volunteerism	12 homes built annually by 3,200 volunteers	Habitat for Humanity Tri-Cities
Volunteerism	Assistance with Insurance Questions/Concerns	B-F Volunteer Center*
Volunteerism	Partners Mentoring Program	EPIC Youth & Family Services
Volunteerism	Community Solutions	United Way of B-F Counties*
Volunteerism	Donations	Harvest Outreach
Volunteerism	Jaycees - Kennewick	Jaycees - Kennewick
Volunteerism	Jaycees - Pasco	Jaycees - Pasco
Volunteerism	Junior Achievement	Junior Achievement
Volunteerism	Kennewick Downtown Association	Kennewick Downtown Association
Volunteerism	Kennewick Eagles Lodge	Kennewick Eagles Lodge
Volunteerism	Kiwanis - Atomic City	Kiwanis - Atomic City
Volunteerism	Kiwanis - Columbia	Kiwanis - Columbia
Volunteerism	Kiwanis - Kennewick	Kiwanis - Kennewick

Subject/Topic	Service Name	Organization
Volunteerism	Community Service	Tri-Cities Prep*
Volunteerism	Kiwanis - Tri-Cities Industry	Kiwanis - Tri-Cities Industry
Volunteerism	Knights of Columbus - Pasco	Knights of Columbus – Pasco
Volunteerism	Knights of Columbus - Richland	Knights of Columbus – Richland
Volunteerism	Leadership Tri-Cities	Leadership Tri-Cities
Volunteerism	Lions Club International	Lions Club International
Volunteerism	Eagles Lodge	Pasco Eagles Lodge
Volunteerism	Lions Club	Pasco Lions Club
Volunteerism	Radio Station	Kennewick School District
Volunteerism	Rotary	Rotary - Columbia Center
Volunteerism	Rotary	Rotary - Columbia Valley Daybreak
Volunteerism	Rotary	Rotary - Pasco/Kennewick
Volunteerism	Rotary	Rotary - Richland
Volunteerism	Rotary	Rotary - Richland Riverside
Volunteerism	Rotary	Rotary – Sunrise
Volunteerism	Senior Center	Kennewick, City of*
Volunteerism	Senior Center	Pasco, City of
Volunteerism	ShareFest	First Baptist Church of Richland
Volunteerism	ShareFest	Calvary Assembly of God
Volunteerism	ShareFest	Faith Assembly
Volunteerism	ShareFest	Central United Protestant Church*
Volunteerism	ShareFest	Bethel Church
Volunteerism	Shrine Club of Columbia Basin	Shrine Club of Columbia Basin
Volunteerism	Soroptimist International of 3 Rivers	Soroptimist International of 3 Rivers
Volunteerism	Soroptimist International of Mid-Columbia	Soroptimist Internat'l of Mid-Columbia
Volunteerism	Soroptimist International of Pasco/Kennewick	Soroptimist Internat'l of Pasco/Kennewick
Volunteerism	Thrift Shops	Goodwill Industries of the Columbia, Inc.
Volunteerism	Training/Technical Assist. -Health/Human Serv. Orgs	United Way of B-F Counties*
Volunteerism	Volunteer Information and Referral	B-F Volunteer Center
Volunteerism	Volunteer Opportunities	Columbia Basin Disabilities Unlimited
Volunteerism	Warm Knitted Items to Those in Need	B-F Volunteer Center*
Youth Development	4-H Youth Development	4-H Club
Youth Development	Boy Scouts	Blue Mountain Council, Boy Scouts*
Youth Development	Cub Scouts	Blue Mountain Council, Boy Scouts*
Youth Development	Girl Scouts	Girl Scouts Mid-Columbia Council
Youth Development	Learning for Life and Exploring	Blue Mountain Council, Boy Scouts*
Youth Development	Martin Luther King Jr. Center	YMCA of Greater Tri-Cities*
Youth Development	Parks and Recreation	Kennewick, City of
Youth Development	Parks and Recreation	Pasco, City of*
Youth Development	Parks and Recreation	Richland, City of
Youth Development	Parks and Recreation	West Richland, City of
Youth Development	Recreation Services	Salvation Army - Tri-Cities
Youth Development	Venturers	Blue Mountain Council, Boy Scouts*
Youth Development	Y-Guides - Parent/Child Programs	YMCA of Greater Tri-Cities*
Youth Development	YMCA Child Care	YMCA of Greater Tri-Cities*
Youth Development	YMCA Youth Development - YMCA Youth Sports	YMCA of Greater Tri-Cities*

* Denotes organizations that participated in the asset assessment process.

Implication and Opportunities

As our population grows and our community becomes more diverse and complex, our tendency is to increase intervention programs and services in reaction to problems such as crime, child abuse, substance abuse, school dropout and domestic violence. However, while it is important to provide these interventions, we must also continue to identify and address the root causes of these problems. This will require “out-of-the-box” thinking and working collaboratively to provide a variety of activities that promote healthy lifestyle choices, community involvement and enrichment of lives.

Opportunities to promote healthy activities, community involvement, and enrichment of lives include:

- Increase parent knowledge and skills to help children develop a firm foundation for success in school and life;
- Increase the number of youth participating in healthy recreational activities, personal values development and character building opportunities;
- Instill and promote community volunteerism among our residents;
- Increase business involvement and sponsorships of health and human service initiatives; and
- Enhance the number of mentors serving as positive role models for youth, parents, employees and residents.

G. Diversity and Inclusiveness

One of the major goals for the Community Solutions Teams is creating and supporting initiatives that embrace diversity and inclusiveness in our community. It is the vision of the Community Matters Team that diversity be valued as a community asset. A large component of valuing diversity is that all talents will be used to their fullest potential, and that no human resource be untapped or wasted because of prejudice based on race, age gender, religion, disability and sexual orientation.

Community involvement projects can bring people together from different parts of our community while providing a chance for people to interact and learn from other cultures and beliefs.

Promoting diversity is more than recognizing differences in people, it also involves combating discrimination at all levels, including the workplace and schools. Economic development efforts can greatly benefit from a diverse community, because a diverse and open-minded workforce exponentially increases the chances for new ideas, innovations and outside investments.

Findings

Statistics from 2006 indicate that the majority of residents in Benton and Franklin Counties are White. The next largest group is Hispanics or Latinos, followed by Asian, African-Americans, and Native Americans, with other races and ethnicities making up the remainder of the two counties' population. Approximately 27% of the population in Benton and Franklin Counties identified themselves as belonging to race or ethnic groups other than whites.²⁴

Many businesses and organizations in Benton and Franklin Counties have adopted non-discrimination policies. The schools in Benton and Franklin Counties have also included the promotion of diversity in their curriculum. Nonetheless, anecdotal reports suggest that not all the groups in our community feel that their differences and unique attributes are fully embraced.

The following chart provides a list of diversity and community inclusiveness resources in Benton and Franklin Counties. It does not represent all such services in Benton and Franklin Counties.

Subject/Topic	Service Name	Organization
Cultural Awareness	Academic Support	Afro-Americans for an Academ. Society
Cultural Awareness	Academic Support	Hispanic Academic Achievers Program
Cultural Awareness	Professional Support	Society of Hispanic Prof. Engineers
Cultural Awareness	Sign Language Classes	SE WA Service Center of the Deaf and Hard of Hearing
Cultural Awareness	Support Group – Lesbians and Gays	PFLAG of Tri-Cities
Cultural Awareness	Support Group	Tri-Cities Asian American Association
Cultural Specific Spiritual Development	Church – Chinese	Chinese Alliance Church
Cultural Specific Spiritual Development	Church – Russian	Russian Church
Cultural Specific Spiritual Development	Church – Sudanese	First Baptist Church
Cultural Specific Spiritual Development	Church – Spanish	St. Joseph Catholic Church
Cultural Specific Spiritual Development	Church – Spanish	St. Patrick Catholic Church
Cultural Specific Spiritual Development	Faith Based Organization	Islamic Center of the Tri-Cities
Cultural Specific Spiritual Development	Faith Based Organization	Congregation Beth Shalom – Synagogue
Recreation	Recreation for Gay and Lesbian Youth	Vista Youth Center
Refugee Resettlement	Refugee Assistance	World Relief
* Denotes organizations that participated in the asset assessment process.		

²⁴ OFM, Washington State, 2006

Implications and Opportunities

While diversity and inclusion is much talked about in Benton and Franklin Counties, there is still more to be done to address the issues of discrimination and isolation felt by some minorities. More needs to be done to eliminate the economic and educational gaps created due to race, age, gender, religion, disability and sexual orientation.

For women and persons of color, income disparity and livable wage issues are prevalent. Often quoted national statistics state that women make 75 cents for every dollar earned by a man for the same amount of work. A more disappointing issue is that women are not promoted as readily and frequently as their male counterparts. Many female head-of-households are trapped in low-paying jobs with few benefits and a cycle of poverty. Individuals with disabilities and other minority groups face similar subtle discrimination, draining valuable human resources and talents from the richness of our community.

The new millennium brings new awareness of the different faiths and religions that are among us. When practiced with acceptance and reverence for others, individuals and groups should be free to pursue their religious and spiritual beliefs.

Respect and appreciation for differences will benefit the community as a whole, and the opportunities to do so include:

- Increase personal commitment to embrace diversity and inclusiveness at all levels and in all places including the workplace;
- Promote equal employment opportunities;
- Increase culturally sensitive services and outreach to ethnically diverse groups;
- Work with schools to include diversity awareness curriculum for all students at an early age; and
- Support cultural awareness and assimilation programs.

H. Community Resources Availability

Ensuring that community resources are available to individuals in need and that collaboration among community organizations occurs so that limited resources are used in the most effective and efficient manner are critically important and intricately related. Both the Families Matter and Community Matters Teams envision a coordinated and informed health and human services system where residents can easily access services and service organizations attain a high level of collaboration, communication and cooperation.

Findings

Studies have shown that it takes an average of 10 to 14 phone calls to connect to the appropriate resource an individual needs. 2-1-1, a single 3-digit telephone number for

health and human services information and referral, began serving residents of Benton and Franklin Counties in February of 2006. In its first 17 months of service, 2-1-1 logged 7,600 calls from the bi-county area, with a wide range of requests for help with needs such as food, shelter and utilities, information on counseling, support groups, health and recreation programs available for youth and families.²⁵

There are also a number of specialized directories, such as the *HomeBase Connections Resource Guidebook for the Low-Income and Homeless*, the *Referral Directory of Substance Abuse and Crisis Services*, and the *Senior Living Strategies Resource Guide*, to aid residents in navigating the health and human service arena.

Community Solutions Teams' surveys revealed many emergency numbers, hotlines, and information and referral services. Additionally, successful coalitions such as the Benton and Franklin Health and Safety Network, the Benton and Franklin Healthcare Alliance, the Benton-Franklin Substance Abuse Coalition, the Children's Behavioral Health Network, the Children's Resource Team and HomeBase, are making headway in coordinating and fostering partnerships to better meet the needs of the individuals they serve.

The following chart provides a list of community resources and agency collaborations currently at work in Benton and Franklin Counties. It is not inclusive of all such services in Benton and Franklin Counties:

Subject/Topic	Service Name	Organization
Coordination/ Collab.	Community Networking	Human Services Coalition
Coordination/ Collab.	Community Networking	B-F Comm. Public Health & Safety Networks*
Emergency Numbers	Adult Abuse Hotline	Adult Abuse Hotline
Emergency Numbers	Child Abuse Hotline	Child Abuse Hotline
Emergency Numbers	Crisis Response Unit	Crisis Response Unit
Emergency Numbers	Disaster Services	American Red Cross, B-F Chapter*
Emergency Numbers	Domestic Violence Hotline	Domestic Violence Hotline
Emergency Numbers	Emergency Preparedness	B-F Volunteer Center
Emergency Numbers	Mental Health Crisis	Mental Health Crisis
Emergency Numbers	Poison Control Center Hotline	Poison Control Center Hotline
Emergency Numbers	Sexual Assault	Sexual Assault Response Center
Emergency Numbers	WA State Poison Control Hotline	WA State Poison Control Hotline
Emergency Numbers and Advocates	Crime Victim Service Center	Sexual Assault Response Center
Info. and Referral	2-1-1	People For People
Info. and Referral	Addiction Assessment Hotline	Addiction Assessment Hotline
Info. and Referral	Addiction Care Option	Addiction Care Option
Info. and Referral	Alcohol & Drug Referral Hotline	Alcohol & Drug Referral Hotline
Info. and Referral	Alcohol Abuse and Drug Help Line	Alcohol Abuse and Drug Help Line
Info. and Referral	Contact Teen Line	Contact Teen Line
Info. and Referral	Crisis Response Center	Crisis Response Center
Info. and Referral	Domestic Violence Services	Columbia Basin Domestic Violence Serv

²⁵ Greater Columbia 2-1-1 Report, May 2007

Subject/Topic	Service Name	Organization
Info. and Referral	In house telephone assistance	B-F Community Action Committee*
Info. and Referral	Information and Referral Phone Service	People For People
Info. and Referral	InnKeepers Linc	InnKeepers Linc
Info. and Referral	Library Services	Mid-Columbia Library System*
Info. and Referral	Military Retiree Activities & Veterans' Service Center	Military Retiree Act. & Veterans' Center
Info. and Referral	Nat'l AIDS, HIV, & Sexually Transmitted Disease	Nat'l AIDS, HIV, Sexually Trans. Disease
Info. and Referral	National Runaway Hotline	National Runaway Hotline
Info. and Referral	Open Line	Open Line
Info. and Referral	Richland Library	Richland, City of*
Info. and Referral	Richland Library Reference Service	Richland, City of*
Info. and Referral	Crisis Nursery	Safe Harbor Crisis Nursery
Info. and Referral	Sexual Assault Response	Sexual Assault Response Center
Info. And Referral	Substance Abuse	B-F Substance Abuse Coalition
Info. and Referral	Support Group	Alcoholics Anonymous
Info. and Referral	Support Group	Cocaine Anonymous
Info. and Referral	Support Group	Marijuana Anonymous
Info. and Referral	Support Group	Narcotics Anonymous
Info. and Referral	Support Group	Nicotine Anonymous
Info. and Referral	The Family Alcohol and Addictions Help Line	The Family Alcohol & Addictions Help Line
Info. and Referral	Tobacco Quit Line	Tobacco Quit Line
Info. and Referral	Tobacco Quit line En Espanol	Tobacco Quit line En Espanol
Info. and Referral	Tobacco Quit Line Hearing Impaired	Tobacco Quit Line Hearing Impaired
Info. and Referral	Veteran's Assistance	Pasco, City of
Info. And Support	Education/Support Program	Neurological Resource Center

* Denotes organizations that participated in the asset assessment process.

Implications and Opportunities

Community education and information is an on-going process. Though time consuming and costly, it is an essential part of providing services. Despite significant progress in this area through 2-1-1 and other services, the need for residents to access services in a timely and efficient manner remains a challenge. Residents and organizations continue to identify the lack of information as the number one impediment to not getting services among those who need them the most.

Although there have been some successful partnerships, coordination and collaboration have always been a challenge because of the many changing faces of our community. When the community grows and problems become complex, it is tempting to think that solutions reside solely in more programs and funding. The 2004 Community Needs Assessment conducted by Washington State University Tri-Cities for the United Way of Benton and Franklin Counties revealed that more coordination among agencies is needed to ensure that service needs are met in an effective and efficient manner in our area. Furthermore, research conducted by the Gladstone Group, Inc. for the United Way in 2006 found that organizations in the bi-county area appear to be “insufficient in the means to coordinate over silos, consolidate where it makes sense and eliminate unnecessary duplication.” Since resources are limited, coordination, collaboration and

leveraging can provide ingenious ways to meet the growing needs of our community and solve different problems.

Opportunities to improve communication, coordination and collaboration include:

- Provide adequate information and education that will connect individuals to the services they need;
- Focus relentlessly on early intervention and prevention;
- Find new ways to integrate services and leverage new and existing resources that will enhance delivery of services;
- Unify services and create a team approach to providing services in a seamless and holistic manner; and
- Increase the use and awareness of 2-1-1.

V. Conclusion

The 2006 Community Leaders Summit identified the need for Benton and Franklin Counties to have a regional plan for a more effective and efficient health and human service system as an essential step to improving community conditions, and ultimately, people's lives.

With United Way acting as the facilitator of this planning process, three Community Solutions Teams were formed: Kids Matter, Families Matter and Community Matters. These teams developed vision statements for their respective areas and conducted surveys about existing resources and assets. Information from the teams' surveys and other sources identified major focus areas for the region-wide health and human services plan: education, safety, basic needs, self-sufficiency, healthcare, healthy lifestyles and community involvement, diversity and inclusiveness and community resources availability. Key components and opportunities for improvement for each area were discussed in the report.

The Community Solutions Teams and the Blue Ribbon Advisors will begin the development of the regional health and human service plan in the fall of 2007. The compilation of community assets in this report builds a foundation for the planning process encompassing the eight key focus areas. While this report outlines the resource, strengths and capabilities of the community, it is important to note that many individuals are not served or underserved. The highly complex nature and changing demographics of the Benton and Franklin County area require that a broad base of the community, government, faith-based organizations, educational institutions, business, labor and health and human service agencies collaborate and cooperate in new and innovative ways in the development of community solutions. More than ever, there is the need to provide solutions to the root causes of problems in addition to focusing on interventions.

It is critical that the funding of services and programs become a priority in Benton and Franklin Counties. Partnerships between private and public organizations must continue to be forged to ensure financial support for programs that have proven their effectiveness

as well as for new innovative programs to address our community's changing needs. The community must also explore ways to leverage additional resources into the area

Finally, health and human service strategies must be integrated with community development plans. The profound impact of health and human service issues is felt directly or indirectly by every individual and organization in Benton and Franklin Counties. If we are to continue our present rate of economic growth and development as a community, we must invest time and resources from every sector into creating solutions to health and human service issues. It is a case of "a rising tide lifting all boats." In helping others throughout the Benton and Franklin Counties to improve their lives, we improve ours as well.

Appendix A

Regional Health and Human Services Planning Community Solutions – Teams

Kids Matter

John Inman, Team Leader	McCurley Integrity Auto Dealerships
Carrie Bayha	BF Department of Human Services
Adolfo de Leon	DSHS Community Services
Greg Falk	Boys & Girls Club of Benton & Franklin Co.
Carolyn Fazzari	Columbia Basin College
Terry Fleischman	Mid-Columbia Coalition for Children
Connie Gillispie	Lourdes Foundation
Mark Griffin	Blue Mountain Council, Boy Scouts
Maureen McGrath	Catholic Family & Child Service
Sandy Owen	BF Health Department - Richland
Sharon Paradis	BF Juvenile Justice Center
Micah Riesenweber	Martin Luther King Jr. Center YMCA
Judy Schenk	BF Community Health & Safety Networks
Jim Skucy	BF Head Start - Richland
Drew Slaton	Bechtel National, Inc.
Dottie Stevens	Kennewick Public School District
Cathy Tames	Children's Developmental Center
Tony Valdez	Kennewick Police Department
Kimberly Williams	U.S. Department of Energy
Usame Dahir	Washington State University Intern
Marilyn Davis	United Way of Benton and Franklin Counties
Becky Gauthier	United Way of Benton and Franklin Counties
Beverly Weber	United Way of Benton and Franklin Counties

Families Matter

Rod Webring, Team Leader	Retired - Energy Northwest
Karen Blasdel	PNNL
Rochelle Brunsdon	Lutheran Community Services NW
Mary Jo Byers	Division of Developmental Disabilities
Karen Caddey	CH2M HILL Hanford Group, Inc.
Susan Campbell	Grace Clinic
Rich Cummins	Columbia Basin College
Todd Dixon	WorkSource Columbia Basin
Tom Galioto	AREVA NP, Inc.
Teddie Mahaffey	La Clinica
Jim Millbauer	Fluor
Todd Nelson	Washington Closure Hanford
John Olivas	DSHS - Community Services
John Rupp	Senior Life Resources NW
Kendra Simpson	BF Dept. of Human Services
Dee Watrous	Community Volunteer
Usame Dahir	Washington State University Intern
Marilyn Davis	United Way of Benton and Franklin Counties
Becky Gauthier	United Way of Benton and Franklin Counties
Beverly Weber	United Way of Benton and Franklin Counties

Community Matters

Denis Austin	Police Department - Pasco
Gordon Beecher	City of Richland
Bette Cooper	The Chaplaincy
Nan Domenici	Kadlec Medical Center
Brooke DuBois	BF Community Health Alliance
JoDee Garretson	Sexual Assault Response Center
Carrie Green	Three Rivers Community Foundation
Peggy Haecker	BF Substance Abuse Coalition
Rebecca Holland	Hanford Atomic Metal Trades Council
Sandra Kent	CH2M HILL Hanford Group, Inc.
Art King	Tri-Cities Food Bank
Barbara Mead	Lourdes Counseling Center
Gloria Ochoa Lawrence	Ochoa Lawrence Law
David Parker	Central United Protestant Church
Theresa Richardson	Habitat for Humanity
Usame Dahir	Washington State University Intern
Marilyn Davis	United Way of Benton and Franklin Counties
Becky Gauthier	United Way of Benton and Franklin Counties
Beverly Weber	United Way of Benton and Franklin Counties

Appendix B

Regional Health and Human Services Planning Community Solutions – Blue Ribbon Advisors

Jennifer Aalgaard	Planned Parenthood of Central Washington
Kelly Abken	Domestic Violence Services of BF Counties
Frank Armijo	Lockheed Martin Information Technology
Mark Barker	Faith Assembly Christian Center
Jim Beaver	Mayor - Kennewick
Christine Blevins	Community Volunteer
Sydney Boggs	Jubilee Ministry of Prosser
Deb Bowen	Junior Achievement Tri-Cities
Leo Bowman	Commissioner - Benton Co.
Peggy Buchmiller	Columbia Basin College Resource Center
Captain Andres Espinoza	The Salvation Army, Pasco Office
Father Thomas Champoux	Christ the King Catholic Church
Neva Corkrum	Commissioner - Franklin Co.
Gary Crutchfield	City of Pasco
Doug DeFord	Community Volunteer
Jerome Delvin	State Legislator
Calvin Dudney	2005 Tri-Cities of Year
Layne Erdman	W. Richland Police Department
Dennis Fitzgerald	Fighting Children's Cancer Foundation
Rich Foepfel	Columbia Industries
Jan Fraley	Kennewick Education Association
Ed Frost	BF Transit
Jim Gamin	Community Volunteer
Judith Gidley	BF Community Action Committee
Lynn Goulet	Community Volunteer
Ilene Grant Hogaboam	Community Volunteer
Louise Gustafson	BF Council for Children & Youth
Margaret Hains	Institute for Family Development
Larry Haler	State Legislator
Judith Hames	Community Volunteer
Shirley Hankins	State Legislator
Darlene Harrington	Connell Food Bank
Doc Hastings	House of Representatives
Bruce Hawkins	Educational Service District 123
Bob Hawks	Teamsters Local 839
Karen Hayes	The Neurological Resource Center
May Hays	Chamber of Commerce - West Richland Area
Linda Hermann	St. Vincent de Paul
Mike Hewitt	State Legislator
Sandra Hill	Pasco Public School District
Ken Hohenberg	Police Department - Kennewick
Steve Howland	YMCA of Greater Tri-Cities
Dale Jackson	Mayor - West Richland
Jeanne Jelke	American Red Cross: Benton & Franklin Chapter
Jana Kay	WSU Tri-Cities
Jim Keene	Community Volunteer
Nancy Kerr	National Reading Foundation
Marcia Kleingartner	Prosser United Good Neighbor
Roger Krebs	Tri-Cities Residential Services
Teresa Kutsch	Division of Vocational Rehabilitation
John LaFemina	Boys & Girls Club of Benton & Franklin Co.

Fred LaMothe	Community Volunteer
Richard Lathim	Franklin County Sheriff
Noah Leavitt	Northwest Justice Project
David Lemak	WSU Tri-Cities
John Lipp	West Side Church
David Lippes	TiSPORT
Bobbie Littrell	Housing Authority - Pasco & Franklin County
Dena Lodahl	National Reading Foundation and Ready for Kindergarten
Steve Lowe	Franklin County Prosecutor
Pam Lund	Girl Scouts Eastern Washington & Northern Idaho
Theresa Malley	Division of Children and Family Services
Michelle Mann	WorkSource Columbia Basin
Glen Marshall	Kennewick General Hospital
Jennifer Martinez	Mission Possible
Justin McClendon	SEWA Building & Construction Trades Council
Rich Meyer	Community Volunteer
Andy Miller	Benton County Prosecutor
Jim Milne	Chamber of Commerce - Prosser
Jean Murrow	Grace Clinic
Karlene NaVerre	Housing Authority - Kennewick
Rhonda Nissen	Community Volunteer
Joyce Olson	Chamber of Commerce - Greater Pasco
Deborah O'Neil	Dept. of Early Learning
Jody Oxenford	Community Volunteer
Ed Pacheco	Hanford Security
Mike Patterson	Emmaus Counseling Center
Jennifer Pena	Women Helping Women
Michael Porter	Adult Day Services of the Tri-Cities
Sondra Rader	Columbia Center Rotary
Donna Rassat	Community Volunteer
Rich Redekopp	Community Volunteer
Fitzgerald Reyes	Community Volunteer
Dorothy Reynolds	Aging & Long Term Care
Howard Rickard	Richland Public School District
Dave Riddle	WIN 2-1-1
Rick Rochleau	Connell Police Department
Ray Rose MD	Community Volunteer
Lynnae Ruttledge	DSHS
Abby Sanchez	City of Benton City
Jim Sanders	Benton PUD
Dean Schau	Columbia Basin College
John Scheer	Franklin County Emergency Management
Mike Schwenk	Three Rivers Roundtable
John Serle	Lourdes Medical Center
John Silko	Community Volunteer
Bob Spencer	Benton County Emergency Management
Fred Stouder	City Prosser
Michelle Swaney	Le Master & Daniels
Art Tackett	City Connell - City Hall
Homero Tamez, MSW	Community Volunteer
Larry Taylor	Benton County Sheriff
Pam Taylor	DSHS - Division of Children and Family Services
Randy Taylor	Prosser United Good Neighbor
Rebecca Thornton	Office of U.S. Senator Patty Murray
Mike Touhy	Donor & Rite Aid Pharmacy
John Umbarger	Fluor
Tony Umek	Community Volunteer

Jacqueline Van Wormer	Community Volunteer
Rich Ward	Young Life Tri-Cities
Kris Watkins	Tri-Cities Visitor and Convention Bureau
Dave Watrous	Community Volunteer
Alvin Watson	Housing Authority - Richland
Karen Weakley	Educational Service District 123
Jeanie Welch	Goodwill Industries
Rob Welch	Mayor - Richland
Judy Westsik	The Arc of Tri-Cities
Dale White	Cathedral of Joy
Kirk Williamson	Community Volunteer
Dennis Williamson	IBEW
Bob Wlaznak	St. Vincent de Paul
Hermann Woo	Chamber of Commerce - Connell
Rand Wortman	Kadlec Medical Center
Judge Dennis Yule	BF Counties Superior Court
Michael Zavala	EPIC Youth and Family Services

