



Department of Commerce

# 2020 Agency Resource Book



## State of Washington

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## ABOUT COMMERCE

Commerce is the one agency in state government that touches every aspect of community and economic development: planning, infrastructure, energy, public facilities, housing, public safety and crime victims, international trade, business services, and more.

We work with local governments, businesses and civic leaders throughout the state to strengthen communities so all residents can thrive and prosper.

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## OUR LEGISLATIVE AND POLICY WORK

Commerce’s Legislative and Policy Team works to advance agency priorities. We work with leadership and employees to provide timely and accurate information to policymakers and stakeholders. We also collaborate to creatively and effectively solve problems and carry out the agency’s mission. For more information, please contact:

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# Overview

The Department of Commerce is an agency with diverse responsibilities that have expanded and contracted over the years to meet the needs and priorities of state government and the people it serves.

## We strengthen communities

Commerce runs nearly 100 programs and has about 340 employees.

Our approach to strengthening communities is holistic. We empower local governments, businesses and civic leaders. Commerce facilitates connections and provides direct financial and technical assistance that is matched to unique community challenges and goals.

This 2020 Agency Resource Book provides a reference guide to our diverse programs and partnerships.

To learn more about the impact of our work and how we help communities thrive, visit our website at [www.commerce.wa.gov](http://www.commerce.wa.gov) or find us on [Twitter](#) or [Facebook](#).

## Our book of business

Our work has a broad impact in communities across Washington. Our book of business spans four broad categories:

- **Serving communities:** A strong community is essential for economic prosperity and self-sufficient people.
- **Building infrastructure:** Healthy communities need modern public infrastructure to maintain a good quality of life that attracts people to live, work and play there.
- **Growing the economy:** Creating a prosperous, sustainable economy goes hand in hand with building world-class communities.
- **Promoting Washington:** We create new economic opportunities for communities by promoting the state at home and abroad, encouraging companies and investors from all over the world to Choose Washington for doing business.



Gov. Jay Inslee appointed Lisa Brown, Ph.D., director of Commerce in early 2019.

Prior to serving as Commerce director, she served as chancellor of Washington State University, where she led the health science campus in Spokane. Lisa served in the Washington State Legislature from 1996 to 2013 in the Senate where she was majority leader and chaired the Rules Committee, Ways and Means Committee, and Energy, Technology and Telecommunications Committee. She served in the state House of Representatives from 1993 to 1996, where she was minority whip and minority floor leader.

You can find her on Twitter.



# Commerce is committed to Lean, performance improvement

## Lean and continuous improvement

Commerce added Lean principles to its work in the mid-2000s and continues to benefit from performance improvements.

Lean principles help Commerce by:

- Creating a culture encouraging creativity, collaboration and trust
- Continuously improving and eliminating waste from processes
- Aligning efforts across Commerce and with other state agencies
- Delivering on our core purpose of strengthening communities
- Delivering results that matter to Washingtonians and our communities

## Results Commerce

Commerce uses an outcomes-based management system called Results Commerce. Results Commerce is founded in Lean principles and focuses on the key elements of what our customers and communities' value.

Results Commerce aligns with Results Washington's data-driven, human-centered approach to continuous improvement and achieving results.

Results Commerce continually expands and improves to ensure we deliver our core purpose of strengthening communities by:

- Providing a consistent and comprehensive framework for managing performance
- Bringing focus to our purpose of strengthening communities and our priorities
- Driving better performance and results through measurement- and data-informed decisions

## GOALS OF COMMERCE'S OUTCOMES-BASED APPROACH TO STRENGTHENING COMMUNITIES

- Focusing on what communities need
- Improving service to communities by leveraging the diversity of our programs
- Supporting our values of being creative, collaborative and trusted and, therefore, encouraging creativity and collaboration across the agency
- Measuring performance for data-informed decisions
- Connecting the work of all Commerce team members to Results Washington and Commerce's core purpose of strengthening communities



## Commerce’s charge to empower vibrant, sustainable communities has led us to focus on the characteristics of strong communities.

The Results Commerce outcomes measure how we are achieving our core purpose of strengthening communities.

Our broad spectrum of programs ranges from supporting and funding planning, infrastructure and community facilities to rural economic development, business assistance and clean energy. It also ranges from affordable housing and homelessness services to crime victim services, public safety and self-sufficiency programs.

We work with local governments, businesses and civic leaders throughout the state to strengthen communities so all residents can thrive and prosper.

Commerce’s charge to empower vibrant and sustainable communities has led us to focus on the characteristics of strong communities. We have identified specific outcomes we believe we can use to best partner with communities to meet their needs, measure our progress and deliver results.

Additionally, Commerce has a key role in advancing many of the governor’s priorities, including world-class education; prosperous economy; sustainable energy and a clean environment; healthy and safe communities; and efficient, effective and accountable government.

### WE ARE ADDRESSING COMMUNITIES’ MOST CRITICAL NEEDS BY FOCUSING ON:

- Reducing homelessness
- Increasing living-wage jobs
- Improving housing affordability
- Funding reliable infrastructure
- Building a clean energy future
- We are advancing a healthy culture by:
  - Being an employer of choice
  - Cultivating our values of being collaborative, creative and trusted

**Activities are linked to and support the governor’s priorities and desired outcomes, which are identified in Results Washington, including:**

- Combating climate change
- Improving Washington’s resilience
- Increasing access to living wage jobs
- Increasing the economic security of Washingtonians
- Increasing retirement security for Washingtonians
- Increasing young adult engagement for successful adulthood
- Increasing employee engagement
- Reducing homelessness
- Supporting successful reentry



To achieve our outcomes and strengthen communities, Commerce monitors the efficiency and effectiveness of 10 core processes.

Another measure of Commerce’s success is the relative growth of the state’s economy:

- Job growth for high-, medium- and low-wage jobs
- Income per job
- Growth in income per job versus other states

Commerce also measures expansion into domestic and international markets, as compared with other states.

The ever-changing and increasingly global nature of our economic environment requires the department to work collaboratively with communities, businesses and industry sectors to continually assess business trends and opportunities and to target resources to position the state of Washington as a global leader.

To achieve our outcomes and strengthen communities, Commerce monitors the efficiency and effectiveness of 10 core processes. Our routine work falls into two categories: operating and supporting processes.

Commerce conducts agency- and divisional-level quarterly meetings called Results Quarterly Target Reviews. Team members review results against the ranges and targets and discuss potential ways to improve performance.

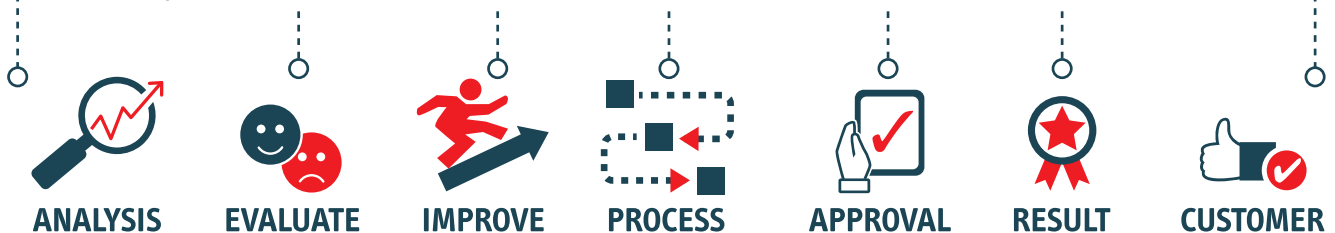
### OPERATING PROCESSES

1. Shaping and driving policy
2. Providing outreach and technical assistance
3. Funding programs and projects
4. Managing grants, loans and contracts
5. Optimizing performance

### SUPPORTING PROCESSES

1. Supporting and developing our workforce
2. Effectively managing finances
3. Leveraging technology
4. Communicating effectively internally and externally
5. Proactively managing risk

# QUALITY CONTROL



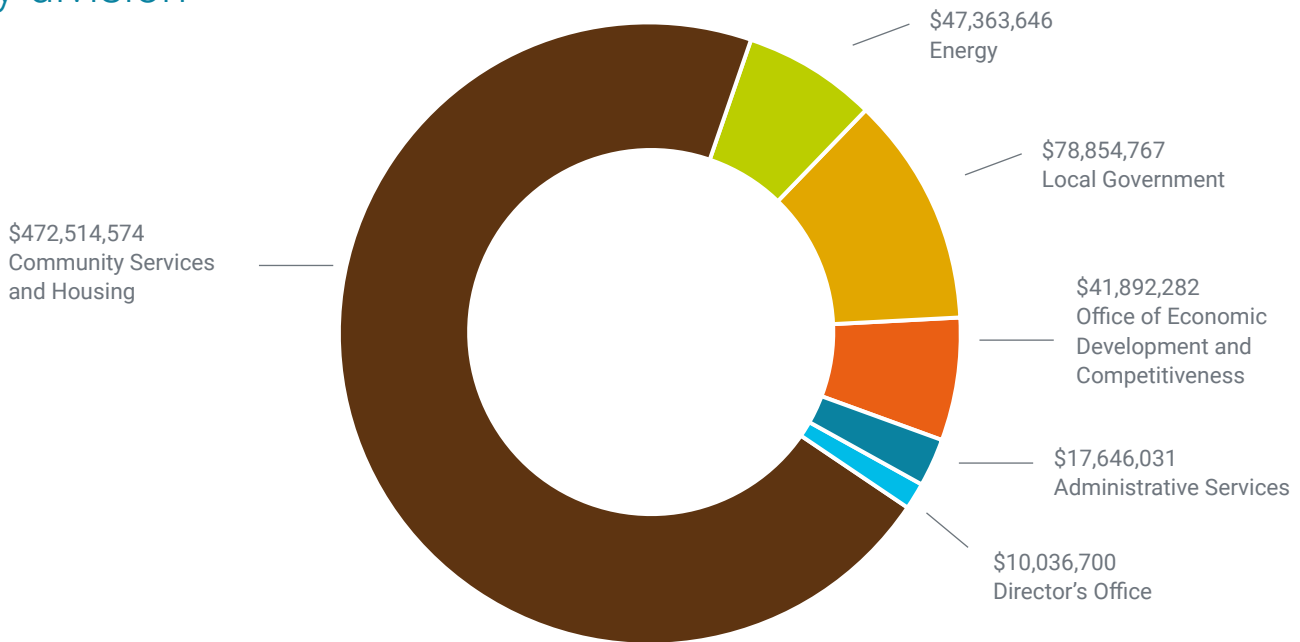




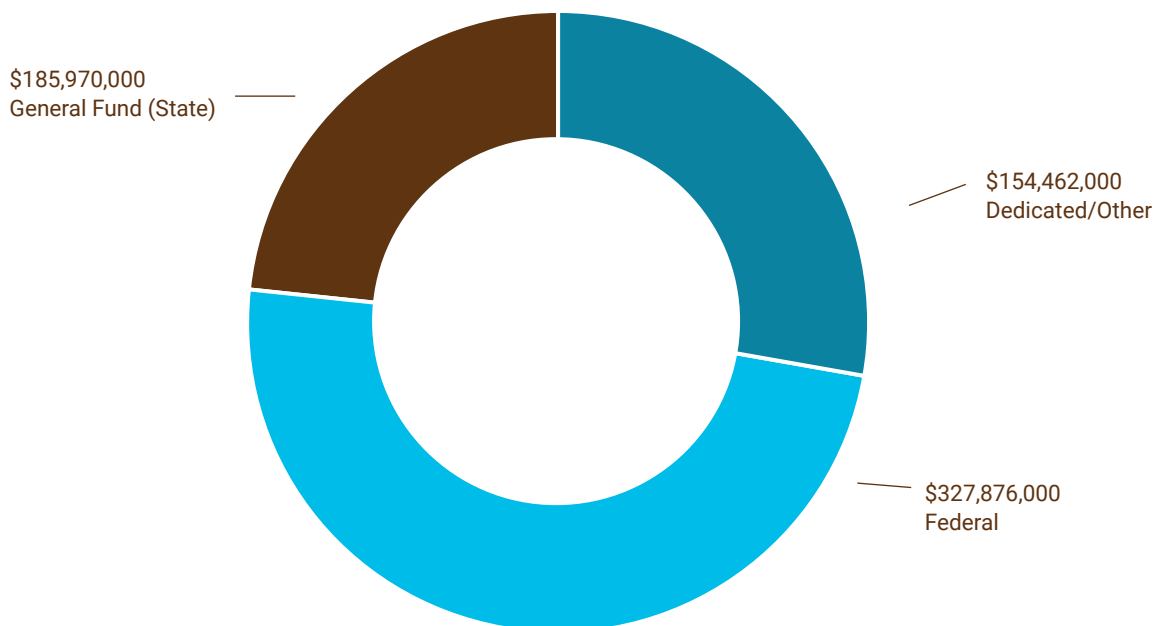
# Commerce operating budget

2019-2021 total operating budget: \$668,308,000 | Total FTEs: 327.4

## By division



## By fund source, including indirect







By division, unit and fund source

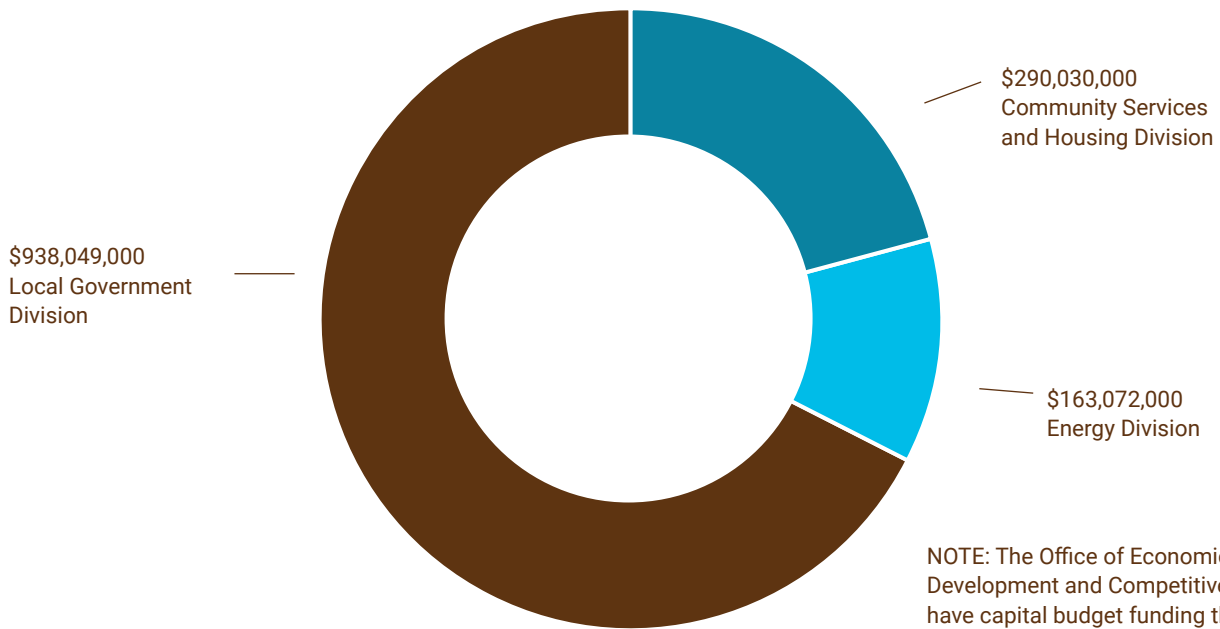
Divisional units	GF—S	Federal	Dedicated/ Other	Totals
<b>COMMUNITY SERVICES AND HOUSING DIVISION (CSHD)</b>				
Office of Crime Victims Advocacy	26,009,313	99,173,149	1,957,092	127,139,554
Community Economic Opportunities	14,036,977	102,587,533	4,988,124	121,612,634
Lead Based Paint and Manufactured Housing	420,136	587,733	960,504	1,968,373
CSHD Operations	2,190,391	—	5,696,903	7,887,294
Housing Finance	—	16,046,048	17,439,142	33,485,190
Housing Assistance	96,814,151	11,617,287	71,282,100	179,713,538
Developmental Disabilities Council	114,000	2,562,364	—	2,676,364
<b>CSHD Totals</b>	<b>139,164,832</b>	<b>231,986,381</b>	<b>101,363,361</b>	<b>472,514,574</b>
<b>ENERGY DIVISION (ED)</b>				
State Energy Office	5,800,230	39,602,169	1,961,247	47,363,646
<b>ED Totals</b>	<b>5,800,230</b>	<b>39,602,169</b>	<b>1,961,247</b>	<b>47,363,646</b>
<b>DIRECTOR'S OFFICE (DO)</b>				
Director's Office	1,526,697	35,624	414,743	1,977,064
Legislation and Policy	336,781	233,156	293,601	863,538
Formerly Policy and Planning	1,876,168	—	178,312	2,054,480
Communications – Indirect	545,181	377,433	475,286	1,397,900
Organizational Agility – Indirect	237,535	164,448	207,085	609,068
Community Engagement and Outreach—Indirect	574,676	397,853	500,997	1,473,526
Director's Office – Indirect	647,839	448,504	564,781	1,661,124
<b>DO Totals</b>	<b>5,744,877</b>	<b>1,657,018</b>	<b>2,634,805</b>	<b>10,036,700</b>
<b>OFFICE OF ECONOMIC DEVELOPMENT AND COMPETITIVENESS (OEDC)</b>				
Sector Lead Program	2,185,096	3,334,881	3,331,144	8,851,121
Business Development	3,322,193	—	5,000,000	8,322,193
Small Business Export Assistance	2,708,943	3,875,730	—	6,584,673
Rural Development	1,946,524	—	1,436,678	3,383,202
OEDC Administration	1,287,138	—	101,955	1,389,093
Grant Management	1,300,000	—	—	1,300,000
Business Loans	—	—	12,062,000	12,062,000
<b>OEDC Totals</b>	<b>12,749,894</b>	<b>7,210,611</b>	<b>21,931,777</b>	<b>41,892,282</b>
<b>LOCAL GOVERNMENT DIVISION (LGD)</b>				
Local Government Administration	565,020	—	275,634	840,654
Community Assistance and Research	928,546	42,166,972	6,665,755	49,761,273
Growth Management Services	5,114,734	718,525	10,233,318	16,066,577
CCF Operations	8,626,697	—	—	8,626,697
Local Government Boards	—	68,183	3,491,383	3,559,566
<b>LGD Totals</b>	<b>15,234,997</b>	<b>42,953,680</b>	<b>20,666,090</b>	<b>78,854,767</b>
<b>ADMINISTRATIVE SERVICES DIVISION (ASD)</b>				
Administrative Services (Direct)	603,333	—	552,384	1,155,717
Administrative Services (Indirect)	6,671,837	4,466,141	5,352,336	16,490,314
<b>ASD Totals</b>	<b>7,275,170</b>	<b>4,466,141</b>	<b>5,904,720</b>	<b>17,646,031</b>
<b>Total 2019-21 Operating Budget</b>	<b>\$185,970,000</b>	<b>\$327,876,000</b>	<b>\$154,462,000</b>	<b>\$668,308,000</b>



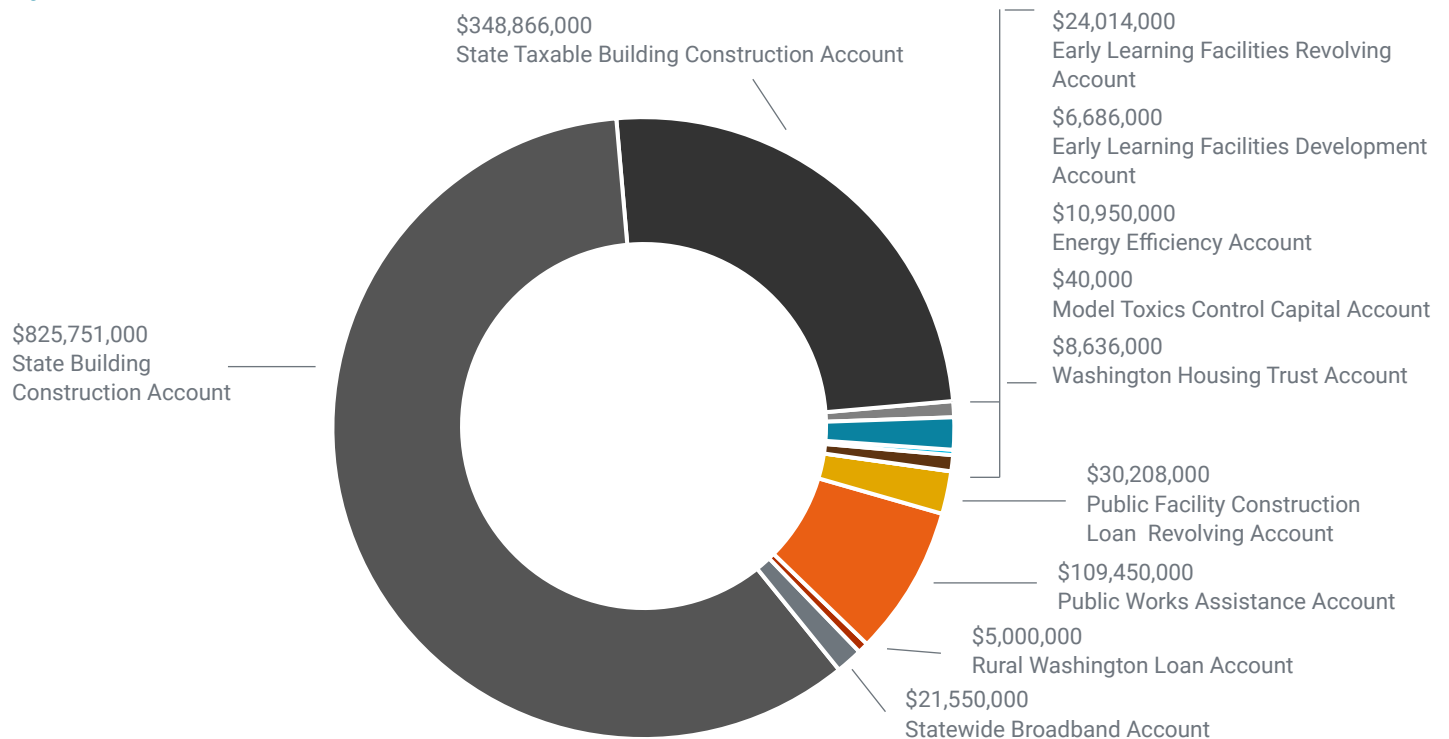
# Commerce capital budget

2019-2021 total capital budget: \$1,391,151,000 | Total FTEs: 35.6

## By division (direct appropriation)



## By fund source





## By division, unit and fund source

Divisional units	Fund	Re-approp.	New Approp.	Totals
<b>COMMUNITY SERVICES AND HOUSING DIVISION (CSHD)</b>				
Affordable Housing	057-1	17,165,000	—	17,165,000
2019-21 Housing Trust Fund	057-1	—	45,950,000	45,950,000
Rapid Response Community Preservation Pilot Program	057-1	—	1,000,000	1,000,000
Housing Assistance, Weatherization, and Affordable Housing	355-1	62,000	—	62,000
Housing for the Homeless	355-1	284,000	—	284,000
Housing for Homeless Veterans	355-1	72,000	—	72,000
Housing for Farmworkers	355-1	3,178,000	—	3,178,000
Housing for People with Developmental Disabilities	355-1	88,000	—	88,000
Housing Trust Fund Appropriation	355-1	10,406,000	—	10,406,000
2017-19 Housing Trust Fund Program	355-1	73,139,000	—	73,139,000
2019-21 Housing Trust Fund	355-1	—	129,050,000	129,050,000
Landlord Mitigation Account	355-1	—	1,000,000	1,000,000
Four Health Homes	532-1	278,000	—	278,000
Ultra-Efficient Affordable Housing Demonstration	532-1	845,000	—	845,000
2017-19 Housing Trust Fund Program	532-1	7,513,000	—	7,513,000
<b>CSHD Totals</b>		<b>113,030,000</b>	<b>177,000,000</b>	<b>290,030,000</b>
<b>ENERGY DIVISION (ED)</b>				
Clean Energy and Energy Freedom Program	057-1	1,640,000	—	1,640,000
Clean Energy and Energy Freedom Program	057-1	14,937,000	—	14,937,000
Energy Efficiency and Solar Grants	057-1	5,162,000	—	5,162,000
Weatherization Plus Health Matchmaker	057-1	11,818,000	—	11,818,000
Clean Energy Funds 3	057-1	32,065,000	—	32,065,000
Clean Energy Transition 4	057-1	—	21,300,000	21,300,000
2019-21 Weatherization	057-1	—	20,000,000	20,000,000
2019-21 Energy Efficiency and Solar Grants Program	057-1	—	12,500,000	12,500,000
Clean Energy Funds 3	22M-1	5,472,000	—	5,472,000
Energy Efficiency and Solar Grants	22M-1	5,478,000	—	5,478,000
Revolving Loan Funds/Clean Energy and Energy Freedom	355-1	3,532,000	—	3,532,000
Weatherization Matchmaker Program	355-1	4,934,000	—	4,934,000
Clean Energy Funds	355-1	7,934,000	—	7,934,000
Clean Energy Transition 4	355-1	—	11,300,000	11,300,000
Rural Rehabilitation Loan Program	355-1	—	5,000,000	5,000,000
<b>ED Totals</b>		<b>92,972,000</b>	<b>70,100,000</b>	<b>163,072,000</b>
<b>LOCAL GOVERNMENT DIVISION (LGD)</b>				
2010 Local and Community Projects	057-1	1,975,000	—	1,975,000
Port and Export Related Infrastructure	057-1	700,000	—	700,000
Projects for Jobs and Economic Development	057-1	1,000,000	—	1,000,000
Projects that Strengthen Youth and Families	057-1	300,000	—	300,000
Projects that Strengthen Communities and Quality of Life	057-1	1,400,000	—	1,400,000
Local and Community Projects 2016	057-1	21,750,000	—	21,750,000
Local and Community Projects	057-1	3,000,000	—	3,000,000
Disaster Emergency Response	057-1	50,000	—	50,000



# Department of Commerce

Divisional units	Fund	Re-approp.	New Approp.	Totals
Building Communities Fund Program	057-1	1,675,000	—	1,675,000
Energy Efficiency and Solar Grants	057-1	2,000,000	—	2,000,000
Community Behavioral Health Bed-Acute and Residential	057-1	5,000,000	—	5,000,000
2018 Local and Community Projects	057-1	91,142,000	—	91,142,000
2019 Local and Community Projects	057-1	28,000,000	—	28,000,000
Behavioral Rehabilitation Capacity Grants	057-1	2,000,000	—	2,000,000
Behavioral Health Community Capacity	057-1	84,500,000	—	84,500,000
2017-19 Building Communities Fund Grant	057-1	18,500,000	—	18,500,000
Dental Clinic Capacity Grants	057-1	10,000,000	—	10,000,000
Youth Recreational Facilities Grants	057-1	5,000,000	—	5,000,000
2017-19 Stormwater Pilot Project	057-1	50,000	—	50,000
Building for the Arts Program	057-1	6,000,000	—	6,000,000
2019-21 Building for the Arts Grant Program	057-1	—	12,000,000	12,000,000
2019-21 Youth Recreational Facilities Grant Program	057-1	—	5,880,000	5,880,000
2019-21 Building Communities Fund Program	057-1	—	36,785,000	36,785,000
2019-21 Early Learning Facilities	057-1	—	6,300,000	6,300,000
2019-21 Behavioral Health Capacity Grants	057-1	—	117,951,000	117,951,000
2020 Local and Community Projects	057-1	—	162,793,000	162,793,000
2019-21 Behavioral Rehabilitation Services Capacity Grants	057-1	—	2,000,000	2,000,000
Library Capital Improvement Programs	057-1	—	12,838,000	12,838,000
Dental Capacity Grants	057-1	—	1,475,000	1,475,000
Palouse to Cascades Trail Facilitation	057-1	—	150,000	150,000
Public Works Assistance Account Program	058-1	11,000,000	—	11,000,000
Public Works Board	058-1	—	95,000,000	95,000,000
CERB Administered Broadband	058-1	—	3,450,000	3,450,000
Early Learning Facility Grants	22C-1	6,000,000	—	6,000,000
2019-21 Early Learning Facilities	22C-1	—	18,014,000	18,014,000
Early Learning Facility Grants	22D-1	2,500,000	—	2,500,000
2019-21 Early Learning Facilities	22D-1	—	4,186,000	4,186,000
Washington Broadband Program	23J-1	—	21,550,000	21,550,000
Projects that Strengthen Communities and Quality of Life	23N-1	—	40,000	40,000
CERB Administered Broadband	355-1	10,000,000	—	10,000,000
CERB Administered Broadband Infrastructure	355-1	4,000,000	—	4,000,000
Public Works Assistance Account Loans	355-1	65,117,000	—	65,117,000
PWAA Preconstruction and Emergency	355-1	18,000,000	—	18,000,000
Pacific Tower Capital Improvements	355-1	—	1,020,000	1,020,000
Central District Community Preservation and Development Authority	355-1	—	750,000	750,000
Rural Washington Loan Fund	689-1	5,000,000	—	5,000,000
Community Economic Revitalization Board	887-1	8,020,000	—	8,020,000
Projects for Jobs and Economic Development	887-1	3,000,000	—	3,000,000
2015-17 Community Economic Revitalization Board Program	887-1	10,588,000	—	10,588,000
2019-21 CERB	887-1	—	8,600,000	8,600,000
<b>LGD Totals</b>		<b>427,267,000</b>	<b>510,782,000</b>	<b>938,049,000</b>
<b>Total 2019-21 — Capital Budget</b>		<b>\$633,269,000</b>	<b>\$757,882,000</b>	<b>\$1,391,151,000</b>

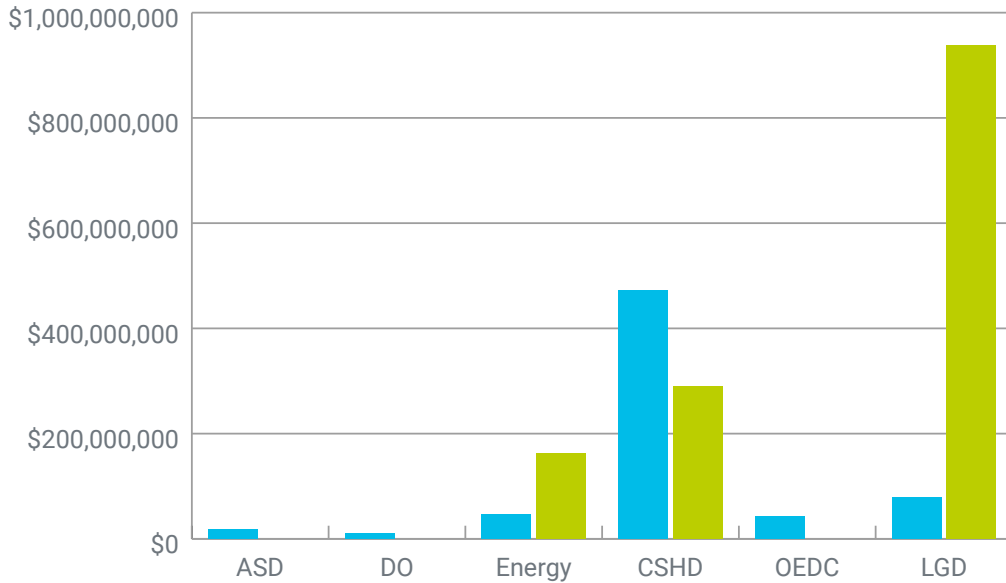


# Combined operating and capital budgets

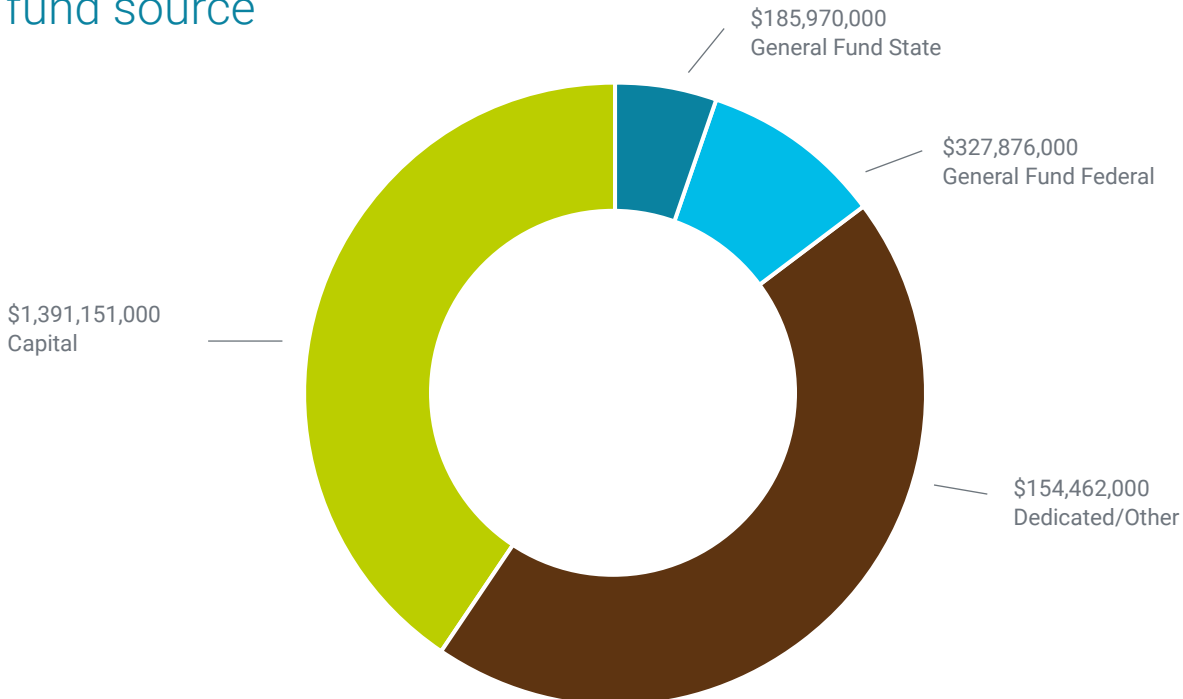
2019-2021 total operating and capital budget: \$2,059,459,000 | Total FTEs: 363

## By division

Operating Capital



## By fund source



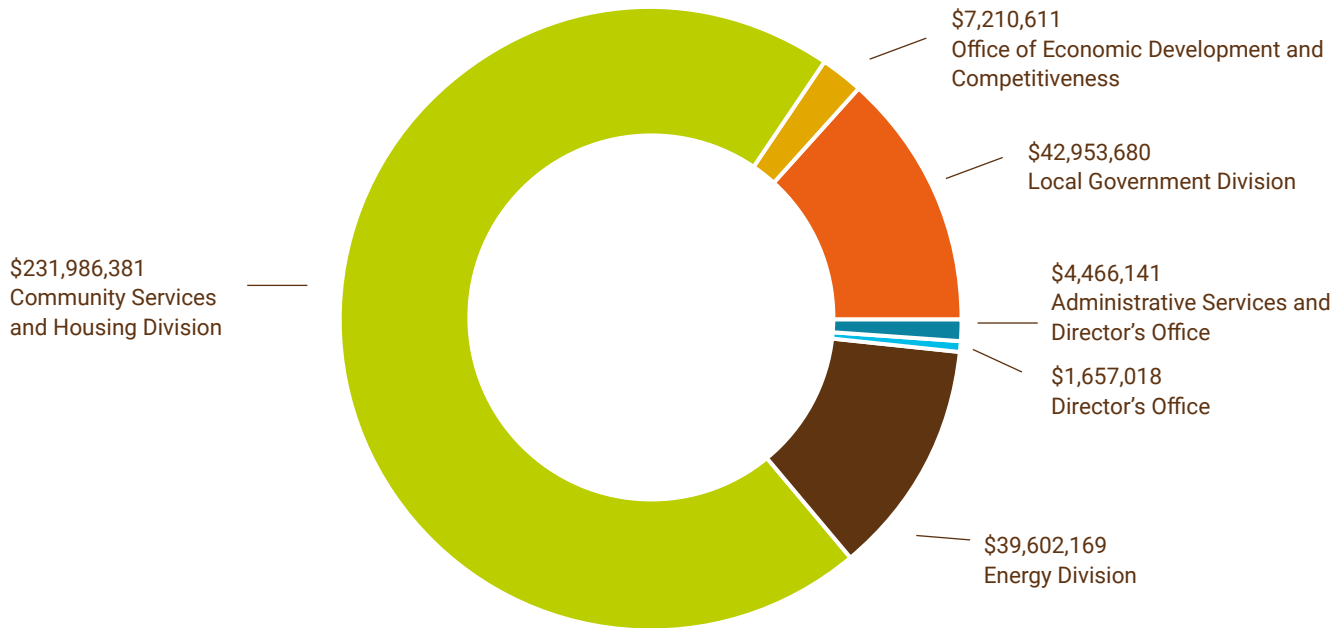


# Commerce federal budget

2019-2021 total federal budget: \$327,876,000 | Total FTEs: 75.6



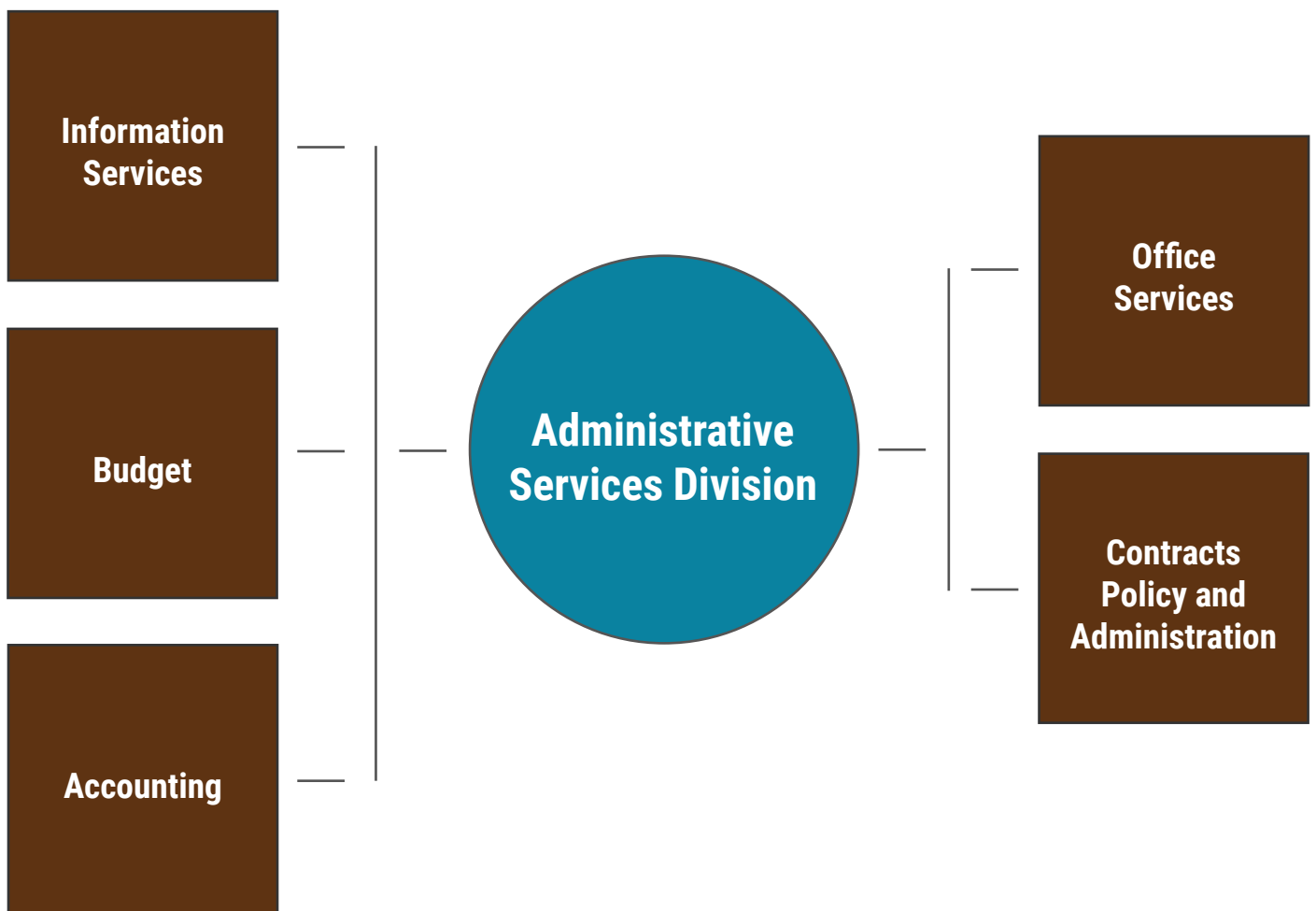
## By division





# Administrative Services Division (ASD)

## Organizational structure

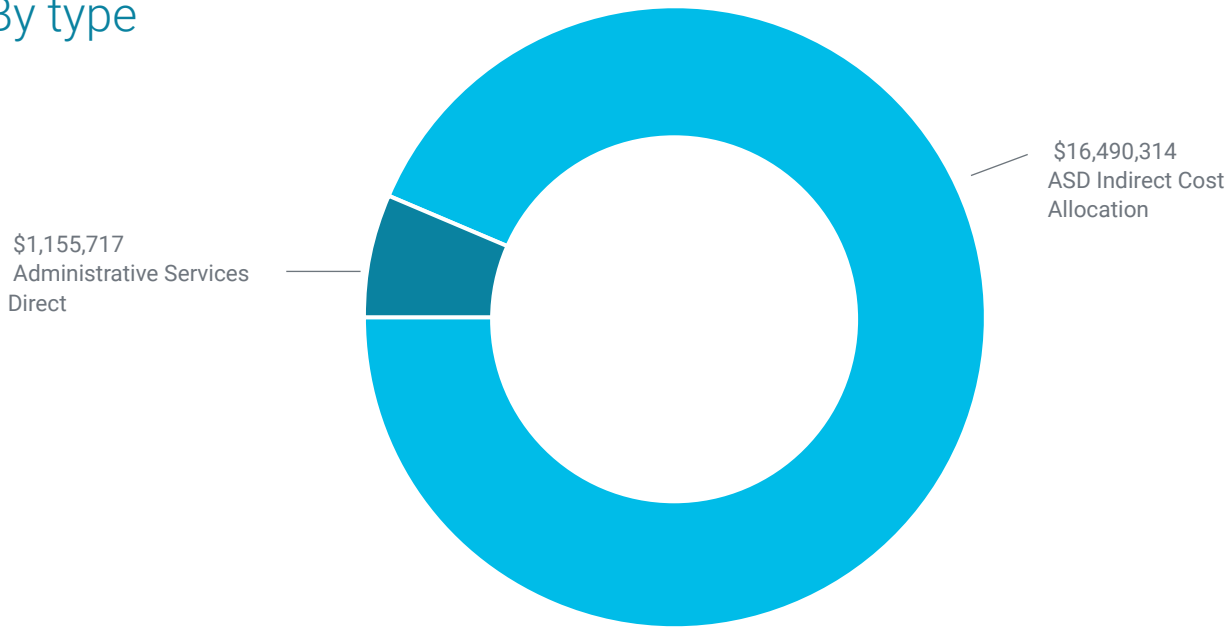




# ASD operating budget

2019-2021 total operating budget: \$17,430,272 | Total FTEs: 52.1

## By type



## By fund source

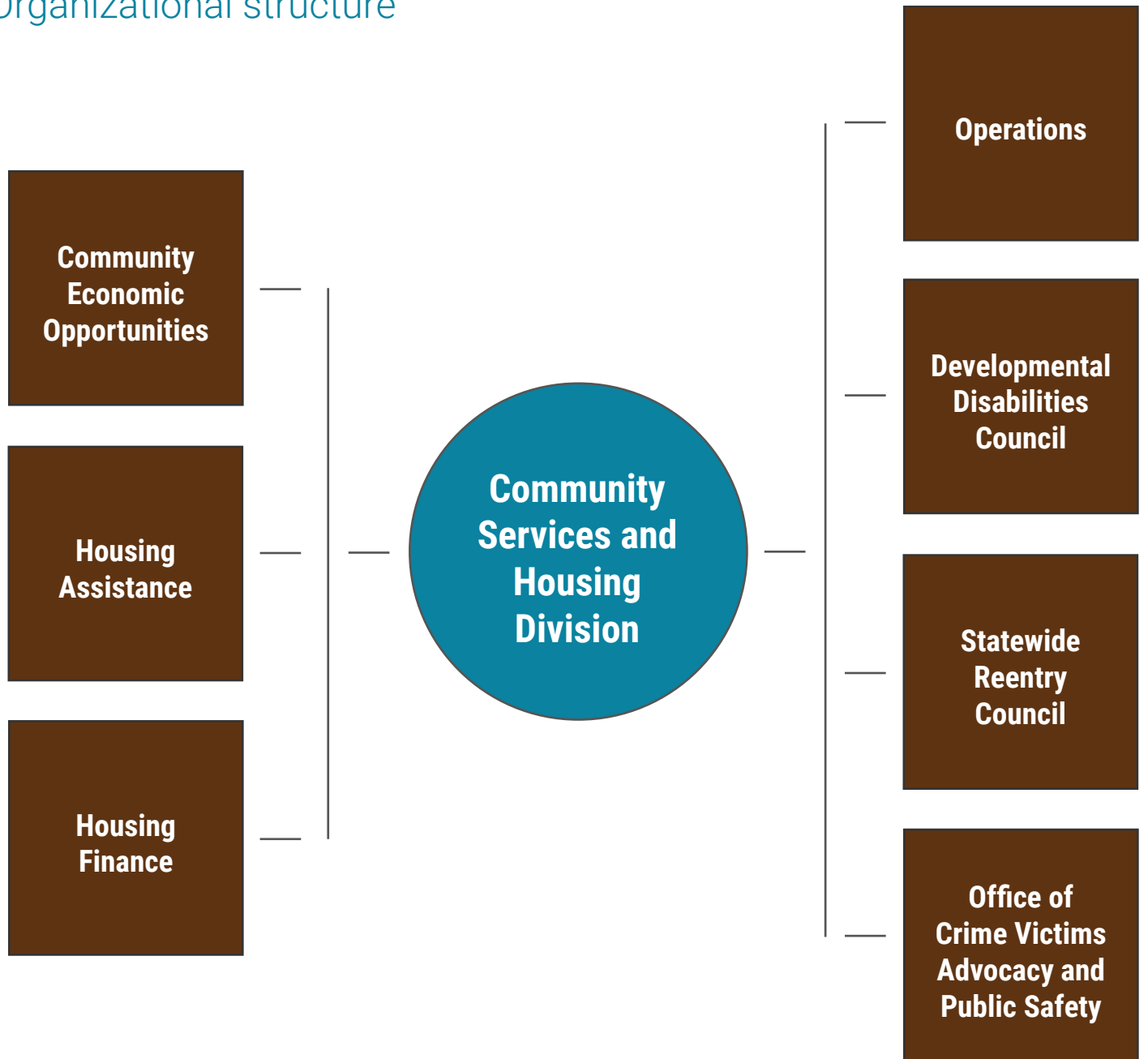






# Community Services and Housing Division (CSHD)

## Organizational structure

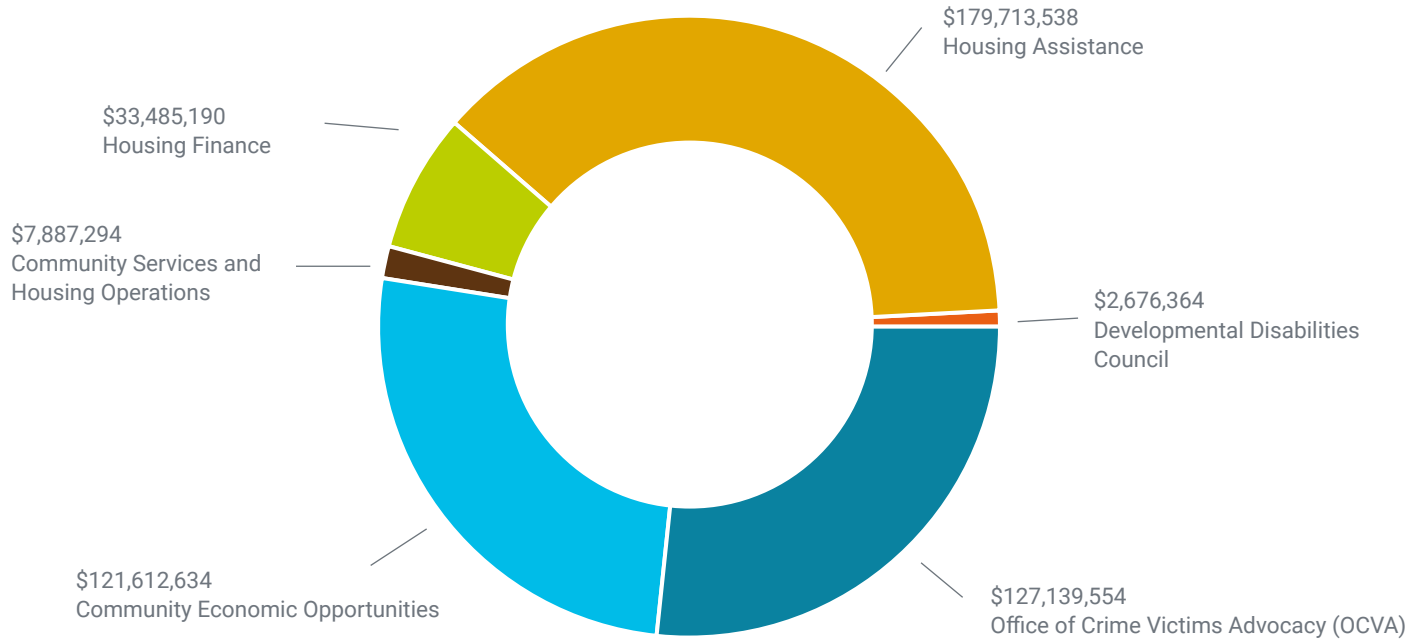




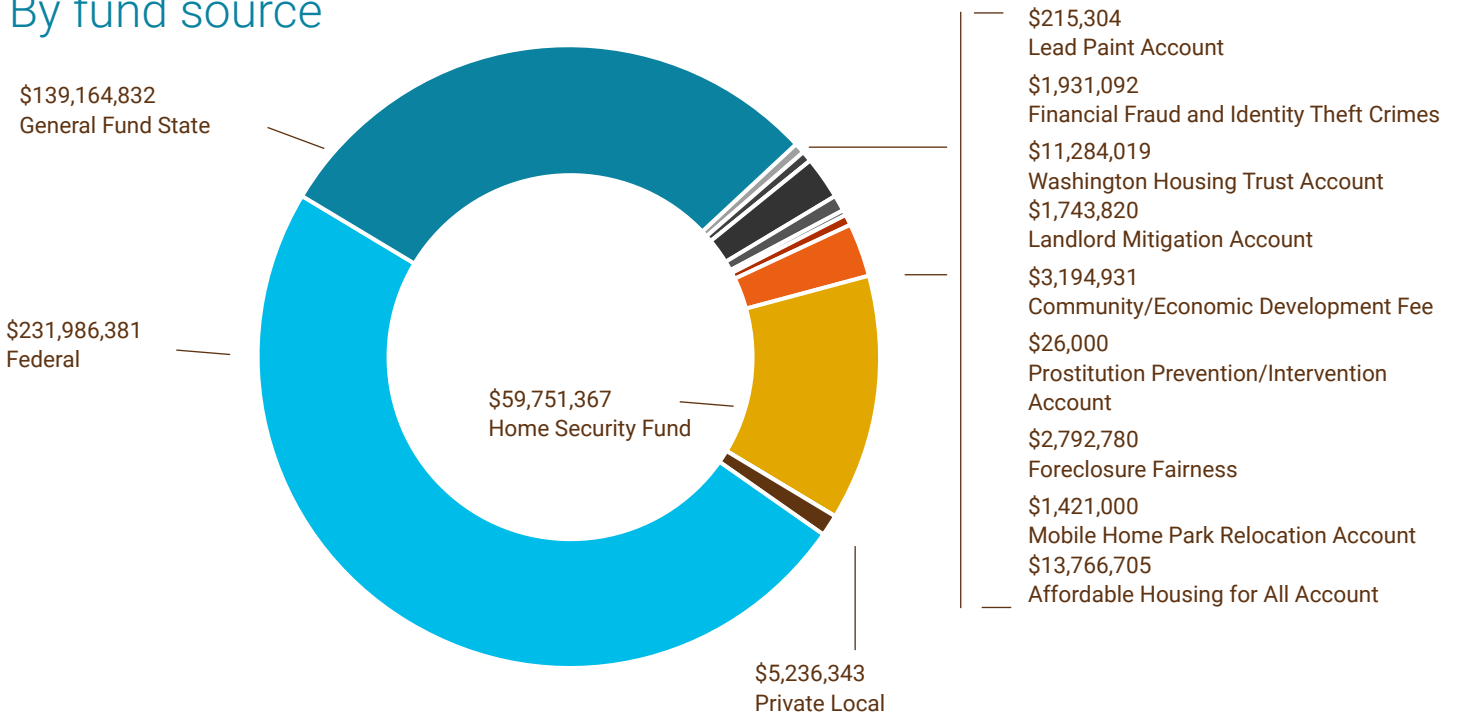
# CSHD operating budget

2019-2021 total operating budget: \$472,514,574 | Total FTEs: 136.2

## By program



## By fund source





# CSHD capital budget

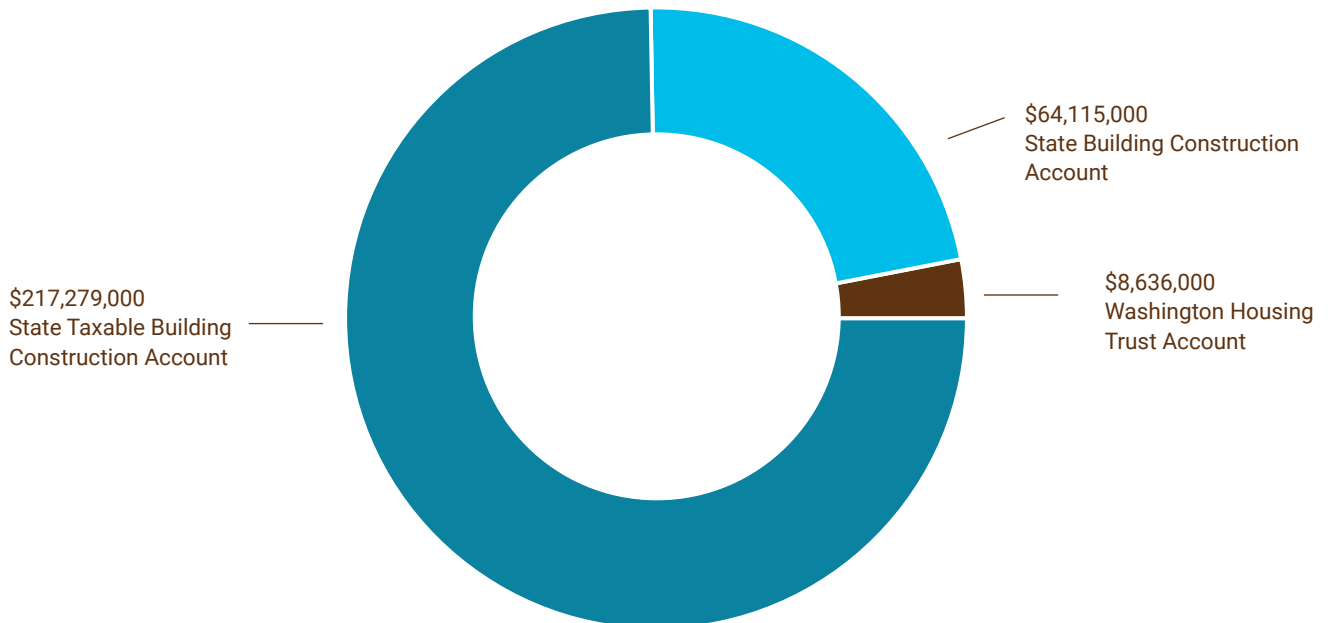
2019-2021 total capital budget: \$290,030,000



## By program



## By fund source





# CSHD programs

Achieving a Better Life Experience Program (ABLE)

Asset Building Program

Community Behavioral Health Rental Assistance (CBRA)

Community Services Block Grant (CSBG)

Consolidated Homeless Grant (CHG)

Crime Victim Service Center Program

Developmental Disabilities Council (DDC)

Developmental Disabilities Endowment Trust Fund

Dispute Resolution Program

Domestic Violence Legal Advocacy Program

Emergency Solutions Grant

Financial Fraud and Identity Theft Program

Foreclosure Fairness Program

HOME Investments Partnership Program – Rental Development

HOME Tenant-Based Rental Assistance Program (HOME TBRA)

Homeless Student Stability Program (HSSP)

Housing and Recovery Through Peer Services – Long-Term Subsidies

Housing Preservation Program

Housing Trust Fund

Housing Trust Fund Operating and Maintenance Program

Human Trafficking Program

Justice Assistance Grant

Landlord Mitigation Program

Latino Community Fund

Lead-Based Paint Program

Legal Support and Community Safety Program

Long-Term Care Ombuds Program

Low-Income Home Energy Assistance Program (LIHEAP)

Manufactured/Mobile Home Relocation Assistance Program

National Housing Trust Fund

Office of Developmental Disabilities Ombuds

Office of Homeless Youth Prevention and Protection Programs (OHY)

Prison Rape Elimination Act Program (PREA)

Retired and Senior Volunteer Program (RSVP)

Safety and Access for Immigrant Victims of Crime

Section 811 Project Rental Assistance Demonstration Program

Services-Training-Officers-Prosecutors (STOP) Violence Against Women Formula Grant

Sexual Assault Prevention Program

Sexual Assault Services Program

Statewide Reentry Council

Tenancy Preservation Program

Victim Witness Assistance Program

Victims of Crime Act Program (VOCA)

Washington New Americans Program

Washington Youth and Families Fund

WorkFirst Programs



# Achieving a Better Life Experience Program (ABLE)

We strengthen communities by implementing the Washington State ABLE Savings Plan so eligible individuals can save and invest without losing their federal benefits.

## Program services

The ABLE Program:

- Provides outreach, enrollment, account management and disbursement services
- Provides information and referrals to prospective and active participants to ensure participation doesn't jeopardize entitlements to government services, such as Supplemental Security Income and Medicaid
- Encourages and helps individuals and families save private funds to support people with disabilities to maintain health, independence and quality of life

## Real people, real stories

ABLE provides opportunities for individuals with disabilities to plan and save for the future. Historically, people with disabilities had to remain impoverished to maintain federal benefits.

Using an ABLE account allows Washingtonians to save beyond the \$2,000 federal resource limit and use their ABLE funds on items and services that improve their health, independence or quality of life.

## BY THE NUMBERS

In the first year of operation, ABLE has grown to:

- **700** account owners
- **\$2.5 million** in assets invested

An estimated **30,000** Washingtonians still eligible

### Statutory authority

RCW 43.330.460 – Washington Achieving a Better Life Experience program

### Funding source(s)

State operating

### Agency representative

PETER TASSONI  
Disabilities workgroup manager  
360-725-3125  
peter.tassoni@commerce.wa.gov



# Asset Building Program

We strengthen communities by supporting a statewide network of organizations that provide opportunities for low- to moderate-income households to build, maintain and preserve assets.

## Program services

The Asset Building Program expands focused services in local communities. Services enable families to build assets, implement financial benefits, gain homeownership and small business development, and obtain tax-based savings opportunities. Services include:

- Helping participants to develop individual long-term, income-generating capacity
- Safeguarding individuals against financial challenges and improving economic security
- Connecting people to resources and tools to obtain savings and investments

## Real people, real stories

Since 2006, the program has integrated financial fitness and asset enhancement, resulting in opportunities for low- and moderate-income households to build equity. Coalitions collectively market opportunities and services available to improve family and community investments and assets.

Services directly benefit thousands of households in Washington through financial education and counseling, access to banking services, savings initiatives, and awareness about the Earned Income Tax Credit. In 2018, more than 407,000 Washingtonians filed for Earned Income Tax Credit, for an average of \$2,200 per claim.

## BY THE NUMBERS

Since 2006, **415,000** households increased financial assets or financial skills.

Since 2006, **130** participants have purchased homes.

Through the 2018 Earned Income Tax Credit, **\$893 million** was returned to Washington households.

### Statutory authority

RCW 43.31.450 – 43.31.485

### Funding source(s)

State operating

### Agency representative

KAREN DUNN  
Program manager  
360-725-2822  
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# Community Behavioral Health Rental Assistance (CBRA)

We strengthen communities by connecting people experiencing homelessness with permanent housing so they can address their mental health or substance use issues.

## Program services

Community Behavioral Health Rental Assistance provides services in Grays Harbor, Pacific, Whatcom, Pierce and Spokane counties.

Services include:

- Rent subsidies, including past-due rent
- Utility deposit assistance
- Moving expenses, including application fees, credit checks and urinalyses

## Real people, real stories

Historically, resources for supportive services and permanent housing vouchers have been scarce. With the creation of the Foundation Community Supports (FCS), supportive services are now provided through Medicaid.

CBRA will pay permanent housing subsidies to those qualifying for the FCS program.

## BY THE NUMBERS

**\$1 million** was contracted annually with four housing providers.

In state fiscal year 2019, **120** people were served with permanent housing subsidies.

### Statutory authority

2020-2021 operating budget

### Funding source(s)

State operating

### Agency representative

JEFFERSON SPRING  
Supportive housing manager  
360-725-2991  
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# Community Services Block Grant (CSBG)

We strengthen communities by directing resources to reduce poverty and ensure economic opportunities for Washington individuals and families.

## Program services

A statewide network of 30 CSBG-funded agencies targets the specific needs of local communities using available human and financial resources within the local community to deliver high-impact services addressing:

- Employment
- Education
- Financial literacy
- Affordable housing
- Nutrition
- Emergency services
- Family and youth development

## Real people, real stories

CSBG activities mitigate the root causes of poverty and have measurable impacts on communities, individuals and families. Programs focus efforts to remove obstacles and solve problems that block the achievement of self-sufficiency.

Washington community action agencies work to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners.

## BY THE NUMBERS

Each year, the CSBG network:

- Serves about **850,000** individuals
- Helps **97,000** low-income individuals gain employment, increase their income, or achieve living-wage employment and benefits
- Helps **105,000** disabled individuals secure, maintain or improve independent housing
- Improves family stability for **155,000** infants, children and parents

### Statutory authority

Community Services Block Grant Act (42 U.S.C. 9901, Sec 671 – 683)  
RCW 43.63A.105 – Designation of Local Community Action and Community Service Agencies  
RCW 43.63A.115 – Community Action Agency Network Delivery of Anti-Poverty Programs

### Funding source(s)

State operating  
Federal

### Agency representative

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# Consolidated Homeless Grant (CHG)

We strengthen communities by supporting homeless crisis response systems that efficiently reduce the number of people living outside.

## Program services

CHG provides resources to fund homeless crisis response systems to support communities in ending homelessness. Homeless crisis response systems respond to the immediacy and urgency of homelessness and work to ensure everyone has a safe and appropriate place to live. Services include:

- Rent assistance
- Temporary emergency housing
- Services connected to housing stability

## Real people, real stories

In January 2016, Commerce made significant program changes to ensure that housing resources are accessible and available to the most vulnerable people. Contracts became performance-based, meaning that grantees have performance outcomes to meet to stay in compliance.

Two crucial measures included prioritization of unsheltered households and households fleeing violence. Individuals in these living situations experience victimization and poor health outcomes at a higher rate than others.

In summer 2019, Commerce analyzed the results of the unsheltered prioritization. The majority of the Balance of State made significant progress on this measurement, increasing the number of unsheltered households and households fleeing violence served across Washington.

## BY THE NUMBERS

In fiscal year 2018, the year with the most recent data available, local providers helped:

- **13,862** households access shelter, maintain existing housing or move into stable housing
- **9,527** households access emergency shelter
- **4,288** households exit to permanent housing

### Statutory authority

RCW 43.185C: Homeless Housing and Assistance

### Funding source(s)

State operating  
Dedicated

### Agency representative

JESSICA SIMON  
Grant manager  
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# Crime Victim Service Center Program

We strengthen communities by providing grants and assistance to victim services providers so all crime victims have access to high-quality, culturally appropriate, victim-centered services.

## Program services

The Crime Victim Service Center Program’s services include:

- Advocacy
- Crisis intervention
- Emergency financial assistance
- Legal advocacy
- Support groups
- Therapy

## Real people, real stories

The Crime Victim Service Center Program provides a network of comprehensive services, such as crisis intervention, legal advocacy and therapy. Trained advocates offer free services to people hurt or harmed by a wide variety of crimes, including assault, fraud, arson, child abuse and neglect, identity theft, human trafficking, elder abuse, hate crimes, kidnapping, and homicide.

The Crime Victim Service Center Program helps ensure that communities and individuals have access to low-barrier services and support for individuals hurt or harmed by crime.

The program stays connected with what service providers are experiencing, so we can support informed decisionmaking in the best interest of individuals and communities hurt or harmed by crime.

## BY THE NUMBERS

**42** crime victim service centers (CVSC) across the state help victims of crimes.

**4,156** different crime victims received services last year.

CVSC advocates put in more than **54,000** hours of direct services last year.

### Statutory authority

28 CFR 94: Victims of Crime Act  
Victim Assistance Program  
RCW 43.280.080: Office of Crime  
Victim Advocacy

### Funding source(s)

Federal  
State operating

### Agency representative

NICKY GLEASON  
Victims of crime section manager  
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# Developmental Disabilities Council (DDC)

We strengthen communities by helping people with developmental disabilities live meaningful, integrated and productive lives.

## Program services

- Develops and implements a five-year state plan to address the needs of people with developmental disabilities and their families
- Awards grants for projects in leadership development, self-determination, advocacy and civil rights
- Works to improve policies in housing, employment, education, transportation, recreation and other key areas
- Provides training and leadership development opportunities for people with developmental disabilities, family members, guardians, providers and other allies

## Real people, real stories

Developmental disabilities are a natural part of the human experience and don't limit one's rights or ability to participate in all aspects of community life.

The Washington State Developmental Disabilities Council is a federal-state partnership that plans for and with people with developmental disabilities and their families.

The DDC engages in advocacy, systems change, and capacity building to help people with developmental disabilities live meaningful, integrated and productive lives in their communities.

## BY THE NUMBERS

More than **100,000** people in Washington live with developmental disabilities.

About **48,000** Washingtonians are enrolled as clients of the Developmental Disabilities Administration.

Nearly **14,000** people who are enrolled as DDA clients aren't currently receiving paid services.

**Statutory authority**  
Public Law 106.402  
Executive Order 16-10

**Funding source(s)**  
Federal

**Agency representative**  
JEREMY NORDEN-PAUL  
Executive director  
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jeremy.norden-paul@ddc.wa.gov



# Developmental Disabilities Endowment Trust Fund

We strengthen communities by providing opportunities for individuals with intellectual and developmental disabilities so they plan and save for the future.

## Program services

The Developmental Disabilities Endowment Trust Fund provides:

- Outreach, enrollment, account management and disbursement services for each person who has an account through the Development Disabilities Endowment Trust
- Information and referrals to prospective and active participants to ensure participation doesn't jeopardize entitlements to government services, such as Supplemental Security Income and Medicaid

## Real people, real stories

The Developmental Disabilities Endowment Trust Fund has provided opportunities for individuals with disabilities and their families to plan and save for the future.

Historically, people with disabilities had to remain impoverished to maintain federal benefits.

The Developmental Disabilities Endowment Trust Fund allows Washingtonians to save beyond the \$2,000 resource limit and use their trust funds on items and services that improve their health, independence and quality of life.

## BY THE NUMBERS

**3,000** accounts created in both Third-Party Individual Trust Accounts and Self-Settled Individual Trust Accounts

**\$65 million** in contributions and earnings

**\$15.2 million** distributed to beneficiaries to purchase goods or services in their local communities

**\$12.7 million** distributed in matching incentives to participants in the program

### Statutory authority

RCW 43.330.430: Developmental Disabilities Endowment Trust Fund

### Funding source(s)

Dedicated

### Agency representative

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# Dispute Resolution Program

We strengthen communities by providing low-cost mediation services to offer individuals an alternative to the courts and to reduce caseloads for courts.

## Program services

The Dispute Resolution Program offers mediation, including:

- Small claims – before or after a court filing
- Group facilitation of varying sizes and environments
- Victim-offender mediation
- Parent-teen mediation
- Peer (school) mediation
- Parenting and family mediation
- Landlord-tenant mediation
- Workplace mediation
- Business and consumer mediation

## Real people, real stories

Of those participating in mediation, 99.3% of individuals believed the mediators to be fair and impartial.

Several courts have mandated the use of mediation as a prerequisite to filing in the courts, thereby reducing court backlogs and operating costs while improving public service.

## BY THE NUMBERS

In state fiscal year 2019:

- **5,468** cases mediated at **21** mediation centers, serving more than **80,000** people
- **85.1%** satisfaction rating from all parties involved
- **927** conflict resolution trainings conducted
- **13,389** community members participated in mediation skills training

### Statutory authority

2019 state operating budget proviso (Section 129(2))

### Funding source(s)

State operating

### Agency representative

BILL JOHNSTON  
Program manager  
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# Domestic Violence Legal Advocacy Program

We strengthen communities by increasing safety for victims of domestic violence through legal advocacy work, ensuring victims and their families know their legal options.

## Program services

The Domestic Violence Legal Advocacy Program:

- Supports at least 15 hours a week of legal advocacy for victims of domestic violence in each county
- Helps provide emergency needs such as food, clothing, lodging and transportation vouchers on a limited basis
- Supports training and technical assistance to legal advocates across the state

## Real people, real stories

The legal system is a significant component in the overall response to domestic violence. Domestic violence victims and their children often become involved in legal cases. The legal system can be confusing and overwhelming to navigate for those not familiar with it.

Having someone familiar with the system can help survivors analyze potential risks and benefits of various legal options. A legal advocate can help survivors plan for their safety and well-being throughout the process.

Statistics show that this can reduce lethality risks and increase safety for those impacted by domestic violence.

## BY THE NUMBERS

**\$1.2 million** granted to community-based victim service agencies in state fiscal year 2019

**5,781** victims of domestic violence and their children received legal advocacy services in state fiscal year 2019

Grants supported part-time legal advocates in **48** community-based domestic violence programs

**56,815** domestic-violence-related offenses recorded in the [“Crime in Washington 2018 Annual Report”](#)

### Statutory authority

RCW 43.280.080: Office of Crime Victim Advocacy

### Funding source(s)

State operating

### Agency representative

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# Emergency Solutions Grant

We strengthen communities by providing funds to local governments to secure stable housing for people experiencing and at risk of homelessness.

## Program services

The Emergency Solutions Grant funds programs to:

- Engage individuals and families experiencing homelessness to connect them to housing and other critical resources
- Provide safe, temporary shelter to quickly secure permanent housing
- Rapidly rehouse people experiencing homelessness
- Assist those at risk of homelessness in stabilizing their housing

## Real people, real stories

Commerce passes through Emergency Solutions Grant (ESG) funds to King, Pierce and Snohomish counties, which have the highest populations of people experiencing homelessness in Washington. These counties combine ESG with other federal, state and local funds to provide a comprehensive approach to ending homelessness.

In Pierce County, ESG partially funds the Coordinated Entry System (CES) to ensure that households experiencing homelessness receive the right resources at the right time. The CES in Pierce County identifies and prioritizes the highest need households for available housing resources and matches them to the programs that best meet their needs. About a third of those who present at CES enroll in diversion, which assists households in solving their housing crises and avoiding the homeless system when possible.

## BY THE NUMBERS

In federal fiscal year 2018, local organizations served

**12,671** people:

- **86%** were homeless
- **14%** were at risk for homelessness
- **79%** of participants who stayed in the program more than **90** days exited to a permanent housing destination

### Statutory authority

Federal McKinney-Vento Homeless Assistance Act, as amended by S.896 HEARTH ACT of 2009

### Funding source(s)

Federal

### Agency representative

JULIE MONTGOMERY  
Grant manager  
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# Financial Fraud and Identity Theft Program

We strengthen communities by investigating and prosecuting financial crimes and identity theft to reduce the impacts of these crimes on individuals and businesses.

## Program services

The Financial Fraud and Identity Theft Program funds task forces composed of city, county, state, federal and banking investigators teamed with county investigators to support:

- Investigation of financial fraud and identity theft
- Prosecution of financial fraud and identity theft
- Training of investigators, prosecutors and financial institutions

## Real people, real stories

In 2008, the Legislature created the program to strengthen the efforts of law enforcement and financial industry investigators to target check fraud, chronic unlawful issuance of bank checks, embezzlement, credit and debit card fraud, identity theft, forgery, use of counterfeit instruments (such as checks or documents), organized counterfeit check rings, and organized identification theft rings.

The two task forces expanded to cover four counties representing the bulk of the investigative and prosecution efforts aimed at these crimes in Washington.

## BY THE NUMBERS

In fiscal year 2019, the task forces conducted **322** investigations resulting in **541** convictions.

**2** task forces currently operate in King, Pierce, Snohomish and Spokane counties.

**\$2,343,282** in Uniform Commercial Code filing fees funded the program in fiscal year 2019.

### Statutory authority

RCW 43.330.300: Financial fraud and identity theft crimes investigation and prosecution program

### Funding source(s)

Dedicated

### Agency representative

BILL JOHNSTON  
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# Foreclosure Fairness Program

We strengthen communities by providing homeowners with free housing counseling services and mediation with their lenders to explore alternatives to foreclosure and reach a resolution whenever possible.

## Program services

The Foreclosure Fairness Program provides:

- Free foreclosure counseling by trained housing counselors
- Free legal assistance to low-income homeowners
- Training and support for foreclosure mediators

## Real people, real stories

The Washington State Legislature passed the 2011 Foreclosure Fairness Act (Chapter 58, Laws of 2011) in response to the national foreclosure crisis.

The program aims to ensure that the foreclosure process is fair and transparent, even when foreclosure is unavoidable. The program gives both the borrower and the beneficiary the opportunity to meet and make well-informed decisions.

The primary goal is to prevent avoidable foreclosures. Where home retention is not possible, non-retention options might still help the borrower regain financial stability. Since the inception of the program in fiscal year 2012 through June 30, 2019, program funding has resulted in more than 11,389 mediation referrals (cases) being received.

Among the mediated cases closed, 54% resulted in an agreement reached between the homeowner and lender.

## BY THE NUMBERS

Since 2012, the Legislature has appropriated:

- **\$18,184,761** to the Washington State Housing Finance Commission for housing counseling and the housing counselor hotline
- **\$3,984,380** to Commerce for program management and mediator oversight
- **\$1,751,238** to the Attorney General’s Office for regulatory compliance
- **\$724,887** to the Office of Civil Legal Aid for free legal aid to low-income homeowners

<p><b>Statutory authority</b> RCW 61.24</p>	<p><b>Funding source(s)</b> Dedicated</p>	<p><b>Agency representative</b> NATHAN PEPPIN Program manager 360-725-2868 foreclosuremediation@commerce.wa.gov</p>
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# HOME Investments Partnership Program – Rental Development

We strengthen communities by providing safe, decent and affordable housing for very low-income families and individuals.

## Program services

The HOME Investments Partnership Program – Rental Development provides loans and grants to housing authorities, nonprofit housing organizations and tribes for:

- Construction of new affordable rental housing
- Permanent and supportive housing for households with special needs and/or experiencing homelessness

## Real people, real stories

HUD provides performance snapshots and ranks its program’s participating jurisdictions (PJ) that administer HOME funds.

These are quarterly and annual cumulative performance reports, which can be useful in tracking the progress of each PJ, providing context for program accomplishments, and keeping constituents more informed of the types of activities undertaken with HOME funds.

The Washington’s HOME program ranked No. 1 for overall performance for the years 2016, 2017, 2018 and 2019. Washington continues to strengthen communities by providing safe and accessible affordable housing to its residents.

To view the snapshot and rank reports, and other accomplishments of HOME PJs, please visit the HUD Exchange website [here](#).

## BY THE NUMBERS

HOME projects provide housing for households at or below **50%** of area median income.

The HOME portfolio currently includes more than **175** affordable housing properties statewide.

Since 1992, the HOME Rental Development Program has invested **\$226 million** to create or preserve **4,272** units of affordable housing statewide.

### Statutory authority

Title II of the Cranston-Gonzalez National Affordable Housing Act, Subtitle A – HOME Investments Partnership

### Funding source(s)

Federal

### Agency representative

SHAWN SLAPE  
Federal underwriting and project manager  
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# HOME Tenant-Based Rental Assistance (HOME TBRA)

We strengthen communities by providing funds to nonprofits, local governments and housing authorities to assist people experiencing or at risk of homelessness with rent and utility assistance.

## Program services

Households experiencing homelessness are prioritized and referred through local coordinated entry systems.

HOME TBRA provides:

- Tenant-based rental assistance
- Security deposits
- Utility deposits

## Real people, real stories

Eligible households must be homeless or at imminent risk of homelessness and have income below 30% of the area median income.

HOME TBRA providers are working to align more closely with a rapid rehousing model and provide case management to clients and families.

## BY THE NUMBERS

The federal HOME TBRA award to Washington Balance of State was reduced **8%** for state fiscal year 2019.

**473** households were served with HOME TBRA rent, deposit and/or utility assistance in state fiscal year 2019.

### Statutory authority

HOME Federal Investment Partnerships Program: Title II of the Cranston-Gonzalez National Affordable Housing Act.

### Funding source(s)

Federal

### Agency representative

SARAH HARRISON  
Program manager  
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# Homeless Student Stability Program (HSSP)

We strengthen communities by providing housing supports to students, including unaccompanied students experiencing homelessness and their families experiencing homelessness in public K-12 school systems.

## Program services

The program provides housing support services, including:

- Housing problem solving
- Financial and rent assistance
- Housing stability case management and other collaborative strengths-based support

## Real people, real stories

HSSP develops collaborative strategies among housing and education partners to promote housing and educational stability. These housing and education partnerships develop and implement evidence-informed strategies to address racial inequities among students in public K-12 systems and their families experiencing homelessness.

“All students that received HSSP assistance graduated as planned this year,” according to a Shelton School District and Mason County HOST partnership statement. “The value to the Mason County Community from this partnership cannot be overlooked. The supports offered to students via this partnership decrease systems costs, increase student opportunities for success and are an example of what private/public partnerships can produce in outcomes and increasing the impact of support dollars. In addition, this partnership provides educators with options to address human needs that interfere with classroom success.”

## BY THE NUMBERS

In fiscal year 2018, HSSP assisted:

- **1,186** people in **9** counties
- **189** unaccompanied youth and young adults
- **135** households in a homeless situation, **88** of which were unsheltered

In fiscal year 2019, **9** counties were awarded **\$875,000** of HSSP grant funds

### Statutory authority

RCW 43.185C.340: Students experiencing homelessness

### Funding source(s)

State operating

### Agency representative

MEGAN KENDIG  
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# Housing and Recovery Through Peer Services – Long-Term Subsidies

We strengthen communities by providing rental subsidies to people needing permanent housing so they can obtain and maintain stable housing.

## Program services

Housing and Recovery Through Peer Services – Long-Term Subsidies program serves individuals with mental health or substance-use conditions who are at risk of institutionalization or who were recently discharged from institutions. The program provides:

- Non-time-limited rental assistance, including past-due rent
- Security and utility deposits
- Landlord incentives

## Real people, real stories

The Housing and Recovery Through Peer Services – Long-Term Subsidies program has allowed members of a highly vulnerable population to live independently in the communities of their choosing.

This program targets people with mental health or substance-use conditions who are at risk of institutionalization or have recently been discharged from an institutional setting.

With the addition of appropriate supportive services, members of this population are able to maintain independent living.

### BY THE NUMBERS

**\$900,000** infused into local economies in state fiscal year 2019

About **500** different people served in state fiscal year 2019

#### Statutory authority

2019 operating budget proviso (Section 129(16))

#### Funding source(s)

State operating

#### Agency representative

JEFFERSON SPRING  
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# Housing Preservation Program

We strengthen communities by preserving affordable housing units for Washington’s most vulnerable families and individuals.

## Program services

Eligible activities include:

- Capital building improvements
- Energy-efficiency upgrades
- Accessibility retrofits
- System replacements
- Repairs that reduce operating or utility costs

## Real people, real stories

The Housing Preservation Program grants funds for major building improvements, preservation and system replacements necessary for existing Housing Trust Fund (HTF) multifamily rental projects.

The purpose of the program is to maintain the long-term viability of the existing HTF portfolio.

To be eligible for Housing Preservation Program funding:

- Must be an eligible organization per RCW 43.185A.040
- Must be an active rental property in the HTF portfolio
- Must use the funds for preservation, system replacement or other major repairs needed to sustain the state’s affordable housing portfolio

## BY THE NUMBERS

**\$10** million was appropriated in the 2017-2019 capital budget for the Housing Preservation Program.

In September 2018, Commerce made the first program awards to preserve **1,179** units – **790** are occupied by households earning **30%** or less of area median income.

Commerce received another **\$10 million** for the Housing Preservation Program in the 2019-2021 capital budget.

**Statutory authority**  
Chapter 43.185 RCW  
Chapter 43.185A RCW

**Funding source(s)**  
State capital

**Agency representative**  
ANGELA SNOW  
Housing preservation program manager  
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# Housing Trust Fund

We strengthen communities by developing and preserving safe, decent and affordable housing for Washington’s most vulnerable families and individuals.

## Program services

The Housing Trust Fund provides loans and grants to nonprofit housing organizations, housing authorities, tribes and local governments for:

- New construction of affordable housing
- Acquisition and rehabilitation of existing affordable housing
- Self-help housing and down-payment assistance for low-income first-time homebuyers

## Real people, real stories

Having had enough of her dead-end job in Bremerton and “living in run-down places because that’s all I could afford,” Stephany joked that she wanted to leave and “drive until her car broke down.”

Her car gave out near Olympia. There she found an apartment for herself and her five children at Evergreen Vista II, a property managed by Mercy Housing Northwest and financed in part by the Housing Trust Fund.

The Mercy employees helped her find the WorkFirst Community Jobs Program, a training and placement program Commerce oversees. Stephany is now a long-term care customer-service specialist at a state agency. After taking a first-time homebuyer class at Evergreen Vista, she made an offer on a house and became a homeowner.

## BY THE NUMBERS

About **70%** of the households served have an income at or below **30%** of the area median.

More than **50%** of households served include a person with special needs.

Projects are located in every county of the state, with about **30%** of funds invested in rural areas.

**Statutory authority**  
Chapter 43.380 RCW

**Funding source(s)**  
State capital  
State operating

**Agency representative**

CORINA GRIGORAS  
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corina.grigoras@commerce.wa.gov



# Housing Trust Fund Operating and Maintenance Program

We strengthen communities by supporting the maintenance and operations of safe, decent, affordable housing for extremely low-income\* families and individuals.

## Program services

The Housing Trust Fund Operating and Maintenance Program provides grants to Housing Trust Fund recipients who have projects that:

- Provide housing for people with extremely low incomes
- Have a documented gap in operating and maintenance funds due to insufficient cash flow

## Real people, real stories

The Housing Trust Fund's Operations and Maintenance Program ensures the preservation of 1,565 housing units for extremely low-income households across the state annually.

Without the funding provided through the program, projects might not be able to maintain sustainable cash flow to remain available for households that wouldn't otherwise have access to decent or safe housing, potentially pushing households into homelessness.

## BY THE NUMBERS

Revenue is generated through a **\$13** surcharge on document recording fees.

Operating subsidies currently support **66** affordable housing projects statewide.

Supported projects serve households at or below **30%** of area median income.

\* Households with income below 30% of area median income

<p><b>Statutory authority</b> RCW 36.22.178: Affordable Housing for All Surcharge</p>	<p><b>Funding source(s)</b> Dedicated</p>	<p><b>Agency representative</b> DEBORAH ORNELLAS Operating and maintenance program manager 360-725-3100 deborah.ornellas@commerce.wa.gov</p>
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# Human Trafficking Program

We strengthen communities by increasing access to person-centered services for victims and by raising awareness of human trafficking, increasing resources and improving implementation of anti-trafficking laws.

## Program services

The Human Trafficking Program:

- Provides training to law enforcement, prosecutors and court personnel on anti-trafficking laws and investigations
- Maintains a human trafficking information portal and coordinates statewide information on task forces, resources, and state and federal legislative efforts
- Administers the Washington State Task Force Against the Trafficking of Persons
- Serves on the Commercial Sexual Exploitation of Children (CSEC) Statewide Coordinating Committee

## Real people, real stories

Law enforcement training participants reported the most effective areas of the training concerned Washington state human trafficking laws, human trafficking of men and human trafficking of LGBTQ individuals. Prosecutors reported the most effective areas of the training concerned sex trafficking investigations.

The increased awareness of human trafficking laws and investigations strengthens the statewide response to sex trafficking and the individuals impacted.

## BY THE NUMBERS

Since July 2017:

- **6** trainings provided on anti-trafficking laws and investigations statewide
- **2** four-hour trainings provided to the Tulalip Tribal Police Department
- **146** prosecutors and law enforcement personnel trained
- **3** meetings of the Washington State Task Force Against the Trafficking of Persons were coordinated

### Statutory authority

RCW 7.68.350: Washington state task force against the trafficking of persons  
 RCW 7.68.370: Trafficking of persons  
 – Clearinghouse on human trafficking

### Funding source(s)

State operating

### Agency representative

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 Office of Crime Victims Advocacy  
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# Justice Assistance Grant

We strengthen communities by providing grants to aid the criminal justice system.

## Program services

In 2019, Justice Assistance Grant funding supported the following work of Multi-Jurisdictional Gang-Drug Task Forces:

- Investigation and prosecution of drug, gang and violent criminal organizations
- Homicide, labor and sex trafficking, and property crime investigations

## Real people, real stories

The multijurisdictional task forces funded by the Justice Assistance Grant provide coverage for 26% of the state and 97% of the state population. The task forces target drug traffickers, gangs and violent criminal organizations that are normally beyond the capacity of local jurisdictions to adequately investigate and prosecute.

By working together, the task forces eliminate safe havens for drug trafficking and gang operations and reduce the overall availability of drugs on the streets.

Because 85% of property crime, and a significant percentage of violent crime, is related to the purchase or use of drugs, the task forces directly contribute to the health and safety of our communities.

## BY THE NUMBERS

Task forces supported by the grant during the last full year of operation resulted in:

- **1,220** arrests
- **725** disrupted drug, gang or other violent organizations (with 5+ members)
- **93%** prosecution success rate – more than twice the national rate
- **99%** forfeiture success rate

### Statutory authority

RCW 43.330.040(2)(a)  
42 U.S.C. § 3751(a)

### Funding source(s)

Federal

### Agency representative

BILL JOHNSTON  
Program manager  
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# Landlord Mitigation Program

We strengthen communities by providing landlords with an incentive and added security to work with tenants receiving rental assistance to reduce homelessness and increase housing security for low-income households.

## Program services

The Landlord Mitigation Program provides:

- Reimbursement of up to \$1,000 and up to 14 days of lost rent for repairs or modifications to pass a subsidy inspection
- Reimbursement of up to \$5,000 for repairs to damages caused by a subsidized tenant

Upon termination of a lease, a landlord can reclaim lost rent and other charges, including for damages, late-charges, noncompliance charges, legal expenses and utility charges.

## Real people, real stories

The Landlord Mitigation Program helps reduce the stigma associated with renting to subsidized tenants by insulating landlords from financial losses realized when damages to the property occur. Landlords now face fewer financial losses when renting to subsidized tenants when compared to nonsubsidized tenants.

New Jersey, Oregon and Nevada are modeling similar programs.

## BY THE NUMBERS

**\$1 million** was reimbursed to landlords in the initial year of operation.

**349** low-income households were able to find future housing without property debts owed.

### Statutory authority

RCW 43.31.605: Landlord mitigation program

### Funding source(s)

Dedicated

### Agency representative

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# Latino Community Fund

We strengthen communities through education, economic empowerment, arts and culture, civic engagement, health, and environmental justice programs.

## Program services

- The Healthy Latino Families Initiative provides counseling and connections to health care.
- Environmental Justice supports community engagement regarding environmental issues.
- The Latino Nonprofit Leadership Academy provides leadership development to advocate for equitable change.
- The Alianza Leadership Network promotes youth leadership and community projects.
- Latinos in Tech supports networking for professionals and students in technology.
- The Latino Equity Agenda identifies concerns for policymakers to support Latino communities.

## Real people, real stories

The Alianza Leadership Network supports young Latino leaders. You can read their stories [here](https://www.latinocommunityfund.org/brave_stories): [https://www.latinocommunityfund.org/brave\\_stories](https://www.latinocommunityfund.org/brave_stories).

## BY THE NUMBERS

Served more than **719** youth through leadership development programs

Provided assistance and education to **586** small-business owners

Hosted **6** Bailando las Canas events

Established an Environmental Justice Committee for Central Washington composed of **25** community members

### Statutory authority

2019 operating budget proviso (Section 129 (40))

### Funding source(s)

State operating

### Agency representative

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# Lead-Based Paint Program

We strengthen communities by helping contractors working in older homes and child-occupied facilities work lead-safe to decrease the exposure of children to lead-based paint hazards.

## Program services

The Washington Lead-Based Paint Program provides:

- Accreditation of training providers
- Certification of individuals and firms for abatement and renovation activities
- Enforcement of the renovation repair and painting rule
- Statewide compliance and outreach activities to contractors and landlords
- Listings of licensed lead-based paint service providers and firms providing inspections, risk assessment, abatement or renovation
- How-to tips on working safely with lead-based paint

## Real people, real stories

The Lead-Based Paint Program focuses on prevention.

Every time a contractor works lead-safe, that is a potential child protected from harm. The training and certification that the program oversees give contractors the skills they need to protect themselves, clients and families from the hazards of lead-based paint.

### BY THE NUMBERS

**2,382** currently certified firms provide inspections, risk assessment, abatement or renovation.

**7,146** individuals are certified for lead abatement and renovation activities.

**27** firms are accredited for training for lead abatement and renovation professionals.

#### Statutory authority

Chapter 70.103 RCW: Lead Based Paint

#### Funding source(s)

Federal  
Dedicated

#### Agency representative

CYNTHIA SANDERSON  
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# Legal Support and Community Safety Program

We strengthen communities by providing free referral and direct legal services so indigent immigrants facing immigration issues and deportation have representation.

## Program services

The Legal Support and Community Safety Program serves:

- Eligible individuals who are detained by immigration authorities at the Northwest Detention Center (NWDC) in Tacoma
- Eligible community members who aren't detained by immigration authorities but who are facing removal (deportation) proceedings in immigration court, at risk of losing their immigration status or are being targeted by immigration authorities

## Real people, real stories

A mother from El Salvador is receiving legal representation through the program. Her adult daughter was detained in New York after fleeing persecution. The program helped to get the daughter released from detention. Mother and daughter will be provided legal representation in their asylum cases.

Because no right to an attorney exists in immigration court, many immigrants are forced to navigate the complex immigration legal system alone. This program helps immigrants apply for protections that exist under current laws.

In doing so, the program seeks to keep families together that would otherwise be split apart by deportation, protects those fleeing violence, and opens opportunities in work and education.

## BY THE NUMBERS

In fiscal year 2019:

- **492** individuals received assessment and consultation services
- **346** individuals provided direct legal representation
- **33** counties' clients were served

### Statutory authority

2018 operating budget proviso (Section 127(65))

### Funding source(s)

State operating

### Agency representative

NATHAN PEPPIN  
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# Long-Term Care Ombuds Program

We strengthen communities by resolving problems related to the health, safety, welfare and rights of individuals who live in long-term care facilities.

## Program services

Long-Term Care Ombuds Program:

- Identifies, investigates and resolves complaints made by, or on behalf of, residents of long-term care facilities
- Provides information about the rights of residents in long-term care facilities
- Provides training for volunteer ombuds

## Real people, real stories

Ombuds work closely with residents and are resident directed so residents can age with respect and dignity. Ombuds provide consultations to residents, their families and care providers about service options. Last year, ombuds provided 51,140 consultations across the state.

In one example, a resident was in a desperate situation. The licensed provider suddenly closed down the adult family home where the elder was residing and left with the resident’s \$5,000 refundable deposit.

The ombuds helped the resident obtain free services from a legal advocate who gave her expert guidance on how to seek restitution.

## BY THE NUMBERS

More than **80** newly trained and certified ombuds

**377** total certified volunteer ombuds across the state

Resolved **91%** of **1,331** health and safety complaints received

Resolved **87%** of **4,162** total complaints received

### Statutory authority

Chapter 43.190 RCW: Long-Term Care Ombuds Program

### Funding source(s)

Federal  
State operating

### Agency representative

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# Low-Income Home Energy Assistance Program (LIHEAP)

We strengthen communities by contracting with 26 agencies and counties across Washington to provide energy assistance and related services to low-income households.

## Program services

LIHEAP services to low-income households include:

- Energy assistance to pay a portion of a household’s annual heating costs
- Energy crisis intervention
- Assistance with heat system repair and replacement
- Temporary shelter assistance
- Energy conservation education
- Emergency services, including blankets, space heaters, and minor window and roof repair

## Real people, real stories

LIHEAP assists households whose incomes are at or below 125% of the federal poverty level.

Low-income households, particularly the elderly, the disabled, and families with children, pay a much higher proportion of their incomes for their home heating needs. As a result, they are at risk of losing access to heat during cold-weather months.

LIHEAP primarily assists households by applying an energy assistance grant directly to the energy provider. In some situations, LIHEAP may also be able to pay for the repair or replacement of unsafe, dysfunctional or inoperative heating systems.

## BY THE NUMBERS

In federal fiscal year 2019, LIHEAP:

- Distributed more than **\$42 million** in the form of energy assistance to low-income households
- Provided energy assistance to more than **67,422** households
- The average LIHEAP benefit for eligible families was **\$434**
- **70%** of households served included at least one member who was elderly, disabled or a young child

### Statutory authority

RCW 43.63A.115: Community Action Agency Network – Delivery of Antipoverty Programs

### Funding source(s)

Federal

### Agency representative

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# Manufactured/Mobile Home Relocation Assistance Program

We strengthen communities by providing support and financial assistance to homeowners impacted by manufactured/mobile home community closures or conversions.

## Program services

The program:

- Provides a combination of cash assistance and reimbursement to aid relocating households
- Offers technical assistance for program application and financial assistance processes
- Provides resource referral to impacted households to assist in their transitions
- Educates social service providers and local jurisdictions about community closures and household impacts

## Real people, real stories

Manufactured and mobile home communities provide one of the most accessible opportunities for affordable homeownership. However, these communities are often pressured to close due to development demands or retirement of long-term owners.

The Manufactured/Mobile Home Relocation Assistance Program assists people like Marie. Marie owned an older home in a 76-unit community in Des Moines that closed in 2017 because of development demands. The program reimbursed relocation costs for Marie. She removed her older home from the closing community and bought a newer manufactured home in an affordable community that is unlikely to close.

## BY THE NUMBERS

Since 2005, the program:

- Reimbursed more than **\$4.6 million** in relocation-related expenses
- Helped **166** households relocate their homes to other communities or private properties
- Helped **52** households purchase safer manufactured homes built to U.S. Department of Housing and Urban Development standards
- Provided **639** households with problem-solving assistance

### Statutory authority

Chapter 59.21 RCW: Mobile Home Relocation Assistance  
Chapter 59.22 RCW: Office of Mobile/Manufactured Home Relocation Assistance – Resident – Owned Mobile Home Parks

### Funding source(s)

Dedicated

### Agency representative

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# National Housing Trust Fund

We strengthen communities by providing safe, decent and affordable housing for Washington’s most vulnerable families and people.

## Program services

The National Housing Trust Fund (NHTF) provides loans and grants to nonprofit housing organizations, housing authorities, tribes and local governments for new construction of affordable housing for people with extremely low incomes. NHTF financing can be awarded in conjunction with the HOME Investment Partnerships Program and Washington State Housing Trust Fund dollars.

## Real people, real stories

The NHTF is a dedicated federal program that is not subject to congressional appropriations. Funds come from an assessment of loans made by Freddie Mac and Fannie Mae. The U.S. Department of Housing and Urban Development started making National Housing Trust Fund formula-based awards to states in 2016.

### BY THE NUMBERS

**\$11 million** has been awarded to **5** projects since 2016.

Investments to date will help build **183** units of new housing.

Projects serve households with incomes at or below **30%** of the area median income.

**30%** of awarded funds can be used for operations and maintenance costs.

#### Statutory authority

FR-5246-I-03 24 CFR parts 91 and 93

#### Funding source(s)

Federal

#### Agency representative

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# Office of Developmental Disabilities Ombuds

We strengthen communities by protecting the rights of Washingtonians with developmental disabilities.

## Program services

The Office of Developmental Disabilities Ombuds provides the following services:

- Protects people with developmental disabilities receiving services from the state from actions or inactions that adversely affect their health, safety, welfare or rights
- Identifies, investigates and resolves complaints made by, or on behalf of, people with developmental disabilities
- Provides information about the rights of people with developmental disabilities
- Provides training for volunteer ombuds

## Real people, real stories

The mission of the Developmental Disabilities Ombuds is to inform the Legislature’s work to ensure safe, quality developmental disabilities services and improve the lives of people with developmental disabilities.

The Office of Developmental Disabilities Ombuds provides resident-directed complaint resolution.

## BY THE NUMBERS

**23** complaints or concerns received in 2017

**130** complaints or concerns received in 2018

**345** total people benefiting from ombuds responding to individual and group complaints

### Statutory authority

Chapter 43.382 RCW: Developmental Disabilities Ombuds

### Funding source(s)

State operating

### Agency representative

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# Office of Homeless Youth Prevention and Protection Programs (OHY)

We strengthen communities by connecting young people to shelter and housing resources with the goal that every young person has a safe and stable place to call home.

## Program services

- HOPE and Crisis Residential Centers offer placements for youth ages 12-17 experiencing family conflict, on the run, or whose health and safety are at risk.
- Street Outreach Services engage youth and young adults on the streets.
- Young Adult Shelter provides shelter for young adults 18-24.
- Young Adult and Independent Youth Housing provide transitional housing and rental assistance for youth 18-24.

## Real people, real stories

In fiscal year 2018, OHY awarded \$700,000 in grants to test innovative approaches to prevent youth from exiting public systems of care into homelessness. This was in response to Department of Social and Health Services data showing that a quarter of youth exiting child welfare and juvenile justice systems and half of youth exiting chemical dependency treatment experienced homelessness within 12 months of discharge.

As a result, an agency in King County was able to reunite a father experiencing homelessness and his two teenage sons, who were separated as they sought shelter in different places. The agency housed the entire family, connected the father to employment supports and got the boys back into school. The family is currently self-sufficient with no ongoing housing subsidy.

## BY THE NUMBERS

**3,807** unaccompanied youth and young adults served in fiscal year 2018

**\$11 million** appropriated to expand services to **30** Washington counties in 2019, **23** of which are rural

**10** co-design sessions held with youth across the state to work on system modifications to prevent youth from exiting public systems of care into homelessness

### Statutory authority

RCW 43.330.700 – 720: Homeless Youth Prevention and Protection Act  
RCW 43.185C.250 – 330: Homeless Housing and Assistance

### Funding source(s)

State operating  
Dedicated

### Agency representative

KIM JUSTICE  
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# Prison Rape Elimination Act (PREA) Program

We strengthen communities by facilitating and funding advocacy services so incarcerated survivors of sexual assault have federally required access to confidential advocacy support.

## Program services

- Technical assistance and grant management for the Washington Coalition of Sexual Assault Programs and local sexual assault programs
- Confidential telephone advocacy for incarcerated sexual assault survivors in Washington Department of Corrections (DOC) facilities
- In-person advocacy services for DOC inmates at sexual assault forensic medical exams
- Leading partnerships to assist in PREA compliance in Washington

## Real people, real stories

The Federal Prison Rape Elimination Act was signed into law in 2003. National standards for corrections facilities were released in 2012.

Since that time, through this program’s work, we have made it possible to provide confidential advocacy services for incarcerated sexual assault survivors through a confidential telephone hotline, in-person advocacy in Washington DOC facilities, support during investigatory interviews and in the hospital at sexual assault forensic medical exams.

## BY THE NUMBERS

About **17,000** incarcerated individuals can access services in **24** DOC facilities

**14** grants provided to local sexual assault programs to provide services at each DOC facility

**677** reports of sexual assault made by people incarcerated in DOC facilities in calendar year 2018

Nationally, about **200,000** individuals are sexually assaulted each year while incarcerated

### Statutory authority

42 USC Ch.147: Prison Rape Elimination Act

### Funding source(s)

State-funded Interagency Agreement with the Washington State Department of Corrections

### Agency representative

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# Retired and Senior Volunteer Program (RSVP)

We strengthen communities by providing placement to a variety of meaningful volunteer opportunities for Washington residents ages 55 and older to help with community needs.

## Program services

The Retired and Senior Volunteer Program recruits and refers volunteers to assist with public programs. Some examples include:

- Youth tutoring
- Adult literacy
- Assistance during and after community disasters
- Crime and fraud prevention
- Foodbank and food distribution services
- Environmental restoration
- Assistance to small businesses

## Real people, real stories

The program’s goal is to engage people ages 55 and older in volunteer service to meet critical community needs while also enriching their lives.

Furthermore, RSVP continues to make a difference by providing recruitment, training, placement, drug abuse education and assistance to people experiencing homelessness, among other services, that improve the quality of life for Washington residents.

## BY THE NUMBERS

In state fiscal year 2019:

- **13** RSVP centers serve **26** counties in Washington
- **16,410** RSVP volunteers provided more than **646,992** hours of service to communities throughout the state
- The estimated value of volunteer time tops **\$20.5 million**

### Statutory authority

RCW 43.63A.275: Retired Senior Volunteer Programs

### Funding source(s)

State operating

### Agency representative

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# Safety and Access for Immigrant Victims of Crime Program

We strengthen communities by providing training and monitoring for certifying agencies and by raising awareness about the protections available to immigrant survivors of crime.

## Program services

- Facilitation and administration of the Crime Victim Certification Steering Committee
- Training, outreach and education on U and T visa certifications
- Compliance monitoring of Chapter 7.98 RCW: Safety and Access for Immigrant Victims Act
- Availability for the community to report concerns and recommendations
- Legislative reporting and recommendations

## Real people, real stories

The program, in collaboration with the Crime Victim Certification Steering Committee, developed and delivered training curriculum to certifying agencies on protections available to immigrant victims of crime and response and compliance measures created under 7.98 RCW. A publicly accessible statewide database was established to locate certifying agencies and officials in Washington that can respond to requests of U and T visa certifications.

A U and T visa certification assists immigrant survivors of crime in applying for a temporary immigration benefit through the U.S. Citizenship and Immigrant Services, providing protections from their offenders or abusers, the ability to obtain a work permit, and temporary status in the U.S. for four years with the ability to eventually gain lawful permanent residency and/or citizenship.

## BY THE NUMBERS

Washington is home to more than **1 million** immigrants (**14%** of the population).

More than **300** certifying agencies exist throughout the state. (Certifying agencies include law enforcement agencies, prosecutors' offices and state agencies.)

### Statutory authority

Chapter 7.98 RCW: Safety and Access for Immigrant Victims Act

### Funding source(s)

State operating

### Agency representative

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# Section 811 Project Rental Assistance Demonstration Program

We strengthen communities by connecting people with disabling conditions to permanent housing so they can establish housing stability.

## Program services

The Section 811 Program provides affordable rent for nonelderly people living with disabling conditions. Tenants pay 30% of their income toward rent, and the Section 811 Program pays the remainder.

## Real people, real stories

The U.S. Department of Housing and Urban Development (HUD) Section 811 Program directs Commerce to partner with the Department of Social and Health Services (DSHS). DSHS provides referrals to units set aside for the program in multifamily housing projects that Commerce funds with Housing Trust Fund dollars.

Commerce negotiates with property owners to set aside a prescribed number of units for program participants. The program is for people ages 18 to 62, and heads of household must be eligible for community-based, long-term care services.

## BY THE NUMBERS

**133** units of affordable housing for people living with disabling conditions across the state

**\$5.3 million** for **5** years, renewable by HUD

**\$1.54 million** paid to multifamily housing owners since program inception

<p><b>Statutory authority</b> 42 U.S.C. Sec. 8013</p>	<p><b>Funding source(s)</b> Federal</p>	<p><b>Agency representative</b> JEFFERSON SPRING Supportive housing manager 360-725-2991 jeff.spring@commerce.wa.gov</p>
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# Services-Training-Officers-Prosecutors Violence Against Women Formula Grant

We strengthen communities by enhancing the criminal justice response to victims of domestic or dating violence, sexual assault, or stalking to support victims.

## Program services

Services-Training-Officers-Prosecutors Violence Against Women Formula Grant (STOP Grant) funds:

- Advocacy, crisis intervention, therapy and shelter to victims of domestic violence, dating violence, sexual assault or stalking
- Criminal justice equipment purchases, specialized crime units and training
- Support for judicial statewide projects and training

## Real people, real stories

The STOP Grant promotes a coordinated community response with victim advocates, law enforcement and prosecutors to hold offenders accountable and support the safety of victims.

Funds help pay the salaries of detectives and prosecutors who handle domestic violence and sexual assault cases and advocates who help victims get the services they need.

Funds have provided counseling, advocacy and safe spaces with beds to shelter children and their parents who flee violent homes. Funds have helped ensure that sexual assault survivors get specialized care, have evidence collected for rape kits, and receive legal help when safety hinges on what happens in court.

## BY THE NUMBERS

Between January and December 2017:

- **5,070** victims of domestic or dating violence, sexual assault, or stalking received services
- **522** cases for these crimes were accepted for prosecution
- **982** law enforcement officers attended trainings on responding to these crimes

### Statutory authority

Violence Against Women Reauthorization Act of 2013 (Pub. L. No. 113-4 127 Stat. 54)

### Funding source(s)

Federal

### Agency representative

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# Sexual Assault Prevention Program

We strengthen communities by building skills to help prevent sexual violence.

## Program services

The Sexual Assault Prevention Program funds:

- Multisession skill-building activities that address topics logically connected to sexual assault prevention
- Providers to train professionals and examine policy
- Comprehensive and culturally competent primary prevention activities

## Real people, real stories

Washington Rape Prevention and Education (RPE) funds support primary prevention activities guided by comprehensive, culturally and linguistically appropriate skill-building strategies that incorporate the social-ecological model, principles of effective prevention and the public health approach.

The most popular prevention education session topics across all age groups have been healthy relationships, social and emotional learning, and consent and coercion. Other topics addressed were boundaries, bullying, dating violence, gender roles, healthy sexuality, masculinity, media literacy, oppression, personal safety, role of bystanders, sexual harassment and technology safety.

Providers are positively affecting communities by addressing the root causes of sexual violence. Doing this work will help to prevent sexual violence, which is our ultimate goal.

## BY THE NUMBERS

In federal fiscal year 2018:

- **7** local programs conducted primary prevention activities with federal Rape Prevention Education (RPE) funds
- **838** primary prevention activities conducted with **11,530** participants
- **673** total prevention education sessions held, reaching **9,504** participants; most of the participants were high-school-aged (**5,717**)

### Statutory authority

RCW 43.280 Community Treatment Services for Victims of Sexual Assault Violence Against Women Reauthorization Act of 2013; Rape Prevention and Education (RPE) Funds (via interagency agreement with the Washington State Department of Health)

### Funding source(s)

Federal

### Agency representative

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# Sexual Assault Services Program

We strengthen communities by providing comprehensive crisis intervention, advocacy and support services to sexual assault survivors and their families.

## Program services

The Sexual Assault Services Program provides:

- Information, referral and community awareness
- Crisis intervention
- General, legal and medical advocacy
- Systems coordination
- Therapy
- Medical social work
- Support groups
- Culturally and community-specific support and services
- Building skills to prevent sexual violence
- Training, technical assistance and accreditation of providers

## Real people, real stories

According to the National Intimate Partner and Sexual Violence Survey, 45% of women and 22% of men in the nation have experienced sexual violence. We know that communities in Washington need resources to support survivors in their healing, improve community and systematic responses to sexual violence, and help to prevent further violence.

The Sexual Assault Services Program provides both immediate and long-term supports to survivors of sexual violence as well as their families and communities. Providers work with children, youth and adults. Services are free, and providers receive specialized training. In addition to direct services, organizations doing this work are in the community providing education, raising awareness, and building skills among community members and system partners.

## BY THE NUMBERS

In state fiscal year 2019:

- **62** sexual assault services providers funded across the state
- **\$9,522,307** obligated for sexual assault services and activities
- **\$561,597** obligated for primary prevention activities
- **30,855** people received sexual assault services (not including secondary survivors, such as families and friends)

### Statutory authority

Chapter 43.280 RCW: Community Treatment Services for Victims of Sexual Assault  
Chapter 70.125 RCW: Victims of Sexual Assault Act  
Violence Against Women Reauthorization Act of 2013; Sexual Assault Services Program (SASP)

### Funding source(s)

Federal  
State operating

### Agency representative

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# Statewide Reentry Council

We strengthen communities by improving public safety and outcomes for people reentering the community after confinement in jails, prisons, youth facilities or other forms of incarceration.

## Program services

- Increases collaboration between local and state programs related to incarceration and reentry
- Improves safety for victims and their families
- Seeks improvements in outcomes for individuals reentering the community
- Recommends system policy changes related to reentry
- Reports to the governor and Legislature
- Gives grants to nonprofits providing reentry aid services

## Real people, real stories

The 2019 Legislature passed six Reentry Council-supported bills:

- SHB 1041: Promoting successful reentry by modifying the process for obtaining certificates of discharge and vacating conviction records
- HB 1495: Establishing the joint legislative task force on criminal sentencing
- E2SHB 1646: Concerning confinement in juvenile rehabilitation facilities (minors sentenced in adult court can stay in juvenile detention until age 25 instead of 21)
- HB 1767: Establishing a law enforcement grant program to expand alternatives to arrest and jail processes
- SB 5207: Concerning notification of felony voting rights and restoration
- SSB 5433 Providing postsecondary education opportunities to enhance public safety

## BY THE NUMBERS

**\$270,000** granted to Divine Alternatives for Dads Services, a nonprofit that supports fathers who are returning to the community after incarceration

Prison population is at **103%** of the capacity the facilities were originally rated to house

**95%** of people return into their communities from prison

**Statutory authority**  
Chapter 43.380 RCW

**Funding source(s)**  
State operating

**Agency representative**  
CHRISTOPHER POULOS  
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# Tenancy Preservation Program

We strengthen communities by offering short-term loans to help tenants and landlords avoid evictions.

## Program services

The Tenancy Preservation Program provides:

- Short-term financial assistance to tenants facing a temporary monetary setback
- The ability for landlords to claim defaulted monies included in payment arrangements with tenants

## Real people, real stories

Landlords can now avoid costly eviction proceedings, vacancy loss and turnover costs while tenants maintain their housing. The program will have an impact on the growing homeless population throughout Washington and help landlords minimize financial losses.

The Legislature created the Tenancy Preservation Program in 2019. Commerce is currently conducting outreach and marketing to raise awareness of the program.

## BY THE NUMBERS

In 2019, **\$1 million** was allocated for this program, which is available to all private and nonprofit landlords offering rental housing in Washington.

### Statutory authority

RCW 43.31.605: Landlord mitigation program

### Funding source(s)

State operating

### Agency representative

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# Victim Witness Assistance Program

We strengthen communities by providing grants to county prosecutors so crime victims and witnesses receive information and support.

## Program services

The program provides grants to county prosecutors to offer:

- Information on victim rights
- Assistance in obtaining protection orders
- Information about the criminal justice process
- Accompaniment to criminal court proceedings
- Support during legal processes, including assistance with impact statements and restitution
- Notification to victims and witnesses of court proceedings, dates and events
- Preparation and submittal of orders of restitution

## Real people, real stories

The Victim Witness Assistance Program provides information, support and advocacy services to crime victims, witnesses and their families while they are involved in the criminal justice system.

Victim/witness personnel help victims manage the difficult emotions they might be feeling from the process. They also explain victim or witness rights and provide a better understanding of the workings of the criminal justice system. They act as liaisons for the victims as they interact with prosecutors, investigative staff and court personnel.

An essential right of victims during prosecution is the right to participate. Victim witness personnel ensure that victims are afforded this right by providing guidance and support and by encouraging their participation in victim impact statements at sentencing.

## BY THE NUMBERS

**38** county prosecuting attorney offices received grants in 2019 totaling **\$2.9 million** statewide.

More than **11,000** crime victims and witnesses received assistance in 2019.

More than **17,000** hours of direct service were provided last year through this grant.

### Statutory authority

RCW 7.68.035: Establishment of Crime victim and Witness Programs in County

### Funding source(s)

State operating

### Agency representative

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# Victims of Crime Act (VOCA) Program

We strengthen communities by providing grants to assist individuals hurt or harmed by crime.

## Program services

The VOCA Program provides funding to:

- Respond to the emotional, psychological or physical needs of crime victims
- Assist victims to stabilize their lives after victimization
- Assist victims to understand and participate in the criminal justice system if they choose to do so
- Restore a measure of security and safety to individuals hurt or harmed by crime

## Real people, real stories

Recovering from trauma is a process that is unique for the circumstances, culture and experiences of each individual whose life has been impacted by crime. The Washington State VOCA Plan guides the distribution of funds through initiatives that reflect the unique needs of victims of crime. The VOCA Program provides opportunities for service providers to help individuals navigate healing in myriad ways. For example:

- Victims of residential burglary receive help paying for the replacement of broken locks and windows
- Transgender and gender-diverse crime victims can attend weekly support groups
- Domestic violence victims receive rental and emergency financial assistance
- Tribal members can receive culturally relevant healing services by trusted members of their communities

## BY THE NUMBERS

**\$30 million** was distributed in 2019 through **176** grants to victim service providers.

About **50,000** individuals receive VOCA-funded services every year. VOCA-funded initiatives provide services to victims of all crimes, including sexual assault, domestic violence, child abuse and neglect, hate crimes, human trafficking, elder abuse, and property crimes.

### Statutory authority

28 CFR 94: Victims of Crime Act  
Victim Assistance Program  
RCW 43.280.080: Office of Crime  
Victim Advocacy

### Funding source(s)

Federal  
State operating

### Agency representative

NICKY GLEASON  
Victim of crime section manager  
360-725-2887  
nicky.gleason@commerce.wa.gov



# Washington New Americans Program

We strengthen communities by providing naturalization assistance to legal permanent residents in Washington to help them become United States citizens.

## Program services

The Washington New Americans Program provides:

- Marketing and outreach to legal immigrants and coordination of naturalization assistance
- Six Citizenship Day events and five roving attorney clinics across the state
- Access to Citizenship Hotline and a multilingual website that connects immigrants with local service providers
- Grant funding for 16 naturalization service providers across the state

## Real people, real stories

Since state fiscal year 2018, more than 1,000 people have naturalized after receiving help. Many applications are still pending due to long processing times. About 94% of completed applications during this period were submitted, and only 2% of processed applications were denied.

“The biggest obstacle to becoming a citizen was that I did not know where or how to start the process and was afraid,” said a client who naturalized in 2019 after attending a Citizenship Day in 2018. “It is very difficult to find help since we are in a small area with few resources ... I now have peace of mind. I feel at home in this country and now have access to more jobs, education and more freedom.”

## BY THE NUMBERS

In state fiscal year 2019:

- **1,397** applications for naturalization completed
- **13,154** immigrants in Washington state received services
- **492** children younger than age 18 became eligible to derive citizenship upon approval of their parents’ naturalization applications
- **434** volunteers provided **\$234,601** in total volunteer hours, of which **\$176,233** were from pro bono attorney hours

### Statutory authority

2008 operating budget proviso (Section 125(63))  
2010 operating budget proviso (Section 127(25))  
2019 operating budget proviso (Section 129(12))

### Funding source(s)

State operating

### Agency representative

NATHAN PEPPIN  
Program manager  
360-725-2868  
nathan.peppin@commerce.wa.gov





# Washington Youth and Families Fund

We strengthen communities by contracting with Building Changes to administer the funding to provide innovative programming that supports youth and families experiencing homelessness.

## Program services

Grants help provide comprehensive services to move youth and families from housing crises to housing stability. Services include:

- Rent assistance and flexible financial assistance
- Housing search and placement services
- Individualized and client-driven supportive services and case management
- Outreach services

## Real people, real stories

Fund dollars are used to identify and spread effective, innovative strategies that reduce homelessness and achieve better educational, social and economic outcomes for families and youth. Investments have led to counties across the state now having tools and strategies in place to effectively help families move out of homelessness and into stable housing.

Washington Youth and Families Fund is driving communities to use evidence-based, cost-effective strategies that match services to the real needs of families. The result: More families are exiting homelessness and remaining permanently housed, saving tens of thousands of dollars.

## BY THE NUMBERS

Since 2004, the Washington Youth and Families Fund, a private/public partnership, has leveraged:

- **\$53.7** million in private support attracted from **25** funders statewide
- **\$24 million** in public funds invested in **104** organizations to positively impact homeless families and youth
- Investments made in **25** counties in every region of the state

### Statutory authority

RCW 43.330.167: Washington youth and families fund

### Funding source(s)

Dedicated

### Agency representative

KATHY KINARD  
Office of Family and Adult Homelessness manager  
360-725-2939  
kathy.kinard@commerce.wa.gov



# WorkFirst Programs

We strengthen communities by providing Temporary Assistance for Needy Families recipients with internships, transferable skills development and case management so individuals can overcome barriers to employment.

## Program services

The WorkFirst Programs:

- Contract with local community organizations to provide services
- Prepare participants for employment by combining issue resolution with paid work-based learning through the Community Jobs program
- Incentivize employers to hire participants when they complete work-based learning through the Career Jump program (incentives include wage subsidies and training funds)
- Help participants build references and job skills through the Community Works program.

## Real people, real stories

Individuals who have participated in the program have said the following:

- “I went from homeless to an apartment, no money to a few hundred dollars in my pocket, no food to three meals and snacks a day, broken to getting fixed, sad and hurt to happy (and) grateful, a nobody to an improved somebody. I am so grateful for the Community Jobs program.”
- “I was able to receive work experience and obtain supplemental supportive services, including a functional income and gas assistance.”
- “I would not have been able to achieve my goals so fluidly without the aid of the Community Jobs program.”

## BY THE NUMBERS

More than **57,884** participants served since the start of the program in 1997

**68.6%** of participants gained employment since the second quarter of 2018

**17** contractors provide services in **23** communities across the state

### Statutory authority

Chapter 74.08A RCW: Washington WorkFirst Temporary Assistance for Needy Families

### Funding source(s)

Federal

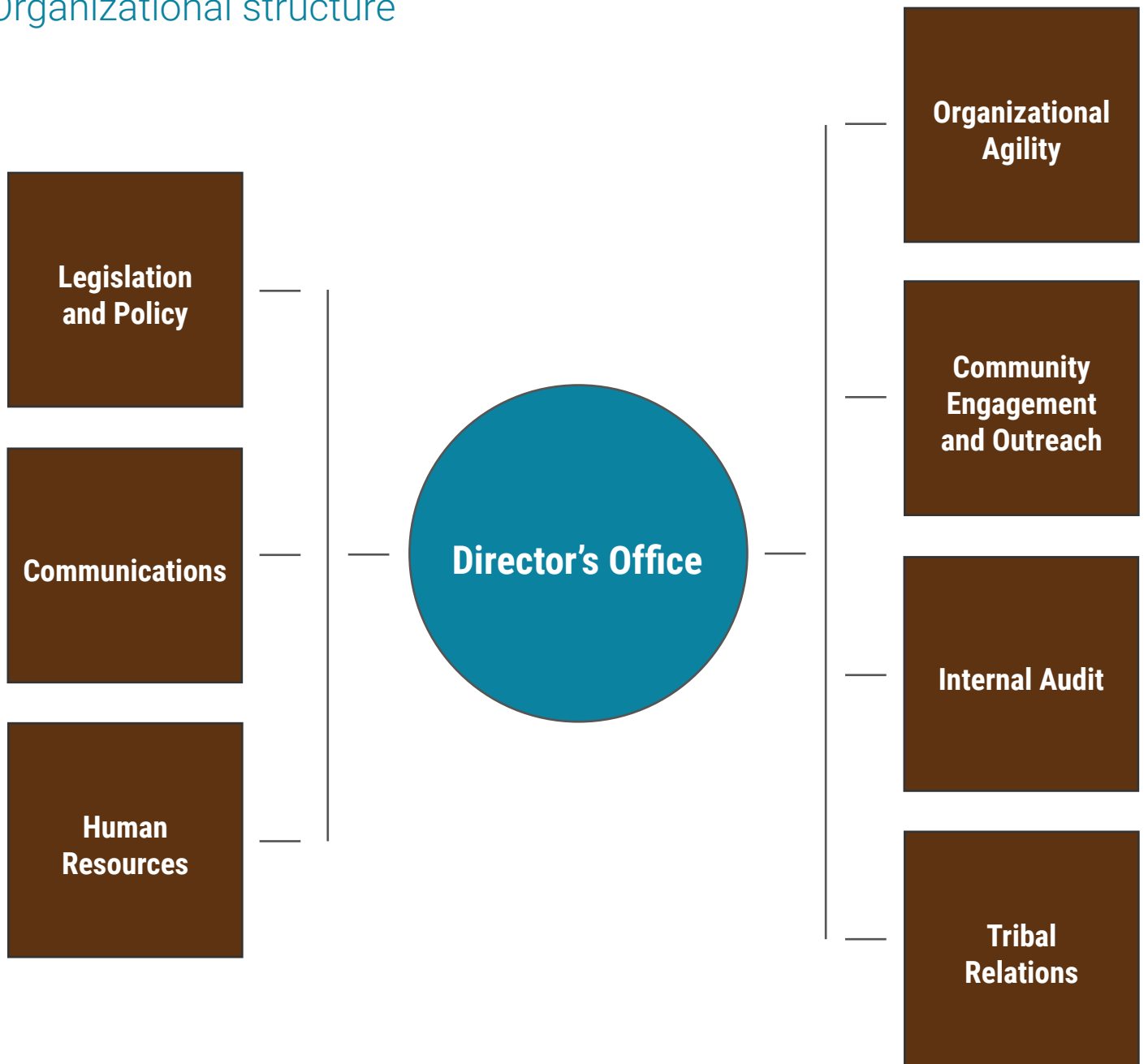
### Agency representative

DIANE GIANNOBILE  
Program manager  
360-725-4147  
diane.giannobile@commerce.wa.gov



# Director's Office (DO)

## Organizational structure



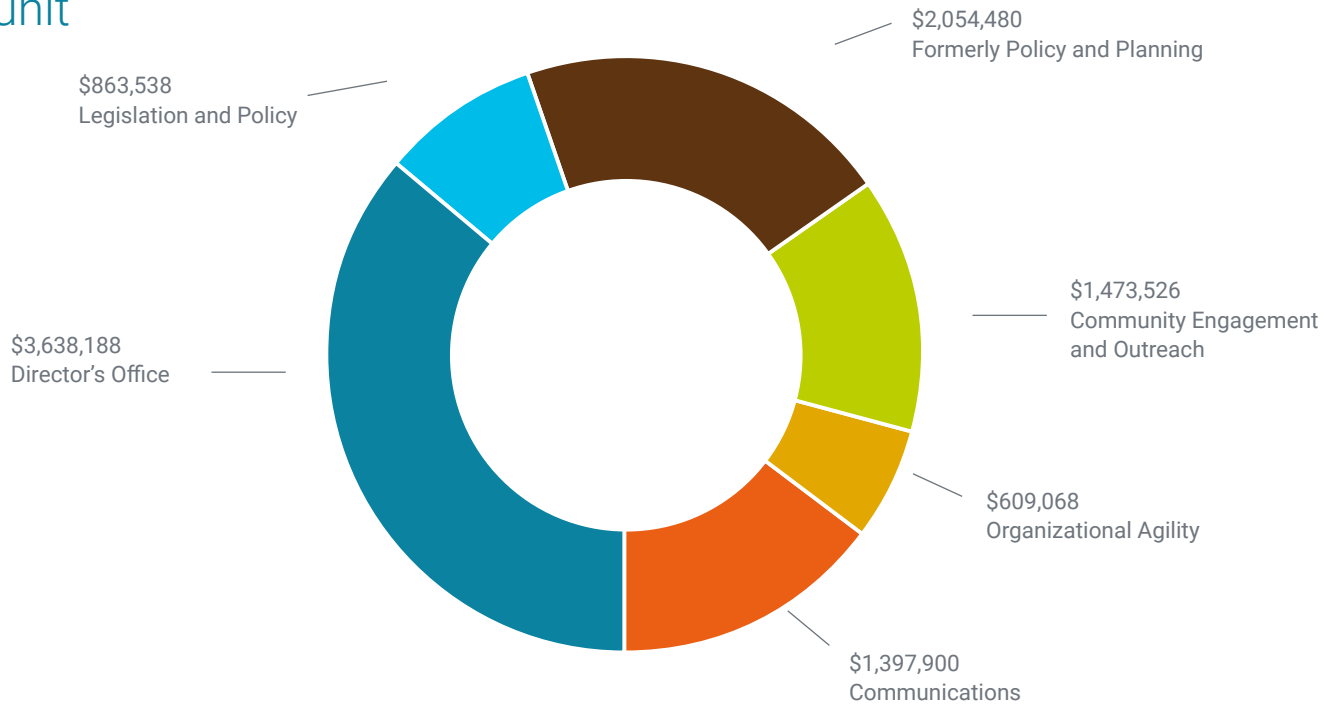


# DO operating budget

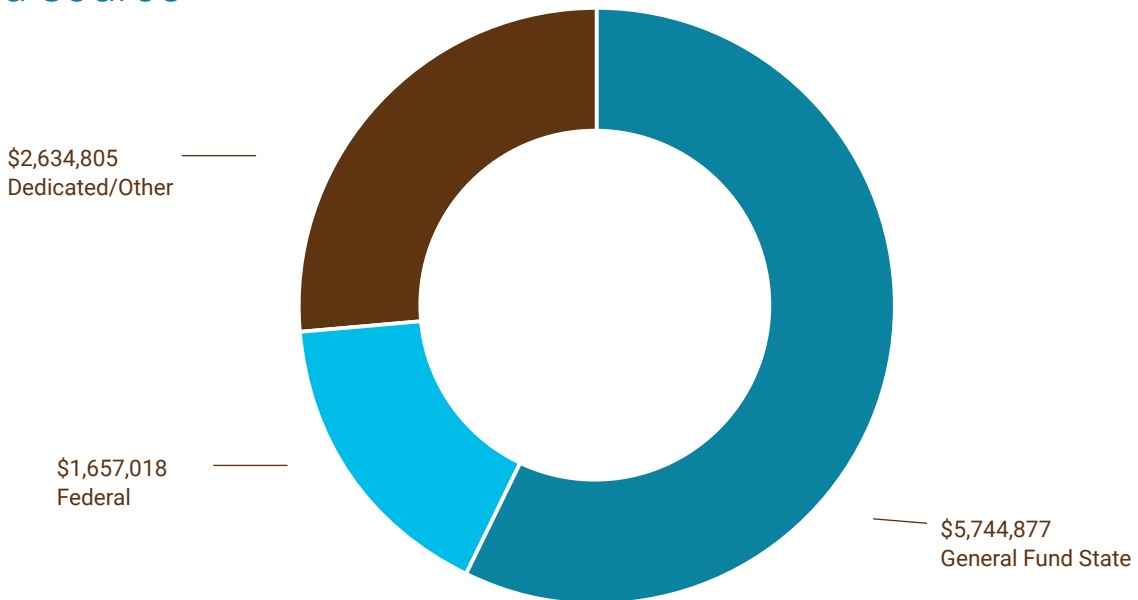
2019-2021 total operating budget: \$10,036,700 | Total FTEs: 27.6



## By unit



## By fund source





# DO programs



Child Care Collaborative Task Force

Community Engagement and Outreach



# Child Care Collaborative Task Force

We strengthen communities by recommending policies to promote high-quality child care from diverse providers that is accessible and affordable to all Washington families.

## Program services

- We support the Child Care Collaborative Task Force in its work.
- By June 2021, the task force will develop a strategy, timeline and implementation to achieve accessible, affordable child care for all Washington families by 2025.
  - Assess the child care industry and facilities’ needs.
  - Model the costs of providing high-quality child care.
  - Report findings to the Legislature and governor as required by legislation.

## Real people, real stories

The task force envisions Washington as the nation’s most equitable, affordable and accessible child care system that benefits all parents, child care staff and providers, employers and communities.

Reflecting on her time participating on the task force, member Mary Ellen O’Keeffe said, “Over the past year, I have learned that limited child care accessibility and affordability for many families in Washington state forces parents to make choices of paying rent or paying for child care. These conditions are impacting the current workforce as well as the future workforce by creating situations that cause workers to miss work and make choices that limit their child’s full development.”

## BY THE NUMBERS

**9** task force meetings convened since July 2018

**31** policies recommended for consideration by the Legislature and governor in November 2019

Economic analysis commissioned by task force partners suggests that lack of accessible, affordable child care resulted in **\$6.5 billion** direct and indirect costs to Washington’s economy in 2017

### Statutory authority

SHB 2367, Chapter 91, Laws of 2018  
2SHB 1344, Chapter 368, Laws 2019

### Funding source(s)

State operating

### Agency representative

JILL BUSHNELL  
Child Care Collaborative Task Force  
project manager  
360-725-2818  
jill.bushnell@commerce.wa.gov



# Community Engagement and Outreach

We strengthen communities by creating positive external connections and partnerships with our stakeholders and underserved communities through engagement, responsiveness and follow-up.

## Program services

The team’s specialists serve as connectors, conveners, facilitators, planners and coordinators for communities with needs that Commerce can potentially invest in and/or support in other ways:

- JB Bennis serves the northwest region:  
jb.bennis@commerce.wa.gov
- Steve Dunk serves the southwest region:  
stephen.dunk@commerce.wa.gov
- Julia Havens serves the eastern region:  
julia.havens@commerce.wa.gov
- Karen Francis-McWhite serves the central region:  
karen.francis-mcwhite@commerce.wa.gov

## Real people, real stories

The team has had a consistent and ongoing presence in rural and underserved communities by engaging with local elected leaders, tribes, nongovernmental organizations, education and library leaders, community action agencies, and more.

Currently underway is Commerce’s New Approaches Pilot, which involves testing a new community engagement model designed to leverage outreach, navigation and technical assistance to increase access for underserved and rural communities.

Three communities are participating in the pilot: Chewelah, Toppenish and Hoquiam. These communities represent Eastern, Central and Western Washington respectively.

## BY THE NUMBERS

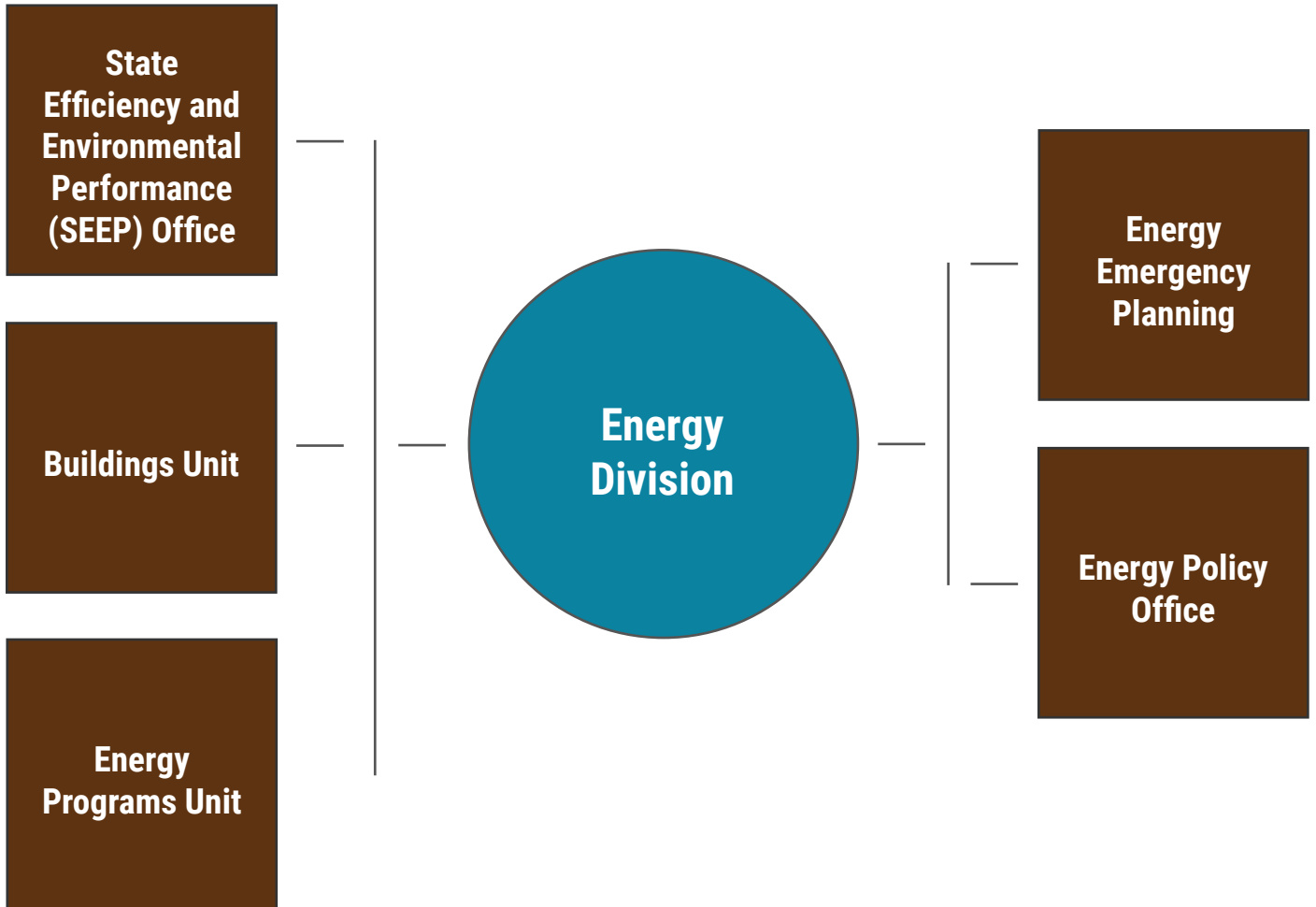
**4** outreach specialists are assigned to support various areas of the state

<p><b>Statutory authority</b> N/A</p>	<p><b>Funding source(s)</b> Agency indirect funding</p>	<p><b>Agency representative</b> CHERYL SMITH Community engagement and outreach director 360-725-2808 cheryl.smith@commerce.wa.gov</p>
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# Energy Division

## Organizational structure





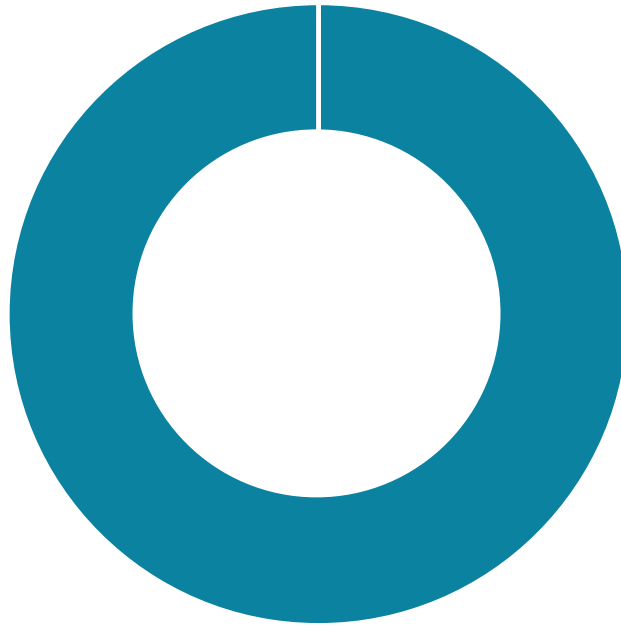


# Energy operating budget

2019-2021 total operating budget: \$47,363,646 | Total FTEs: 34.4

## By program

\$47,363,646  
State Energy  
Programs



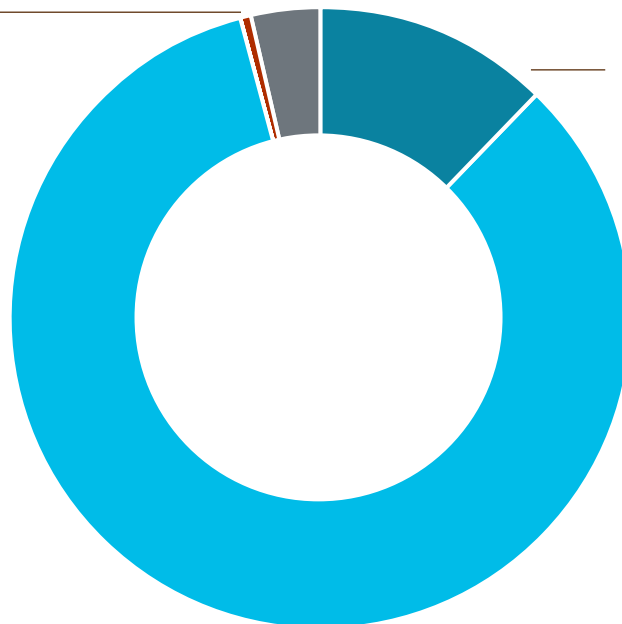
## By fund source

- \$41,786 Private Local
- \$2,788 Community/Economic Development Fee
- \$5,000 Energy Freedom Account
- \$12,778 Building Code Council Account
- \$200,000 Low-income WX Account

\$1,698,895  
Other

\$5,800,230  
General Fund State

\$39,602,169  
Federal



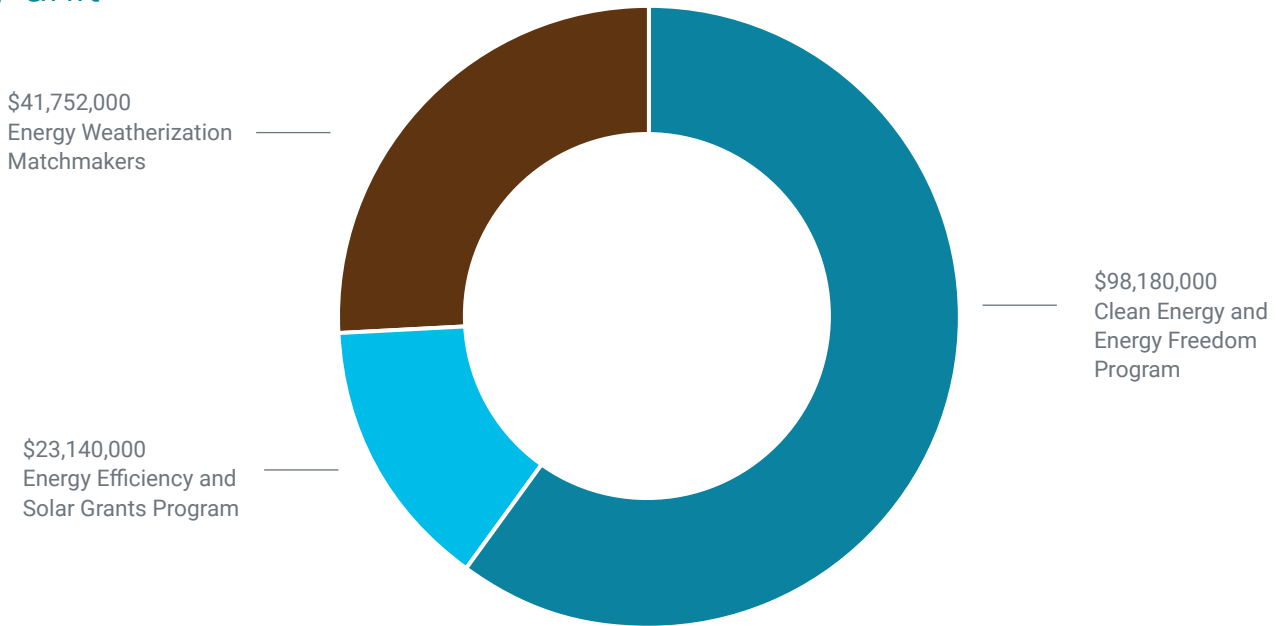


# Energy capital budget

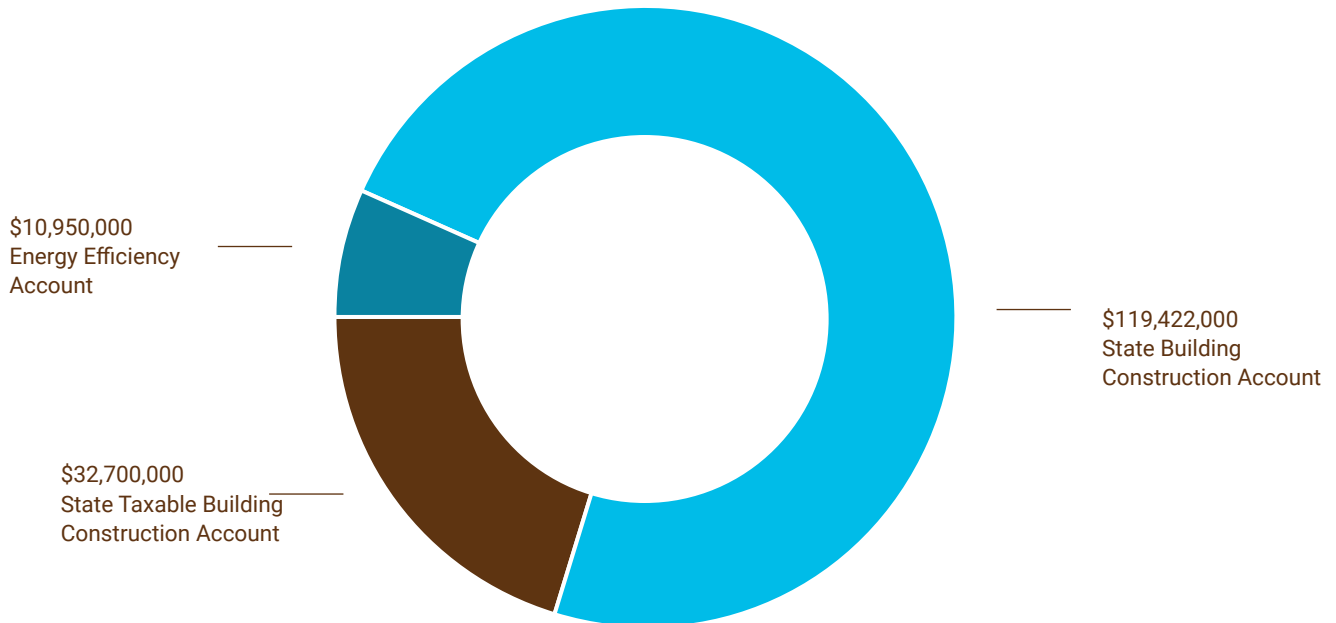
2019-2021 total capital budget: \$163,072,000



## By unit



## By fund source





# Energy programs



- Clean Energy Fund (CEF)
- Energy Efficiency and Solar Grants Program
- Energy Emergency Management Program
- Energy Policy
- Low-Income Home Rehabilitation Revolving Loan Program
- State Efficiency and Environmental Performance Office (SEEP)
- Weatherization Program
- Weatherization Plus Health



# Clean Energy Fund (CEF)

We strengthen communities by funding the development, demonstration and deployment of clean energy technology to position Washington state as a leader in clean energy technology and market transformation.

## Program services

- Grid modernization for energy storage, improved reliability and reduced costs of intermittent renewable or distributed energy
- Research, development and demonstration grants for clean energy projects made in Washington
- Revolving loan funds to finance proven building energy efficiency and renewable energy technologies for residential and commercial sectors
- Direct appropriations for specific clean energy projects

## Real people, real stories

Washington’s Clean Energy Fund has three primary programs: Grid Modernization; Research, Development and Demonstration; and Grant to Nonprofit Lenders. These state-funded programs are matched at least 1 to 1 by nonstate funds, effectively doubling the state’s investment. In many cases, the match is 3 to 1 or higher.

We are accelerating innovation and opening new markets for low-carbon technology. Since 2013, state investments have encouraged public-private partnerships on a diverse range of projects.

Grid modernization and research, development and demonstration are about innovation and moving clean technology forward. Grants to nonprofit lenders fund proven efficiency technologies. This funding has resulted in energy savings of 13 million KWH and 110,000 MMBTU and prevented 30,000 tons of greenhouse gases.

## BY THE NUMBERS

Grants given in the programs’ lifetimes:

- Grid modernization: **\$40.7 million**
- RD&D: **\$32 million**
- To nonprofit lenders: **\$31.2 million**
- Electrification of transportation systems: **\$11 million**
- Solar deployment: **\$4 million**
- Direct appropriations and other programs: **\$35.4 million**

<p><b>Statutory authority</b> State capital budget</p>	<p><b>Funding source(s)</b> Federal and state capital</p>	<p><b>Agency representative</b> HANS BERG Energy contracts and programs supervisor 360-528-7063 hans.berg@commerce.wa.gov</p>
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# Energy Efficiency and Solar Grants Program

We strengthen communities by providing grants to public entities for energy efficiency retrofits and solar photovoltaic installation.

## Program services

- Solar grants for public buildings
- Energy-efficiency retrofit grants for public buildings
- Funding to increase the energy efficiency and environmental performance of planned projects at state buildings

## Real people, real stories

This program provides funding to Washington state agencies, local governments, public schools and public higher education to improve the energy consumption of these buildings. These projects reduce operational costs, save energy, reduce greenhouse gases, and make learning and work environments more comfortable.

In the 19-21 biennium, \$3.4 million is available for energy-efficiency projects, and \$3.4 is available for solar grants.

Additionally, projects within small towns and cities receive 20% of the energy-efficiency grant funding to help ensure all communities can invest in these projects.

The state project improvement grant (part of energy efficiency and solar) worked with the State Energy and Environmental Performance Office to collaboratively develop the 2019 funding round: 77 applications requesting \$28 million were received, and \$6.5 million is available.

## BY THE NUMBERS

**11** solar awards in 2018 round

Average solar grant was **\$152,306**

The average solar project will save **\$7,356** in energy annually

**25** energy-efficiency awards in 2018 round

Average energy-efficiency grant was **\$255,652**

The average energy efficiency project will save **\$54,203** annually

### Statutory authority

Enacted Capital Budget (HB 1102)  
Section 1039

### Funding source(s)

State capital budget

### Agency representative

DEVER HAFFNER-RATLIFFE  
Grant manager  
360-522-3610  
eeands@commerce.wa.gov



# Energy Emergency Management Program

We strengthen communities by ensuring the reliability, security and resilience of the state’s energy sector, including electricity, natural gas and petroleum.

## Program services

- Works with the energy sector to prepare, respond and recover from energy supply disruptions
- Coordinates state restoration priorities and distribution of the energy supply across the state during an energy emergency
- Coordinates programs to reduce the demand on the energy supply and support the restoration of the energy supply
- Has the authority to request governor’s energy supply alert or energy emergency

## Real people, real stories

Our work:

- Improves coordination and information sharing among the state’s energy sector partners, state agencies, private sector and other critical infrastructure partners
- Provides expertise on the state’s energy sector, understands downstream impacts and develops operational plans to manage an energy supply disruption (for instance, providing guidance on prioritization of energy supply allocation)
- Minimizes the impacts of a supply disruption by analyzing supply usage; restoration status implementation of waivers, programs and energy emergency planning; and other strategies
- Provides awareness of potential and emerging threats that could impact the state’s energy sector systems
- Supports the clean energy transition and ensuring energy reliability, resilience and security for all Washington residents

## BY THE NUMBERS

We partner with all the utilities in the state, including **66** electrical utilities, **19** petroleum utilities and **5** natural gas utilities.

Key partners include state agencies, **39** counties, **29** federally recognized tribes and federal agencies.

About **1/3** of Washington households use natural gas for heating.

### Statutory authority

Chapter 43.21F RCW: State Energy Office  
Chapter 43.21G RCW: Energy Supply Emergencies, Alerts  
Chapter 44.39 RCW: Joint Committee on Energy Supply and Energy Conservation

### Funding source(s)

U.S. Department of Energy

### Agency representative

ELIZABETH KING  
Energy emergency management director  
360-764-0126  
elizabeth.king@commerce.wa.gov



# Energy Policy

We strengthen communities by providing expert policy and analytical support for Washington’s transition to a clean, equitable and affordable energy economy.

## Program services

- Establishes rules for power plant efficiency, clean electricity, commercial building performance, appliance standards and energy efficiency
- Convenes utilities, low-income advocates and other stakeholders to assess energy burden and energy assistance needs
- Assesses potential for renewable natural gas to replace fossil natural gas
- Provides policy and technical assistance to utilities and local governments installing electric vehicle infrastructure

## Real people, real stories

In the last legislative session, the Energy Policy Office successfully advanced two agency request bills that substantially strengthened the state’s appliance efficiency standards and updated consumer disclosure requirements for electric utilities.

The policy team’s bigger contribution, however, was to provide policy and technical advice to legislators and advocates on an ambitious climate and clean energy agenda addressing multiple sectors of the state’s economy.

After legislative approval, team members support policy implementation by leading complex rulemakings, advising grant programs, contributing to building code development and providing advice for further legislative development.

## BY THE NUMBERS

Policy recommendations and alternatives for **147** legislators and the governor

Electric fuel mix information for **3.4 million** utility customers

Advanced energy code covering **45,000** new housing units and **24 million** square feet of new commercial building space each year

Appliance efficiency standards to avoid **\$2 billion** of excess costs to consumers and businesses

### Statutory authority

Multiple statutes, including RCW Chapters 43.21F, 19.285, 19.405, 19.29A, 19.280, 19.260 and 80.80.

### Funding source(s)

General fund state and federal SEP

### Agency representative

GLENN BLACKMON  
Energy Policy Office manager  
360-339-5619  
glenn.blackmon@commerce.wa.gov



# Low-Income Home Rehabilitation Revolving Loan Program (HRLP)

We strengthen communities by making available deferred loans of up to \$40,000 to help rural, low-income homeowners make home repairs that preserve housing.

## Program services

The program launched in October 2018 and:

- Prioritizes housing that can be weatherized and made more energy efficient
- Provides loans of up to \$40,000
- Ensures senior citizens, people with disabilities, families with children ages 5 and younger, and veterans are given priority

## Real people, real stories

The Low-Income Home Rehabilitation Revolving Loan Program gives low-income families an affordable way to access funds for large-scale home repair. This allows them to protect the equity they have in their homes while preserving housing in rural areas around the state.

Once repairs are complete, our Weatherization and Weatherization Plus Health programs can make those houses safer and more energy efficient, saving families money while improving indoor air quality and living conditions.

This program strengthens communities by improving the health and safety of housing for vulnerable populations. Affordable housing is vital to the success of every community.

## BY THE NUMBERS

State capital budget provided **\$5** million for loans in 2018

As of November 2019, 15 loans had been signed for a total of **\$519,815**

**13** agencies are currently participating in HRLP

Low-income homeowners in **32** rural Washington counties are eligible

### Statutory authority

RCW 43.330.480-43.330.488  
Low-Income Home Rehabilitation  
Revolving Loan Program

### Funding source(s)

State capital budget

### Agency representative

BROOKE HARRIS  
Program manager  
360-688-6907  
brooke.harris@commerce.wa.gov





# State Efficiency and Environmental Performance (SEEP) Office

We strengthen communities by working with state agency partners to achieve reductions in greenhouse gas emissions, solid waste and toxics from state government operations.

## Program services

- Guides state agency efforts related to electric vehicles (EVs), energy efficient and zero energy facilities, sustainable purchasing, solid waste, and clean electricity
- Convenes subject-specific working group and stakeholder meetings on behalf of the SEEP Governing Council
- Works collaboratively to identify and pursue opportunities to fund cost-effective improvements in state agency environmental performance

## Real people, real stories

The SEEP Office demonstrates government leadership in the clean energy transition and proves that state agencies can lead by example. Current efforts include working with state agencies in state-owned buildings impacted by the clean buildings bill (HB 1257) recently passed by the state Legislature and developing a [Zero Energy Toolkit](#) that provides targeted guidance on zero energy project development to state agencies.

SEEP offers direct assistance to develop guidance on considering embodied carbon in state facility projects, developing strategies to fund EV charging infrastructure to help state agencies meet the targets in the governor’s electric fleets initiative, and partnering with the Department of Enterprise Services (DES) to maintain accurate data about EVs and charging needs at state facilities.

## BY THE NUMBERS

SEEP works with **14** state agencies that represent about **90%** of emissions from state government operations.

More than **85%** of the state’s EV fleet is based at SEEP agencies.

Since April 2017, state-owned EVs have traveled more than **1 million** miles, saving more than **42,000** gallons of fuel and reducing carbon emissions by more than **375** metric tons.

**Statutory authority**  
Executive Order 18-01

**Funding source(s)**  
State capital budget

**Agency representative**  
HANNA WATERSTRAT  
SEEP director  
360-725-3122  
hanna.waterstrat@commerce.wa.gov



# Weatherization Program

We strengthen communities by improving homes through weatherization to conserve energy and reduces energy costs for low-income families.

## Program services

The program offers aid for:

- Ceiling, wall, floor and duct insulation
- Repairing or replacing water heaters
- Performing air sealing
- Modifying heating systems for efficiency
- Repair and rehabilitation services to eliminate health and safety hazards, such as mold, lead-based paint and asbestos

## Real people, real stories

Weatherization strengthens communities by creating healthy, efficient housing for low- and moderate-income households. By helping families conserve energy, we lower their bills and preserve affordable housing.

Lower energy use reduces the need to create new energy sources and lessens environmental impacts. The weatherization work force is deeply integrated with the building industry, providing jobs and growing the economy.

## BY THE NUMBERS

Average weatherized households save **\$238** per year in energy costs

**3,148** total closed projects between July 1, 2018, and June 30, 2019 (includes Weatherization and Weatherization Plus Health)

### Statutory authority

Low-Income Home Energy Assistance Act of 1981  
Energy Conservation and Production Act  
RCW 43.330.110, Housing – Energy Assistance

### Funding source(s)

Federal and state

### Agency representative

AMANDA RAINS  
Housing Improvement and Preservation Unit managing director  
360-522-0898  
amanda.rains@commerce.wa.gov



# Weatherization Plus Health

We strengthen communities by combining energy and cost-saving weatherization improvements with measures that improve home environments for children and adults who have asthma and chronic obstructive pulmonary disease (COPD).

## Program services

- Comprehensive assessment to determine weatherization and healthy home needs
- No-cost installation of select weatherization improvements, inexpensive healthy homes measures (green clean kits, filters and walk-off mats) and more intensive healthy home interventions (such as repairs, advanced ventilation and mold remediation)
- Initial home visits to screen participants, provide education and identify environmental health triggers
- Follow-up visits at three, six and 12 months

## Real people, real stories

In 2015, the Washington Legislature expanded the Weatherization Program to include healthy housing improvements. These improvements reduced asthma- and respiratory-symptoms-related emergency room visits as well as Medicaid and Medicare costs. Clients also reported improvements in mental health and general physical health.

Partnering with community medical and public health providers helps us identify high-needs households and provide coordinated services. Education and follow-up visits are key strategies we use to make sure clients continue to reap the benefits of their healthy home measures. Ultimately, these changes lead to people living independently longer and significantly delaying moving into potentially expensive nursing home facilities.

## BY THE NUMBERS

In 2019, 14 local agencies invested **\$1.3 million** in work on more than **300** homes.

The program brought healthier conditions to **198** households.

**37%** of clients received low-cost measures, such as HEPA-filtered vacuum, green cleaning kits and air filters.

**53%** of clients received healthy homes measures, such as home repairs, carpet replacement and duct cleaning.

### Statutory authority

RCW 70.164: Low-Income Residential Weatherization Program  
RCW 43.330.110: Housing-Energy Assistance

### Funding source(s)

Federal and state

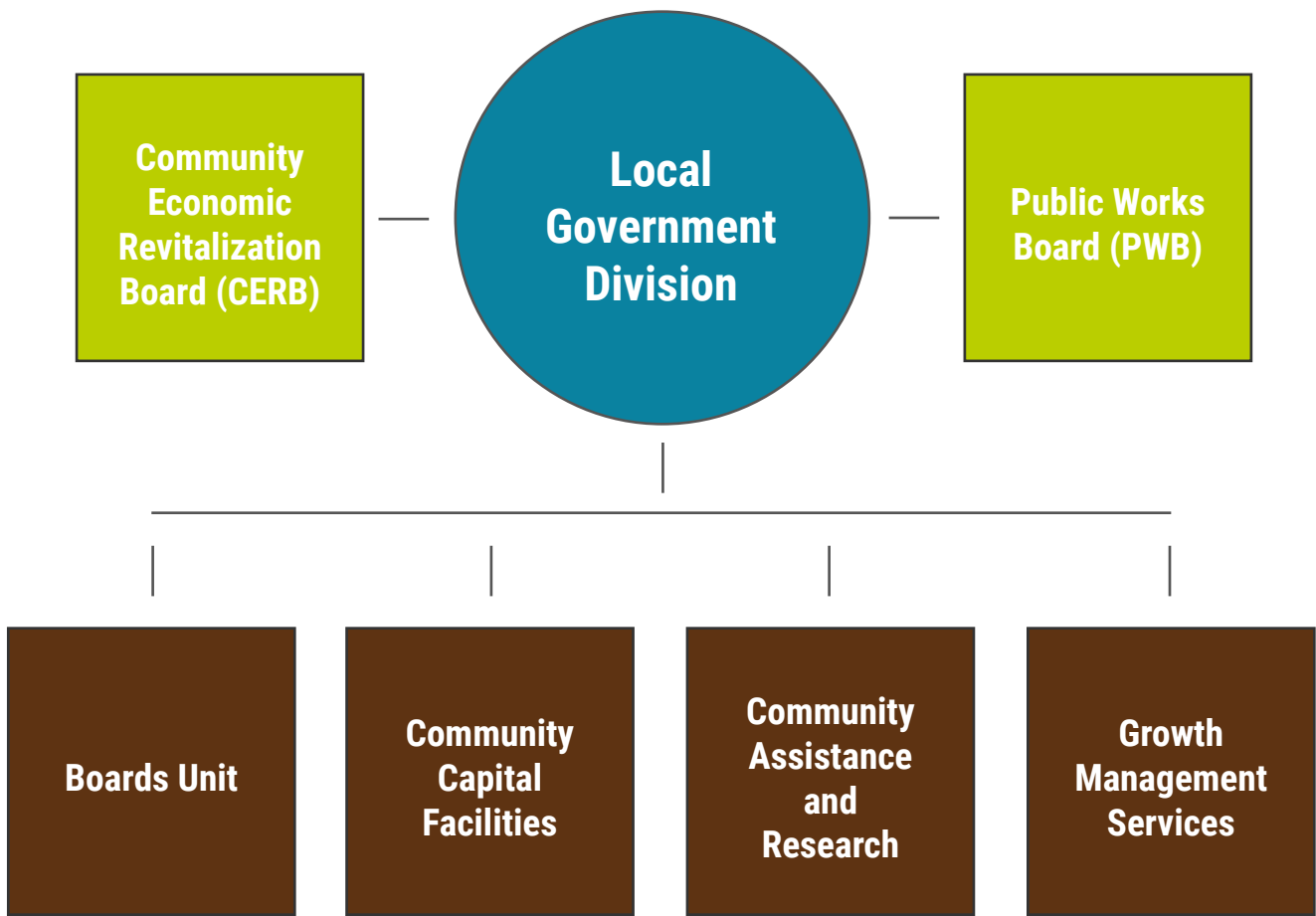
### Agency representative

AMANDA RAINS  
Housing Improvement and Preservation Unit managing director  
360-522-0898  
amanda.rains@commerce.wa.gov



# Local Government Division (LGD)

## Organizational structure



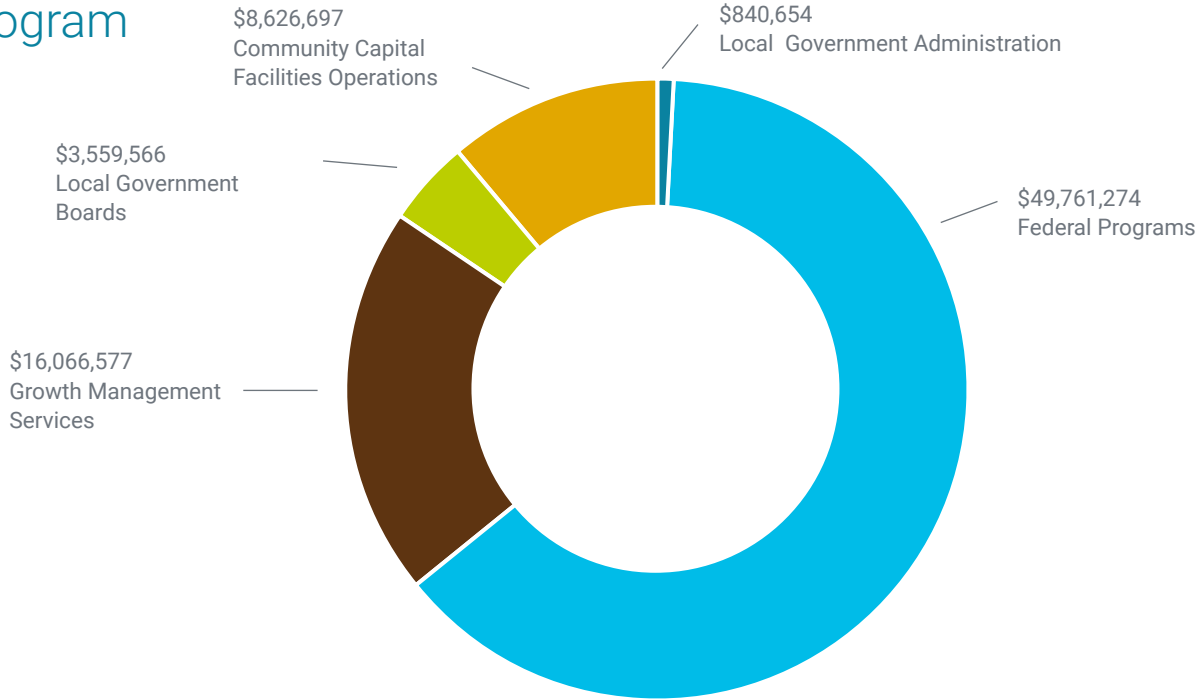


# LGD operating budget

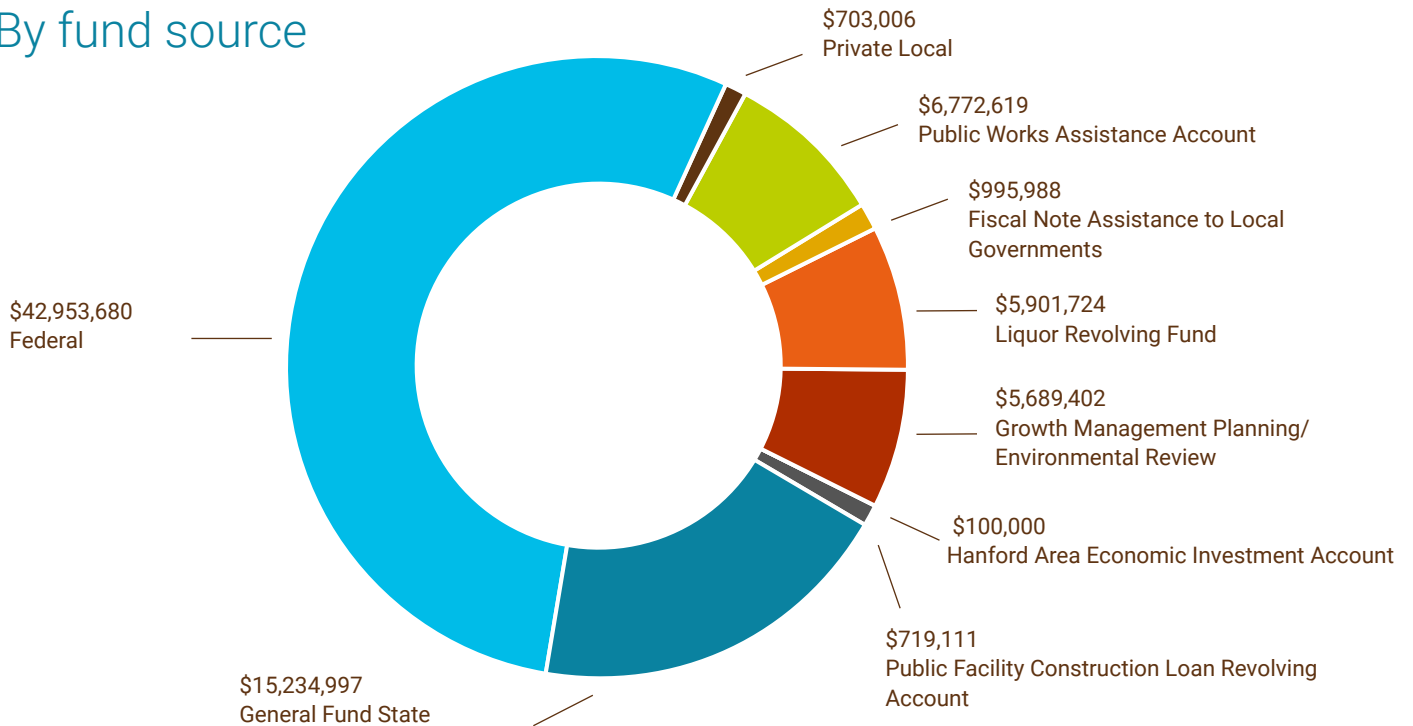
2019-2021 total operating budget: \$79,070,527 | Total FTEs: 46.9



## By program



## By fund source

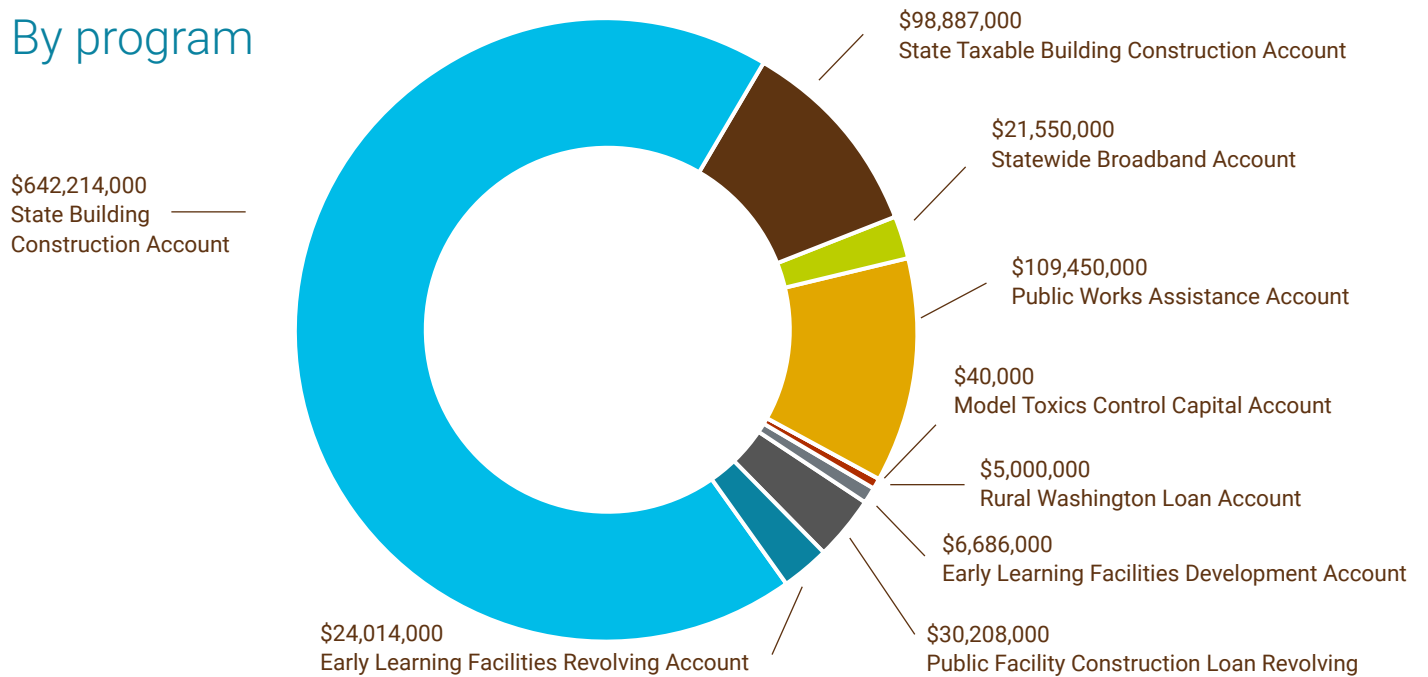




# LGD capital budget

2019-2021 total capital budget: \$938,049,000

## By program



2010 Local and Community Projects	\$1,975,000
Port and Export Related Infrastructure	\$700,000
Projects for Jobs and Economic Development	\$1,000,000
Projects That Strengthen Youth and Families	\$300,000
Projects That Strengthen Communities and Quality of Life	\$1,400,000
Local and Community Projects 2016	\$21,750,000
Local and Community Projects	\$3,000,000
Disaster Emergency Response	\$50,000
Building Communities Fund Program	\$1,675,000
Energy Efficiency and Solar Grants	\$2,000,000
Community Behavioral Health Bed-Acute and Residential	\$5,000,000
2018 Local and Community Projects	\$91,142,000
2019 Local and Community Projects	\$28,000,000
Behavioral Rehabilitation Capacity Grants	\$2,000,000
Behavioral Health Community Capacity	\$84,500,000
2017-19 Building Communities Fund Grant	\$18,500,000
Dental Clinic Capacity Grants	\$10,000,000
Youth Recreational Facilities Grants	\$5,000,000
2017-19 Stormwater Pilot Project	\$50,000
Building for the Arts Program	\$6,000,000
2019-21 Building for the Arts Grant Program	\$12,000,000
2019-21 Youth Recreational Facilities Grant Program	\$5,880,000
2019-21 Building Communities Fund Program	\$36,785,000
2019-21 Early Learning Facilities	\$6,300,000
2019-21 Behavioral Health Capacity Grants	\$117,951,000
2020 Local and Community Projects	\$162,793,000

2019-21 Behavioral Rehabilitation Services	
Capacity Grants	\$2,000,000
Library Capital Improvement Programs	\$12,838,000
Dental Capacity Grants	\$1,475,000
Palouse to Cascades Trail Facilitation	\$150,000
Public Works Assistance Account Program	\$11,000,000
Public Works Board	\$95,000,000
CERB Administered Broadband	\$3,450,000
Early Learning Facility Grants	\$6,000,000
2019-21 Early Learning Facilities	\$18,014,000
Early Learning Facility Grants	\$2,500,000
2019-21 Early Learning Facilities	\$4,186,000
Washington Broadband Program	\$21,550,000
Projects that Strengthen Communities and Quality of Life	\$40,000
CERB Administered Broadband	\$10,000,000
CERB Administered Broadband Infrastructure	\$4,000,000
Public Works Assistance Account Loans	\$65,117,000
PWAA Preconstruction and Emergency	\$18,000,000
Pacific Tower Capital Improvements	\$1,020,000
Central District Community Preservation and Development Authority	\$750,000
Rural Washington Loan Fund	\$5,000,000
Community Economic Revitalization Board	\$8,020,000
Projects for Jobs and Economic Development	\$3,000,000
2015-17 Community Economic Revitalization Board Program	\$10,588,000
2019-21 CERB	\$8,600,000



# LGD programs

- 
- Behavioral Health Facilities Grants
  - Bond Cap Allocation Program
  - Bond Users Clearinghouse
  - Brownfield Revolving Loan Fund (BRLF) Program
  - Buildable Lands Program
  - Community Capital Facilities Programs
  - Community Development Block Grant
  - Community Economic Revitalization Board (CERB)
  - Defense Community Compatibility Account (DCCA)
  - Early Learning Facilities
  - Growth Management Services
  - Library Capital Improvement Program
  - Local Government Fiscal Note Program
  - Municipal Research and Services Center
  - Public Facilities Districts Financial Feasibility Review Program
  - Public Works Board
  - Small Communities Initiative (SCI)
  - State Surplus Property Program
  - Urban Residential Building Capacity Grants



# Behavioral Health Facilities Grant Program

We strengthen communities by providing grants to community hospitals and other community providers to expand and establish new behavioral health facilities around Washington.

## Program services

- Direct appropriations from the Legislature
- A competitive grant program for eligible organizations

## Real people, real stories

The Behavioral Health Facilities Grant Program has made a positive impact by providing more access to a wide variety of behavioral health facilities across our state. Our program has developed evaluation and treatment centers, secure and acute detox/ withdrawal management facilities, enhanced service facilities, crisis stabilization and diversion facilities, and psychiatric hospitals.

These opportunities strengthen communities and create a path for people to receive behavioral health treatment and residential living facilities.

## BY THE NUMBERS

Since it began making awards in the 2013-2015 biennium, the Behavioral Health Facilities Grant Program has issued more than **\$159 million** in grants and created about **1,300** beds.

For this year’s 2019-21 competitive round of applications, we have **\$47 million** in grant funding.

### Statutory authority

Substitute House Bill 1102, Sections 1041 and 1028, Laws of 2019, Chapter 413, 66th Legislature, 2019 Regular Session

### Funding source(s)

State capital budget

### Agency representative

PAT GIBBON  
Program manager  
360-725-3023  
patricia.gibbon@commerce.wa.gov





# Bond Cap Allocation Program

We strengthen communities by providing issuance authorization for tax-exempt bonds for qualified affordable housing, infrastructure and economic development projects that have both public and private benefits.

## Program services

- Allocation certificates to qualified projects, allowing them to issue tax-exempt bonds
- An annual survey of all statewide private activity bond issuances
- A biennial report to the Legislature, last issued in 2018

## Real people, real stories

The Bond Cap Allocation Program provides support to a wide range of projects throughout the state in conjunction with partners, including the Washington State Housing Finance Authority, the Washington Economic Development Finance Authority, housing authorities, ports, water districts and economic development councils.

Over the past 10 years, about 85% of authorizations have gone to support the creation or rehabilitation of affordable housing throughout the state. The remainder has gone largely to economic development projects, and a small portion (less than 1%) has been allocated for infrastructure development.

## BY THE NUMBERS

Since 1987, the program has approved about **\$15 billion** in tax-exempt private activity bond authority.

During 2017, program allocations were primarily used to help create or rehabilitate **6,359** units of affordable housing.

The 2019 state bond cap is equal to about **\$791 million**, which is an increase of **\$14 million** from 2018.

### Statutory authority

Internal Revenue Service Section 146  
RCW 39.86: Bond Cap Allocation  
Statute  
WAC 365-135: Bond Cap Allocation  
Rules

### Funding source(s)

Private/local

### Agency representative

ALLAN JOHNSON  
Program manager  
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# Bond Users Clearinghouse

We strengthen communities by providing public debt data and analysis to policymakers and the finance industry.

## Program services

- Presents monthly municipal bond data spreadsheets
- Issues two annual reports: “The Public Debt Report – An Analysis of Bond and Other Debt Issues by Local and State Government” and the “Government Outstanding Report: An Analysis of Local Government Outstanding General Obligation Debt”
- Produces quarterly articles on emerging statewide and national issues and debt-trend analysis

## Real people, real stories

The Bond Users Clearinghouse collects, analyzes and publishes information on all bonds issued in the state and on local government outstanding general-obligation debt. The Clearinghouse’s Bond 101 database provides a wealth of information regarding bond issuances and their associated prices.

The program’s annual reports analyze trends and cost averages to help jurisdictions identify potential costs of bonds that may be incurred prior to seeking the help of bonding professionals. Even though this is no replacement for the aid of bond counsel, the clearinghouse allows jurisdictions to hit the ground running when considering financing options.

## BY THE NUMBERS

Local general obligation debt totaled more than **\$21 billion** at the end of 2017.

In 2018, local governments assumed more than **\$5.7 billion** in debt.

In 2018, cities issued more than **\$760 million** in new debt.

### Statutory authority

RCW 39.44.210: Bond Users Clearinghouse Statute  
WAC 365-130: Clearinghouse Rules

### Funding source(s)

Private/local

### Agency representative

TAMMI VELLINGA  
Bond users clearinghouse manager  
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# Brownfield Revolving Loan Fund (BRLF) Program

We strengthen communities by providing technical and financial assistance to organizations so they can clean up contaminated properties to promote capital investment and economic development.

## Program services

- Low interest loans and/or grants to local governments, nonprofits, tribes, ports and private businesses to clean up hazardous substances (including asbestos and lead-based paint), site monitoring and sampling, environmental site assessments, and cleanup planning
- Technical and financial underwriting assistance
- Project coordination with Environmental Protection Agency and Washington State Department of Ecology

## Real people, real stories

A brownfield is a property that commercial, industrial or agricultural use might have polluted with a petroleum product and/or hazardous substance. This pollution hinders the property’s expansion, redevelopment or reuse. The BRLF fills a financial gap left by other funding sources to clean up brownfield properties and promote capital investment and economic development through the redevelopment of brownfield properties.

Since 2000, the program has facilitated the cleanup of brownfield properties in Palouse, Port Orchard, Port Townsend, Raymond, Seattle, Sprague, Spokane and Tacoma. Each property in these communities illustrates how these properties can be revitalized into community assets, providing new housing and/or jobs that spur additional investment and generating sales and property tax revenue to help support the community.

## BY THE NUMBERS

Provided more than **\$11 million** in financial assistance, leveraging more than **\$315 million** in property redevelopment activities

Cleaned up more than a dozen brownfield properties for a total of more than **85 acres** reclaimed and redeveloped

Created **237** new housing units, an estimated **198** permanent jobs and **750** redevelopment jobs

### Statutory authority

RCW 43.330: Department of Commerce  
RCW 70.105D.030: Hazardous Waste Management

### Funding source(s)

Federal US Environmental Protection Agency (EPA) competitive BRLF application cycles

### Agency representative

TINA HOCHWENDER  
program manager  
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# Buildable Lands Program

We strengthen communities in the most populous Western Washington counties by monitoring ongoing development patterns to ensure actual development matches a community’s plan.

## Program services

- Ensures development happens in ways that efficiently use infrastructure and preserve the environment
- Provides a methodology for annual collection of data on urban and rural land uses
- Develops technical guidance documents for county use

## Real people, real stories

The process of comparing growth and development assumptions with actual growth and development helps to reduce differences between growth and development assumptions and targets. The program requires that counties assess how zoning, development standards, infrastructure provision and environmental regulations are affecting development. To do this requires complex technical information and analysis.

Buildable lands reports were conducted in 2007; in 2014 for King, Pierce and Snohomish counties; and in 2015 for Clark, Kitsap and Thurston counties. Whatcom County was added to the program during the 2018 legislative session.

Unlike urban areas throughout most of the country, through the Buildable Lands Program, cities in Western Washington have increased residential density in the past decade, allowing efficient provisioning of infrastructure, encouraging transit use and preserving the environment.

## BY THE NUMBERS

**7** counties (Clark, King, Kitsap, Pierce, Snohomish, Thurston and Whatcom) account for nearly **70%** of the state’s population.

OFM projects these seven counties will grow in population from **5.2 million** to **6.5 million** by 2040.

**\$5.8 million** in grants have been provided to aid the seven counties in meeting their mandate.

<p><b>Statutory authority</b> RCW 36.70A.215</p>	<p><b>Funding source(s)</b> General Fund – State</p>	<p><b>Agency representative</b> VALERIE SMITH Senior planner, Growth Management Services 360-725-3062 valerie.smith@commerce.wa.gov</p>
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# Community Capital Facilities Programs

We strengthen communities by providing matching grants to local organizations to help develop their facilities so they can better support service recipients.

## Program services

- The Building Communities Fund provides matching grants for social services facilities and community centers.
- Building for the Arts provides matching grants for arts-related facilities, including theaters, galleries and cultural facilities such as longhouses.
- Youth Recreational Facilities provides matching grants for youth recreational facilities, such as Boys and Girls Clubs.
- Commerce uses the services of three separate citizen advisory committees to review application proposals.

## Real people, real stories

Community Capital Facilities mobilizes and enhances local assets that strengthen a community’s ability to meet the economic and social needs of Washington’s families, workers and employers. We accomplish this by assisting local governments and nonprofit organizations that need to expand their service facilities through acquisition, construction and renovation.

As Washington’s population continues to grow, so too does the needs of its residents. Through these three programs, low-income and distressed communities will receive expanded and improved social services. Community residents will receive services that expand employment opportunities and enhance educational and recreational opportunities because of these projects. Arts-related projects are a strong indicator of a community’s overall health and vitality. These three programs also facilitate capital projects that provide construction and other related job opportunities.

## BY THE NUMBERS

Since its inception, Building for the Arts has provided nearly **\$100 million** for 200 arts-related projects throughout the state.

In the past 12 years, Youth Recreational Facilities has funded **93** projects totaling **\$49 million**.

Since 2009, Building Communities Fund has awarded **\$135 million** to **147** projects.

### Statutory authority

RCW 43.63A.125 – Building Communities Fund  
RCW 43.63A.750 – Building for the Arts  
RCW 43.63A.135 – Youth Recreational Facilities

### Funding source(s)

Washington State Capital Budget, Laws of 2019, Chapter 413

### Agency representative

MICHAEL KENDALL  
Program manager  
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mike.kendall@commerce.wa.gov



# Community Development Block Grant (CDBG) Program

We strengthen communities by providing federal grant funds to rural cities, towns and counties for a wide range of activities that benefit low- and moderate-income people.

## Program services

- Provides grants to rural, disadvantaged communities
- Facilitates project development and coordination with other funders and regulatory agencies
- Provides training, direct guidance and tools to improve local capacity to access funds
- Ensures compliance with federal and state requirements to maintain flow of federal funds

## Real people, real stories

Since 1982, Commerce has partnered with rural, disadvantaged communities to target \$525 million in CDBG grants toward ready-to-proceed projects that solve health and safety issues, provide essential services, and build economic resilience. CDBG funds a variety of local projects and allows community dreams to become affordable realities:

- The city of Pateros received financial and technical assistance to rebuild its water system after the devastating 2014 wildfire.
- Mason County received a CDBG grant to replace its deficient homeless shelter that faced regular flooding with a new shelter and transitional housing complex in Shelton.
- The city of South Bend’s CDBG-funded plans and infrastructure built local capacity for viable community development. The mayor stated, “I cannot begin to imagine a city of our size surviving without CDBG.”

## BY THE NUMBERS

About **\$12 million** has been invested in **50** communities each year.

More than **297,000** people were assisted between July 2018 and June 2019.

Every **\$1** from CDBG leverages more than **\$1** from other sources and ensures project affordability.

### Statutory authority

Title 1 of the Housing and Community Development Act of 1974

### Funding source(s)

Federal – U.S. Department of Housing and Urban Development (HUD)

### Agency representative

KAAREN ROE  
CDBG section manager  
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# Community Economic Revitalization Board (CERB)

CERB strengthens communities by supporting local governments and federally recognized Indian tribes by funding planning and construction projects to create, expand and maintain jobs in Washington communities.

## Program services

CERB provides funding for public infrastructure supporting private business growth and expansion. Eligible projects include domestic and industrial water, stormwater, wastewater, public buildings, telecommunications and port facilities. Projects can take the form of planning grants, committed private partner construction projects, prospective development construction projects and rural broadband construction projects.

## Real people, real stories

From 2012-2018, CERB created and retained more than 1,370 permanent full-time positions. CERB investments create public infrastructure to drive private investment to attract new business or expand existing ones.

In the summer of 2015, the city of Wenatchee experienced a wildfire that spread into the city’s commercial core, destroying several key warehouses. CERB was able to fund a planning feasibility grant in 2015, which led to the McKittrick Street Extension construction project in 2017. The \$973,175 in CERB funding was matched by \$293,296 from the city. This in turn has leveraged \$6 million in private capital investment and has already created jobs.

“The state partnership with CERB illustrates how agencies working together create positive outcomes,” said Wenatchee Mayor Frank J. Kuntz.

## BY THE NUMBERS

Since the board’s creation in 1982, CERB has:

- Created and retained more than **35,600** jobs
- Leveraged **\$5.7 billion** in private capital investments
- Committed more than **\$186 million** to state communities
- Leveraged an average of **\$31** in private business capital investment for every **\$1**
- Created and retained one permanent job for every **\$5,222**

### Statutory authority

RCW 43.160: Economic Development  
– Public Facilities Loans and Grants

### Funding source(s)

Capital and operating funding: Public facilities construction loan revolving account

### Agency representative

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# Defense Community Compatibility Account (DCCA)

We strengthen communities by promoting projects that address land-use compatibility issues in communities located near military installations in the state.

## Program services

Example compatible development projects promoted through this program include:

- Eliminating incompatible uses through property acquisition
- Recovery and protection of endangered species
- Increasing availability of affordable housing
- Retrofitting existing uses to be more compatible
- Diversifying the local economy
- Supporting job replacement
- Improving or enhancing quality of life

## Real people, real stories

The DCCA program supports compatibility efforts by establishing a statewide process and framework for evaluating and prioritizing projects. The program creates a clear investment strategy, providing communities predictability when seeking funding for their projects. Similar programs are in place in other states across the country.

The first prioritized project list will be submitted in the form of a legislative report by Jan. 1, 2020. Future application rounds will be conducted on a biennial basis, with the support of a stakeholder advisory commission, and include extensive community outreach and a thorough evaluation process.

## BY THE NUMBERS

This program will provide grants to:

- Local governments
- Entities that have an agreement with a military installation in the state under the U.S. Department of Defense Readiness and Environmental Protection and Integration Program
- Federally recognized tribes

<p><b>Statutory authority</b> Substitute Senate Bill 5748</p>	<p><b>Funding source(s)</b> Unfunded</p>	<p><b>Agency representative</b> GENEVIEVE DIAL Program manager 509-675-5508 gen.dial@commerce.wa.gov</p>
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# Early Learning Facilities (ELF) Program

We strengthen communities by helping the Early Childhood Education and Assistance Program (ECEAP) and Working Connections Child Care providers expand, remodel, purchase or construct early learning facilities and classrooms.

## Program services

- Direct appropriations from the Legislature
- A grant and loan program operated by a community development financial institution
- A competitive grant program for eligible organizations
- A K-12 school program

## Real people, real stories

The ELF Program has made a positive impact by providing more access to early learning for low-income households across our state.

These opportunities strengthen communities and create a path for every child to succeed and thrive. Our program’s work also helps ensure we meet the legislative mandate that ECEAP be available to all eligible children by the start of the 2022-23 school year.

## BY THE NUMBERS

Awarded more than **\$5.6 million** to **17** state-licensed early learning providers across the state during our 2017-19 competitive round of applications

Grants helped more than **850** children get ready for kindergarten

Helped protect **136** ECEAP slots from disappearing

For the 2019-21 competitive round of applications, we have **\$17,293,440** in grant funding

### Statutory authority

RCW 43.31.565 through RCW 43.31.583

### Funding source(s)

State capital budget

### Agency representatives

KATRINA PEREZ  
program manager  
360-725-3024

PAT GIBBON  
program manager  
360-725-3023



# Growth Management Services

We strengthen communities by working with Washington cities and counties to implement their visions for the future.

## Program services

- Provide professional guidance to local governments in planning for growth
- Provide grants to assist local governments in adopting and implementing local plans for managing growth
- Provide public and professional education opportunities regarding growth management
- Coordinate Growth Management Act (GMA) implementation with other state agencies
- Administer targeted programs such as Buildable Lands and Urban Residential Housing Grants
- Administer the Governor’s Smart Communities Award program recognizing outstanding local planning efforts

## Real people, real stories

Island County studied housing conditions and reviewed existing policies with the goal of updating the housing element, developing a reasonable measures addendum and creating an implementation plan. Research and analysis guided the development of broad goals and policies empowering the county to consider creative solutions. Solutions were innovative out of necessity.

Island County is characterized by very small urban growth areas and includes an entirely separate island with no urban growth area. The results provided unprecedented public engagement from all areas of the county. The housing element brought together and unified very divergent opinions in the county and became a tool that engaged the community, empowered immediate action and cultivated a greater understanding of the GMA.

## BY THE NUMBERS

Provide professional planning guidance to all **320** cities and counties

Annually review more than **1,100** local ordinances for consistency with the GMA

Provide local education on planning to more than **1,000** residents through **37** courses and forums

Administer **\$5 million** in grants to cities to increase housing supply

### Statutory authority

RCW 36.70A  
RCW 36.70B  
RCW 36.70C

### Funding source(s)

Public Works Assistance Account

### Agency representative

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Managing director  
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# Library Capital Improvement Program

We strengthen communities by providing financial assistance to libraries so they can acquire, construct or rehabilitate their library facilities.

## Program services

- Provide matching grants for capital improvements to historic library facilities and those located in distressed or rural counties
- Conduct a statewide competitive grant process
- Establish and use the services of an advisory committee to develop grant program criteria and review application proposals

## Real people, real stories

Created by the Legislature in its 2019 regular session, the Library Capital Improvement Program will be further developed by Commerce in consultation with an advisory committee. A statewide competitive grant process to award up to \$10 million in the 2021-23 biennial capital budget will be developed.

The maximum grant amount to any one entity won't exceed \$2 million. This program will require a 50% match of the total cost of the project.

The program criteria and application are currently under development. When completed, a stakeholder review process will be conducted for feedback before opening the application process.

## BY THE NUMBERS

In 2019, the program has funded **11** library facilities, totaling more than **\$12 million**.

This competitive grant program will be developed to award up to **\$10 million** in grants in the 2021-23 biennial capital budget.

### Statutory authority

Substitute House Bill 1102, Section 1053

### Funding source(s)

[Funding source (up to 10 words)]  
State capital

### Agency representative

CATHY BROCKMANN  
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# Local Government Fiscal Note Program (LGFN)

We strengthen communities by producing objective estimates of the financial impacts of proposed state legislation on counties, cities and special purpose districts.

## Program services

- LGFN provides timely and thorough data analysis that allows policymakers to make better-informed fiscal decisions regarding proposed legislation involving local governments.
- LGFN notes cover a broad range of impacts to local governments across the areas of taxes and economic development, social services, government operations, public works, criminal justice, and land use and the environment.

## Real people, real stories

In operation since 1978, the Local Government Fiscal Note Program has one of the widest policy reaches of any unit within state government. LGFN fiscal analysts research a wide range of legislative issues that could change local government revenues or expenditures.

The program produces local government fiscal notes at the request of the Legislature and also provides timely answers to queries regarding upcoming legislation and initiatives potentially impacting local jurisdictions.

## BY THE NUMBERS

LGFN receives by far the largest number of fiscal note requests of any state agency – more than **1,000** in the last long session and more than **600** in the last short session.

The program produces more fiscal notes on time (**91%**) and accurately (just **11%** revision rate) compared to statewide averages.

<p><b>Statutory authority</b> RCW 43.132</p>	<p><b>Funding source(s)</b> State operating budget</p>	<p><b>Agency representative</b> ALICE ZILLAH Research Services section manager 360-725-5035 alice.zillah@commerce.wa.gov</p>
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# Municipal Research and Services Center (MRSC)

We strengthen communities through MRSC to provide consultation, research and information services to local governments throughout the state.

## Program services

- MRSC provides dependable advice to local jurisdictions on a broad range of issues, including technical advice on newly enacted legislation.
- MRSC maintains a library with thousands of sample municipal documents.
- MRSC publishes newsletters, blogs, handbooks and a variety of supplemental resources.
- MRSC offers workshops, webinars and trainings to municipal employees and elected officials.

## Real people, real stories

The Municipal Research and Services Center is a private nonprofit agency providing local governments with support and resources.

It provides assistance to cities, counties and special districts on issues including purchasing, personnel, municipal finance, open meetings, homelessness, land use and economic development.

## BY THE NUMBERS

Commerce administers the allocation from the Legislature (**\$5,907,000** in the current biennium) to MRSC to help local governments.

During fiscal year 2019, MRSC answered **6,045** inquiries from local governments.

During fiscal year 2019, the MRSC website averaged **150,987** unique visitors each month.

MRSC currently maintains a library with more than **6,400** documents.

**Statutory authority**  
RCW 43.110

**Funding source(s)**  
State Liquor Revolving Fund

**Agency representative**  
ALLAN JOHNSON  
Municipal research and services  
contract manager  
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# Public Facilities Districts Financial Feasibility Review Program

We strengthen communities by conducting independent financial feasibility reviews of proposed public facilities so local governments clearly understand the financial outlook of proposed projects.

## Program services

The Public Facilities Districts (PFD) Financial Feasibility Review Program manages the process for conducting independent financial feasibility reviews for public facilities districts in the following scenarios:

- When a new PFD is formed
- When a new PFD issues new debt
- Before a PFD takes on a long-term lease, purchase or development of a facility

## Real people, real stories

The PFD Financial Feasibility Review Program ensures PFDs have independent financial feasibility analyses to make data-driven financial decisions.

The agency’s role is not to approve or reject a public facilities district’s plan. Rather, legislation requires the program to contract for an independent review, which is intended to ensure that local decisionmakers have access to objective and timely analysis of the financial feasibility of their proposed projects.

State law further directs Commerce to make the review public upon its completion and submit it to participating local governments, state elected officials and the Legislature.

## BY THE NUMBERS

In recent years, the program has facilitated financial reviews for PFD projects totaling more than **\$100 million**, including:

- Spokane PFD, 2017
- Washington State Convention Center PFD, 2018
- Lewis County PFD, 2018
- Washington State Major League Baseball Stadium PFD, 2018

<p><b>Statutory authority</b> RCW 36.100.025 and RCW 35.57.025</p>	<p><b>Funding source(s)</b> Private/local</p>	<p><b>Agency representative</b> ANGIE HONG Program manager 360-725-5041 angie.hong@commerce.wa.gov</p>
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# Public Works Board

We strengthen communities by providing technical assistance and training to increase local expertise and capacity, and we provide low-interest financing for infrastructure projects across seven systems.

## Program services

**Traditional program:** Preconstruction, construction and emergency loans for drinking water, wastewater, stormwater, solid waste and recycling, road and street, and bridge infrastructure projects

**Broadband program:**

- Grant funding for planning and feasibility studies
- A competitive grant and loan program for last-mile and middle-mile infrastructure construction for the unserved

**Regional training:**

- Targeted training for system and project management
- Information and points of contact for funding programs and technical assistance resources

## Real people, real stories

For Terrace Heights Sewer District, Aug. 29, 2018, was the day when the system dictated the plan. This was the day a steel sanitary sewer pipe was discovered to be leaking into the Roza Irrigation District canal. The Roza Irrigation District canal provides irrigation water to orchards and farms throughout the Yakima and Lower Yakima Valleys. Orchardists were advised not to pick fruit that was watered from the canal due to this event.

Using a Public Works Board emergency loan, Terrace Heights Sewer District moved from a leaking pipe to a permanent solution in less than six months. "I cannot express enough how valuable the PWTF was for the district in getting this project done," said Jeff Alderson, the Terrace Heights Sewer District general manager.

## BY THE NUMBERS

Since 1985, we have:

- Funded nearly **2,000** projects in more than **350** Washington communities
- Lent more than **\$2.8 billion**, leveraged billions in additional funds and generated more than **\$5.5 billion** in additional output
- Created and sustained more than **30,492** jobs statewide

Since 2016, more than **650** people have attended our regional trainings

<p><b>Statutory authority</b> RCW 43.155</p>	<p><b>Funding source(s)</b> Public Works Assistance Account (historically the Public Works Trust Fund)</p>	<p><b>Agency representative</b> KARIN BERKHOLTZ Executive director 360-725-2744 karin.berkholtz@commerce.wa.gov</p>
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# Small Communities Initiative (SCI)

We strengthen communities by providing project development technical aid to rural communities that must upgrade their drinking water or wastewater systems.

## Program services

- The program provides technical assistance (as referred by the Departments of Health and Ecology) to small, rural communities that often lack the administrative, technical or financial capacity needed to meet the same required public health and environmental mandates as larger cities.
- The program provides technical advice and facilitation services to local elected officials and employees to develop infrastructure projects, make strategic investments, and identify and access appropriate funding sources.

## Real people, real stories

SCI employees serve as facilitators, technical advisors and resource brokers. We help local officials and residents define, prioritize and identify links among public health, environmental protection and local development issues. We also help develop action plans to make necessary system improvements.

The most helpful aspects of the program, as reported by community leaders, include assistance with:

- Defining what the problem is, then articulating and prioritizing goals for the community
- Developing and implementing action plans
- Convening and facilitating meetings that focus on priorities
- Creating an environment in which everyone can weigh in
- Helping understand and complete regulatory and funding program requirements and processes
- Connecting people and creating networking opportunities
- Helping put a “face” on government

## BY THE NUMBERS

More than **50** communities have received more than **\$220 million** in state and federal funding since 1999, resulting in safer drinking water, environmental protection and infrastructure that serves community and economic development activities.

In fiscal year 2019, four communities completed construction, four were in construction, two were in pre-construction, five were applying for funding and four were in planning.

**Statutory authority**  
RCW 43.330.050

**Funding source(s)**  
Departments of Health, Ecology and Commerce (Community Development Block Grant)

**Agency representative**  
CATHI READ  
Program manager  
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# State Surplus Property Program

We strengthen communities by creating an inventory of state-owned properties so interested parties can access the inventory for affordable housing development.

## Program services

- Work with designated agencies (Washington State Patrol; State Parks and Recreation Commission; and Departments of Natural Resources, Social and Health Services, Corrections, and Enterprise Services) to obtain an inventory of properties surplus the preceding year
- Determine state-owned surplus properties suitable for affordable housing development and prepare an annual report to the Legislature and the Office of Financial Management
- Provide inventory to interested parties

## Real people, real stories

According to Washington’s Affordable Housing Advisory Board’s 2018 Affordable Housing Update, housing supply and affordability issues affect every community in Washington. Between 2006 and 2016, rents increased 18% and the median income for the population as a whole increased only 3%.

The first state surplus property report was completed in December 2018 and identified 28 potentially suitable properties for affordable housing development. Local decisionmakers, state officials and legislators, the public, and interested parties have access to the inventory of state-owned properties vacant or available for sale or lease for affordable housing.

Promoting the use of state surplus properties for public benefit, specifically to increase the supply of quality, safe and affordable housing units, continues to be the goal of this program.

## BY THE NUMBERS

**38** surplus properties were reported by the designated agencies in 2018.

Of the properties, **28** were determined suitable for further consideration for affordable housing development.

**Statutory authority**  
RCW 43.63A.510

**Funding source(s)**  
None at this time, previously state operating budget

**Agency representative**

SUSAN BUTZ  
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# Urban Residential Building Capacity Grants

We strengthen communities by providing grants to assess housing needs, address housing affordability, permit more diverse types of housing and allow greater residential building capacity.

## Program services

Cities will use the funds to:

- Develop subarea plans, which increase building capacity, especially in areas served by high capacity transit
- Develop and amend regulations to permit more diverse types of housing
- Streamline permitting using the State Environmental Policy Act to remove a layer of review and raise exemption limits
- Develop action plans that assess housing needs and develop strategies to help the housing market meet those needs

## Real people, real stories

State funding for land-use planning activities has been limited over the past decade. Washington’s economy and population continue to grow, but our housing stock has not kept pace.

Local governments will use this funding for planning, specifically to address the thorny issue of affordable housing. This provides cities an opportunity to assess housing needs and review the types of tools that would work in their communities to encourage more diverse and affordable types of housing.

Growth Management Services provides example ordinance and housing action plans, training and guidance to help local governments maximize this opportunity to grow workforce housing and support our economic growth in Washington state.

## BY THE NUMBERS

The 2019 Legislature appropriated **\$5 million** for grants to cities to increase residential building capacity.

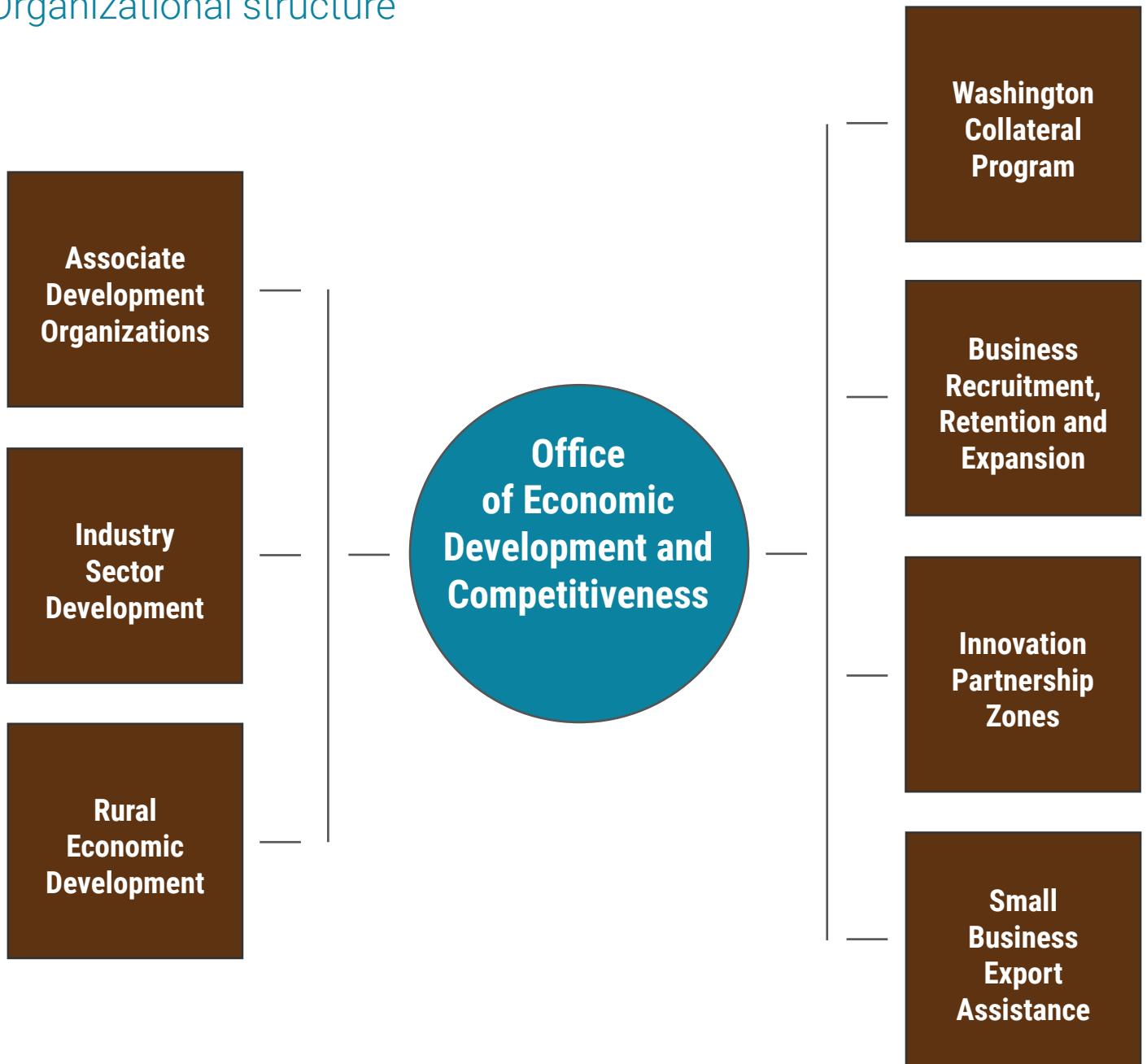
Commerce anticipates awarding grants to both large and small cities to plan for increased housing capacity and improved affordability.

<p><b>Statutory authority</b> RCW 36.70A.600</p>	<p><b>Funding source(s)</b> General Fund – State</p>	<p><b>Agency representative</b> ANNE FRITZEL Senior planner Growth Management Services 360-725-3064 anne.fritzel@commerce.wa.gov</p>
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# Office of Economic Development and Competitiveness (OEDC)

## Organizational structure

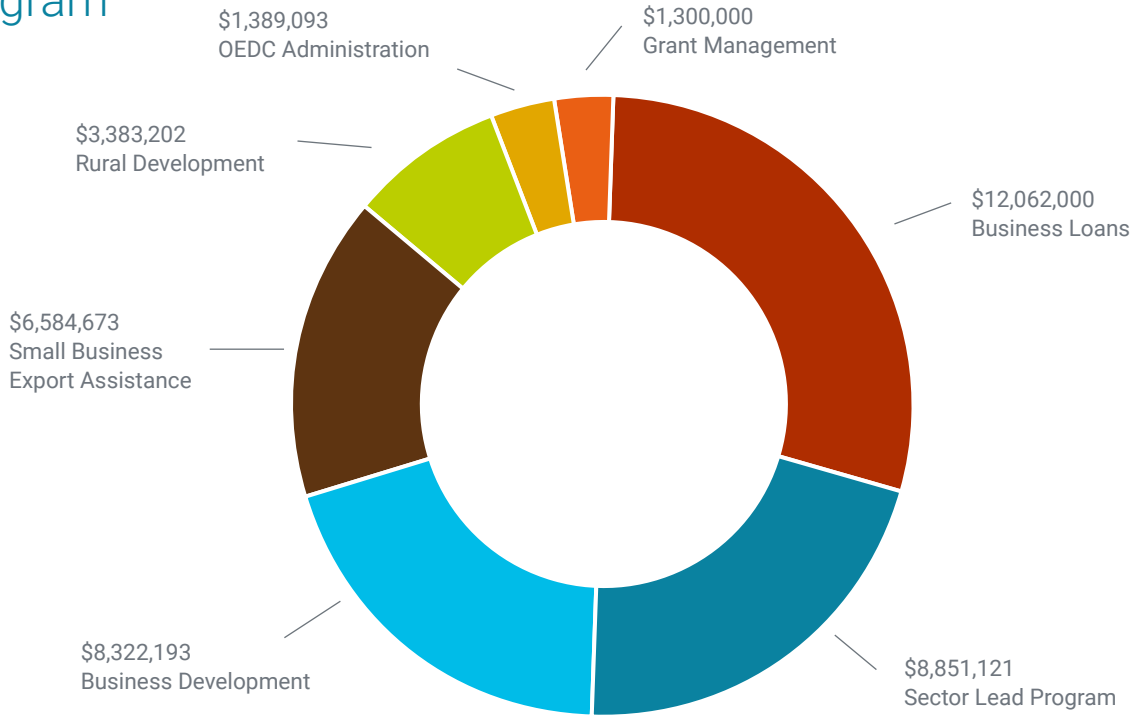




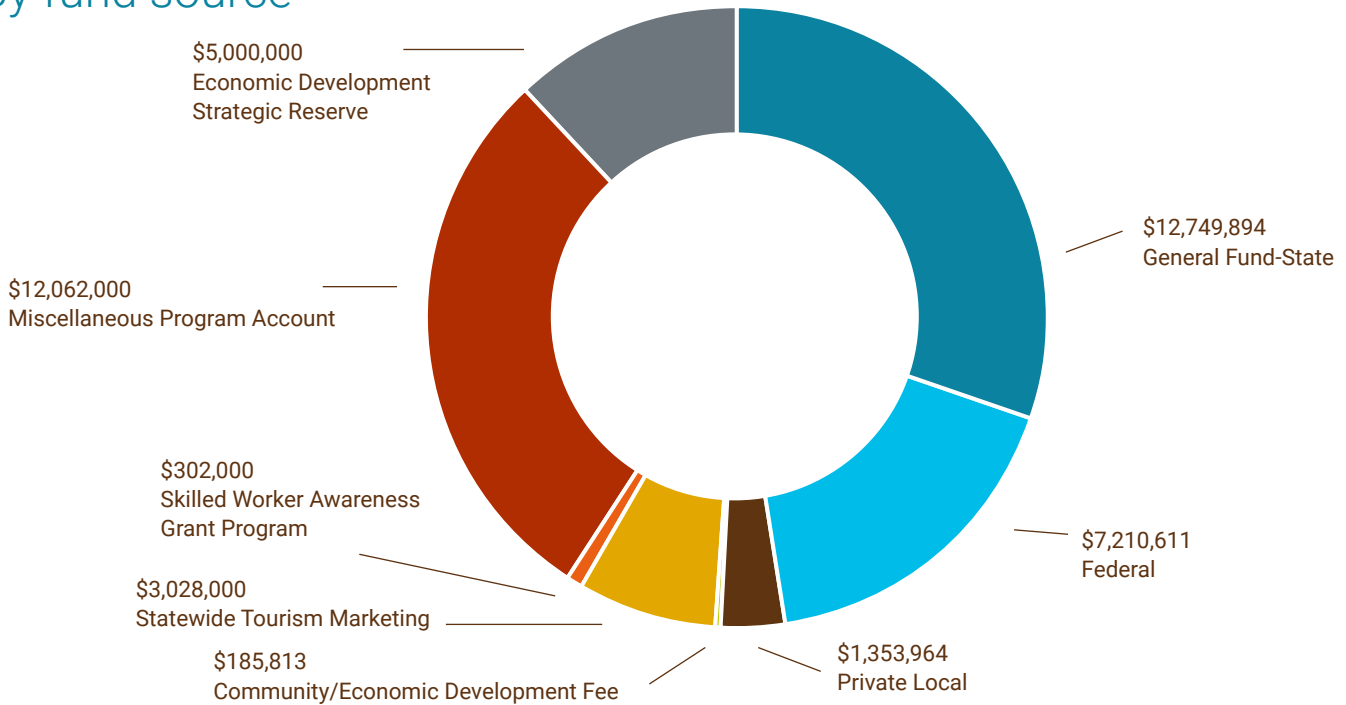
# OEDC operating budget

2019-2021 total operating budget: \$41,892,282 | Total FTEs: 30.3

## By program



## By fund source





# OEDC programs



Associate Development Organizations (ADOs)

Business Development

Innovation Partnership Zones (IPZ)

Opportunity Zones Community Technical Support

Regulatory Roadmap

Retirement Marketplace

Rural Economic Development

Small Business Export Assistance (SBEA)

Tourism Marketing Authority

Washington Collateral Support Program (CSP)



# Associate Development Organizations (ADOs)

We strengthen communities by partnering with local economic development offices to support vitality in local economies and living-wage job growth.

## Program services

Through contractual partnerships with the Department of Commerce, 35 ADOs provide leadership and guidance throughout their counties to grow and sustain local economies. They do this by:

- Providing business retention and expansion
- Offering thoughtful, locally driven business recruitment strategies
- Providing business assistance to small businesses and startups
- Convening and/or participating in local leadership to develop strategies that address things such as land use, industry sectors, entrepreneurial tools, workforce, housing and more

## Real people, real stories

Commerce and our ADO partner Greater Spokane worked together to build a relationship with Kattera. This relationship resulted in Kattera’s announcement that it would build a new 250,000-square-foot cross-laminated timber production facility in Spokane Valley.

Commerce provided Kattera with a \$150,000 Strategic Reserve Fund grant for technical assistance as well as a \$50,000 Work Start grant to train new employees. The project generated \$35 million in capital investment and brought 200 new living-wage jobs to the Spokane area.

## BY THE NUMBERS

**35** ADOs cover all **39** counties

**195** companies assisted with relocation, expansion, retention or business assistance needs

Created **2,847** jobs and retained **1,790**

### Statutory authority

RCW 43.330.080  
RCW 43.330.082  
RCW 43.330.086

### Funding source(s)

State general – operating

### Agency representative

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# Business Development

We strengthen communities by retaining, growing and attract businesses by improving and communicating Washington’s competitive advantages in the U.S. and internationally.

## Program services

- Engage prospects by promoting key sectors and competitive advantages of doing business in Washington
- Seek and secure foreign direct investment into statewide communities and work with international partners to identify new opportunities
- Respond to site selector requests and make compelling arguments for locating projects in the state
- Identify resources and partners to maximize private-sector job creation and investment in cooperation with local economic development councils, ports, private sector representatives and local governments
- Access financing to support business growth and development
- Conduct research and gain market intelligence to support a vibrant state economy

## Real people, real stories

The program implemented a proactive, international recruitment strategy composed of trade shows, targeted outreach and other business development activities, resulting in 104 hot projects since 2014 and representing the potential of 12,000 new jobs and nearly \$7 billion in capital investment opportunities.

## BY THE NUMBERS

Since 2014, **3,405** jobs have been created from recruitment and **2,128** jobs created from expansions; **1,500** jobs have been retained.

We used key recruitment tools from a shared **\$4 million** state appropriation for Strategic Reserve Funds to facilitate successful business recruitment, retention and workforce development in the 2017-2019 biennium.

### Statutory authority

RCW 43.330.060: Trade and business development responsibilities  
RCW 43.330.063: Recruitment and retention of business – protocols for associate development organizations and department staff

### Funding source(s)

State General Fund

### Agency representative

RADI SIMEONOVA  
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# Innovation Partnership Zones (IPZs)

We strengthen communities by encouraging regional collaboration to advance growth through innovation so the state retains, grows and attract businesses by improving and communicating Washington’s competitive advantages.

## Program services

- Commerce’s director must designate Innovation Partnership Zones by Oct. 1 of odd-numbered years.
- An IPZ annual meeting is held.
- Designated IPZs must re-apply for designation every four years

## Real people, real stories

The IPZ program was created by then-Gov. Chris Gregoire and the state Legislature through SHB 1091.

In 2019, Commerce designated its newest IPZ with the city of Bellevue’s 5G Open Innovation Zone. A total of 10 IPZs are designated, with new designations occurring each odd numbered year:

1. Urban Center for Innovative Partnerships, Auburn (2011)
2. 5G Open Innovation Zone, Bellevue (2019)
3. Bothell Biomedical Manufacturing IPZ, Bothell (2007)
4. Value Added Agriculture, Skagit Valley (2013)
5. Aerospace Convergence Zone, Snohomish (2007)
6. Tri-Cities Research District, Tri-Cities (2007)
7. Applied Digital Technology Accelerator, Vancouver-Camas (2013)
8. Sports Medicine IPZ, Issaquah (2015)
9. Thurston Craft Brewing, Distilling and Cider, Thurston County (2015)
10. North Central Washington Technology Zone, Wenatchee (2017)

## BY THE NUMBERS

The city of Issaquah’s Sports Medicine IPZ was successful in receiving a **\$50,000** grant from the Legislature.

**Statutory authority**  
 RCW 43.330.270 – Innovation Partnership Zones 990

**Funding source(s)**  
 N/A

**Agency representative**  
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# Opportunity Zones Community Technical Support

We strengthen communities by directing technical assistance to help economically distressed communities get catalytic projects investment-ready and funded.

## Program services

The technical assistance includes:

- Initial project vetting
- In-person site visits and consultation
- Funding for feasibility studies, engineering and more
- Support creating investment prospectus
- Assistance connecting to capital resources, such as social impact investors, philanthropy, federal and state grants, loans and more

## Real people, real stories

Since launching the program in January 2019, we:

- Granted \$40,000 to the Jamestown S’Klallam Tribe to fund pre-development costs that include a feasibility study for a proposed Opportunity Zone affordable housing project
- Helped bring \$10,000 in private grant money to the Confederated Tribes of the Colville Reservation to support their Opportunity Zone project

Furthermore, a learning community is under development to build capacity in communities.

## BY THE NUMBERS

Preliminary assessments completed for **\$400 million** of projects, including:

- **27** projects in tribal communities
- **10** alternative energy/bio-mass/resiliency projects
- **21** community facilities, such as clinics and performing arts centers
- **3** affordable housing projects

### Statutory authority

RCW 43.330.070: Local development capacity – Training and technical assistance authorization

### Funding source(s)

\$500,000 state general funds (sector leads budget), plus \$140,000 received to date in foundation grants for Learning Community

### Agency representative

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Governor’s advanced manufacturing sector lead  
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# Regulatory Roadmap

We strengthen communities by giving business owners the tools they need to navigate complex regulatory processes confidently, avoiding surprises and costly delays.

## Program services

Since 2014, Commerce has partnered with local and state regulatory agencies to provide consolidated online roadmaps for businesses that:

- Compile and decode state and local requirements in one place
- Include checklists, tools and examples to help businesses plan for and successfully comply with regulations
- Reduce uncertainty for businesses, saving time
- Help promote roadmap partner communities

## Real people, real stories

Started in 2013, Commerce’s pilot [Restaurant Roadmap](#) is helping save prospective restaurateurs time, money and mistakes. Since Seattle, these roadmaps have been adapted in [Tacoma \(partial\)](#), [Spokane](#) and [Spokane Valley](#).

In 2016, Commerce worked with [Arlington](#) to launch its pilot manufacturing roadmap site. Using that site as a template, manufacturing roadmaps have been developed in [Marysville](#) and [Lynnwood](#) with additional cities eagerly waiting to participate.

Launch of the [Kennewick Construction Contractors Roadmap](#) occurred near the end of 2017 and focused on detailing the residential permitting process for new contractors.

Moving out of the pilot phase, Commerce has begun to look toward opportunities to develop a web-based application for broader scalability focused on manufacturing siting feasibility.

## BY THE NUMBERS

**11** local jurisdictions have partnered with Commerce to develop regulatory roadmaps.

**3** separate roadmaps are currently operational: restaurants, manufacturing and residential contracting.

Participating cities include Seattle, Lynnwood, Kennewick, Marysville, Arlington, Spokane Valley, Spokane and Tacoma.

<p><b>Statutory authority</b> RCW 43.330.440</p>	<p><b>Funding source(s)</b> State general – operating</p>	<p><b>Agency representative</b> LYNN FETCH Program manager 360-725-2810 lynn.fetch@commerce.wa.gov</p>
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# Retirement Marketplace

We strengthen communities by providing an online marketplace that offers low-cost, state-approved retirement savings plans so businesses and individuals can easily find and start saving for retirement.

## Program services

- Enables comparison shopping for state-verified, low-cost retirement savings plans
- Offers no-fee service to employers (plans are affordable for individuals at an annual fee of 1% of less)
- Provides financial education and retirement planning tools

## Real people, real stories

Washington faces a retirement savings crisis. The Retirement Marketplace was created to remove barriers to entry into the retirement market for small businesses and individuals by educating the public on plan availability and promoting voluntary, qualified, low-cost, low-burden retirement savings vehicles.

Check out this two-minute explanatory [video](https://vimeo.com/358404433/6e05ccd186) (https://vimeo.com/358404433/6e05ccd186) to see how the Retirement Marketplace helped Mercedes. Mercedes owns a Mexican restaurant in Yakima. She has been in business for 16 years and has nine employees.

She wanted to offer a retirement plan to her employees but was overwhelmed with the options and fee structures. Selecting a plan from the Marketplace increased her confidence and allowed her to easily choose a plan that worked best for her business, knowing that it met certain criteria and she wouldn't be charged a fee.

## BY THE NUMBERS

**45%** of Washington workers have less than \$25,000 in retirement savings.

More than **1 million** Washingtonians don't have access to a retirement plan through work.

People are **15** times more likely to save if their employers offer a plan with payroll deduction.

### Statutory authority

ESSB 5826, Chapter 296, Laws of 2015  
SSB 5675, Chapter 69, Laws of 2017  
43.320.180 RCW  
43.330.730-750 RCW  
365-65 WAC

### Funding source(s)

State general – operating

### Agency representative

TRACY GUNTER  
Retirement Marketplace  
program manager  
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# Rural Economic Development

We strengthen communities by creating economic vitality and living-wage jobs while allowing small businesses – the backbone of the state’s economy – to grow locally and organically.

## Program services

The program manages a small business ecosystem that takes entrepreneurs from the ideation stage through the second-stage phase of growth:

- Self-directed tools include the Startup website, Small Business Playbook and SizeUp, which allow companies to develop and perfect their business models.
- ScaleUp and Thrive! (an economic gardening-style program) offer one-to-one and small-group consulting and assistance on specific business issues.
- A Startup Center in Wenatchee, along with associate startup centers around the state, provide drop-in technical assistance.
- A dedicated business specialist in Eastern Washington provides exporting and small-business support.

## Real people, real stories

Based in Yakima, the [Washington Vision Therapy Center](#) was founded in 2010. The state’s second-stage, economic-gardening style program provided research, analytics and toolsets not ordinarily available to companies this size to help the CEO analyze potential new markets for another clinic.

The combination of 67 unique indicators helped the CEO decide that Spokane was the ideal market for his new clinic, which opened in 2017. As a result of the state’s program, he was able to create seven new jobs in the area, bringing his total employee count to 24.5.

## BY THE NUMBERS

**43** companies have completed Thrive!, creating or retaining 405 jobs and generating \$8.53 million in sales.

**53** companies have completed the pilot of ScaleUp, targeted to smaller businesses in the state.

Since 2015, Global Entrepreneurship Month has exposed thousands of residents to the idea of starting their own businesses through **422** partner events.

**Statutory authority**  
RCW 43.330.475

**Funding source(s)**  
State general – operating

**Agency representative**  
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# Small Business Export Assistance (SBEA)

We strengthen communities by helping Washington small businesses export their products and services.

## Program services

- Expands international export opportunities for small- to medium-sized businesses.
- Organizes and leads trade missions and overseas tradeshows coordinating delegates and Washington state businesses
- Connects Washington businesses and potential new international buyers through business-to-business meetings
- Administers a \$900,000 State Trade and Export Promotion (STEP) grant by the U.S. Small Business Administration

## Real people, real stories

Robert Lind with TLG Aerospace reported that he “benefited greatly from participating in the 2019 Paris Air Show through the Washington state booth. We made contact with well over 40 representatives and decision makers, each representing business opportunities ... fully 10-12 are of significant size,” he said. “Participating with the Washington state delegation makes this possible through the cost-effective nature of the Washington booth, onsite introductions and more. The structure and logistics support made it easy for us to focus on meeting and listening to our prospective clients and partners.”

Kyle Rutherford with Asignio Inc. attended Mobil World Congress 2019 in Barcelona, Spain, and reported, “We really appreciate having had the opportunity to go to MWC with the delegation. It was an incredible success for us and allowed us to make contacts that we never could have done without attending.”

## BY THE NUMBERS

Washington is one of the most export-driven state in America, with exports driving **13.5%** of the state’s domestic economy.

**1** in **4** jobs are supported by exports.

In 2018, Washington goods exports reached **\$78 billion**.

In 2018, **\$141 million** in new export sales occurred as a result of assistance, **359** small business clients were helped and **903** export assistance cases were managed.

### Statutory authority

RCW 24.46.010  
 RCW 43.31.831  
 RCW 43.210  
 RCW 43.330.060  
 RCW 43.330.065  
 RCW 43.330.152

### Funding source(s)

State general federal

### Agency representative

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# Tourism Marketing Authority

We strengthen communities by supporting the board’s efforts to promote Washington has an attractive tourist destination.

## Program services

The state Legislature created the Washington State Tourism Marketing Authority (WTMA) in 2018 to oversee and facilitate the use of \$3 million in state matching funds to promote the state as a tourist destination. Commerce’s role is to support the WTMA. The WTMA is a volunteer board of industry representatives, state legislators and ex-officio state agency members. It oversees the contract for a coordinated tourism marketing campaign.

- Commerce acts as the authority’s supporting agency, handling programmatic and administrative duties, such as bookkeeping and contracting.
- The WTMA has contracted with the Washington Tourism Alliance to provide marketing services related to the creation and implementation of a statewide tourism marketing campaign.

## Real people, real stories

International travelers are an important part of the tourism mix. Even though the strong dollar and intense competition from other U.S. destinations have resulted in some lower numbers in recent years, international visitors still spend more than \$2 billion annually in Washington.

Even with the decrease in international visitors, the industry saw increases in overall visitations, average spending and revenue. According to a recent report, every dollar spent by an out-of-state traveler in Washington generates \$1.36 in additional economic impact.

## BY THE NUMBERS

The tourism industry is the state’s fourth-largest sector, generating **\$21.4 billion** in revenue annually.

The tourism industry employs about **182,700** workers across the state.

The state’s Tourism Office was closed by the state Legislature in 2011 and all tourism marketing assets were handed over to the Washington Tourism Alliance.

<p><b>Statutory authority</b> 43.384 RCW</p>	<p><b>Funding source(s)</b> Tourism Marketing Account created under RCW 82.08.225</p>	<p><b>Agency representative</b> ROBB ZERR Commerce representative, WTMA Board 206-256-6111 robb.zerr@commerce.wa.gov</p>
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# Washington Collateral Support Program (CSP)

We strengthen communities by leveraging the available federal Collateral Support Program funds to drive new capital to Washington small businesses and improve private capital access.

## Program services

- Administer a loan program that provides supplemental collateral to qualifying businesses using the Small Business Administration 504 loan product during the finance bridge to help support the purchase of heavy equipment and commercial real estate acquisition/refinance/remodel

## Real people, real stories

- 15 loans or investments have been funded.
- More than \$26 million has been invested in Washington small businesses.
- Every CSP dollar leverages capital investment from private sources at better than a 10-to-1 ratio:
  - 84 jobs created
  - 171 jobs retained

## BY THE NUMBERS

On average, **20** jobs are created per loan.

**8%** of CSP loans are to women-, minority- and tribal-owned businesses.

### Statutory authority

Funding is sourced from the 2010 Federal Jobs Act

### Funding source(s)

Federal

### Agency representative

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