

# Chapter 7 – Human Services



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## Introduction

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This chapter describes the wide range of human services available to residents of the Greater Hansville Area (GHA), including child- and elder-care programs, senior services, food banks, physical and mental health services, and assistance with substance abuse, disabilities and domestic violence. The Demographics chapter of this report provides tables of many factors affecting the segments of the GHA population that may require human services.

### KEY FACTS

- Residents of Kitsap County in general, and the GHA in particular, have available every type of human service they might need or wish to access within the county.
- The majority of human services for residents of the GHA, including medical services, are only available from Poulsbo southward and must be accessed by car or other forms of transportation. The nearest hospital is in Silverdale. At least a half hour is required to access these services.
- The GHA has fewer children under age 5 and almost twice the number of people over 65 compared to corresponding populations in Kitsap County. The elderly and children are key users of human services.
- Within the 98340 zip code area, 33 families and 159 individuals (8% of the residents) were below the poverty level in 2000.
- Public transportation to county services is a key issue for non-commuting residents. Kitsap Access and Kitsap Paratransit offer the only public alternatives to driving or taking a taxi. The bus service has only a few offerings that are centered about the needs of commuters in the mornings and evenings.
- Day-care and preschool are the two services available locally.
- Food banks are available, but the nearest are located in the Kingston area (the local Ladies Aid Society has provided some assistance in this area).

### KEY TRENDS

- Although the populace of the GHA continues to be more affluent than that of the county as a whole, about 10% of the residents live at or near the poverty level.
- The growing proportion of older people within the GHA means increased need for services aimed at the elderly as well as increased medical and health-care services.
- People with disabilities are a smaller fraction of our populace than the county, but the aging population requires greater attention to transportation requirements of the elderly and mobility-impaired.
- As females grow in number, services for women, with and without children, will need to increase.

### FOOD FOR THOUGHT

- Is it possible to create easier access to human services for GHA residents who need these services and find it difficult to get to them?
- Is there a need to increase awareness of the range of services available, or is this adequately done by the agencies providing these services?
- Would a senior center provide sufficient benefit, and be used enough, to warrant the efforts of the community to seek a way start one?
- How should our community provide for the needs of our youth through activities that are locally based?

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## Where We Are Now

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Although some services are in the north end of the county, most are located near the seat of county government in the center of the county. While these services are available to all residents, many are targeted to specific populations such as the very young, the elderly, those in poverty, and those needing housing assistance and public health intervention.

### Children and Youth

One licensed day care is available in the GHA: Diane's Day Care (638-1582), which is licensed for 8. Child Care Resource & Referral of Kitsap County (360-405-5827), located in Bremerton, provides referral services to the entire county and specializes in referring within a 5-mile radius. They received four inquiries in 2004 from the GHA. St. Olaf's Child Care and Early Learning Center, Poulsbo (a service of Catholic Community Services of Western Washington), serves children from 15 months to 6 years.

Moms Care, a county-wide group for mothers and their children to share friendship, playgrounds, outings and parental education, can be reached at 360-697-1776. The Hansville Co-op Preschool for children at least 1 year old (360-297-7265) is located at the Hansville Community Center building.

After-school programs for children:

1. Boy Scouts Orca & Sinclair Districts:  
[seattlebsa.org/Orca\\_District](http://seattlebsa.org/Orca_District)
2. Camp Fire USA Central Puget Sound Council: [campfirecpsc.org](http://campfirecpsc.org)
3. Girl Scouts Totem Council:  
[girlscoutstotem.org](http://girlscoutstotem.org)
4. North Kitsap Boys and Girls Club: 360-279-9305
5. North Kitsap Youth Job Center:  
[nkkrotary.com](http://nkkrotary.com)

6. Hansville Community Church youth group.

### Seniors and the Elderly

For meals and nutrition:

1. Chuckwagon Senior Nutrition Program – Meal sites are in multiple locations, the closest is the Kingston Community Center.
2. Home-Delivered Meals for Seniors 60 and over provides frozen meals once a week (only one or two people in the GHA have used this service in the past; none as of June 2005).
3. 50/60 Meals on Wheels Program – Home-delivered meals for people 50 to 60 who expect to be homebound for up to 6 weeks due to recent hospitalization, nursing-home stay or serious illness.
4. Dietary Counseling & Nutrition Education
5. Senior Farmers' Market Program – Fresh produce for low-income seniors, home delivered meals for family caregivers.

Transportation resources:

1. The Kitsap Transit Kitsap Access for elderly and handicapped service provides door-to-door or curb-to-curb transportation to the elderly and disabled unable to use the fixed-route transit system to doctor's appointments, shopping, visiting friends, or any other destination within Kitsap County. To schedule rides, one must first complete an eligibility application ([kitsaptransit.org](http://kitsaptransit.org)).
2. Kitsap Paratransit Services (available for Medicaid only) is a private, nonprofit company that provides transportation for those who are elderly or disabled or live in rural areas without personal means of transportation ([paratransit.net](http://paratransit.net)).
3. Taxi service is available through Kitsap Taxi (360-297-8294).

Other resources for seniors:

1. Senior Information and Assistance, Port Orchard, (360-377-5700); Kitsap County Division of Aging and Long Term-Care (360-377-7068); Washington Aging and Disability Services Administration, Lacey, WA (360-725-2300).
2. Kitsap Peninsula Senior Resources Directory pamphlet, published by olyrpen.com, Port Townsend. Comprehensive directory of senior services available at senior centers, healthcare facilities, visitor centers, businesses and public libraries from Port Gamble to Gig Harbor.
3. Kitsap County Area Agency on Aging Advisory Council, a service of Kitsap County to conduct public hearings, represent the interests of older persons, and review and comment on all community policies, programs and actions that affect older people.
4. For in-home care, private services include: Comfort Keepers, Kitsap Home Care Services, Caregivers Kitsap Home Care Training Center, Care Solutions and Harrison Home Health, affiliated with Harrison Hospital.
5. North Kitsap Senior Center (Front Street, Poulsbo).
6. Kingston Super Seniors, which meets at Kingston Community Center second Wednesday of each month (360-895-0305 or 360-779-5041).
7. Elder abuse reporting to: Adult Protective Services (888-833-4925); ALIVE Shelter for Battered Women (360-479-1980); Crisis Clinic of the Peninsulas (360-479-3033); Nursing Home Complaint Hotline (800-562-6078); Sexual Assault Center (360-377-3911).

### **Food Banks**

Food banks most accessible to the GHA are the ShareNet Food Bank on Barber Cutoff Road in Kingston, the Kingston Food Bank

on W. 1st St. NE in Kingston, and the North Kitsap Fishline Foodbank in Poulsbo.

### **Wellness and Prevention**

Wellness and prevention programs aimed at physical and mental health:

1. Hansville Take Off Pounds Sensibly Chapter 1239 (meets at Hansville Community Church).
2. Hansville Huggers provides local programs to raise awareness of wellness for seniors in the community and includes the monthly neighbor's luncheons, walking programs (seasonal), cross-generational activities such as kite making and flying, and the annual talent and variety show.
3. CPR/First Aid training – North Kitsap Fire & Rescue headquarters (Miller Bay Road).
4. AARP 55 Driver Safety Program – North Kitsap Fire & Rescue headquarters (Miller Bay Road), offered summer 2004.
5. Family Nutrition Education Program in Port Orchard provides practical, culturally-relevant educational events and nutrition and gardening lessons at community sites, food banks and schools. (360-337-7157). More information at [puyallup.wsu.edu/nutrition](http://puyallup.wsu.edu/nutrition) (a service of the Nutrition Education Network).
6. Partners In Action, Nutrition & Physical Activity in Washington, currently only local program publicized is Active Seniors on Bainbridge Island providing wellness programs. More information at [washington.edu/waaction](http://washington.edu/waaction).
7. Health pamphlets and access to information at Kitsap Regional Library.

### **Health Care Facilities**

1. Harrison Hospital, Silverdale and Bremerton.
2. Olympic Ambulatory Surgery Center, Bremerton.

3. Pacific Surgery Center, Poulsbo.
4. U.S. Naval Hospital, Bremerton – Available to active and retired military personnel and families.
5. North Kitsap Family Practice and Urgent Care, Barber Cutoff Road, Kingston.
6. North Kitsap Family Practice and Urgent Care, Bond Road, Poulsbo.

### **Mental Health Services**

1. Kitsap County serves as the administrative unit of the Peninsula Regional Support Network, a consortium of Clallam, Jefferson and Kitsap counties that provides planning, contracting and administration for community mental health services. Approximately 5,600 people with chronic and serious mental illnesses are served annually. Many more receive assistance through information and referrals.
2. Kitsap Mental Health Services, North Kitsap (360-535-5400), a not-for-profit corporation chartered by Kitsap County. Varied services include: child and family community support services, adult outpatient services (includes substance abuse), older adult community support services and emergency services (Crisis Response Team). For on-call services, resource management services, Crisis Clinic of the Peninsula (360-479-3033) and support groups ([kitsapmentalhealth.org](http://kitsapmentalhealth.org)).
3. Suquamish Tribe Wellness Program includes: chemical dependency, DUI assessments, adult & adolescent, ADIS classes, mental health counseling, family counseling, available to native and non-native clients; covered by Medicaid and most insurance.

### **Alcohol and Substance Abuse**

1. Kitsap County Substance Abuse Program provides outpatient treatment and prevention services annually to over 2,500 cli-

ents and family members through local agencies. Kitsap Recovery Center serves 2,000 men and women who receive chemical dependency treatment for drug and/or alcohol addiction – primarily serving low-income and Medicaid-eligible clients although it accepts private insurance and provides information, education and referrals to all county residents.

2. West Sound Treatment Center, a state-certified outpatient chemical dependency treatment center that provides services to low-income and indigent residents of Kitsap County (360-876-9430).
3. Suquamish Tribe Wellness Program (see “mental health”).
4. Advantages Counseling in Poulsbo.
5. Alcoholics Anonymous, Kingston and Silverdale.

### **Domestic Violence and Sexual Assault**

1. ALIVE provides safe shelter and support services for domestic violence victims and their children as well as community education, legal advocacy and a 24-hour crisis line. [kcdvtf.org/ywca.html](http://kcdvtf.org/ywca.html).
2. Kitsap Sexual Assault Center provides, therapy, advocacy and 24-hour crisis and support services for child and adult victims of sexual abuse. (360-479-1788).

### **End-of-life Services**

1. Hospice of Kitsap County, Silverdale ([hospiceofkitsapcounty.org](http://hospiceofkitsapcounty.org)).
2. The Hansville Cemetery, Hansville Road. Free plots are available to Greater Hansville residents. Of approximately 600 total plots in the cemetery, 200 have graves, 175 have been reserved, and approximately 225 are available. Cemetery reservations and care are managed by the Hansville Ladies Aid.

## Philanthropic and Church Activities

1. The Hansville Ladies Aid – Mission is: “...to assist in serving the needs of our community and neighbors, and to continue to manage the Hansville Cemetery in a manner that maintains the spirit and heart of the community.”
2. Helping Hands – Coordinates various community services and support, working in conjunction with local agencies (Elaine Carey, 638-2672).
3. Food bank – see “food banks” above.
4. The Hansville Community Center uses proceeds from the Hansville rummage sale for special events and scholarships. Scholarships are for community members of all ages, and special events include free children’s parties at Easter, Halloween, and Christmas. A variety of programs aim to foster a sense of connectedness and participation within the community.
5. The Flotsam and Jetsam Garden Club provides at least one \$1,000 scholarship a year and supports the Kitsap Food Bank, Hansville Ladies Aid and, at Christmas, aid to five families victimized by domestic violence.
6. The Arts and Crafts Guild is in the process of establishing a scholarship program.
7. Habitat for Humanity has begun a building program in Hansville to fulfill the dream of home ownership.
8. The Hansville Neighbors holds a monthly luncheon for all area residents nine months a year. Features a low-cost meal (\$4), interaction and a chance to meet neighbors, and an informative program, often focused on the needs and interests of senior members of the community.
9. Local religious organizations include the Hansville Community Church, which holds services and has a youth group. Other denominations are available in Kingston, Poulsbo, Bainbridge Island, Silverdale and Bremerton.

## State, County, Church and YMCA Services

1. Washington Department of State Human Services programs available in Kitsap County include partnerships with the county and as nonprofit partnerships in aging and eldercare, meals and nutrition, mental health services, long-term care ombudsman, senior centers, subsidized low-income housing and transportation services. A full listing of services is available at: [adsa.dshs.wa.gov/Resources/Kitsap](https://adsa.dshs.wa.gov/Resources/Kitsap)
2. Kitsap County Health District provides clinical services for communicable diseases and tuberculosis; family planning and sexually-transmitted diseases, immunization, and bureau of citizenship and immigration services physicals ([kitsapcountyhealth.com](http://kitsapcountyhealth.com)).
3. The Literacy Council of Kitsap County in Poulsbo is a community-based, nonprofit agency that helps adults improve reading, writing, math and English skills. Programs include GED and diploma preparation, workplace training, basic literacy, English as a second language, and a computer lab ([literacykitsap.org](http://literacykitsap.org)).
4. United Way of Kitsap County partners with many local agencies to provide social and human services ([unitedway-wa.org/kitsap](http://unitedway-wa.org/kitsap)).
5. Kitsap Community Resources, a community-action partnership in Bremerton, provides multiple program services and resources “that promote self-sufficiency.” Programs include energy assistance, housing services, employment, head-start, parenting education, youth programs and more ([kcr.org/services](http://kcr.org/services)).
6. Catholic Community Services operates the Kitsap Family Center in Bremerton, which provides services for housing, counseling and mental health, elderly and disabled, childcare and volunteer chore services

(ccsw.org/familyservices/shouthwest/kitsap).

7. Lutheran Community Services Northwest in Bremerton provides divorced parenting groups, home helpers healthcare, senior outreach and adult day care, retired and senior volunteer program, foster care and adoption information, but no longer provides outpatient counseling services on the peninsula (lcsnw.org/bremerton).

8. Armed Services YMCA/Kitsap Family YMCA in Bremerton offers health, fitness and wellness programs, family program services, child-care programs and services, and positive youth development programs (asymca.org/branches/bremerton\_washington).

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## Trends

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The need for human services has grown as the population in the GHA increased by 48% from 1990 to 2000. The population in 2005 could be 2,500 if the same growth rate were assumed to be true. Most of the growth (two-thirds) is from new residents moving into the area and not from an excess of births over deaths (one-third).

### **Some in GHA Need Basic Assistance**

Although the populace of the GHA continues to be more affluent than that of the county as a whole, there are small segments of residents that need basic assistance with food, housing, nutrition and medical care. A Kitsap County Health District report, “Factors Affecting Health Disparities in Kitsap County,” noted that the changing age composition has a strong correlation to its health.

Communities with many young people will generally be healthy, but will also need substantial investments in maternal and child health-care services; in general these services are low-cost and highly effective. Communities with large proportions of older people will have to confront the paradox that this segment of the population consumes about half of all health-care expenditures, and the effectiveness of these expenditures is not clear.

Both income and social support can impact health, especially for the two most vulnerable populations – children and people age 65 and over. Results from the demographics chapter show the two fastest-growing segments of the GHA are the 10- to 19 –year-old bracket and the 40 to 60 bracket.

Married-couple households typically have higher incomes than a person living alone. Moreover, people who live together often have more social support than people living alone. Within the GHA (see demographics chapter) in 2000, there were 629 families in 861 occupied households, meaning that 73% of our households live in a family group.

There were 232 non-family households, including 188 with an individual living alone. The 44 individuals living in a non-family household with unrelated occupants raise the percentage of residents living with someone else to 78%. This is very similar to the countywide average of 77%, so one can probably use the more readily available statistics from county studies to estimate future trends in this area.

### **159 Below Poverty Level**

The poverty index is computed annually by the federal government and acts as an indicator of economic distress. In 2002, the 100%

poverty level (lacking financial resources to provide stable housing and adequate nutrition) for a family of four was \$18,100 in income; 200% of income for a family of four was \$36,200 – considered the working poor. The 2000 census (see Demographics chapter) reports that there were 33 families below the poverty level, 18 of which had a female head of household with no husband present, and 159 individuals in this category – 46 of them 65 years older and over.

For the populace at large within the GHA, the median household income was \$58,646, with the median family income at \$64,964, compared to 1990 levels of \$36,494 and \$43,312, respectively.

### **Critical Needs for Seniors, Women and the People with Disabilities**

Turning now to the implications and needs of each group we see a higher and growing percentage of adults and older adults that will require more services and accessibility to services for seniors and the elderly, as well as medical and health-care services. To maintain the healthier statistics of North Kitsap and Kingston, both physical health and socio-economic well-being will need to be maintained. Social outlets and community connectedness to mental and physical well-being will be needed to encourage and assure a healthier lifestyle.

Disabilities are currently less than other areas, but an aging population may mean the need for greater attention and services for temporary and permanent disabilities. Transportation is imperative to accessing all human services from the GHA.

Female residents are growing in numbers. Services for all women – with and without children – must be considered, including security, licensed “handyman” services and re-

liable and reasonable home-care. With approximately 10% of families at the poverty level, respectful services must be available and accessible, including food banks and other types of help such as those described above for female residents.

### **Physician Access Often Limited**

Another factor to be considered in the future is the availability of health care for GHA residents. A report by the Kitsap County Health District, “Access to Primary Providers in Kitsap County” (April 7, 2004), includes the following information:

- 114 primary physicians provide care at a rate that equates to 103.8 service providers when considering full-time equivalency (less part-time and time not involved in direct patient care).
- 63 family-practice physicians accounted for 53% of primary care (full-time equivalent); 23 pediatricians accounted for 21%; 17 general internal medicine physicians accounted for 16%; and 11 obstetrics/gynecology physicians accounted for 10%. An additional 23 mid-level providers contribute 19.4 (full-time equivalent) of direct patient care – 65% of them physician assistants and 35% nurse practitioners.
- Countywide, there are early signs of a primary care physician shortage for the total population. The ratio of population per 1 full-time equivalent is 2,219 to 1. Although better than the federal standards used to determine a serious shortage (3,000 to 1), it is worse than typical capacity levels of 1,800 to 1 or ideal capacity levels of 1,200 to 1.
- Although countywide numbers indicate acceptable levels of care per provider, that care varies by the access to it. In the immediate Kingston and GHA areas, the ratios of population to full-time equivalent increase alarmingly for the total popula-

tion (16,899 to 1), the low-income population (124,700 to 1) and Medicare population (4,503 to 1). These ratios are not a problem for patients with private transportation who can meet their needs in Poulsbo. But transportation access can be difficult for some patients on Medicaid or Medicare.

- The population-to-provider ratio is lowest for Medicare patients (1,312 to 1), which reflects high usage and close to universal access to Medicare for those over 65.

Most primary-care physicians are accepting new insured patients without restrictions (85%). However, new Medicaid patients are accepted by only 21% of practitioners. Similarly, new Medicaid Healthy Options patients are accepted by only 20%. More providers were accepting new Medicare patients (46%), but only 16% were accepting Medicare-managed care and only 14% were accepting new Basic Health Plus patients without restrictions.

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## Sources of Information

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1. Kitsap Sun newspaper
2. North Kitsap Herald newspaper
3. Telephone book
4. kitsapsun.com
5. The Hansville Log
6. Kingston Chamber of Commerce website: [kingstonwa.com](http://kingstonwa.com)
7. Poulsbo Chamber of Commerce website: [poulsbo.net](http://poulsbo.net)
8. United Way website: [unitedway-wa.org/kitsap](http://unitedway-wa.org/kitsap)
9. Demographics chapter, Hansville Futures Community Profile
10. Kitsap County Library System
11. Other references as noted above