

## Community Resources: Referrals & Best Practices

**Kelsey Shamrell-Harrington, King County 2-1-1, Presenter**  
**Kat Eberdt, King County 2-1-1, Presenter**  
**Sarah Aranez, Refugee Women's Alliance, Presenter**

**1.25 Credits: Other, Improving the Legal System**  
**Approval #1008885**  
**A/V CLE: #1012139**

**1.25 Credits: Other, Improving the Legal System**

**Friday, June 10th, 2016, 12:00 PM to 1:30 PM**  
King County Bar Association, 1200 5th Avenue Suite 700  
Seattle, WA 98101

**This CLE is FREE to all new and current KCBA Pro Bono Services volunteers**

Registration is required.

Attendance is in person or via video streaming.

In-Person Location  
King County Bar Association, 1200  
5th Avenue Suite 700  
Seattle, WA 98101

Please RSVP for  
streaming instructions

**Please RSVP to Arlen Olson at [Arleno@kcba.org](mailto:Arleno@kcba.org) or call 206-267-7029**

### AGENDA

12:00 – 12:05 pm	<b>Registration &amp; Introduction</b> <i>Facilitator: Paige Hardy, VLS Coordinator</i>
12:05 – 12:35 pm	<b>2-1-1</b> <i>Speakers:</i> <i>Kelsey Shamrell-Harrington &amp; Katherine Eberdt</i> 1. Overview of 2-1-1 2. How does the referral process work? 3. Things to keep in mind
12:35 – 12:45 PM	<b>Break &amp; Speaker Transition</b>
12:45 – 1:15 PM	<b>Refugee Women's Alliance, ReWa</b> <i>Speaker: Sarah Aranez</i> 1. Who is ReWa and the clients we serve? 2. Barriers 3. Resources and services
1:15 – 1:30 PM	<b>Questions, Discussions, &amp; Evaluations</b>
1:30 PM	<b>Adjourn</b>

## Biographies

### **Kelsey Shamrell-Harrington & Kat Eberdt**

#### **Organization: 2-1-1**

Kelsey Shamrell-Harrington has worked at King County 2-1-1 for nearly four years and has been the Legal Program Specialist for the past three years. She coordinates between 2-1-1 and the legal aid providers in King County, and works to ensure that callers are connected to the resources most appropriate for their needs. Kelsey has volunteered with NWIRP as a document translator since 2009. She will be attending UW School of Law in September 2016.

Kat Eberdt has been at King County 2-1-1 for two years and has been the Backup Legal Specialist for the past 14 months. She also is a team lead for the Community Living Connections central access line, also answered through King County 2-1-1, which serves callers who are 60 or older. Previously, she worked for a housing agency that serves homeless individuals with additional challenges of mental illness and addiction.

Established in 1968 and previously known as the Community information Line, King County 2-1-1 provides callers with both information and referrals to appropriate social and health service agencies based on their individual need(s) and situation. Specialists in their Resource Center maintain the database listings of agencies and services. King County 2-1-1 is accredited by the Alliance of Information and Referral Systems and upon meeting eligibility requirements Specialists are required to test and become certified. These highly trained Information and Referral Specialists assist callers with food, housing, shelter, financial resources, rent and utility bills, transportation, and many other tangible needs. Specialists also screen King County callers who have legal issues and refer them directly to the legal aid providers that can assist. In 2015, 2-1-1 specialists took 99,116 calls. Of those calls, they referred 1,337 callers to the Housing Justice Project morning program, and 459 callers to the afternoon clinic.

### **Sarah Aranez**

#### **Organization: Refugee Women's Alliance (ReWA)**

Sarah Aranez currently holds the position as Rapid Re-Housing Program Coordinator/Case Manager at Refugee Women's Alliance, one of the largest non-profit refugee and immigrant service providers in the Puget Sound area. She received her degree in Psychology from Seattle Pacific University. She has worked in clinical research, court and child welfare system, and other non-profit organizations, providing an array of comprehensive supportive services addressing mental health, chemical dependency, safety and well-being of children, housing, and more. Sarah has been working in the area of homelessness since 2007 providing crisis management, information and referral, advocacy, support, and follow-up services to homeless individuals and families to obtain and retain permanent housing