Pursuant to K.C.C. 1.24.035 A. and F., this meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

1. Call to Order

2. Roll Call

3. Approval of Minutes pp. 3-4

   Minutes of July 10, 2019 meeting.

4. Chair’s Report

5. Public Comment (Optional)
Briefing

   Jake Tracy, Council Staff
   Brendan Mccluskey, Director, Office of Emergency Management, Executive Services
   Deborah Needham, Emergency Management Director, City of Renton
   Jason Marquis, Deputy Director, Washington Emergency Management Division

   Recommendations on Regional Homeless System Redesign
   Sahar Fathi, Council Staff
   Leo Flor, Director, Department of Community and Human Services

   2018 Veterans, Seniors and Human Services Annual Report
   Sahar Fathi, Council Staff
   Leo Flor, Director, Department of Community and Human Services

Adjournment
Pursuant to K.C.C. 1.24.035 A. and F., this meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

1. **Call to Order**
   
   Chair von Reichbauer called the meeting to order at 3:05 p.m.

2. **Roll Call**
   
   Present: 10 - Mr. Bell, Mr. Dembowski, Ms. Birney, Ms. Juarez, Ms. Kohl-Welles, Mr. Peloza, Ms. Sawant, Mr. von Reichbauer, Mr. Hill and Mr. McNeal
   
   Excused: 1 - Mr. Stokes

3. **Approval of Minutes**
   
   Councilmember Birney moved approval of the June 12, 2019 meeting minutes. Seeing no objections, the minutes were approved.

4. **Chair's Report**
   
   Chair introduced the new Municipal Director Tom Goff, also announced that our next meeting will be August 21, 2019 Special meeting at 1:30 p.m.

5. **Public Comment (Optional)**
   
   There was no one present to offer public comment.
Briefing

   Recommendations on Regional Homeless System Redesign
   Sahar Fathi, Council Staff, briefed the Committee and answered questions from the members. Leo Flor, Director, Department of Community and Human Services, briefed the Committee via PowerPoint presentation and answered questions from the members.

   This matter was Presented

7. Briefing No. 2019-B0116
   Charter Review Commission Interim Recommendations
   Ron Sims-Co-Chair, Rob Saka, Toby Nixon, King County Charter Review Commissioners and Calli Knight, Executive Program Assistant, King County Executive were present to brief the Committee via PowerPoint presentation and answer questions from the members.

   This matter was Presented

8. Briefing No. 2019-B0117
   An Update from King County Elections
   Julie Wise, Director, King County Elections briefed the Committee via PowerPoint presentation and answered questions from the members.

   This matter was Presented

Other Business

There was no other business to come before the Committee.

Adjournment

The meeting was adjourned at 4:26 p.m.

Approved this ____________ day of ________________
SUBJECT

A briefing by staff from the King County Office of Emergency Management (OEM), the Washington Emergency Management Division (EMD), and the City of Renton on disaster preparedness at the individual and governmental level.

BACKGROUND:

King County Office of Emergency Management (OEM). Under the authority of Chapter 38.52 RCW and King County Code (KCC) 2.56, OEM, housed in the Department of Executive Services, works with a broad array of public and private sector partners to plan for disaster mitigation, preparedness, response and recovery. KCC 2.56.030 defines OEM's mission as follows:

“… to provide for the effective direction, control and coordination of county government emergency services functional units, to coordinate with other governments and the private, nongovernmental sector, in compliance with a state approved comprehensive emergency management plan and to serve as the coordinating entity for cities, county governmental departments, and other appropriate agencies during incidents and events of regional significance.”

OEM's stated priorities are to provide the following outcomes:

1. Regional emergency services - To provide region-wide planning and emergency response coordination for jurisdictional and private sector partners.

2. Standards based programs - To achieve a state of continuous improvement by measuring quality, cost, delivery, safety, and morale.

3. Resilient and inclusive systems - To have the ability to prepare and plan for, absorb, respond to, recover from, and adapt more successfully to adverse events.
4. Quality workforce - To develop a strong workforce made up of internal and external partners, ready to coordinate emergency response and recovery.¹

According to OEM's 2018-2019 Report, in 2018, the emergency operations center (EOC) was activated a number of times, for diverse events including a cyber attack in Sammamish, a water main break in the King County Courthouse, a fire at the Heritage Building in Auburn, and the national 9-1-1 outage in December. The EOC was also activated for ten days during the snow event in early 2019, and fielded more than 700 calls from county residents needing assistance.²

OEM provides preparedness information for residents on a number of topics, including earthquake, tsunami and seiche, drought, landslides, and terrorism.³

**Washington Emergency Management Division (EMD).** The WA EMD is a division of the Washington Military Department. The Washington Emergency Management Division leads and coordinates mitigation, preparedness, response and recovery in Washington State to minimize the impact of disasters and emergencies on the people, property, environment and economy. During state emergencies, EMD manages the State Emergency Operations Center located on Camp Murray, near Tacoma, and coordinates the response of state and local agencies.

**INVITED:**

1. Brendan Mccluskey, Director, King County Office of Emergency Management
2. Jason Marquiss, Deputy Director, Washington Emergency Management Division
3. Deb Needham, Emergency Management Director, City of Renton

**ATTACHMENT:**

1. 19 0821 final regional policy committee presentation

PREPARING FOR DISASTERS: LOCAL GOVERNMENTS AND THE PUBLIC

BRENDAN MCCLUSKEY, KING COUNTY EMERGENCY MANAGEMENT
JASON MARQUISS, WASHINGTON EMERGENCY MANAGEMENT DIVISION
DEBORAH NEEDHAM, CITY OF RENTON EMERGENCY MANAGEMENT
Emergency Management is like a Venn diagram, with many entities, having some overlapping interests and responsibilities, but each of them having an overlap in the center of the diagram, the place where coordination of emergency management resides.
WHAT GOVERNMENTS ARE DOING
PREPAREDNESS, OPERATIONS, AND COMMUNICATION
HOW EMERGENCIES ARE MANAGED

- Emergencies are primarily LOCAL events
- If a local jurisdiction cannot handle an event, they can ask neighboring jurisdictions to provide mutual aid
- Counties engage in resource management when mutual aid is not sufficient
- If needed, the State can provide additional resources
  - Use State-owned/controlled assets
  - Reach out to other states through the national Emergency Management Assistance Compact (EMAC), or through the Pacific Northwest Emergency Management Agreement (PNEMA) – which includes regional states and Yukon and British Columbia
- Request federal help
- “Emergencies start and end at the local level”
Identify and assess risk

Estimate capability requirements
- Capabilities are the means to accomplish a mission, function, or objective by executing related tasks in order to reach specific levels of performance

Build and sustain capabilities

Plan to deliver capabilities

Validate capabilities

Review and update
EMERGENCY OPERATIONS – EXECUTING CAPABILITIES

- Execute (deliver) capabilities within mission areas
COMMUNICATIONS AMONG GOVERNMENT ORGANIZATIONS

- Planning process (more important than the actual plans?)
- Formal and informal groups and committees
  - Regional: EMAC, EMCC, UASI
  - Statewide: EMAG
- Tools and resources
  - King County Inform
  - Emergency Operations Centers
  - WebEOC
- Relationships are key
COMMUNICATIONS FROM GOVERNMENT ORGANIZATIONS TO THE PUBLIC

- Joint Information System (JIS) and Joint Information Center (JIC)
- Public outreach activities
- Tools and resources
  - Alert King County
  - Limited English Proficiency (LEP) programs
  - News media
  - Social media (#KingCountyReady)
  - Alert systems (radio/TV, cell phones)

www.kingcounty.gov/alert
WHAT THE PUBLIC SHOULD KNOW

TIPS AND RESOURCES FOR RESIDENT PREPAREDNESS
INDIVIDUAL PREPAREDNESS

- Be informed
  - Alert King County
- Take action
  - Training and skills
  - Build a kit
  - Make a plan and practice
- Get involved
  - Community Emergency Response Teams
  - Medical Reserve Corps
  - Map Your Neighborhood
  - Community Safety Ambassadors
EMERGENCY KITS – “TWO WEEKS READY”

- Water – 1 gallon per person per day
- Shelf-stable food items
- Shelter and warmth
- Sanitation and hygiene
- Communication
- Tools
- First aid and health
ADDITIONAL RESOURCES

- www.kingcounty.gov/prepare
- www.makeitthrough.org
- www.takewinterbystorm.org (for winter preparedness tips)
- www.emd.wa.gov
- www.doh.wa.gov (for water purification info)
- www.ready.gov

REMEMBER: IF YOU’RE PREPARED FOR THE WORST, YOU’RE PREPARED FOR ANYTHING!!
Questions?
Thank You
Metropolitan King County Council  
Regional Policy Committee  

STAFF REPORT

<table>
<thead>
<tr>
<th>Agenda Item:</th>
<th>Name:</th>
</tr>
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<tbody>
<tr>
<td>7</td>
<td>Sahar Fathi</td>
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<td></td>
<td>Wendy SooHoo</td>
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<td>Proposed No.:</td>
<td>2019-B0129</td>
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<td>Date:</td>
<td>August 21, 2019</td>
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SUBJECT

Update on recommendations on the Regional Homeless System Redesign.

SUMMARY

This briefing is the third background briefing since June 2019 to the Regional Policy Committee on a regional governance approach to reduce homelessness through improved coordination. The first briefing was heard on June 12 and the second was heard on July 10. This third briefing will continue the discussion by the Department of Community and Human Services (DCHS) on the proposed legislation for a regional homeless system redesign that the Executive anticipates transmitting in August.

BACKGROUND

One Table

In 2017, King County Executive Dow Constantine, Seattle Mayor Jenny Durkan, and Auburn Mayor Nancy Backus announced the formation of One Table, which they stated would assess the region’s current response to homelessness, including root causes such as escalating home prices, inequality and the need to expand mental health and addiction services. It would also work to scale up community-based and government programs that are successful.

One Table members developed specific recommendations regarding five root causes of the crisis, including: the lack of affordable housing region-wide; inadequate access to behavioral health treatment; negative impacts on youth involved in the child-welfare system; prior criminal justice involvement impacting the ability to gain housing and employment, and education and employment gaps making housing unattainable and unaffordable.¹

In May of 2018, Executive Constantine and Mayor Durkan signed a Memorandum of Understanding (MOU) between the City of Seattle and King County to increase

collaboration of homelessness services and set a path for governance reforms to better coordinate homeless investments region-wide.²

**King County Auditor’s Report**

In May 2018 the King County Auditor’s Office released a report entitled: “Homeless Crisis Demands Unified, Accountable, Dynamic Regional Response.”³ The Auditor’s office determined that “Separate funding and contracting processes burden homeless housing providers, and funder autonomy slows programmatic changes that would respond to community needs.” Further, they noted that “Despite its role as a coordinating body, All Home⁴ lacks the authority to unify local funders into an efficient and nimble crisis response system.” The Auditor’s Office recommended that, “DCHS work with All Home and local funders on a formal, binding process to align funding decisions, and that DCHS use CEA data to identify improvements to the homeless system, reduce unsuccessful housing referrals, and address racial disparities in the system. […] And also] that DCHS work with All Home and local funders to ensure that RRH move-in rates and the number of RRH enrollees evicted or moving out of King County are tracked.”⁵

**King County and City of Seattle 2018 MOU**

Shortly after this report was released, the King County Executive and the City of Seattle Mayor signed a Memorandum of Understanding (MOU)⁶ to increase coordination of homeless services, planning and reporting. The agreement also established the Homeless Services and Housing Governance Partnership between King County, Seattle, All Home and regional partners to improve outcomes and accountability for the future.⁷

According to the press release,⁸ Mayor Durkan and Executive Constantine agreed to the following immediate action steps:

- Coordinate in advance on all Requests for Proposals (RFPs) related to homelessness from the signing of this MOU to 2020
- Use joint contract language and joint monitoring of programs on all RFPs for the same time period.
- Develop system improvements to the regional Homeless Management Information System (HMIS) to align data, performance and evaluation efforts

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⁴ Per the 2018 King County Auditor’s report in footnote 3 (page 1), “All Home is the region’s federally mandated body (‘continuum of care’) for coordinating federal funding and ensuring compliance with federal law. To receive funding from the U.S. Department of Housing and Urban Development, federal regulations require regions to operate a continuum of care, whose responsibilities include: (1) ensuring collection of homeless system performance data (a ‘Homeless Management Information System’ or HMIS), (2) establishing and operating a coordinated needs assessment and referral process (‘coordinated entry’), (3) performing analysis to identify gaps in regional homeless service needs.”
⁶ The first two pages of this MOU can be found here: [https://www.kingcounty.gov/~/media/elected/executive/constantine/news/documents/SeaKing_MOU.ashx?la=en](https://www.kingcounty.gov/~/media/elected/executive/constantine/news/documents/SeaKing_MOU.ashx?la=en)
across the city and county, and engage regional partners and regional tech businesses on best practices for improving current data sharing and analytical tools. This effort builds on ongoing work to improve public-facing dashboards and reporting tools to allow the public and decision-makers to better track progress and outcomes for programs serving homeless populations.

The press release\(^9\) also stated that the MOU established the Homeless Services and Housing Governance Partnership consisting of City and County staff, All Home, and regional partners. The overarching goals of the partnership were to strengthen coordination, accountability, equity and improve outcomes for people who are experiencing homelessness. The new governance partnership was to take on the following tasks:

- Review current homeless service systems and housing investments to identify existing service gaps and duplicative efforts between the County and the City.
- Set principles and outcomes that a new system governing homeless services and housing investments should address.
- Engage stakeholders to discuss desired revisions to the existing governing system to better serve persons who are homeless.
- Work with cities, providers and other regional partners to ensure coordinated investments provide a comprehensive network of services countywide.
- Study models governing public health, homeless services and housing investments in other U.S. cities to explore elements of alternate governance models that could be implemented here to achieve the desired outcomes.
- Establish shared budget priorities and joint planning efforts to meet the needs of King County and Seattle’s homeless populations.
- By Dec. 1, 2018, forward governance recommendations to the King County Executive and Mayor of Seattle regarding potential system revisions to increase the effectiveness, reach and efficiency of the countywide homelessness system.\(^10\)

Beginning in March 2019, the Executive began a series of briefings in the Health, Housing and Human Services (HHHS) Committee of the King County Council on the proposed regional approach to improving coordination in homelessness systems across the county. Beginning in June 2019, the Executive began parallel briefings in the Regional Policy Committee (RPC). The Executive has indicated that they intend to transmit a proposed ILA/Charter by August 29, 2019. In addition, there has been discussion about a proposed Regional Action Plan.

As a note, in the July 30, 2019 special HHHS Committee briefing, Director Leo Flor noted: “We do not at this point anticipate transmitting the Regional Action Plan.\(^{11}\) He further described that this could be more accurately be described as a type of “framework or method of analysis […] for our use in constantly assessing and then reassessing where we stand with respect to our goals around homelessness.”\(^{12}\)

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12 1:53:23
Briefing #1 (June 12, 2019): This briefing provided an overview of the National Innovation Service’s review of regional homeless services coordination in King County. The briefing also updated the committee on the Executive’s plans to reduce homelessness through improved coordination and included discussion of:

- Existing system fragmentation;
- Alternative models from across the country for regional governance; and
- Policy issues for consideration.

Briefing #2 (July 10, 2019): This briefing discussed major policy considerations, subregional tailoring, and continued discussion around a potential board and its possible composition for the proposed legislation that the Executive anticipates transmitting in August.

Briefing #3 (August 21, 2019): Continued discussion by DCHS on the proposed legislation for a regional homeless system redesign that the Executive anticipates transmitting August 29, 2019.

External Engagement

In July, Director Leo Flor provided an update in RPC on their SCA/Sub-regional Engagement. Below is that information with additional updates:

- Ongoing SCA Member Engagement
  - PIC Briefings (January – June)
  - SCA Leads meetings, June 6 & June 21
  - Shoreline City Council presentation, June 17
  - DCHS and SCA hosted a briefing/discussion for SCA jurisdictions, July 30
  - In addition, the Exec’s Office & DCHS have spoken directly via phone or in-person with elected and/or administrative (city manager or administrator) leadership from the following jurisdictions: Kenmore, Redmond, Kirkland, Bellevue, Burien, Renton, Tukwila, Auburn, and Shoreline. Additional discussions are ongoing.

- SCA-Identified Leads for Engagement:
  - Mayor Nancy Backus, Auburn
  - Mayor John Chelminiak, Bellevue
  - Council President Prince, Renton
  - Leads and SCA Director invited/participated in two joint King County Councilmember Advisory Team/Seattle Client Group/SCA meetings

- Briefings/workshops with sub-regional collaborations including:
  - Eastside Homelessness Advisory Committee (EHAC), June 6, August 1
  - South King County Homelessness Advisory Committee (HAC), June 19, July 17, August 21
  - North Urban Human Services Alliance (NUHSA), June 19, August 21

Councilmember Advisory Team
The King County Council has created a Councilmember Advisory Team of four Councilmembers who have also received biweekly briefings on this topic for the last two months: Councilmembers Kohl-Welles, Dembowski, Upthegrove and McDermott. This is a parallel structure to the City of Seattle’s “Client Group.”

INVITED

- Leo Flor, Director, Department of Community and Human Services

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13 The City of Seattle Councilmembers who serve on the “Client Group” are Councilmembers Bagshaw, Mosqueda, and O’Brien.
SUBJECT:
A briefing on the 2018 Veterans, Seniors and Human Services Levy (VSHSL) Annual Report, fulfilling the requirements of the VSHSL implementation Plan adopted by Ordinance 18768.

SUMMARY:
In July 2017, the Council approved Ordinance 18555, which placed before the voters on November 7, 2017 a proposition to provide regional health and human services to residents of King County by replacing the existing Veterans and Human Services Levy (VHSL) that expired at the end of 2017 with a new six-year levy, the Veterans, Seniors and Human Services Levy (VSHSL). Voters approved the ballot measure in the November 7, 2017 election. On December 21, 2017, Council passed Ordinance 18638 which adopted the Veterans, Seniors and Human Services Levy Transition Plan. On July 16, 2018, Council passed Ordinance 18768 which adopted the Veterans, Seniors and Human Services Levy Implementation Plan. The Implementation Plan’s programs began in 2019.

The Implementation Plan states that the VSHSL shall continue the VHSL annual report requirement. Beginning in 2019, the Executive is expected to transmit an annual report on the VSHSL to the County Council and the Regional Policy Committee by the first day of July of each year. There are a number of requirements for the Annual Reports, described in the Background section of this staff report.

The 2018 VSHSL Annual Report highlights the achievements in 2018, in particular noting a smooth transition from the VSHSL Transition Plan to the VSHSL Implementation Plan in July 2018. The uninterrupted continuation of 2017 programs included the codification and recruitment launch of the VSHSL Advisory Board and $46.1 million in total investments by the levy. The Plan goes on to describe in detail the investments made by result areas for the levy’s three priority populations (veterans, seniors, vulnerable populations): housing stability, financial stability, healthy living, social engagement, and service system access and improvement.

BACKGROUND:

VSHSL
VHSL1 and VHSL2  In November 2005 Ordinance 15279 placed the first Veterans and Human Services Levy (2006-2011 “VHSL1”) for programming to assist veterans, military servicemembers and individuals and families in need before the voters on the general election ballot. Ordinance 15279 also provided for two citizen oversight boards to oversee and report on the expenditures of levy proceeds. The voters approved the levy, and thus the creation of both boards. The Veterans Citizen Oversight Board (VCOB) was created to oversee funds for veterans and military servicemembers and their respective families. The Regional Human Services Citizen Oversight Board (RHSCOB) was created to oversee funds for a wide range of low-income people in need of such services. In August 2011, King County voters voted to pass a renewal of the VHSL (2012-2017 “VHSL2”) via Ordinance 17072, and consequently also approved a continuation of the two boards.

Ordinance 18555, enacted in July 2017, placed before the voters a proposition to provide regional health and human services to residents of King County by replacing the VHSL2, which expired at the end of 2017, with a new six-year levy, the Veterans, Seniors and Human Services Levy (VSHSL). King County voters approved the measure in November 2017.

VSHSL and VSHSL Governance Plan  Ordinance 18555 placed before the voters a proposition to provide regional health and human services to residents of King County by replacing the VHSL2, which expired at the end of 2017, with a new six-year levy, the Veterans, Seniors and Human Services Levy (VSHSL). Ordinance 18555 further required the Executive to develop and transmit for Council review and adoption a governance plan for the VSHSL, which would provide for the creation, composition and duties of a board or boards to provide oversight of the expenditure of levy proceeds.¹ The VSHSL Governance Plan was adopted by the Council with Ordinance 18722.

Establishment of VSHSL Advisory Board  In September 2018, following the passage of the renewal and expansion of the Veterans, Seniors and Human Services Levy (VSHSL), King County passed Ordinance 18792 and established a new VSHSL Advisory Board to oversee and advise the County on the VSHSL. The VSHSL Advisory Board has three Committees: (1) the Veterans Committee (2) The Seniors Committee and (3) The Vulnerable Populations Committee. The members of the VSHSL Advisory Board’s Veterans Committee also constitute the entirety of the King County’s state-required Veterans Advisory Board.²

¹ In addition to requiring the transmittal of the VSHSL Governance Plan, Ordinance 18555 listed the following requirements of the Governance Plan: (1) the creation of the board or boards shall be contingent upon voter approval of the VSHSL, (2) the board or boards shall be charged to oversee the distribution of VSHSL proceeds, (3) the board or boards shall report annually to the Executive and Council on the fiscal and performance management of the VSHSL, and (4) the plan may describe additional matters on which the board or boards are empowered to provide advice to the Executive and Council. (p. 2 VSHSL Governance Plan)
² The King County Veterans Program (KCVP) has served low-income, homeless, disabled and at-risk veterans and their families since the 1950s. The KCVP is mandated by state law and is funded by King County taxpayers. Dating back to the late 19th Century, Washington has required in various forms that counties maintain a program to assist indigent veterans. Chapter 73.08 RCW is the current embodiment of this requirement and RCW 73.08.080 requires the legislative authority in each county to create a veterans’ assistance fund that is funded through a property tax of their respective counties.
VSHSL Transition/Implementation Plan

VSHSL Transition Plan
Ordinance 18555 required that, by September 29, 2017, the Executive develop and transmit for Council adoption by ordinance a transition plan to govern expenditures of the Veterans and Human Services Levy during a transition period. Under Ordinance 18555, the adopted Transition Plan governed expenditure of levy proceeds until the adoption of the VSHSL Implementation Plan, at which point the Transition Plan had no force or effect.3

The VSHSL Transition Plan was adopted by Council on December 1, 2017, through Ordinance 18638. It directed expenditures of 2018 levy proceeds on both new programming and most 2017 programs at 2017 service levels for the 2018 transition period.

VSHSL Implementation Plan
Adopted by the King County Council on July 16, 2018, the VSHSL Implementation Plan describes the expenditure of levy proceeds (2019 - 2023) to achieve outcomes related to healthy living, housing stability, financial stability, social engagement, and service system access for veterans and military servicemembers and their respective families, seniors and their caregivers, and vulnerable populations.

Annual Report Requirements

The VHSL had annual reports that were reviewed and accepted or approved by King County Council motion4. The reports included a complete financial report on revenues and expenditures for every year, a summary of services provided to each sub region, and a brief note on the progress or outcome of every single goal area strategy and activity. The following language is found in the VSHSL Implementation Plan to guide the structure of Annual Reports under the VSHSL from 2019-2023:

**Reporting**
The VSHSL shall continue the VHSL annual report requirement. Beginning in 2019, the Executive shall transmit to the County Council and the Regional Policy Committee an annual report on the VSHSL by the first day of July of each year. If such a report is also required by the VSHSL Governance Plan, the report required by this plan and the report required by the VSHSL Governance Plan shall be the same report. The report shall describe the state of the VSHSL, the fiscal and performance management of the VSHSL and the VSHSL’s accomplishments from January through December of the preceding year. Each annual report shall also include a

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3 Under Ordinance 18555, Section 7.C. expenditure of VSHSL levy proceeds is limited as follows: “Until the council adopts by ordinance the transition plan referenced in subsection A. of this section, subject to appropriation, levy proceeds may only be expended to continue service provided in 2017 at 2017 service levels and such expenditures shall be governed by the Service Improvement Plan 2012-2017 – Veterans and Human Services Levy adopted by Ordinance 17236. No levy proceeds may be expended for new regional health and human services or capital facilities until the council adopts by ordinance the transition plan referenced in subsection A. of this section.”

summary of investments by Council district. Each annual report shall continue to include a summary of geographic distribution of services. To increase transparency about delivery of VSHSL services throughout the county, the report shall also include an analysis of geographic information obtained from either zip codes or city data, or both, of the individuals and families served. The Executive may make a discretionary determination, depending on the data available and the best way to measure the amount or value of services delivered to constituents in each district, what measures shall be used to meet this requirement. The Executive may use the locations of offices of the receiving entity in each Council district, the headquarters of the recipient, other measures, or a combination of measures.

**Reporting on Strategy, Program or Funding Level Changes**

VSHSL annual reports shall include recommendations on strategy, program, process or funding level changes based on performance and evaluation data or any other eventuality resulting in the need for substantive changes.\(^5\)

In addition, on page 145, the Implementation Plan states:

*The VSHSL annual report required by this plan shall include a description of the previous year’s use of technical assistance and capacity-building funds.*\(^6\)

**ANALYSIS:**

The Executive states that in 2018, the VSHSL continued services provided in 2017 under the former levy without disruption while launching several new strategies and beginning planning for the full suite of VSHSL strategies. The VSHSL has five result areas for the levy’s three priority populations (veterans, seniors, vulnerable populations): housing stability, financial stability, healthy living, social engagement, and service system access and improvement.\(^7\)

The requirements of the VSHSL Implementation Plan are described below. Of note, in the transmittal letter (Attachment 2), the Executive states that new “[…] investments for the VSHSL in 2018 focused on housing stability, dedication of $3.5 million in one-time funds to stabilize senior centers, and actions to strengthen the King County Veterans Program to position it as a more robust service hub.” It also notes a smooth transition


\(^6\) Under Ordinance 18555, at least one percent of each year’s total proceeds must be allocated to fund capacity building and technical assistance.

\(^7\) DCHS defines these five result areas on page 5 of the 2018 VSHSL Annual Report. Housing Stability is also defined on page 51 of the VSHSL Implementation Plan. Financial Stability is also defined on page 75 of the VSHSL Implementation Plan. Social Engagement is also defined on page 85 of the VSHSL Implementation Plan. Service system access and improvement is defined on page 120 of the VSHSL Implementation Plan.
from the VSHSL Transition Plan to the VSHSL Implementation Plan in July 2018. The uninterrupted continuation of 2017 programs included the codification and recruitment launch of the VSHSL Advisory Board and $46.1 million in total investments by the levy.

Requirement 1: The Executive shall transmit to the County Council and the Regional Policy Committee an annual report on the VSHSL by the first day of July of each year.

This requirement was met, the report was filed with the Clerk’s office on June 24, 2019.

Requirement 2: The report shall describe the state of the VSHSL, the fiscal and performance management of the VSHSL and the VSHSL’s accomplishments from January through December of the preceding year.

This requirement was met. The state of the VSHSL is described on page 5 of the 2018 VSHSL Annual Report. The fiscal and performance management of the VSHSL is described on pages 42-48. The accomplishments from January through December of the preceding year are similarly described on pages 42-45.

Of note, in the Financial Report on page 46, there are two major areas with budgetary overspend. The King County Veteran’s Program (KCVP) and the Veterans Fellowship program. DCHS has provided the following information to explain the budgetary overspend:

KCVP: Going into 2018, the financial assistance direct payments for veteran’s assistance increased. With increased rents in King County, the rent assistance expense for veterans has increased. In addition, DCHS experienced some one-time move charges associated with the KCVP relocation from Renton to Tukwila, contributing to the overall overspend.

The Veterans Fellowship program: The Veterans Fellowship program overspend was an issue where the reimbursement billings typically was a year behind schedule. In 2017, DCHS was paying 2016 expenditures. In 2018, they were paying 2017 expenditures. DCHS revamped the billing process in 2018 and, as a result, ended up paying for 2017 and 2018 Veterans Fellowship intern expenditures in one year.

In addition, there are some areas with significant underspend. In particular, Technical Assistance and Capacity Building has a nearly $500,000 variance. During the last supplemental budget process the Executive stated that the hiring of 21 new positions to support the work of all strategies for all 3 population groups took all of the 2018 and a portion of 2019. Due to the lag in filling vacancies, they were not able to procure all technical assistance and capacity building funds allocated for 2018 in the VSHSL Transition Plan. DCHS has stated that the first quarter of 2019 was spent doing significant community outreach throughout the County for go-first VSHSL Implementation Plan strategies. They are expecting an uptick in spending the technical assistance funds and capacity building will be deployed to organizations that qualify and are awarded funding through these procurement processes currently open and soon-to-be open procurement processes. DCHS believes that the availability of 2018 funds for
2019-2020 will augment their ability to provide technical assistance and capacity building to organizations that are small, diverse, and may not have contracted with the County before. They do not expect there to be another underspend in this biennium because they expect the need for technical assistance and capacity building to be larger than the total resource available.

**Requirement 3: Each annual report shall also include a summary of investments by Council district.**

In follow up communication with the Department of Community and Human Services (DCHS), the Department stated that the first year of the levy was well underway by the time the Implementation Plan was passed. As most services were already in place from the previous levy, this was not data that DCHS had available/collection for 2018. Moving forward, DCHS is working to collect this information.

**Requirement 4: Each annual report shall continue to include a summary of geographic distribution of services. To increase transparency about delivery of VSHSL services throughout the county, the report shall also include an analysis of geographic information obtained from either zip codes or city data, or both, of the individuals and families served.**

There are a number of geography graphics illustrated throughout the 2018 VSHSL Annual Report. DCHS has stated in follow up communication that the graphics illustrate the geographic location of clients who were served, not the location of services. In addition, the data represented encompasses the individuals for the programs where demographic information was collected and analyzed.

Page 6 of the 2018 VSHSL Annual Report has a graphic that provides an analysis of all individuals/families served by the levy. DCHS has also clarified in follow up communication that the graphics on pages 15, 21, 29, 35, and 41 all roll up into the graphic on page 6. This geographic information was determined through zip code data.

Finally, the graphics are split into the following categories: East, North, South, Seattle, and Other/Unknown. DCHS has stated that “Other” is defined as zip codes that reside outside of King County. The region boundaries were defined by King County Public Health.

**Requirement 5: VSHSL annual reports shall include recommendations on strategy, program, process or funding level changes based on performance and evaluation data or any other eventuality resulting in the need for substantive changes.**

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8 Note that this requirement goes on to include the following language: “The Executive may make a discretionary determination, depending on the data available and the best way to measure the amount or value of services delivered to constituents in each district, what measures shall be used to meet this requirement. The Executive may use the locations of offices of the receiving entity in each Council district, the headquarters of the recipient, other measures, or a combination of measures.”

9 There is a visual of the map used on page 4 of the 2017 MIDD Annual Report. This can be found at: [https://www.kingcounty.gov/~/media/depts/community-human-services/MIDD/Reports/2017_MIDD_Annual_Report_.ashx?la=en](https://www.kingcounty.gov/~/media/depts/community-human-services/MIDD/Reports/2017_MIDD_Annual_Report_.ashx?la=en)
DCHS has confirmed that there is no need for substantive change at this time.

Requirement 6: The VSHSL annual report required by this plan shall include a description of the previous year’s use of technical assistance and capacity-building funds.

This requirement was met. There is a description of the 2018 use of technical assistance and capacity building funds in the 2018 VSHSL Annual Report. On page 7, the report states that, “In 2018, technical assistance funds helped 19 providers apply for levy funding. Additionally, three Preventing Inappropriate Housing Loss\textsuperscript{10} providers used technical assistance and capacity building funding to translate program services brochures into multiple languages, purchase and retrofit a mobile legal unit to reach clients where they are, and enhance an existing housing unit database to facilitate an efficient and accurate referral process.” Page 45 of the 2018 VSHSL Annual Report cross references this in its Performance Measurement section.

King County Code does not require action by the Council on the 2018 VSHSL Annual Report, therefore, no action is needed at this time.

INVITED:

- Leon Richardson, Assistant Director for Adult Services, Department of Community and Human Services

ATTACHMENTS:

2. Executive Letter (2019-RPT0094)

\textsuperscript{10} The Preventing Inappropriate Housing Loss subsection of the 2018 VSHSL Annual Report can be found on page 14. It describes in more detail: “Several of the funded agencies were also awarded technical assistance and capacity building funds, which they used to help a broader range of county residents access their information and services, including translating materials in communities where English proficiency is a barrier, bringing legal services directly to residents through a mobile legal unit in communities where transportation is a barrier, and enhancing a common database of housing counseling services to streamline referrals and serve clients more effectively.”
FROM THE KING COUNTY EXECUTIVE

To our King County community,

In 2018, the Veterans, Seniors and Human Services Levy expanded valuable programs and assistance for veterans and their families, our rapidly growing senior population and their caregivers, and vulnerable populations throughout King County.

This first year of the renewed and expanded levy delivers on promises made to voters who overwhelmingly approved it in 2017. King County made significant investments to help residents gain and maintain housing stability, including contributing over $18 million last year to build and support ongoing operations of affordable housing projects. The levy awarded housing repair grants and loans to 44 senior veteran households, and offered legal counseling and dispute resolution services to prevent homelessness among seniors, veterans, and their families.

To kick off the expansion of services to seniors, the levy invested $3.5 million in one-time funds to 38 senior centers across the region to enhance programs and facilities.

I am honored to share the Veterans, Seniors and Human Services Levy’s 2018 Annual Report. It draws upon more than a decade of community connections and expands programs that get results and make a difference in the lives of King County residents.

Thank you to the many community partners and King County staff who joined me in supporting our veterans, seniors, and vulnerable populations. Through your dedication we are building a strong and equitable community where every person can thrive.

Sincerely,

Dow Constantine
King County Executive
To our community,

Last year marked the launch of King County’s six-year Veterans, Seniors and Human Services Levy (VSHSL). I am proud to share our 2018 report, which summarizes key milestones and emerging outcomes from the VSHSL’s foundation-laying year.

Building on the success of and doubling the size of the 2006–2017 Veterans and Human Services Levy, the VSHSL features far-reaching investments in housing stability and significant new support for seniors and their caregivers. The new levy also increases support for survivors of gender-based violence, people with disabilities, rural residents, and immigrants and refugees.

The levy’s increase in capacity and vision means that we hold greater responsibility for effective implementation and stewardship of county funds. Our primary focus for the past year has been to continue successful programs without disruption and make critical, time-sensitive investments. We have also established a strong foundation for distributing new funding, including expanding our community outreach and connections. New investments in 2018 focused on housing stability, one-time funds to stabilize senior centers—which are critical to ensuring the seniors who built our region can remain socially connected, engaged in their communities, and access services they may need—and scaling the King County Veterans Program as it becomes a more robust service hub for veterans, servicemembers, and their families.

We take very much to heart the idea that government can’t just “do” and “inform.” Rather, we must listen, hear, and respond. And you, our community, informed every aspect of the new levy’s development, transition, and 2018 implementation. Community engagement will continue to be the bedrock of the levy’s implementation in the years to come.

The VSHSL works closely with the Best Starts for Kids Levy and MIDD behavioral health sales tax as partner initiatives. Together, these initiatives reach across our county to ensure that our systems, funding priorities and services continue to evolve and connect so that every person in King County can thrive.

Our progress is a direct result of the passion and foresight of our community partners and stakeholders and the unwavering commitment of our service providers. It is also a reflection of our voters’ priorities. I am grateful to Leo Flor, King County Department of Community and Human Services Director, for his steadfast commitment, vision, and leadership, to the VSHSL team for their dedication and hard work to support our providers and directly serve our community, and to the many organizations across King County that work with our residents every day.

Sincerely,

Scarlett Aldebot-Green
Adult Services Division Director,
King County Department of Community and Human Services
King County is growing and evolving.

King County is proud to be home to one of the most diverse populations in the United States, and that population is growing rapidly. The county ranks among the healthiest of all U.S. counties, and the economy is booming. But health, resources, and opportunities are not evenly distributed.

Historical and racial inequities that have formed over generations persist as systemic challenges. Infrastructure and wages for all but the highest earners have not kept pace with growth, making critical expenses increasingly unaffordable. Our seniors, many of whom live on fixed incomes, are increasingly at risk of housing instability and displacement from the communities they have helped build. Together these challenges introduce important evolving complexities for the multitude of King County programs, providers, and funding dedicated to supporting residents effectively, where they are.

King County is tackling systemic problems head-on, honoring their scale and complexity by bringing together a diversity of perspectives and approaches. As the county grows, programs and funding must evolve to reflect the needs of the population, streamline appropriate systems, prioritize equity and social justice, and fill funding and service gaps.

That shared commitment is reflected in three of King County’s flagship initiatives: Best Starts for Kids, the MIDD behavioral health sales tax, and the VSHSL. Together, these tax-supported efforts are working to ensure that King County is a welcoming place where everyone can thrive.

“Systemic problems call for systemic solutions. We’re supporting our partners to both provide high quality programs and to integrate those programs into the larger networks of support that achieve the scale and sophistication that we need to overcome systemic inequities.”

– Leo Flor, Director, Department of Community and Human Services
VSHSL: Deep, ongoing community involvement

Beginning in 2016, King County staff held 72 engagements over two years with community members across the county to understand what programs worked well in the previous levy and where service gaps still existed. The renewed and expanded VSHSL reflects the concerns and needs community members voiced strongly and persistently during these conversations.

Community partnership and accountability will continue to be essential to the success of the VSHSL. King County values connections with communities in all phases of program planning, service delivery, and performance measurement. In 2018, the VSHSL team held quarterly meetings with continuing providers, imparting clarity around continuation funding and updates on implementation planning and timelines. Additionally, in 2018, the VSHSL team began planning and holding several community planning sessions to gather feedback and then refine strategies and programs in anticipation of 2019 procurements.
VSHSL 2018:
Laying the groundwork for expanded service

2018 marks the launch of a renewed and expanded six-year property tax levy that funds housing stability and other essential human services for King County’s veterans, servicemembers, and their respective families; seniors and their caregivers; and vulnerable populations. Approved by 68 percent of voters, the Veterans, Seniors and Human Services Levy (VSHSL) will raise more than an estimated $350 million between 2018 and 2023, delivering over an estimated $55 million annually in local funding.

The VSHSL sets out to build a connected system of service that can tackle systemic inequities head-on while making robust new investments in housing stability and in programs and services to support seniors and their caregivers.

Who we serve

- Veterans, servicemembers, and their respective families
- Seniors and their caregivers, representing a critical new focus in 2018 and beyond
- Vulnerable populations

1Residents who are homeless and/or whose current or historical exposure to trauma, violence, poverty, isolation, bias, racism, stigma, discrimination, or disability makes them vulnerable

2018 Funding breakdown

Funding allocated in equal thirds to each population group

- **50%** of each third used to promote housing stability
- **1%** of total proceeds allocated to technical assistance and capacity building

GUIDING PRINCIPLES

Serve those whom others cannot:
The VSHSL’s locally determined, inclusive definitions create flexibility and support for those who may not otherwise be able to access services.

Promoting belonging and interpersonal connections:
The VSHSL is built to foster community connections and reduce isolation among those served by the levy and those who provide the levy’s services. VSHSL strategies combine arms to form thoughtful systems that achieve results for our community.
Thoughtful transition

In 2018, the VSHSL continued services provided in 2017 under the former levy without disruption while launching several new strategies and beginning planning for the full suite of VSHSL strategies.

Full implementation of the VSHSL is staggered between 2018 and 2020 to ensure effective execution, including robust community engagement and stewardship of levy proceeds.

Implementation structure

VSHSL programs and strategies are focused on achieving results in five areas. While programs and strategies may drive toward multiple results, they are organized under the primary result that they will seek to achieve.

**Housing stability:**
A household's ability to gain and maintain safe, habitable housing in a community of one's choice for less than approximately 40 percent of household income

**Financial stability:**
An individual's ability to comfortably afford necessary expenses while making modest investments to secure their long-term ability to accomplish personal goals

**Healthy living:**
Improving the overall health of King County residents through programs that prevent behavioral health crises; providing education and care to those who would not otherwise have access; preventing abuse and violence; and enabling parents to pursue educational advancement

**Social engagement:**
An individual's feeling that they belong. Programs funded promote belonging where systems, biases, miscommunications, or cultural differences too often serve to isolate

**Service system access and improvement:**
The ability of veterans, seniors, and vulnerable populations to access the human services system, and the ability of these services to systematize and engage in continuous improvement

**2018 PROGRESS**

- $46.1M in total investments
- $30.5M in housing stability investments
- $1M awarded to prevent inappropriate housing loss
- $3.5M awarded to 38 senior centers
- 100+ implementation partners
- Uninterrupted continuation of 2017 programs
- VSHSL implementation Plan, informed by community feedback, adopted by the King County Council in July 2018
- VSHSL Advisory Board codified and recruitment launched

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Individuals who are enrolled in more than one program are duplicated in the demographics in 2018. Demographics are not analyzed for housing capital and operating funds, provider training programs, information and referral call lines, Sobering and Emergency Services Patrol, and Play & Learn. Totals may not add up to 100 percent due to rounding.

### Race
- American Indian/Alaska Native: 3%
- Asian: 7%
- Black: 26%
- Multiple races: 6%
- Native Hawaiian/Pacific Islander: 2%
- White: 42%
- Other: 3%
- Unknown: 12%

Individuals who identify as of Hispanic/Latino ethnicity can be of any race. In total, 13% of individuals enrolled in VSHSL funded programs identified as Hispanic/Latino.

### Gender Identity
- Female: 50%
- Male: 49%
- Unknown: 2%
- Other*

*Less than 1% of individuals indicated that their gender identity was not listed in the response options.

### Age
- 0-17: 10%
- 18-24: 12%
- 25-54: 44%
- 55+: 31%
- Unknown: 3%

### Military Service
- Veteran/servicemember: 20%
- Family of veteran/servicemember: 1%
- Not a veteran/servicemember: 73%
- Unknown: 6%

### Geography
- East: 9%
- North: 3%
- Seattle: 36%
- South: 38%
- Other/Unknown: 14%
Context for 2018 implementation

Prudent stewardship

During the 2018 transition year, King County began investing new funds gradually and in close consultation with impacted communities and providers to make every dollar count. Building on the success and vision of the previous levy’s citizen oversight boards, the King County Council codified a new advisory board to provide oversight on VSHSL investments, with member recruitment initiated in the last quarter of the year. King County has also strengthened the internal infrastructure for the VSHSL. As part of that effort, the County has placed a high priority on hiring staff who have extensive experience with the VSHSL’s focus populations and with expertise in community engagement and network development, as well as other key skills, like performance measurement and evaluation, and communications and outreach.

Continuing existing funding while advancing new investments

The VSHSL has taken great care to continue 2017 levy-supported programs at the same funding levels without any disruption in services. At the same time, the VSHSL team has also advanced thoughtfully on key new initiatives to help address the homeless and housing affordability crisis, including start-up of a new master leasing program and additional robust investments in capital projects.

Last year, King County began planning, procuring, and overseeing operations of the full suite of new VSHSL strategies and activities, including increasing support for the fastest growing segment of our population: seniors and their caregivers. In late 2018 through early 2019, the 2019 VSHSL procurement planning process launched, which included organizing, hosting, and synthesizing input from more than a dozen community planning sessions, and developing and driving the next set of requests for proposals (RFPs).

Technical assistance and capacity-building investments

To reduce barriers that small, community-based organizations may face in applying for levy funding and administering levy services, one percent of levy funds are allocated each year for technical assistance and capacity building. These funds assist with application support and enable providers to strengthen their ability to deliver a program or service. In 2018, technical assistance funds helped 19 providers apply for levy funding. Additionally, three Preventing Inappropriate Housing Loss providers used technical assistance and capacity building funding to translate program services brochures into multiple languages, purchase and retrofit a mobile legal unit to reach clients where they are, and enhance an existing housing unit database to facilitate an efficient and accurate referral process.

The sections that follow describe 2018 progress in each levy result area. Programs featuring new investments are marked by this symbol: 🌟
Housing stability means shelter, health, and security ...
... a place to launch and continue to thrive from.

King County, and the diverse communities within it, thrive when residents have a place to call home. Strong concerns about gaining and maintaining housing, or remaining housed in one’s chosen community, featured prominently and persistently throughout VSHSL community engagement sessions during the levy renewal process. In direct response, the promotion of housing stability is the primary focus for the transition year from the previous levy to the VSHSL, and will remain a key focus in years to come.

Housing stability investments strive to connect previously siloed housing and service systems to ensure that programs are directly responsive to King County’s local conditions, priorities, and values. Linkages to other funding sources are deliberately pursued throughout every program to help the larger housing and homelessness system serve more people.

During the 2018 transition year, the VSHSL focused over 50 percent of proceeds on 10 key strategies, including programs that continue uninterrupted from the previous levy, as well as new programs that promote housing stability for veterans, servicemembers, and their respective families, and seniors and their caregivers.

When we invest in housing stability...

→ Health outcomes improve
→ Employment and education opportunities can be harnessed
→ Recidivism decreases

Fast facts:

- **96 percent** of households living in housing with VSHSL-funded on-site support services remained housed or exited to permanent housing
- **169** housing units in eight buildings were funded through the housing capital and operating funds program
- **520** households received one-time emergency assistance for housing costs through the Housing Stability Program
- **90 percent** of households in the Passage Point program, which reconnects families after incarceration, remained housed or exited to permanent housing
- **$406,819** in financial assistance and loans allowed 29 low-income senior veterans or veteran family members who are seniors to complete home repairs and modifications
- **120** veterans received civil legal assistance to address barriers to housing stability

OVER 50% of 2018 proceeds supported housing stability strategies
Housing stability

Capital and Operating Funds

Creating new affordable housing units and shelter beds for veterans, seniors, and vulnerable populations experiencing or at risk of homelessness is vital. So, too, is ensuring that existing shelters and housing units built under the previous levy remain habitable and accessible. The VSHSL continued funding from the previous levy for facility maintenance, staff expansion, and on-site support services at existing units, and adds new investments to build, purchase, or renovate new affordable housing.

In 2018, over $14M in capital funding was awarded to support eight projects for the construction of more than 600 units, of which more than 300 will be set aside for VSHSL populations. Additionally, 16 housing programs across the county received VSHSL funding and, together, maintained 169 existing supportive housing units in Kirkland, Seattle, Shoreline, Tukwila, and Vashon Island. The levy funded on-site support services for 1,160 households experiencing homelessness; 96 percent remained housed or exited to permanent housing. The VSHSL also selected the Community Psychiatric Clinic, in coordination with Catholic Housing Services, to develop a 100-unit permanent supportive housing building in Shoreline for residents experiencing homelessness or housing instability while dealing with chronic behavioral health challenges.

Furthermore, the levy also funded the enhancement of Harborview Hall to a 24/7 navigation center that will support veterans as well as other populations experiencing homelessness. Finally, with 2019 VSHSL and Department of Community and Human Services funding, along with strong support from other government and foundation funders, Catholic Community Services will construct a site in Kirkland for the first permanent shelter for women and families on the Eastside of King County.

Housing Stability Program

Administered by Solid Ground, the Housing Stability Program is a powerful network of 12 partner agencies situated strategically across the county that work together through a combined arms approach to provide short-term support to households at risk of housing loss and homelessness. Partners include the 2-1-1 community information line, which provides a centralized point of access and direct referral source for community members in housing crisis, and King County Bar Association Housing Justice Project, which refers clients accessing legal services to prevent eviction to needed financial assistance. Solid Ground bridges providers and landlords, connects providers to one another, and ensures data collection and reporting, including reporting through the Homeless Management Information System.

In 2018, 520 households received one-time emergency assistance for housing costs through the Housing Stability Program. Within six months of exiting the program, 99 percent of households served had not entered the homeless housing system.

June Leonard Place, which launched construction with 2016 funding under the previous levy, celebrated the grand opening of this 48-unit project in 2019. June Leonard Place welcomes lower income households, including families with children, and veterans experiencing homelessness.
A senior veteran remains housed and finds new mobility

Mr. L, a 69-year old veteran with an infectious laugh and an endless repository of stories, has ongoing vision issues and challenges with mobility. In 2018, he learned that his landlord sought to evict him for not maintaining his home.

The King County Bar Association Housing Justice Project brought Mr. L’s case to trial. In the process, they uncovered that his limited mobility made cleaning small nooks and crannies extremely difficult, and his poor vision meant he simply couldn’t see accumulated residue and dirt. Mr. L worked with the Housing Justice Project’s social worker and an AmeriCorps case manager to enroll in Foundational Community Supports, which helped him secure an electric scooter and ongoing chore support through Catholic Community Services.

As a result of Mr. L’s engagement with the Housing Justice Project attorneys and social workers and other community partners, he was able to reach a settlement and remain in his home.

Forensic Supportive Housing Models

The VSHSL funded two long-standing programs in 2018 that serve homeless residents with behavioral health challenges who are exiting from incarceration, linking them to housing and supportive services that aid the transition to stability and reduce future recidivism.

The Vital Program (Familiar Faces Intensive Care Management Team)

The Vital Program is an intensive, flexible, community-based program that provides behavioral health treatment integrated with primary health care and life skills development. Additionally, Vital provides ongoing coordination with criminal legal system partners to support reentry and reduce incarceration and crisis system utilization. Vital consists of three agencies (Evergreen Treatment Services REACH program, Harborview Medical Center Behavioral Health, and Plymouth Housing Group), which work closely with the King County Prosecuting Attorney Office, City of Seattle Attorney’s Office, and the Department of Public Defense to actively support individuals who are cycling through the criminal legal system. In 2018, Vital served 78 individuals, 27 of whom successfully maintained housing or transitioned to independent housing.

Forensic Intensive Supportive Housing (FISH)

Administered by Sound (formerly Sound Mental Health), the Forensic Intensive Supportive Housing (FISH) program has served homeless residents with behavioral health challenges, who have frequent jail stays often related to their conditions, since 2009. In 2018, FISH served 63 individuals exiting incarceration, 32 of whom maintained housing or transitioned to independent housing.

Passage Point

The VSHSL continued funding the previous levy’s YWCA’s Passage Point program, which provides supportive housing and education that empowers parents released from incarceration to gain the skills and confidence to become self-sufficient, reduce their chances of recidivism, and provide stable and positive environments for their children.
In partnership with the Washington State Department of Corrections and Washington State Department of Children, Youth, & Family Services, Passage Point prioritizes women of color who have faced significant barriers due to homelessness, substance use, and domestic violence. Passage Point served 50 households last year, 75 percent of which had female heads of household. Thirty-four children were reunited with their parents from foster care, and 90 percent of households remained in transitional housing or exited to permanent housing.

**Master Leasing and Shallow Rent Subsidies**

In 2018, the VSHSL introduced two new programs to promote housing stability for King County residents. One features a model of affordable housing provision in which either a nonprofit would contract with King County to fully lease ("master lease") a block of units for an extended period or King County would fully lease such units, or a combination of both. The other includes short-term and/or small-amount ("shallow") rent subsidies that help stabilize a client in housing. The new master leasing program is projected to secure more than 200 units of affordable housing at various sites throughout King County for those who may be ineligible or unable to compete for rental housing. In 2018, new shallow rent subsidies were administered by the Housing and Essential Needs Program of King County and the Shelter Plus Care Program to help clients maintain housing. Funding was also set aside for the Law Enforcement Assisted Diversion rental assistance program to support—beginning in 2020—low-income clients living in transit-oriented development projects and who, because of criminal justice involvement, face housing barriers.

**Age-in-Place Supports**

Age-in-place investments in 2018 supported seniors, senior veterans, and low-income residents with disabilities to remain in the homes and communities that they have helped build. Investments include grants and no-interest loans for home repairs and modifications, the Housing Stability Assistance Program, and research on aging in place.

**Senior Housing Repair Program and Age-in-Place Senior Home Modifications**

Levy investments in 2018 nearly doubled King County’s Housing Repair Program’s operating budget. VSHSL supplemented federal funding from the U.S. Department of Housing and Urban Development, enabling dedicated new support to senior veteran home owners at or below 80 percent of the King County area median income to address emergency issues and ensure their homes are safe and accessible. Issues range from repairing a failing heating system and making emergency sewer repairs, to adding grab bars at staircases, and expanding doorways to accommodate wheelchairs. Funds also enabled the hire of a new project engineer/repair specialist to work with clients to determine eligibility, assist in contract bids, prepare loan documents and make construction contract payments. The program approved all 44 senior-veteran applicants received in 2018, completing repairs on 29 projects. Repairs are well under way for the remaining 15 projects, which are expected to be completed in 2019.

**Housing Stability Assistance Program**

King County’s Housing Stability Assistance Program, which was only operational in 2018, assists low-income seniors, 100 percent disabled veterans, and people retired due to a disability who qualify for Washington State’s senior property tax
exemption program. In 2018, over 16,000 eligible property owners enrolled; assistance based off each resident’s level of exemption in 2018 will be issued in 2019.

**Age-in-Place Best Practices Research and Development**

The VSHSL’s transition year included funding for two separate research projects on best practices associated with aging in place. Using this funding, Optimetra is currently analyzing factors that inhibit seniors’ ability to age in place in King County, focusing on lack of access to routine and key service supports. The Washington Homeownership Resource Center is studying factors that lead to King County senior housing loss and instability. Both reports will be completed by July 2019.

**Enhanced Shelter Partnership**

The VSHSL provided funding to support a new low-barrier, service-enriched Navigation Center operated by the Downtown Emergency Service Center in Seattle’s International District. The shelter welcomes highly marginalized homeless adults living in encampments. This dormitory-style facility has no curfew and can accommodate up to 85 clients at a time (up from 75 in 2017), helping clients develop pathways to permanent housing, income, health care, and stability. In 2018, the program provided 247 households with on-site services, including hygiene facilities, storage, 24/7 staffing, comprehensive case management, behavioral health services, meal services through a partnership with OPERATION: Sack Lunch, and connections to benefit and housing programs. Forty-five percent of households exited to permanent housing.

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**A veteran’s new roof helps him make more memories at home**

William, 88, always knew he wanted to serve. After the Marine Corps told him he was too young, he joined the Army and began his service in post-World War II Okinawa, Japan, helping to reclaim the bodies of fallen Japanese soldiers who had died in the service of their country.

Then came Korea. As a combat infantry soldier, William suffered such serious wounds that doctors thought they were fatal. But they were wrong. After a lengthy hospital stay, he returned to the battlefield to join his fellow soldiers and was later awarded the Purple Heart and the Bronze Star for his actions in combat.

There was a bright side to his years in Asia. During his service in Japan, William met Yoshiko—who had also witnessed her fair share of war. Now a married couple of over 60 years, William and Yoshiko have raised a family and served the greater community by working at the Fred Hutchinson Cancer Research Center for many years.

In July 2018, the Housing Repair Program used VSHSL funds to provide a new roof for William and Yoshiko’s home, which had been damaged in a severe wind storm earlier in the year. The home lies in a peaceful corner of Kent surrounded by flowering Rhododendrons and plants. William and Yoshiko no longer worry about leaks and the risk of costly water damage and can continue to grow older in the home where they have built countless memories.
**A marine finally receives benefits**

Despite Steve’s* documented military service and history of debilitating medical issues, he had been waiting since 1991 to get approved for Social Security Disability benefits. As a result, he endured chronic homelessness since he left the military. He continued reapplying and being denied, with his latest application for benefits submitted in 2016, when he first connected with the Seattle Community Law Center. At 56-years-old, he had just been accepted into supportive housing and was waiting to tell his story before a Social Security judge. “With a roof over my head, and a Seattle Community Law Center advocate by my side, I felt like I might finally be approved,” he reflected. “But then I had a stroke. I needed a cane to walk and started physical therapy to help regain strength in my left side.” It was difficult for Steve to communicate and stay in touch with his attorney. “But the Seattle Community Law Center stuck by me,” he recalled, helping him obtain urgent medical care and resources so that he could remain housed.

The Seattle Community Law Center worked with Steve to prepare for his hearing, request medical records necessary to prove his case, and summarize his story to present a strong claim. “I finally shared my story, and I won,” he reported. He began receiving consistent income in December 2018 and access to the stable medical care he needs and deserves.

“I finally shared my story, and I won.”

*not his real name

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**Preventing Inappropriate Housing Loss**

In 2018, the VSHSL continued support to the Northwest Justice Project’s Veterans Project (the Veterans Legal Assistance Program under the previous levy), which provided legal assistance to 120 veterans in 2018. In addition, the VSHSL established contracts with 11 agencies for legal aid, alternative dispute resolution, benefits access, and housing counseling services to prevent housing loss among veterans, servicemembers and military families, and seniors and their caregivers.

Several of the funded agencies were also awarded technical assistance and capacity building funds, which they used to help a broader range of county residents access their information and services, including translating materials in communities where English proficiency is a barrier, bringing legal services directly to residents through a mobile legal unit in communities where transportation is a barrier, and enhancing a common database of housing counseling services to streamline referrals and serve clients more effectively.
King County Veterans Program Rental and Financial Assistance Funds

The King County Veterans Program has provided veterans and their families with emergency financial assistance since the 1950s. Over the course of the previous levy, that assistance expanded beyond only financial relief to integrating support for job, housing, and shelter searches through offices in Seattle and Tukwila. Case planning services are provided in conjunction with county, state, federal, and community resources, with the goal of helping clients obtain and/or maintain housing, employment, and financial stability.

With the help of strong VSHSL support in 2018, the Veterans Program provided more than $1,085,224 in financial support for emergency rent and utility bills to 1,608 veterans and servicemember households, allowing them to remain in their homes. This represents 25 percent more in financial support to 12 percent more households than in 2017. Learn more about the Veterans Program’s emerging role as a VSHSL service and access hub in the financial stability and service system access and improvement result area sections of this report.

Promoting Home Ownership

Last year, King County laid the groundwork for a new program dedicated to helping veterans remain homeowners. King County issued a request for qualifications in late 2018 to select a foreclosure prevention agency to provide last-resort foreclosure prevention assistance for veterans, military servicemembers and their family members, including counseling followed by direct emergency loans to prevent foreclosure, if needed. An award was made in early 2019 to the nonprofit organization HomeSight to do this work.

2018 HOUSING STABILITY DEMOGRAPHICS

- **Race**
  - American Indian/Alaska Native: 4%
  - Asian: 3%
  - Black: 37%
  - Multiple races: 7%
  - Native Hawaiian/Pacific Islander: 3%
  - White: 42%
  - Unknown: 4%

- **Age**
  - 0-17: 22%
  - 18-24: 5%
  - 25-54: 44%
  - 55+: 29%

- **Gender Identity**
  - Female: 41%
  - Male: 58%
  - Other*

  * Less than 1% of individuals indicated that their gender identity was not listed in the response options.

- **Military Service**
  - Veteran/servicemember: 81%
  - Family of veteran/servicemember: 1%
  - Not a veteran/servicemember: 18%

- **Geography**
  - East: 6%
  - North: 2%
  - Seattle: 48%
  - South: 14%
  - Other/Unknown: 30%

Individuals who are enrolled in more than one program may be duplicated in the demographics. Demographics are not analyzed for housing capital and operating funds. Totals may not add up to 100 percent due to rounding.
Financial stability is the ability to meet expenses for personal well-being without risking long-term goals...
... to know what’s coming, and be able to plan for it.

Financial stability is the foundation on which so many aspects of an individual’s life are built, including the ability to gain or maintain housing and the capacity to weather an unexpected crisis. Financial instability can be passed down from generation to generation, and intergenerational transfers of wealth are one of the key reasons why racial wealth inequities have become entrenched in our society.

The VSHSL implemented four key financial stability strategies in 2018, featuring six programs continued from the previous levy that focus on income and employment, financial guidance and literacy, and inclusivity of financial services and benefits. Strategies meet veterans and servicemembers and their families, as well as vulnerable populations, where they are at, whether they are transitioning from military to civilian life, navigating benefits when disability prevents long-term employment, or building a career or pursuing an education while trying to provide for children.

Financial stability...

- Influences educational achievement and long-term job prospects
- Contributes to better health outcomes
- Enables residents to live and retire with dignity and security

Fast facts:

- 2,233 individuals were served by the King County Veterans Program
- 153 student veterans enrolled in peer mentoring through Vet Corps
- 512 individuals experiencing homelessness enrolled in community employment services funded by VSHSL
- 138 individuals enrolled in employment services through Career Connections
- 81 percent of clients enrolled in case management through New Family Services were connected to employment or education
Financial stability

King County Veterans Program

The King County Veterans Program served a total of 2,233 individuals over the course of 2018. In addition to the emergency rent and utility assistance described earlier in the housing stability result area section, Veterans Program staff offer job search and resume development assistance and coordinate with local WorkSource offices and YWCA programs to assist veterans in securing job training and employment support, which includes financial assistance. Last year, the Veterans Program helped 96 percent of those clients who identified employment as a primary goal on their case plan to obtain a new job.

Recognizing the essential role that housing plays in obtaining and maintaining financial stability, the Veterans Program also worked with the Salvation Army William Booth Center to welcome over 250 veterans in 2018. After an average stay of 82 days, many were discharged to permanent housing or referred to the William Booth Center’s VA-funded Veterans Transition Program, which supports extended transition into permanent housing. Additionally, the Veterans Program partnered with the Compass Housing Alliance Pioneer Square Men’s Program to help transition more than a third of the homeless veterans they served into permanent housing, relocate senior veterans to nursing homes and assisted living centers, and help others enter substance use treatment facilities.

Learn more about the Veterans Program’s transition into a hub and the comprehensive services it provided in 2018—and will provide in the future—in the service system access and improvement result area section on page 39.

Vet Corps

The transition from military to civilian life can be challenging for student veterans, who are often older than their civilian peers, have children, and carry unique life experiences that can make them feel isolated. The Vet Corps program provides peer counseling and benefits navigation support for veterans at colleges and universities across the county, as well as training for college staff and administration in veteran cultural competency and suicide prevention. In 2018, 153 student veterans enrolled in the program in King County, and 98 percent remained enrolled in educational programs or found employment the semester following their participation.

Employment Training, Placement and Supports

These three programs helped residents experiencing homelessness and new parents progress toward financial stability through training and employment.
Community Employment Services

Three agencies—Neighborhood House, TRAC Associates, and YWCA Seattle-King-Snohomish—provided job development and employment services last year to 512 homeless and low-income county residents, including homeless veterans. Staff team up with clients to develop employment and training plans and map out next steps toward financial stability. This program helped 199 clients obtain jobs in 2018.

Career Connections

Career Connections engages homeless individuals in employment supportive services as a path toward financial stability. Program staff work in close relationship with shelter programs and housing navigators. Clients receive assistance with skill identification, vocational skill assistance and certified training, and job search and retention support. Clients are also provided referrals for behavioral health conditions when these are identified as hindering a client’s ability to find employment. Clients may also receive short-term financial support for employment-related expenses, including tuition and book assistance, transportation assistance, one-time emergency car repair, job-related tools, and uniform assistance. Beginning in 2019, Career Connections will also assist with short-term child care support.

Last year, Career Connections served 138 individuals; 86 percent of enrolled individuals completed job readiness training. Sixty-nine clients were placed into jobs that increased their respective household income by an average of $9,783 a year.

69 clients were placed into jobs that increased their respective household income by an average of $9,783 a year.

A young mother pursues her dream while supporting her family

At 35, Ursula Stuart had not been to school in 16 years, but after she gave birth to her son in 2016, she knew that an education would be essential to improving their lives. “I had a background in jewelry making and other creative disciplines. It’s something I am passionate about and realize I have a talent for.”

The Nurse-Family Partnership, which supported Ursula as she adapted to parenthood, connected her with New Family Services, which paid for prerequisite classes for North Seattle College’s jewelry program. A year later, Ursula knew she wanted to pursue an Associate of Fine Arts degree. “I applied for a scholarship and am now enrolled for another year,” she reported at the end of 2018. “I just finished an artist’s residency and have been exposed to so many opportunities I didn’t even know existed.”

While her son is in daycare, Ursula is on track to graduating with an Associate degree in the spring of 2020, which she is confident will position her well to teach jewelry-making one day and start a custom-jewelry business. She also plans to apply for a Bachelor of Fine Arts degree after completing her Associate degree.

“I am so grateful to [New Family Services] for helping me go back to school and discover my passion for learning. Without this resource, I would not have been able to afford tuition or supplies.”
**New Family Services**

The New Family Services program partners with the Nurse-Family Partnership program to help first-time parents achieve their educational and employment goals. New Family Services social workers provide education support, ranging from help re-enrolling participants in secondary school or GED completion to assistance with postsecondary school navigation.

Employment services include job readiness training, job search assistance, resume and cover letter writing, and application assistance.

Parents served under this program are all economically disadvantaged; most represent racial/ethnic minorities and are immigrants and refugees. New Family Services clients are referred from Nurse-Family Partnership nurses, who have worked with families throughout the first two years of their child’s life. Last year, New Family Services enrolled 107 individuals in case management services, 81 percent of whom were connected to steady employment or enrolled in postsecondary education.

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**An immigrant veteran intern becomes a sought-after hire**

Richard, 39, emigrated from Ghana in 2008, when he joined his aunt and grandmother in Kent. He joined the U.S. Army almost immediately—he was first stationed in Kansas and then deployed to Iraq in 2010. Richard was next stationed in Germany for two years, during which time he spent six months in Kuwait to support a sensitive equipment project at the U.S. Embassy. While still serving in the military, he returned to Kansas, earning a bachelor’s degree in human resources online from Thomas Edison University.

Human resources was a natural path given Richard’s military experience and skills managing people, resources, and logistics. After completing his military service, Richard actively sought to return to King County to rejoin his family. The stars aligned when he learned about the King County Veterans Fellowship, and he applied immediately. He was accepted into the program in May 2018 for a six-month fellowship in human resources with the King County Department of Public Defense. Full of energy and excitement for this next chapter of life, he immediately drove straight from Kansas to Seattle to start his position.

He caught on quickly to a variety of human resource systems and processes. His managers were so pleased with his work, they extended his fellowship by three months. By the end of the program, he was fielding multiple invitations to interview for human resource jobs, both inside and outside of King County. At the same time, the hiring manager who originally trained Richard had accepted a new position in the new Local Services Department, from where he immediately offered Richard a full-time job as an HR Associate.

According to Richard, the Fellowship program was essential to helping him transition from military service to civilian life.

“I don't know what I would have done without it. The program is laid out to help you get where you want to go.”
King County Veterans Fellowship

Veterans transitioning from military to civilian life benefit from supportive services that account for their unique challenges. The King County Veterans Fellowship program places eligible veterans into six-month internship positions within King County departments, where they gain the practical knowledge and hands-on experience they need to compete for other civilian jobs. In 2018, 12 veterans obtained fellowship positions.

2018 FINANCIAL STABILITY DEMOGRAPHICS

Race
- American Indian/Alaska Native: 2%
- Asian: 3%
- Black: 38%
- Multiple races: 6%
- Native Hawaiian/Pacific Islander: 3%
- White: 44%
- Other: 2%
- Unknown: 3%

Individuals who identify as of Hispanic/Latino ethnicity can be of any race. In total, 8% of individuals enrolled in VSHSL funded programs identified as Hispanic/Latino.

Gender Identity
- Female: 22%
- Male: 78%
- Other*

* Less than 1% of individuals indicated that their gender identity was not listed in the response options.

Age
- 18-24: 5%
- 25-54: 52%
- 55+: 41%
- Unknown: 2%

Military Service
- Veteran/servicemember: 9%
- Not a veteran/servicemember: 90%

Geography
- East: 7%
- North: 4%
- Seattle: 41%
- South: 38%
- Other/Unknown: 10%

Individuals who are enrolled in more than one program may be duplicated in the demographics. Totals may not add up to 100 percent due to rounding.
Healthy living is proactive, preventive care ...
... physical and mental wellness, access to nutritious food, and helping and supporting others, across generations.

The VSHSL recognizes that physical and behavioral health are critical pillars of housing and financial stability. In 2018, this result area featured 11 strategies that meet residents where and when they most need support, promoting better health outcomes for individuals and a more sustainable medical care system that anticipates and prevents emergencies. Many of these strategies work to prevent health crises, empowering residents, preserving dignity, and avoiding later—and much greater—human and fiscal costs.

When we invest in healthy living...

- Behavioral and physical health crises can be prevented
- Residents are empowered, with their dignity preserved
- Hospitalizations and emergency room visits decrease

Fast facts:

- The Veterans Court Clinician screened 87 individuals for Veterans Treatment Court eligibility
- The Emergency Services Patrol provided 6,585 transports to the Sobering Center
- The Housing Health Outreach Team connected 489 individuals living in permanent supportive housing to primary care
- 85 percent of infants whose parents were enrolled in Nurse-Family Partnership were born at full term with a normal-range birth weight
Healthy living

Veteran PTSD, Military Sexual Trauma and End of Life Counseling

The Counseling and Wellness Programs of the Washington State Department of Veterans Affairs provided post-traumatic stress disorder (PTSD) counseling to 229 individuals in 2018. Ninety-two percent of the 125 patients enrolled in counseling for at least six months and who completed initial and follow-up assessments experienced reduced symptoms. Through the program, licensed mental health clinicians experienced in military trauma-informed care and reintegration issues offer no-cost counseling services to veterans and their families, as well as to some members of the National Guard or Reservists. This service is unique because not all veterans feel comfortable seeking such care through the VA and family members of veterans have limited access to this avenue of care.

Veterans Court Clinician

Two therapeutic courts—King County District Court Regional Veterans Court and the City of Seattle Veterans Treatment Court—serve veterans who enter the local legal system with behavioral health conditions, diverting them into treatment and services. In 2018, 87 veterans were screened for participation in both courts; 31 veterans opted into the therapeutic court programs, which provide greater accountability, legal incentives, and additional support in navigating available veteran-specific treatment and resources.

Moving forward, without fear

Sharon*, 44, had a hard time after the birth of her second child. She was unable to sleep and was becoming more and more depressed, making it difficult to go to work, which meant she was soon at risk of losing her job. She scored high on the depression screening tool administered at her local clinic in South King County through King County’s health safety net system and was enrolled in the Mental Health Integration Program, a short-term behavioral health intervention delivered in the primary care setting.

It became clear that Sharon was experiencing domestic violence by her partner, exacerbating her depression. Sharon was reluctant to leave her partner, but she worked with her care manager to make a safety plan, learn key mood management skills, and apply for long-term disability through her employer to receive treatment. However, during her treatment Sharon was physically assaulted by her partner.

With the help of her care manager, Sharon connected with police, legal services, and domestic violence advocates. She and her child left the home of her abuser and are receiving support from an advocacy organization. Sharon’s mood has improved significantly, and she is planning to go back to work soon. Despite the lingering effects of trauma, Sharon has a new lease on life and is confident in her ability to take care of herself and her child without the fear she previously experienced.

*not her real name
In the third quarter of the year, Public Health-Seattle & King County Jail Health Services became the community provider for these services, resulting in enhanced continuity of care for clients. In addition to providing eligibility assessment, treatment planning, and service linkage functions for individuals referred to these therapeutic courts, the Veterans Court Clinician provides a weekly cognitive-behavioral class to veterans participating in the jail-based program at the Maleng Regional Justice Center. This class helps build psychoeducation and coping skills and offers additional opportunities for veterans to receive information about the Regional Veterans Court and Veterans Treatment Court.

Military Family Counseling

Family members may not wear the uniform, but they still often struggle significantly alongside their loved one who is grappling with readjustment and reintegration from military service and deployment. Symptoms experienced by veterans can impact family members in many ways. Meeting with a clinician can assist with the readjustment process and offer a family member context and understanding around their loved one’s behavior. Last year, this program provided no-cost behavioral health counseling to 36 family members of veterans, providing a total of 479.5 hours of therapy. Of the 20 patients enrolled for at least six months who completed assessments, 95 percent reported reduced negative symptoms.

Sobering and Emergency Services Patrol

The Sobering and Emergency Services Patrol is a transportation and engagement unit that operates 24 hours per day, seven days a week. This service provides individuals with transportation to sobering support at the Dutch Shisler Sobering Center, where clients can receive intensive case management services after sleeping off the acute impact of intoxication. Generally, clients are chronically homeless adults with significant behavioral health challenges, including severe chemical dependency. The Emergency Services Patrol proactively identifies individuals in need of assistance and responds to 911 calls, reducing the use of ambulance, police, and fire department services.

In 2018, the Emergency Services Patrol initiated 37,102 contacts with individuals and provided 6,585 unique transports to the Sobering Center. Last year Harborview Medical Center opened a new clinic at the Sobering Center, offering medical care and referrals to clients who have completed their stay at the Sobering Center. The Emergency Services Patrol also provides transports back into the community and to other services for individuals who utilize the clinic.
Housing Health Outreach Team

Through the Healthcare for the Homeless Network, Housing Health Outreach Teams (HHOT) in Seattle (Neighborcare Health) and South King County (HealthPoint) provide medical and behavioral services to individuals experiencing homelessness, whose complex medical needs, severe mental illness, and/or co-occurring disorders make them extremely vulnerable. HHOT also prioritizes access for clients to 15 permanent supportive housing sites in Seattle and South King County. Half of South King County’s permanent supportive housing units are reserved for homeless veterans. HHOT’s low-barrier, trauma-informed care supports improved health and housing retention outcomes and helps reduce avoidable hospital visits.

In 2018, 489 individuals were linked to primary care and received at least one annual visit, 365 patients received a referral to behavioral health treatment, and 64 percent of all referred clients were linked to behavioral health services. Neighborcare Health also expanded access to behavioral health services, increasing its staff capacity to better serve permanent supportive housing residents with intersecting psychosocial and physical needs. In early 2019, with increased levy funds, a procurement was held to expand these services specifically for seniors.

Behavioral Health Integration

This program provides prevention and intervention services for veterans, servicemembers, and their family members, as well as vulnerable populations, including low-income and un- or under-insured adults experiencing difficult life circumstances. Services aim to reduce or prevent acute illnesses, high-risk behaviors, substance use, mental and emotional health challenges, and other emergency medical or crisis experiences. Individuals who screen positive for depression and other behavioral health challenges through King County’s health safety net system are enrolled in the Mental Health Integration Program, a short-term behavioral health intervention delivered in the primary care setting and using the evidence-based collaborative care model.

In 2018, 1,197 vulnerable individuals and 643 veterans were screened for behavioral health needs; 986 vulnerable individuals and 529 veterans who were either recently screened or who began treatment the previous year received behavioral health treatment in their primary care setting. Forty-five percent of vulnerable individuals and 44 percent of veteran patients with at least two visits for mental health treatment experienced reduced depression and anxiety symptoms.

Senior Depression Intervention

The Program to Encourage Active, Rewarding Lives for Seniors (PEARLS), administered by the Area Agency on Aging for Seattle and King County, is the only in-home program that reaches older, isolated adults to reduce or eliminate minor depression and empower them to proactively address challenges or obstacles they may be facing. In 2018, PEARLS enrolled 113 older adults, including 57 veterans and spouses of veterans. Ninety-two percent of the 83 older adults who completed the program experienced reduced depression symptoms. As under the previous levy, these VSHSL services were provided at no cost to recipients, removing a potentially significant barrier to access.
A veteran’s widow obtains housing and addresses her substance use

J.N., 60, lives in a permanent supportive housing unit in Seattle. Years ago, she was an administrative assistant at a law firm and lived with her husband—a veteran she met in college. After his service in Vietnam, J.N.’s husband faced reentry challenges, including PTSD, and he began to drink excessively. At the same time, J.N. used alcohol to cope with residual trauma from adverse childhood experiences. Identifying a desire and need to work toward recovery, the couple jointly became sober and continued to support each other’s recovery from alcoholism. However, when J.N.’s husband passed away, J.N. struggled with her grief and began drinking again; this eventually began to interfere with her social, professional, and family life. She ultimately lost her job, her house, and her relationship with her stepdaughters.

J.N. lived homeless and couch-hopped for several years before entering permanent supportive housing, but her continued alcohol use was a barrier to accessing available resources. Finally, a Neighborcare HHOT provider supported J.N. in beginning to attend group and individual therapy sessions. With the help of her counselor she identified achievable goals for gradually reducing the frequency and volume of her alcohol consumption. As a result, her health improved, her visits to the ER decreased, and she renewed daily hygiene practices.

Today, J.N. continues to employ harm reduction strategies to manage her alcohol consumption. She has gained enough confidence to leave the permanent supportive housing site for daily walks and has updated her resume in hopes of securing a job.

Importantly, several PEARLS counselors are also veterans and/or have family who served in the military; their personal experiences and sensitivity helps the program recruit and retain participants. Additionally, African American and Filipino PEARLS counselors have become trusted sources in serving clients from these populations.

Nurse-Family Partnership*

The Nurse-Family Partnership partners young, first-time mothers, often experiencing housing instability, with registered nurses. This partnership continues from pregnancy through a child’s second birthday, allowing nurses to deliver the support first-time mothers—particularly those whose circumstances locate them at increased vulnerability—may need to have a healthy pregnancy, become knowledgeable and responsible parents, and provide their babies with the best possible start in life. In 2018, 819 households were enrolled in the program; 327 of the mothers in the program gave birth, with 85 percent of infants born at full term and with a normal-range birth weight.

* In 2019 and beyond, the VSHSL will provide funding to the Best Starts for Kids initiative to administer, evaluate, and report on the Nurse-Family Partnership, Healthy Start, Promoting First Relationships, and Play & Learn programs.
**Healthy Start**

The Healthy Start program provides comprehensive home-visiting services to families with young children. A collaboration of three area agencies (Friends of Youth, Northshore Youth and Family Services, and Renton Area Youth & Family Services), Healthy Start uses the evidence-based Parents as Teachers program model, which empowers parents to create a positive loving family and give children a strong foundation for success in school and life. In 2018, the program enrolled 196 individuals and 124 received home visits.

**Maternal Depression Reduction**

In 2018, 2,864 low-income pregnant women and mothers were screened for high-risk behaviors, substance use, and depression and anxiety. Five hundred and sixteen women received prevention and intervention services from King County's Mental Health Integration Program. Sixty-five percent of patients who engaged in two or more visits with mental health providers and who had two screening measures reported reduced depression or anxiety symptoms. Some of these individuals were screened and began treatment in 2017.

**Parent Education and Support**

The VSHSL continued funding for two programs dedicated to helping parents promote their children’s health and development.

**Promoting First Relationships**

In 2018, VSHSL funding enabled six community service agencies to enroll a total of 17 social workers and community service workers in the University of Washington’s 10-week Promoting First Relationships Train-the-Learner program, designed to assist professionals in their work helping parents and their young children build strong parent-child attachments. Families who receive First Relationships interventions have been shown to have increased school readiness and social-emotional development, as well as more responsive, nurturing caregiver relationships.

Last year, 16 of those enrolled completed the program and one is on track to complete it in 2019. In 2018, in addition to providing extensive, highly participatory training, Promoting First Relationships also conducted a monthly reflective practice group consisting of interventionists trained at the train-the-trainer level during prior levy years.

**Play & Learn**

The VSHSL continues the previous levy’s long-standing support of the Kaleidoscope Play & Learn groups, which provide a community support network for families who are not a part of formal early learning programs and who experience systemic barriers due to race, income, home language, and special needs. In 2018 the VSHSL provided 17 percent of Kaleidoscope’s King County budget, supporting technical assistance for 66 Play & Learn groups and training for 64 facilitators.

*In 2019 and beyond, the VSHSL will provide funding to the Best Starts for Kids initiative to administer, evaluate, and report on the Nurse-Family Partnership, Healthy Start, Promoting First Relationships, and Play & Learn programs.*
2018 HEALTHY LIVING DEMOGRAPHICS

**Age**
- 0-17: 11%
- 18-24: 22%
- 25-54: 36%
- 55+: 27%
- Unknown: 4%

**Race**
- American Indian/Alaska Native: 3%
- Asian: 11%
- Black: 20%
- Multiple races: 7%
- Native Hawaiian/Pacific Islander: 2%
- White: 40%
- Unknown: 19%

**Military Service**
- Veteran/servicemember: 13%
- Family of veteran/servicemember: 2%
- Not a veteran/servicemember: 81%
- Unknown: 4%

**Gender Identity**
- Female: 68%
- Male: 29%
- Unknown: 2%
- Other*

* Less than 1% of individuals indicated that their gender identity was not listed in the response options.

**Geography**
- East: 3%
- North: 3%
- Seattle: 35%
- South: 44%
- Other/Unknown: 15%

Individuals who identify as of Hispanic/Latino ethnicity can be of any race. In total, 15% of individuals enrolled in VSHSL funded programs identified as Hispanic/Latino.

Individuals who are enrolled in more than one program may be duplicated in the demographics. Demographics are not analyzed for Sobering and Emergency Services Patrol, Promoting First Relationships, and Play & Learn. Totals may not add up to 100 percent due to rounding.
Social engagement is connection, solidarity, support ...
Promoting a sense of belonging and connection—among individuals, communities, and programs—is a fundamental pillar of the broader VSHSL, and it is the central focus of the strategies within the levy’s social engagement result area. Social isolation is proven to negatively impact the health and well-being of older adults, and countless examples exist of the perils of social isolation for veterans, immigrants and refugees, people with disabilities, caregivers, and people reentering society after incarceration. Social engagement strategies are designed to promote belonging through personal and system connections among those individuals most often isolated by systems, biases, miscommunication, or cultural differences.

Within this result area, the VSHSL continued funding for a key reentry case management program in 2018 and made new, significant investments to stabilize senior centers. The VSHSL’s $3.5 million investment in senior centers was flexible, allowing each senior center to determine what would bolster stability. Some centers focused on major infrastructure needs that had, to this point, remained unfunded due to lack of flexible funding available for these types of projects. This investment—the largest that our community has experienced for this purpose and focus—strengthened senior centers’ capacity to welcome seniors to engage in programs and with one another.

Executive Dow Constantine visits Margie’s Café at the Senior Center of West Seattle, one of the 38 senior-serving organizations funded by the VSHSL in 2018. Photo: Ned Ahrens

Social engagement...

- Improves psychological, physical and cognitive health
- Keeps seniors involved in the communities they helped build
- Bolsters personal and community resilience

Fast facts:

- 155 veterans in King County jails were enrolled in case management to connect to veteran services while incarcerated or connect to community services after they were released
- 38 senior centers received stabilization funding with 27 senior centers completing infrastructure and capital improvements to enhance their facilities and programming
Incarcerated Veteran Case Management

The Incarcerated Veterans Reentry Services program provided reentry support to 155 eligible veterans and other military personnel incarcerated within the King County misdemeanor jail system in 2018. Administered by the Washington State Department of Veterans Affairs (WDVA), this program helps clients navigate ongoing court and probation requirements while linking participants to behavioral health, primary health care, housing and other social services to support their successful reentry and ongoing stability in the community. Last year, 39 percent of referrals to housing resources were successful, 71 percent of behavioral health services referrals achieved productive connections, and 60 percent of referrals to financial stability resources resulted in connections to resources.

Newfound stability after incarceration

Roland*, 35, has been incarcerated at the Maleng Regional Justice Center for several years. He has a history of behavioral health issues, and no home or job to return to after release. He enrolled in the Incarcerated Veterans Reentry Services program to connect with other veterans and start planning for what can be a daunting task: reentry. The program connected him to medical and behavioral health treatment while he was in jail.

When he was discharged from treatment, Incarcerated Veteran Reentry Services staff helped him gain housing at the Mark Cooper House, a transitional living space specifically for veterans experiencing homelessness and behavioral health conditions. The Incarcerated Veteran Reentry Services program then connected him with the Northwest Justice Project to help him pursue a military service discharge upgrade, apply for VA Healthcare, and explore service-connected disability benefits. He also connected to employment services at WorkSource and the WDVA Homeless Veterans Reintegration Program.

Today, Roland is enrolled in an IT certification program and hopes to find a job coding. He is actively seeking permanent housing. Roland continues to meet regularly with Incarcerated Veteran Reentry Services staff, who remain committed to his success.

He has been able to maintain focus on his legal requirements, health, sobriety, housing, and vocational training. Roland is proud of his newfound confidence and stability, and he is looking forward to the future.

*not his real name
Senior Centers Stabilization Investments

“The people of King County trusted us to invest in programs and services that will improve the quality of life for seniors, and that is exactly what we are doing. Senior centers do more than connect people with resources — they keep people connected to one another.”

—Dow Constantine, King County Executive

In 2018, the VSHSL invested $3.5 million in one-time stabilization funds to 38 senior centers throughout King County. Investments helped senior centers enhance programs to reach more local seniors, make their facilities safer and more accessible, and purchase equipment and appliances. These improvements play a major role in building local, culturally-appropriate capacity and increasing access and inclusion. In addition, many senior centers also launched or strengthened partnerships to provide services to more diverse populations. Vibrant senior centers that welcome the full diversity of King County also mean better support for housing, financial stability, healthy living, and access to services for more seniors and their caregivers.

In 2018, the Auburn, Mt. Si, Phinney Neighborhood Association/Greenwood, and Pike Market senior centers, along with Sound Generations Lake City and Northgate Community Centers, all improved access to services for seniors who are non-native English speakers and their caregivers. Improvements included translation of key materials and provision of culturally diverse meals aligned with the preferences of populations the centers served or wished to serve, as well as dedicated outreach efforts to underserved populations. The Asian Counseling and Referral Service senior program, Sno-Valley Senior Citizens/Sound Generations, and Southeast Seattle Senior Center focused on increasing the

Senior center improvements range from installing automatic doors, hearing loops, and air conditioning, to fixing roofs and installing new flooring and windows, upgrading café-style seating areas, and replacing essential commercial kitchen equipment. Critical enhancements also include investments in stronger data systems, transportation services for homebound seniors, the introduction of diversity workshops, and translation of materials for non-native English speakers.

Before and after photos of flooring at the City of Pacific Senior Center. Updated flooring plays an important role in reducing falls and facilitating movement for seniors with mobility challenges.
participation of low-income seniors, isolated older adults living alone, seniors with disabilities, veterans, African American seniors, and seniors who identify as LGBTQ+.

Looking ahead, the VSHSL will invest in the transformation of a select group of senior centers into senior hubs. Through these senior hubs, older adults and their caregivers throughout King County will be able to build social connections and access a range of both levy-funded and other community services and supports. For example, in the coming years the VSHSL aims to help levy-funded senior hubs connect clients with caregiver respite subsidies or new mobile medical vans dedicated to serving older adults. Ultimately, seniors will also be able to access levy-funded legal services that can help with benefits access applications, obtain help applying for a senior property tax exemption, or report suspected financial abuse to a dedicated team.

Music, dancing, and the flavor of home for Cambodian seniors in South Park

Karaoke is arguably the most popular Cambodian pastime. Referred to as “oke” in Khmer, the repertoire is rich in romantic songs. On Monday nights, these songs can be heard at the South Park Senior Center as many residents enjoy music in their native language and food with the flavor of home.

Thanks to one-time VSHSL funding for senior center stabilization, the Cambodian elders who frequent the South Park Senior Center have been enjoying “deliriously good” Cambodian meals and activities in their own language. Non-Cambodian seniors also join these festive evenings, learning more about their friends’ culture and expanding their taste buds. The center hired a Cambodian chef who has created menus approved by Sound Generations dietitians.

Cambodian elders represent about 10 percent of the 1,000 older adults regularly served by the South Park Senior Center, 78 percent of whom have low incomes. Regular activities at the senior center include hot meals, fitness programs, a book club and crafts program, an AA group, and a Parkinson’s support group. The center provides weekly access to the Providence Regina House food and clothing bank and helps link seniors with the South Park Information and Resources Center several days per week.

The senior center’s social worker provides services in office, by phone, and through home visits. Key services include housing support, advocacy, family support, crisis intervention, education, employment, and property tax help for senior homeowners.
King County’s seniors and their caregivers are better off

- Senior centers reached more people in more communities
- 2018 stabilization investments helped position senior centers that may not have otherwise been able to fund major infrastructural updates and repairs to welcome a larger, broader community of seniors seeking social engagement in safer, more accessible facilities
- 2018 funds enabled senior centers to invest in more comprehensive outreach and relationship building, a critical step toward ensuring King County’s senior centers are accessible, welcoming, and culturally-competent to serve all of King County’s seniors and their caregivers in the years to come
- Materials in multiple languages and frequent ethnic meals mean that seniors can enjoy the food they grew up with and access culturally-appropriate beneficial information and resources in their native languages

**2018 SOCIAL ENGAGEMENT DEMOGRAPHICS**

In 2018, Social Engagement demographics were only collected from a single program—Incarcerated Veteran Case Management.

- **Race**
  - American Indian/Alaska Native: 1%
  - Asian: 2%
  - Black: 29%
  - Multiple races: 7%
  - Native Hawaiian/Pacific Islander: 3%
  - White: 51%
  - Other: 5%
  - Unknown: 1%

- **Age**
  - 18-24: 1%
  - 25-54: 66%
  - 55+: 32%
  - Unknown: 2%

- **Military Service**
  - Veteran/servicemember: 100%

- **Gender Identity**
  - Female: 2%
  - Male: 98%*
  - Other*

- **Geography**
  - East: 3%
  - North: 2%
  - Seattle: 41%
  - South: 29%
  - Other/Unknown: 25%

* Less than 1% of individuals indicated that their gender identity was not listed in the response options.
Service system access and improvement ...
... empowers King County residents to successfully navigate and harness vital social services.

Throughout the levy design process, community members consistently highlighted challenges navigating the human services system and accessing appropriate services. For example, veterans benefit from support maneuvering around complex sets of benefits and programs. Additionally, rural residents, seniors, and people with disabilities repeatedly voiced frustrations with finding transportation to access services in urban areas. Finally, non-native English speakers explained how language can be a barrier to seeking and leveraging support.

The levy’s service system access and improvement result area responds directly to these concerns, and in 2018 King County launched an administrative redesign to ensure VSHSL services operate through an integrated system, rather than simply as a set of programs operating in isolation. Accordingly, strategies and programs in this result area promote accessible, efficient, and effective human service systems, regardless of an individual’s location or circumstances.

Integrating and improving the service system...

- Helps programs reach populations not historically connected to services
- Harnesses up-to-date data on the concentration and characteristics of residents in need of support
- Helps overcome transportation, language, and other barriers

Fast facts:
- **893** individuals living homeless received physical or behavioral health care through Mobile Medical vans
- **1,300** clinicians and service providers were trained on skills and approaches that would help them work successfully with veterans
- Over **75,000** calls were received by 2-1-1 Community Information Line and Veteran Information and Referral Line combined
Service system access and improvement

Pathfinder strategies

Pathfinders strategies bring together several discrete outreach programs under the previous levy, transforming them into a robust system of coordinated strategies that serve certain designated veteran populations who have not been historically connected to services—women veterans, transgender veterans, Native American veterans, veterans of color, families of veterans and military servicemembers, and veterans experiencing unsheltered homelessness—and other vulnerable populations and connect (or pathfind) them to community-based services.

The VSHSL’s suite of Pathfinders strategies proactively identify specific veteran and servicemember populations and persons experiencing homelessness who will benefit from supportive services, offer quick-effect stabilization interventions, and then connect residents with tailored information and follow-up services. In keeping with the VSHSL vision, programs under this strategy will ultimately be able to leverage the King County Veterans Program, levy-funded senior centers, and a levy-funded case management or referral service as service hubs. Although connecting homeless veterans to services is a major part of the program, Pathfinders do not focus exclusively on serving veterans experiencing homelessness.

In 2019 and beyond, the number of Pathfinders strategies will grow, with all programs deliberately working through a systems-connected approach. The goal is to realize the “combined arms” vision of the VSHSL, serving the full diversity of King County more efficiently and effectively.

Pathfinders: Women Veterans and Veterans of Color

Therapeutic Health Services and El Centro de la Raza seek out veterans experiencing homelessness and at-risk women veterans and veterans of color, and their respective families, connecting them with emergency shelter, as well as transitional and permanent housing. These Pathfinders also help clients apply for VA benefits, and refers those who are not VA-eligible to appropriate resources so that they can begin their disability claims. Last year, this program engaged 236 individuals, 186 of whom applied for benefits or were referred to other supportive services. One hundred and six clients engaged in housing navigator services, which provide housing navigation and stabilization supports to veterans experiencing homelessness while they continue to pursue permanent housing.

Pathfinders: Persons Experiencing Unsheltered Homelessness

In contrast to the above Pathfinders strategy, which exclusively serves veterans, programs under this strategy focus on all populations experiencing homelessness, which may include veterans and their families, as well as vulnerable populations.

Homeless Veteran Street Outreach

This program coordinates the Washington State Department of Veterans Affairs outreach and navigation teams across the county, providing outreach at numerous shelters and working with the crew that clears out encampments. Homeless Veteran Street Outreach served 77 veterans in 2018, connecting 67 of them with tailored services, such as registering at the VA, housing them in one of the WDVA’s veteran contract beds, or the Homeless Providers Grant and Per Diem program. The program helped 12 veterans find permanent housing using the U.S. Department of Housing and Urban Development Veterans Affairs Supportive Housing vouchers.
Homeless Street Outreach

Administered by Evergreen Treatment Services’ REACH team, the Homeless Street Outreach program helps individuals experiencing homelessness navigate housing services, access supportive resources and initiate medical and/or behavioral health care. Last year, REACH’s street-based, low-barrier, harm reduction approach enabled staff to effectively engage 481 marginalized and vulnerable county residents. Of those referred, 71 percent were linked to medical benefits and other assistance to meet basic needs.

In 2018, the program also established new partnerships with organizations focused on reducing the incidence, length, and residual impacts of homelessness, including in the University District and SODO Business Improvement Areas.

South King County Homeless Outreach

Managed by Sound, the South King County Homeless Outreach program (also referred to as PATH) engaged 114 individuals through outreach and enrolled 88 individuals in services. Thirty-five clients were linked to mental health services and 16 clients found permanent housing. The program uses a nontraditional, flexible case management approach geared toward adults with the highest service use across multiple systems. It maintains a consistent presence in South King County cities and strengthens existing relationships with police departments in Kent, Tukwila, and Burien for referrals and to help with outreach to city encampments.

King County Veterans Program: An emerging hub

The VSHSL’s vision for the King County Veterans Program is bold, positioning it to transition into a hub for program partners and all VSHSL-funded veterans services and shelters, reimagining the delivery of services toward a combined arms approach—with the Veterans Program as the flange and partners as the spokes.

Under the new hub model, the King County Veterans Program will be able to provide more holistic and continuous service, such as social engagement programs and volunteer opportunities to reduce isolation. VSHSL investments will scale the King County Veterans Program’s long-standing emergency financial assistance, housing system coordination, case management, and social work supports, along with education and employment resources and placements for enrolled veterans, while also enhancing its services for women veterans. With funding from the new levy, the King County Veterans Program has expanded staffing to assign each client a dedicated social worker to sustain progress after referrals to alternative dispute resolution, legal aid, financial literacy, and housing counseling services.

Progress toward this goal is well under way. On-site partners at King County Veterans Program service locations may include the VA, Supportive Services for Veteran Families, employers, Northwest Justice Project, Washington State Department of Veterans Affairs, YWCA, and more.

For example, in 2018, the Northwest Justice Project trained King County Veterans Program staff to identify veterans who may benefit from legal assistance, and caseworkers at both King County Veterans Program offices referred veterans for a multitude of legal issues. Additionally, the Northwest Justice Project held regular clinics at these offices to assist veterans with civil legal needs, providing veterans and servicemembers with regular access to veterans benefits and housing attorneys. Furthermore, the Washington State Department of Veterans Affairs Incarcerated Veterans Case Management program partnered with the Veterans Program to help veterans successfully reintegrate from jails to jobs, housing, and family across the region.
Pathfinders: Veteran and Military Families

This Washington State Department of Veterans Affairs program engaged 88 members of veteran households in their communities in 2018, connecting 76 with resources, including apartment searches and move-in cost assistance, benefit claims services, and referrals to employment and job readiness programs.

Veteran Information and Referral

In 2018 the Washington State Department of Veterans Affairs call center answered 987 calls, providing information and referral resources to veterans, family members of veterans, and veteran care providers.

Mobile Medical Program

The Mobile Medical program’s no-cost clinics make it possible for residents experiencing homelessness to receive medical, dental, and behavioral health services, as well as education and support for substance use. By providing walk-in services onboard mobile-van clinics, the program addresses residents’ immediate health concerns and helps divert medical emergencies. Harm reduction is key to the Mobile Medical program’s efforts to meet people where they are, removing access to transportation as a barrier for residents who often carry histories of trauma, are in transient sleeping situations, and have cognitive or physical impairments.

In 2018, the program cross-trained staff to offer more harm reduction education and supplies, including the distribution of naloxone kits to save lives. The program also developed new connections with community providers offering Medication Assisted Treatment to facilitate referrals for clients in need of medical treatment for opiate use. Last year, the Mobile Medical program brought health and social services to 893 individuals. Sixty-five percent of those who were referred were linked to medical benefits or received eligibility assistance for basic needs. Fifty-one percent of patients served were linked to behavioral health care services.

Veterans Training Support Center

The Veterans Training Support Center provides continuing educational opportunities and professional development to those who provide direct service to veterans and their family members. In 2018 the program hosted 59 events that welcomed 1,300 licensed mental health therapists, behavioral health specialists, and other direct service providers. Simultaneously, the Veterans Training Support Center also began partnering with the King County Veterans Consortium to implement veteran- and family-member-focused trainings, covering such topics as navigating services for veterans in King County, training and self-care for caregivers.

Countywide Information and Referral

The 2-1-1 phone, email, and online service connects county residents who are struggling to find immediate and appropriate services and support. In 2018, 2-1-1 answered 74,023 calls, web chats, and emails, which resulted in more than 291,000 referrals to food banks and hot meal services, shelter and housing support, veteran- and senior-specific services, and more. 2-1-1 also helps residents access support for move-in costs, eviction prevention assistance, and long-term housing resources by screening callers for eligibility and setting appointments for the Housing Stability Project and Coordinated Entry for All.
Cultural Navigator Program

The Cultural Navigator Program helps immigrants and refugees connect to housing, employment, and community services. The program partners with schools and local agencies that provide services such as health care workshops, flu shot events, and a mobile dental van. In 2018, the program assisted a total of 877 individuals and their families, expanding language coverage to the Tagalog-speaking population, in addition to serving residents who speak Chinese, Russian, and Spanish. Through regular outreach to the school system, the Cultural Navigator Program also enhanced its relationship with the Filipino community and created a new Somali Play & Learn Group in Kent.

2018 SERVICE SYSTEM ACCESS & INVESTMENT DEMOGRAPHICS

Race
- American Indian/Alaska Native: 4%
- Asian: 6%
- Black: 14%
- Multiple races: 2%
- Native Hawaiian/Pacific Islander: 1%
- White: 46%
- Other: 16%
- Unknown: 12%

Individuals who identify as of Hispanic/Latino ethnicity can be of any race. In total, 13% of individuals enrolled in VSHSL funded programs identified as Hispanic/Latino.

Age
- 0-17: 3%
- 18-24: 3%
- 25-54: 55%
- 55+: 35%
- Unknown: 3%

Military Service
- Veteran/servicemember: 29%
- Not a veteran/servicemember: 50%
- Unknown: 20%

Gender Identity
- Female: 42%
- Male: 55%
- Unknown: 3%
- Other*

* Less than 1% of individuals indicated that their gender identity was not listed in the response options.

Geography
- East: 28%
- North: 1%
- Seattle: 26%
- South: 38%
- Other/Unknown: 7%

Individuals who are enrolled in more than one program may be duplicated in the demographics. Demographics are not analyzed for the Veterans Training Support Center and information and referral call lines. Totals may not add up to 100 percent due to rounding.
In 2018, the VSHSL began to refine its performance measurement practices to move away from a focus on numbers served and towards a Results Based Accountability (RBA) framework. Evaluation using the RBA framework asks three simple questions: How much did we do? How well did we do it? Is anyone better off?

Through this framework, the VSHSL’s evaluation will yield information about who receives services, what outcomes program participants experience, and what system-level improvements are occurring. Parallel evaluation approaches have also been adopted for the Best Starts for Kids Levy and the MIDD behavioral health sales tax. Looking ahead, the VSHSL will increase systemization among programs and emphasize outcomes to better measure and demonstrate how funded activities combine to change lives and drive achievements in the five levy result areas. VSHSL staff are working closely with providers to make this significant transition.

As new implementation plan strategies are rolled out, the VSHSL is beginning to collect data using the RBA framework, where appropriate. The VSHSL will engage in continuous quality improvement with the provider community, using real-time data to inform ongoing work, understand which strategies are effective and why, and support shared responsibility for program success.

- **Programs delivered services as expected**
- **Program faced challenges in service delivery**

<table>
<thead>
<tr>
<th>Strategies and programs</th>
<th>How much did we do?</th>
<th>How well did we do it? Is anyone better off?</th>
<th>2018 implementation status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HOUSING STABILITY</strong></td>
<td></td>
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</tr>
<tr>
<td>• Capital and Operating Funds</td>
<td>Continued funding to maintain 169 housing units $14M awarded to 8 projects</td>
<td>Not measured in 2018; measures in development for 2019</td>
<td>With increased funding during 2018, investments will result in increased housing inventory</td>
</tr>
<tr>
<td>• On-Site Support Services</td>
<td>1,160 households served</td>
<td>96% of households remained housed or exited to permanent housing</td>
<td>Similar to 2017, a high proportion of clients remained housed or exited to permanent housing</td>
</tr>
<tr>
<td>• Housing Stability Program</td>
<td>520 households served</td>
<td>99% of households did not enter the homeless housing system within 6 months of exiting the program</td>
<td>Similar to 2017, a very small proportion of clients entered the homeless housing system within 6 months of exiting the program</td>
</tr>
<tr>
<td>• The Vital Program (Familiar Faces Intensive Care Management Team)</td>
<td>78 individuals served</td>
<td>27 clients maintained housing or transitioned to independent housing</td>
<td>Shortages of low-barrier housing options made connections for clients to housing challenging</td>
</tr>
<tr>
<td>• Forensic Intensive Supportive Housing (FISH)</td>
<td>63 individuals served</td>
<td>32 clients maintained housed or transitioned to independent housing</td>
<td>Due to reduced referrals in recent years, program will be rolled into Sound’s Reaching Recovery model of care to serve the target population</td>
</tr>
<tr>
<td>• Passage Point</td>
<td>50 households served</td>
<td>90% of households remained housed or exited to permanent housing</td>
<td>Continued services to strengthen family connections despite staff turnover</td>
</tr>
<tr>
<td>• Senior Housing Repair Program and Age-in-Place Senior Home Modifications</td>
<td>29 households received a housing repair or modification with a loan or grant</td>
<td>Not measured in 2018; measures in development for 2019</td>
<td>VSHSL investments doubled program’s operating budget. Full expansion of services is almost complete as program works to coordinate with the City of Seattle’s program on expansion of services for Seattle residents</td>
</tr>
<tr>
<td>• Enhanced Shelter Partnership</td>
<td>247 households served</td>
<td>45% of households exited to permanent housing</td>
<td>Continued operations as expected. Housing shortages made it difficult to exit clients to housing. Added 10 beds to meet community need</td>
</tr>
<tr>
<td>• Preventing Inappropriate Housing Loss: Veterans Legal Assistance Program</td>
<td>120 individuals received legal services</td>
<td>40% of clients had a civil legal problem that was a barrier to housing stability resolved</td>
<td>Enhanced partnership strengthened services at centralized hubs</td>
</tr>
<tr>
<td>• King County Veterans Program Rental and Financial Assistance Funds</td>
<td>$1,085,224 of financial assistance provided</td>
<td>Not measured in 2018; measures in development for 2019</td>
<td>Additional funding allowed KCVP to bolster their rental and financial assistance services</td>
</tr>
<tr>
<td>Strategies and programs</td>
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<tr>
<td><strong>FINANCIAL STABILITY</strong></td>
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<tr>
<td>King County Veterans Program</td>
<td>2,233 individuals served</td>
<td>96% of clients with employment as a primary goal on their case plan obtained a new job</td>
<td>2018 funding created the pathway for KCVP to transition into a hub for program partners and all VSHSL-funded veterans services and shelters</td>
</tr>
<tr>
<td>Vet Corps</td>
<td>153 individuals enrolled in peer mentoring</td>
<td>Of the 153 individuals enrolled in peer mentoring 98% remain enrolled in education or found employment in the subsequent semester</td>
<td>Continued operations as expected</td>
</tr>
<tr>
<td>Community Employment Services</td>
<td>512 individuals enrolled</td>
<td>199 clients obtained new jobs</td>
<td>Continued operations as expected</td>
</tr>
<tr>
<td>Career Connections</td>
<td>138 individuals enrolled</td>
<td>86% of clients completed job readiness and training 69 clients obtained new jobs. Based on wages and hours these clients were offered at their new job, the estimated average increase in annual household income for clients obtaining jobs was $9,783</td>
<td>Continued operations as expected</td>
</tr>
<tr>
<td>New Family Services</td>
<td>107 individuals enrolled in case management</td>
<td>81% of the 107 individuals enrolled in case management were connected to employment or enrolled in education</td>
<td>Continued operations as expected with an uptick in wait times due to service demand and staffing levels</td>
</tr>
<tr>
<td>King County Veterans Fellowship</td>
<td>12 individuals obtained a job through the fellowship</td>
<td>At the end of 2018, 8 veterans remained in the program, 1 veteran was hired as a full-time King County employee, 1 veteran withdrew, and 2 veterans sought employment in the private sector</td>
<td>Continued operations as expected</td>
</tr>
<tr>
<td><strong>HEALTHY LIVING</strong></td>
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<tr>
<td>Veteran PTSD, MST and End of Life Counseling</td>
<td>229 individuals received PTSD counseling</td>
<td>A change in PTSD symptoms was calculated for patients who had been enrolled in the counseling for at least 6 months and completed initial and follow-up assessments; of these 125 patients, 92% had reduced symptoms</td>
<td>Continued operations as expected. New funding awards in 2020 will seek to enhance outreach to veterans who have experienced MST or are facing end-of-life concerns</td>
</tr>
<tr>
<td>Veterans Court Clinician</td>
<td>87 individuals screened for Vet Court</td>
<td>31 veterans were eligible and opted into Vet Court</td>
<td>In the third quarter of the year, Public Health-Seattle &amp; King County Jail Health Services became the community provider for these services, resulting in enhanced continuity of care for clients</td>
</tr>
<tr>
<td>Military Family Counseling</td>
<td>36 individuals received counseling</td>
<td>A change in symptoms was calculated for patients who had been enrolled in the counseling for at least 6 months and completed initial and follow-up assessments; of these 20 patients, 95% had reduced symptoms</td>
<td>Continued operations as expected</td>
</tr>
<tr>
<td>Sobering and Emergency Services Patrol</td>
<td>37102 contacts with individuals 6,585 transports to the Sobering Center</td>
<td>Not measured in 2018; measures in development for 2019</td>
<td>Harborview Medical Center opened a new clinic at the Sobering Center site in late 2018, providing clients the opportunity to connect to services after completing their stay</td>
</tr>
<tr>
<td>Housing Health Outreach Team</td>
<td>489 individuals linked to primary care and received at least one annual visit</td>
<td>365 patients received a referral to behavioral health treatment; of these patients, 64% were linked to behavioral health services</td>
<td>Continued operations as expected.</td>
</tr>
</tbody>
</table>
### HEALTHY LIVING (CONTINUED)

<table>
<thead>
<tr>
<th>Strategies and programs</th>
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<tbody>
<tr>
<td><strong>Behavioral Health Integration - Vulnerable Populations</strong></td>
<td>1,197 individuals screened for behavioral health needs</td>
<td>986 patients received behavioral health treatment in their primary care setting in 2018; some individuals were screened and had begun treatment in the previous year</td>
<td>A change in mental health symptoms was calculated for patients with at least 2 visits with a mental health provider in the primary care setting and two screening measures; of these patients, 45% had reduced depression or anxiety symptoms</td>
<td>Program addressed a range of challenges proactively, including streamlining staff onboarding processes to ready new case managers for services</td>
</tr>
<tr>
<td><strong>Behavioral Health Integration - Veterans</strong></td>
<td>643 individuals screened for behavioral health needs</td>
<td>529 patients received behavioral health treatment in their primary care setting in 2018; some individuals were screened and had begun treatment in the previous year</td>
<td>A change in mental health symptoms was calculated for patients with at least 2 visits with a mental health provider in the primary care setting and two screening measures; of these patients, 45% had reduced depression or anxiety symptoms</td>
<td>Program addressed a range of challenges proactively, including streamlining staff onboarding processes to ready new case managers for services</td>
</tr>
<tr>
<td><strong>Senior Depression Intervention</strong></td>
<td>113 individuals enrolled in PEARLS</td>
<td>Of the 83 participants who completed the program in 2018, 92% had a reduction in their depression symptoms</td>
<td></td>
<td>Continued operations as expected. Displacement of veterans due to rising housing costs made outreach to veterans more challenging</td>
</tr>
<tr>
<td><strong>Nurse-Family Partnership</strong></td>
<td>819 households enrolled</td>
<td>In 2018, 327 of the mothers in the program gave birth; 85% of the infants were full term and had a birth weight within the normal range</td>
<td></td>
<td>Continued operations as expected</td>
</tr>
<tr>
<td><strong>Healthy Start</strong></td>
<td>196 individuals were enrolled</td>
<td>124 individuals received home visits</td>
<td></td>
<td>Staff turnover and hiring challenges impacted number of clients served</td>
</tr>
<tr>
<td><strong>Maternal Depression Reduction</strong></td>
<td>2,864 individuals were screened for behavioral health needs</td>
<td>516 patients received behavioral health treatment in their primary care setting in 2018; some of these individuals were screened and had begun treatment in the previous year</td>
<td>A change in mental health symptoms was calculated for patients with at least 2 visits with a mental health provider in the primary care setting and 2 screening measures; of these patients, 65% had reduced depression or anxiety symptoms</td>
<td>Program addressed a range of challenges proactively, including streamlining staff onboarding processes to ready new case managers for services</td>
</tr>
<tr>
<td><strong>Promoting First Relationships</strong></td>
<td>17 providers enrolled in the PFR training</td>
<td>Of the 17 providers who enrolled, 16 completed the program and one is on track to complete the program</td>
<td></td>
<td>Continued operations as expected</td>
</tr>
<tr>
<td><strong>Play &amp; Learn</strong></td>
<td>64 facilitators trained</td>
<td>Not measured in 2018; measures in development for 2019</td>
<td></td>
<td>Continued operations as expected</td>
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</tbody>
</table>
### SOCIAL ENGAGEMENT

<table>
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<tr>
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</table>
| Incarcerated Veteran Case Management         | 155 individuals enrolled in case management for veteran services while incarcerated or in post-release services | Of clients who received a referral to a housing resource, 39% successfully connected to resources  
Of clients who received a referral to physical or behavioral health services, 71% successfully connected to resources  
Of clients who received a referral to services to improve financial stability, 60% were successfully connected to resources | Continued operations as expected though housing shortages and staff turnover presented challenges                       |

### SERVICE SYSTEM ACCESS AND IMPROVEMENT

<table>
<thead>
<tr>
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</table>
| Pathfinders: Women Veterans and Veterans of Color | 236 individuals engaged                                                            | 186 clients applied for benefits or referred to services  
106 clients were assessed by the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) and engaged in housing navigator services | Continued operations as expected                                                                                     |
| Pathfinders: Homeless Veteran Street Outreach  | 77 individuals engaged                                                              | 67 clients successfully connected to resources                                                                                                                                                                         | Continued operations as expected                                                                                     |
| Pathfinders: Homeless Street Outreach         | 481 individuals engaged                                                             | 71% of clients who were referred were linked to medical benefits or received eligibility assistance for basic needs                                                                                                    | Established new partnerships with organizations focused on reducing the incidence, length, and residual impacts of homelessness |
| Pathfinders: South King County Homeless Outreach | 114 individuals engaged through outreach  
88 individuals enrolled in services                                                   | 35 clients were linked to mental health services and 16 clients found permanent housing                                                                                                                             | Maintained a consistent presence in South King County cities and strengthened existing relationships with police departments to help with outreach to city encampments |
| Pathfinders: Veteran and Military Families     | 88 individuals engaged                                                              | 76 clients successfully connected to resources                                                                                                                                                                         | Lessons learned will be incorporated into planning for new funding awards in 2020                                  |
| Veteran Information and Referral             | 987 calls received                                                                  | Not measured in 2018; measures in development for 2019                                                                                                                                                            | Lessons learned will be incorporated into planning for new funding awards in 2020                                  |
| Mobile Medical Program                       | 893 individuals received medical services                                             | 65% of clients who were referred were linked to medical benefits or received eligibility assistance for basic needs  
51% of clients referred were linked to behavioral health care                                                                                                               | Promoted harm reduction with training, distribution of naloxone kits, and new connections with community providers offering Medication Assisted Treatment |
| Veterans Training Support Center             | 1,300 clinicians and service providers trained                                       | 90% of participants report learning skills that will be helpful in their work with veterans                                                                                                                         | Cultivated relationships with entities that serve veterans from historically marginalized communities               |
| Countywide Information and Referral          | 74,023 calls received                                                               | Not measured in 2018; measures in development for 2019                                                                                                                                                            | Lessons learned will be incorporated into planning for new funding awards in 2020                                  |
| Cultural Navigator Program                  | 877 individuals served                                                               | Not measured in 2018; measures in development for 2019                                                                                                                                                             | Expanded language coverage and culturally-specific outreach                                                       |

### TECHNICAL ASSISTANCE / CAPACITY BUILDING (TA/CB)

<table>
<thead>
<tr>
<th>Program</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Technical assistance for senior centers applying for levy funding</td>
<td>16 providers received 48 hours of application support from TA/CB funds</td>
<td>Not measured in 2018; measures in development for 2019</td>
<td>Due to staff shortages, strategy was only partially implemented</td>
</tr>
<tr>
<td>Technical assistance and capacity building for small agencies applying for levy funding</td>
<td>3 providers received 21 hours of application support from TA/CB funds; 3 providers used $10,706 in TA/CB funds</td>
<td>Not measured in 2018; measures in development for 2019</td>
<td>Due to staff shortages, strategy was only partially implemented</td>
</tr>
</tbody>
</table>

Individuals may enroll in more than one VSHSL funded program. The current data system does not allow us to count unique individuals across the VSHSL. VSHSL funded programs often have braided funding from multiple sources.
<table>
<thead>
<tr>
<th>Strategies and programs</th>
<th>Budgeted</th>
<th>Veterans</th>
<th>Senior veterans</th>
<th>Seniors</th>
<th>Vulnerable populations</th>
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<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HOUSING STABILITY</strong></td>
<td></td>
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<td>Capital and Operating Funds</td>
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<td><strong>HEALTHY LIVING</strong></td>
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<td>Veteran PTSD, MST and End Of Life Counseling</td>
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<td>Sobering and Emergency Services Patrol</td>
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<td>Behavioral Health Integration</td>
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<td>Nurse-Family Partnership</td>
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### HEALTHY LIVING (CONTINUED)

<table>
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<tr>
<th>Strategies and programs</th>
<th>Budgeted</th>
<th>Veterans</th>
<th>Senior veterans</th>
<th>Seniors</th>
<th>Vulnerable populations</th>
<th>Total</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthy Start</td>
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<td>Play &amp; Learn</td>
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### SOCIAL ENGAGEMENT

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<th>Strategies and programs</th>
<th>Budgeted</th>
<th>Veterans</th>
<th>Senior veterans</th>
<th>Seniors</th>
<th>Vulnerable populations</th>
<th>Total</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incarcerated Veteran Case Management</td>
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### SERVICE SYSTEM ACCESS AND IMPROVEMENT

<table>
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<th>Strategies and programs</th>
<th>Budgeted</th>
<th>Veterans</th>
<th>Senior veterans</th>
<th>Seniors</th>
<th>Vulnerable populations</th>
<th>Total</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pathfinders: Women Veterans and Veterans Of Color</td>
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### COMMUNITY PARTNERSHIP AND COMMUNICATIONS

<table>
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<th>Budgeted</th>
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<th>Senior veterans</th>
<th>Seniors</th>
<th>Vulnerable populations</th>
<th>Total</th>
<th>Variance</th>
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</thead>
<tbody>
<tr>
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### EVALUATION

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### PLANNING AND ADMINISTRATION

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<th>Seniors</th>
<th>Vulnerable populations</th>
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<th>Variance</th>
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### TOTAL

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<th>Strategies and programs</th>
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<th>Senior veterans</th>
<th>Seniors</th>
<th>Vulnerable populations</th>
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<th>Variance</th>
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<tbody>
<tr>
<td>TOTAL</td>
<td>$50,992,128</td>
<td>$16,505,454</td>
<td>$8,636,274</td>
<td>$4,985,656</td>
<td>$15,963,408</td>
<td>$46,090,792</td>
<td>$4,901,336</td>
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<td>Seniors</td>
<td>Vulnerable populations</td>
<td>Total</td>
<td>Variance</td>
</tr>
<tr>
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<td>-----------------</td>
<td>---------</td>
<td>------------------------</td>
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<td><strong>TECHNICAL ASSISTANCE / CAPACITY BUILDING</strong></td>
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<tr>
<td>Technical assistance and capacity building for senior centers</td>
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Underspending occurred in 2018 due to the ramp-up of the first year of the levy and the timing of hiring and program rollout. Some strategies will spend their remaining budgets in 2019. Any unspent funds will be utilized in accordance with the reallocation process outlined in the VSHSL Implementation Plan or to fund VSHSL reserves. Increased spending is anticipated in 2019.
The Veterans, Seniors and Human Services Levy is administered by the King County Department of Community and Human Services and carried out in partnership with:

American Financial Solutions  Greenwood Senior Center  Red Vines 1
Area Agency on Aging–City of Seattle  Harborview Medical Center  Renton Senior Activity Center
Aging & Disability Services  HealthPoint  Redmond Senior Center
Asian Counseling and Referral Service  Highline West Seattle Mental Health  Renton Area Youth & Family Services
Auburn Senior Activity Center  Hopelink  Renton Housing Authority
Auburn Youth Resources  Imagine Housing  Renton Senior Activity Center
Ballard NW Senior Center  Institute for Family Development  Sea Mar Senior Activity Center
Bellwether Housing  International Community Health Services  SeaTac Community Health Centers
Birth to Three  International Drop-In Center  Seattle Community Law Center
Black Diamond Community Center  Issaquah Senior Center  Seattle Indian Health Board
Burien Community Center  Jewish Family Service  Senior Center of West Seattle
Catholic Community Services  Kindering  Shoreline/Lake Forest Park Senior Center
Catholic Housing Services  King County Bar Association  Sno-Valley Senior Center
Central Area Senior Center  King County Department of Executive Services  Solid Ground
Chief Seattle Club  King County Department of Human Resources  Sound
Child Care Resources  Lake City-Northgate Senior Center Project  Sound Generations
Chinese Information and Service Center  Low Income Housing Institute  Sound Generations / Community Dining
City of Pacific Senior Center  Maple Valley Food Bank  South Park Senior Center
City of Seattle  Mercy Housing  Southeast Seattle Senior Center
Community House Mental Health Agency  Mt. Si Senior Center  Southeast Seattle Senior Foundation
Community Psychiatric Clinic  Multi-Service Center  Terry Home
Compass Housing Alliance  Navos  The Salvation Army
Congregations for the Homeless  Neighborcare Health  Therapeutic Health Services
Country Doctor Community Health Centers  Neighborhood House  TRAC Associates
Crisis Connections  North East Seattle Together (NEST)  Tukwila Community Center
Des Moines/Normandy Park Senior Activity Center  Northshore Senior Center  Ukrainian Community Center of Washington
Dispute Resolution Center of King County  Northshore Youth and Family Services  United Indians of All Tribes Foundation
Downtown Action to Save Housing  Northwest Center  Urban League of Metropolitan Seattle
Downtown Emergency Service Center  Northwest Consumer Law Center  Valley Cities Behavioral Health Care
El Centro de la Raza  Northwest Justice Project  Vashon Household
Emerging Design Consulting  Pacific Asian Empowerment Program  Vashon Youth & Family Services
Encompass  Senior Center  Vashon-Maury Senior Services
Enumclaw Senior Center  Parkview Services  Verrenti Consulting
Evergreen Treatment Services  Peter Kirk Community Center  Wallingford Community Senior Center
Evergreen Treatment Services REACH  Pike Market Senior Center  Washington Homeownership Resource Center
Federal Way Community Center  Pioneer Human Services  Washington State Department of Veterans Affairs (WDVA)
First Place  Plateau Outreach Ministries  Washington State Housing Finance Commission
Foundation for the Challenged  Plymouth Housing Group  YMCA of Greater Seattle
Friends of Youth  Provail  YWCA
Greater Maple Valley Community Center  Public Health–Seattle & King County
Making King County a welcoming community where every person can thrive.

Best Starts for Kids
Best Starts for Kids strengthens families and communities so that babies are born healthy, children thrive and establish a strong foundation for life, and young people grow into happy, healthy adults.

MIDD Behavioral Health Sales Tax Fund
MIDD supports equitable opportunities for health, wellness, connection to community, and recovery for King County residents living with or at risk of behavioral health conditions, through a continuum of care that includes prevention, early intervention, crisis diversion, recovery, and reentry.

Veterans, Seniors and Human Services Levy
The Veterans, Seniors and Human Services Levy connects veterans and servicemembers, residents age 55 or older, and vulnerable populations to affordable housing, employment, behavioral health treatment, and other programs and services that help them, their families, and their caregivers live healthy, productive, and meaningful lives.
June 24, 2019

The Honorable Rod Dembowski
Chair, King County Council
Room 1200
C O U R T H O U S E

Dear Councilmember Dembowski:

This letter transmits the Veterans, Seniors and Human Services Levy 2018 Annual Report, fulfilling the requirements of the Veterans, Seniors and Human Services Levy (VSHSL) Implementation Plan adopted by Ordinance 18768.

The attached report, *Community Connections: 2018 Annual Report*, covers the period from January 1, 2018 through December 31, 2018, the first year of the levy governed by the VSHSL Transition Plan adopted by Ordinance 18638. The report highlights 2018 services and reflects King County’s commitment to effective implementation and prudent fiscal stewardship of public funds.

The year covered by this report was a transition year between the Veterans and Human Services Levy and the beginning of the renewed and expanded six-year property tax levy. The VSHSL funds housing and other essential human services for King County’s veterans, servicemembers, and their families; seniors and their caregivers; and the county’s vulnerable populations. King County voters overwhelmingly supported renewal and expansion, which has enabled both continuation and growth of the scope of services provided, building of a more robust and connected system of services to address inequities, deeper investments in housing stability, and new and significantly expanded supports for older adults.

The report describes the continuation of successful services provided under the former levy and the establishment of a strong foundation for new VSHSL services to our community. This work included VSHSL staff community engagement to ensure service models that are driven by community need, and recruitment for a new King County Veterans, Seniors and Human Services Levy Advisory Board and Veterans Advisory Board.

New investments for the VSHSL in 2018 focused on housing stability, dedication of $3.5 million in one-time funds to stabilize senior centers, and actions to strengthen the King County Veterans Program to position it as a more robust service hub.
I appreciate the growing network of partners that are forming the system of “combined arms” services to those in need in our communities. Together, VSHSL service agencies worked to serve diverse populations throughout King County and achieved progress in the levy’s five result areas: housing stability, financial stability, healthy living, social engagement, and service system access and improvement. I am proud to share those results with you.

The attached 2018 Annual Report describes the strategies launched during the first year of the new levy and includes performance measures and financial reports.

The VSHSL’s emphasis on housing stability investments supports the goals of the King County Strategic Plan, particularly the goal for Accessible, Affordable Housing and its objectives of “providing targeted affordable housing resources to communities and individuals that meet their specific needs” and “increasing housing stability for low-income families.”

In addition, VSHSL programs further the Health and Human Potential goal to “provide opportunities for all communities and individuals to realize their full potential,” and the objective to “ensure a network of integrated and effective health and human services is available to people in need.”

The King County Equity and Social Justice (ESJ) Strategic Plan is also foundational to the work of the VSHSL, which seeks to support organizations that recognize and address the disparities and disproportionality that exist in our communities. This report also makes clear the intersections between the VSHSL and two companion initiatives: Best Starts for Kids and the Mental Illness and Drug Dependency (MIDD) action plan.

This report required an estimated 320 staff hours to produce, costing $14,720. The estimated printing cost for this report is $2,199.

I look forward to our continued partnership as we expand the work to serve local veterans, servicemembers, and their families; seniors and their caregivers; and vulnerable populations. Together, we can ensure that King County is truly a community where every person has the opportunity to thrive.
If you have any questions, please contact Leo Flor, Director, Department of Community and Human Services, at (206) 477-4384.

Sincerely,

Dow Constantine
King County Executive

Enclosures

cc: King County Councilmembers
    ATTN: Kristina Logsdon, Chief of Staff
         Melani Pedroza, Clerk of the Council
         Dwight Dively, Director, Office of Performance, Strategy and Budget
         Leo Flor, Director, Department of Community and Human Services (DCHS)
         Scarlett Aldebot-Green, Division Director, Adult Services Division, DCHS
Veterans, Seniors and Human Services Levy

Who we serve

- Veterans, servicemembers, and their respective families
- Seniors and their caregivers, representing a critical new focus in 2018 and beyond
- Vulnerable populations\(^1\)

\(^1\)Residents who are homeless and/or whose current or historical exposure to trauma, violence, poverty, isolation, bias, racism, stigma, discrimination, or disability makes them vulnerable

2018 Funding breakdown

Funding allocated in equal thirds to each population group

- **50%**
  - of each third used to promote housing stability
- **1%**
  - of total proceeds allocated to technical assistance and capacity building

Over 50% of levy proceeds set aside for seniors and their caregivers funded capital facilities and regional health and human services for seniors who are also veterans, military servicemembers, and their respective caregivers and families.
VSHSL RESULT AREAS

- Housing Stability
- Financial Stability
- Healthy Living
- Social Engagement
- Service System Access and Improvement

2018 Progress

- $46.1M in total investments
- $30.5M in housing stability investments
- $1M awarded to prevent inappropriate housing loss
- $3.5M awarded to 38 senior centers
- Uninterrupted continuation of 2017 programs
- VSHSL implementation Plan, informed by community feedback, adopted by the King County Council in July 2018
- VSHSL Advisory Board codified and recruitment launched
- 100+ implementation partners
2018 Demographics: Who We Served

**Race**
- American Indian/Alaska Native: 3%
- Asian: 7%
- Black: 26%
- Multiple races: 6%
- Native Hawaiian/Pacific Islander: 2%
- White: 42%
- Other: 3%
- Unknown: 12%

Individuals who identify as of Hispanic/Latino ethnicity can be of any race. In total, 13% of individuals enrolled in VSHSL funded programs identified as Hispanic/Latino.

**Gender Identity**
- Female: 50%
- Male: 49%
- Unknown: 2%
- Other*

*Less than 1% of individuals indicated that their gender identity was not listed in the response options.

**Age**
- 0-17: 10%
- 18-24: 12%
- 25-54: 44%
- 55+: 31%
- Unknown: 3%

**Military Service**
- Veteran/servicemember: 20%
- Family of veteran/servicemember: 1%
- Not a veteran/servicemember: 73%
- Unknown: 6%

*NOTE: Data does not capture all programs funded by the VSHSL (such as housing capital and operating funds, provider training programs and programs not providing services to individual clients.)
2018 Demographics: Who We Served

VSHSL Clients, by King County Region*

- North: 3%
- Seattle: 36%
- South: 38%
- East: 9%
- Other/Unknown: 14%

Regional Distribution of King County Residents in Poverty
Numbers represent the percent of total King County population living in poverty, by region.

- North: 7%
- Seattle: 15%
- South: 41%
- East: 15%
- Other/Unknown: 14%

*NOTE: Data does not capture all programs funded by the VSHSL (such as housing capital and operating funds, provider training programs and programs not providing services to individual clients.)
Percent of Clients Served Compared to Percent of KC Residents with Incomes Below Federal Poverty Level, by Race and Ethnicity

Notes: Individuals of Hispanic/Latino ethnicity can also identify with one or more of the included racial identities.

King County resident data from 2017 American Community Survey 3-year estimates. Prepared August 14, 2019 by Kelly Lovett, Veterans, Seniors and Human Services Evaluator, King County DCHS, Performance Measurement and Evaluation Unit (klovett@kingcounty.gov).
Housing Stability

RESULT AREA

A household’s ability to gain and maintain safe, habitable housing in a community of one’s choice for less than approximately 40 percent of household income

96 percent of households living in housing with VSHSL-funded on-site support services remained housed or exited to permanent housing

520 households received one-time emergency assistance for housing costs through the Housing Stability Program
Housing Stability

3,206 individuals served*

*RACE:
- American Indian/Alaska Native: 4%
- Asian: 3%
- Black: 37%
- Multiple races: 7%
- Native Hawaiian/Pacific Islander: 3%
- White: 42%
- Unknown: 4%

*NOTE: Data does not capture all programs funded by the VSHSL (such as housing capital and operating funds, provider training programs and programs not providing services to individual clients.)

*AGE:
- 0-17: 22%
- 18-24: 5%
- 25-54: 44%
- 55+: 29%

*SERVICE:
- Veteran/servicemember: 81%
- Family of veteran/servicemember: 1%
- Not a veteran/servicemember: 18%
Housing Stability

Over $14 million in capital funding awarded to 8 projects for the construction of 600+ units, with 300+ set aside for VSHSL populations.

Funded on-site support services for 1,160 households experiencing homelessness.

96% remained housed or exited to permanent supportive housing.

Provided 1,607 veterans and servicemember households with $1,085,224 in short-term financial support.
Financial Stability

RESULT AREA

2,233 individuals were served by the King County Veterans Program

512 individuals experiencing homelessness enrolled in community employment services funded by the VSHSL and an additional 138 individuals enrolled in employment services through Career Connections

An individual’s ability to comfortably afford necessary expenses while making modest investments to secure their long-term ability to accomplish personal goals
Financial Stability

3,156 individuals served*

Race

- American Indian/Alaska Native: 2%
- Asian: 3%
- Black: 38%
- Multiple races: 6%
- Native Hawaiian/Pacific Islander: 3%
- White: 44%
- Other: 2%
- Unknown: 3%

*NOTE: Demographics data does not capture all programs funded by the VSHSL (such as housing capital and operating funds, provider training programs and programs not providing services to individual clients.)

Age

- 18-24: 5%
- 25-54: 52%
- 55+: 41%
- Unknown: 2%

Military Service

- Veteran/servicemember: 9%
- Not a veteran/servicemember: 90%
Financial Stability

Career Connections

69 clients were placed into jobs that increased their respective household income by an average of $9,783 a year.

New Family Services

107 individuals enrolled in case management services. 81% were connected to jobs or enrolled in postsecondary education.

12 veterans obtained fellowship positions with the King County Veterans Fellowship Program.
Healthy Living

RESULT AREA

85% of infants whose parents were enrolled in Nurse-Family Partnership were born at full term with a normal-range birth weight.

489 individuals living in permanent supportive housing were connected to primary care by the Housing Health Outreach Team.

Improving the overall health of King County residents through programs that prevent behavioral health crises; providing education and care to those who would not otherwise have access; preventing abuse and violence; and enabling parents to pursue educational advancement.
Healthy Living

7,805 individuals served*

*NOTE: Demographics data does not capture all programs funded by the VSHSL (such as housing capital and operating funds, provider training programs and programs not providing services to individual clients.)
Veteran PTSD Counseling
• 229 individuals received counseling
• 125 enrolled in counseling for at least 6 months with 92% experiencing reduced symptoms

Maternal Depression Reduction
• 2,864 low-income pregnant women and mothers screened
• 516 received prevention and intervention services
• 65% who engaged in two or more visits reported reduced symptoms
155 veterans in King County jails were enrolled in case management to connect to veteran services while incarcerated or connect to community services after they were released.

38 senior centers received stabilization funding with 27 senior centers completing infrastructure and capital improvements to enhance their facilities and programming.
Social Engagement

239 individuals served*

*NOTE: In 2018, Social Engagement demographics were only collected from a single program—Incarcerated Veteran Case Management.

Race
- American Indian/Alaska Native: 1%
- Asian: 2%
- Black: 29%
- Multiple races: 7%
- Native Hawaiian/Pacific Islander: 3%
- White: 51%
- Other: 5%
- Unknown: 1%

Age
- 18-24: 1%
- 25-54: 66%
- 55+: 32%
- Unknown: 2%

Military Service
- Veteran/servicemember: 100%

Individuals who identify as of Hispanic/Latino ethnicity can be of any race. In total, 6% of individuals enrolled in VSHSL funded programs identified as Hispanic/Latino.
Social Engagement: Senior center investments

VSHSL invested $3.5 million in one-time stabilization funds to 38 senior centers throughout King County, helping senior centers enhance programs to reach more local seniors, make their facilities safer and more accessible, and purchase equipment and appliances.

Visit kingcounty.gov/VSHSL for details on 2018 senior center investments.
Social Engagement: Senior center investments

Visit kingcounty.gov/VSHSL for more before/after photos of senior centers

Updated flooring at the City of Pacific Senior Center.
Social Engagement: Senior center investments

International Drop-In Center remodeled their kitchen, allowing them a safe and clean space to prepare food for their seniors.

Visit kingcounty.gov/VSHSL for more before/after photos of senior centers.
Social Engagement: Senior center investments

New sound system at Enumclaw Senior Center allows listeners of all abilities to hear.

Installation of wheelchair-lift at United Indians of All Tribes.

Ukrainian Senior Center reached out to nearly 200 newly arrived refugee seniors and enrolled 53 of them into their programs.

Visit kingcounty.gov/VSHSL for more before/after photos of senior centers.
893 individuals living homeless received physical or behavioral health care through mobile medical vans

1,300 clinicians and service providers were trained on skills and approaches that would help them work successfully with veterans

The ability of veterans, seniors, and vulnerable populations to access the human services system, and the ability of these services to systematize and engage in continuous improvement.
Service System Access and Improvement

2,765 individuals served*

**Race**
- American Indian/Alaska Native: 4%
- Asian: 6%
- Black: 14%
- Multiple races: 2%
- Native Hawaiian/Pacific Islander: 1%
- White: 46%
- Other: 16%
- Unknown: 12%

Individuals who identify as of Hispanic/Latino ethnicity can be of any race. In total, 13% of individuals enrolled in VSHSL funded programs identified as Hispanic/Latino.

**Age**
- 0-17: 3%
- 18-24: 3%
- 25-54: 55%
- 55+: 35%
- Unknown: 3%

**Military Service**
- Veteran/servicemember: 29%
- Not a veteran/servicemember: 50%
- Unknown: 20%

*NOTE: Demographics are not analyzed for the Veterans Training Support Center and information and referral call lines*
Service System Access and Improvement

Setting up **King County Veterans Program as a hub** for veterans, servicemembers and their families and program partners

**Homeless outreach**

- REACH’s program engaged **481 individuals**; of those referred, **71 percent** were linked to medical and other services to meet basic needs
- PATH’s program engaged **114 individuals** through outreach and enrolled **88 individuals** in services
VSHSL implementation status

- 23 community planning sessions held to date
- 21 procurements launched to date
- 10 upcoming community planning sessions planned
- 21 upcoming procurements planned
A LOOK FORWARD: 2019 and beyond

VSHSL implementation status

$7.5 million awarded to specially trained Pathfinders and Navigators to connect more veterans, servicemembers and their families to services

$20.6 million awarded to transform senior centers into vibrant and inclusive senior hubs
Department of Community and Human Services
VSHSL@kingcounty.gov

Visit kingcounty.gov/VSHSL
For information about the levy, community planning sessions, open RFPs and all VSHSL strategies