

2019 VSHSL Annual Report

# Innovation and continued connection



**King County**

**Veterans, Seniors & Human Services Levy**

## FROM THE KING COUNTY EXECUTIVE

To our King County community,

In 2019, the Veterans, Seniors and Human Services Levy (VSHSL) continued to launch new and creative programs that build on our successes in helping veterans, servicemembers and their families and others in need throughout our communities.



Year two of our expanded levy was especially enriched by new partnerships and interconnected webs of services that are helping to break down the isolation that often comes with aging — by building both physical and emotional health and wellbeing, and helping older adults feel safer in their own homes. The levy awarded over \$20 million in new funding to 28 senior centers to expand access to services across King County. Senior hub partnerships increased service areas, built community connections, and succeeded in expanding outreach to older adults, one of King County’s hardest to reach populations. We will continue to build these resources to ensure that we deliver on the promise we made to the voters to improve healthy aging.

The King County Veterans Program also made notable strides in increasing connections to a range of services for veterans and their families in both the Tukwila and Seattle offices, offering financial and legal assistance, housing coordination, employment resources, and many other supports to ensure health and success in our communities.

Another significant innovation for 2019 was the investment of over \$6 million in an evidence-based and survivor-led mobile advocacy program to support survivors of domestic violence and sexual violence, one that is focused on building health and safety and a road back to stability.

I am honored to share the Veterans, Seniors and Human Services Levy 2019 Annual Report. Its pages demonstrate the many ways we are making a difference in the lives of King County residents countywide. While this report focuses on the accomplishments of 2019, we cannot ignore the enormous impact of the global pandemic facing our region as I write this letter. I am all the more grateful to the many community partners who are working with us every day to help keep our region healthy and strong.

Thank you for your support for the Veterans, Seniors and Human Services Levy and our efforts to ensure that King County is an equitable community where every person has the opportunity to thrive.

Sincerely,

A handwritten signature in black ink that reads "Dow Constantine". The signature is fluid and cursive, written in a professional style.

Dow Constantine  
King County Executive

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## FOR MORE INFORMATION

[kingcounty.gov/vshsl](http://kingcounty.gov/vshsl)

## PROCUREMENT CALENDAR

For details on VSHSL funding opportunities and procurement timelines, go to [kingcounty.gov/VSHSL-Funding](http://kingcounty.gov/VSHSL-Funding)

## ALTERNATE FORMATS

Call 206-263-9100  
or TTY Relay 711

## TAX RELIEF INFORMATION

For information on tax relief for seniors, veterans and their widows and widowers, or people with disabilities, go to [taxrelief.kingcounty.gov](http://taxrelief.kingcounty.gov)

## PRIVACY

The stories in this report reflect the experiences of real people who have accessed VSHSL services and consented to have their stories shared. Names and images may have been changed to respect their privacy.

## **FROM THE KING COUNTY ADULT SERVICES DIVISION DIRECTOR**

To our community:

I am proud to share the Veterans, Seniors and Human Services Levy (VSHSL) 2019 Annual Report. This report summarizes programs and highlights key milestones toward King County's vision of "combined arms," or a truly integrated, system of service for veterans, servicemembers and their families, seniors and their caregivers and resilient communities.

In 2019, the VSHSL began introducing new funding and programs under its adopted Implementation Plan while continuing to support work begun during the 2018 transition to an expanded levy. Among these investments were 30 procurements that expanded service to new populations in innovative ways while acting on meaningful community engagement at every step. This engagement helps ensure that funds are addressing the needs of county residents, in the ways that are needed most.

The levy's technical assistance and capacity building support helped a broad array of community-based organizations apply for and use levy funding, as well as provide services, more effectively. The result: more — and more diverse — local agencies are now connecting services and empowering King County residents in unique ways.

The King County Veterans Program hub built momentum toward becoming fully operational in an expanded capacity, connecting communities across the county to the breadth of support that levy programs provide for veterans, servicemembers and their families. Additionally, a landmark investment to senior centers across King County helped launch 14 new transformational service hubs for seniors. Senior hubs offer a wide range of resources for older adults and their caregivers, expand outreach to seniors who are isolated, and create and enhance services that are responsive to the needs of the diverse King County senior population.

In 2019, the VSHSL continued its longstanding support of veterans, servicemembers and their families and of resilient communities (previously referred to as "vulnerable populations"). The renewed and expanded levy also broadened services to include a third focus population: seniors and their caregivers. Additionally, we further enhanced services and expanded outreach across all five VSHSL result areas. Finally, we introduced new funding for survivors of gender-based violence, immigrants and refugees, people with disabilities, and residents experiencing geographic and cultural isolation, many of them seniors. The VSHSL's flexibility and inclusive eligibility criteria continue to be a powerful resource.

The VSHSL works closely with the Best Starts for Kids Levy and MIDD behavioral health sales tax as partner initiatives that, together, ensure our systems, funding priorities and services continue to evolve and connect so that every person in King County can thrive. Sincere thanks to our incredible community partners and service providers; our VSHSL Advisory Board; Leo Flor, King County Department of Community and Human Services Director; and King County staff that administer and oversee VSHSL programs.

Sincerely,



Scarlett Aldebot-Green  
*Adult Services Division Director*  
*King County Department of Community and Human Services*



# VSHSL 2019

## Expanding services to new populations through innovative partnerships

The Veterans, Seniors and Human Services Levy (VSHSL) is built on a foundational commitment to serve those who others cannot and promote belonging and social connection. Informed by ongoing community engagement, the levy takes a “combined arms” approach, connecting King County service providers with each other and supporting these partnerships to better leverage resources and efforts for the benefit of our communities.

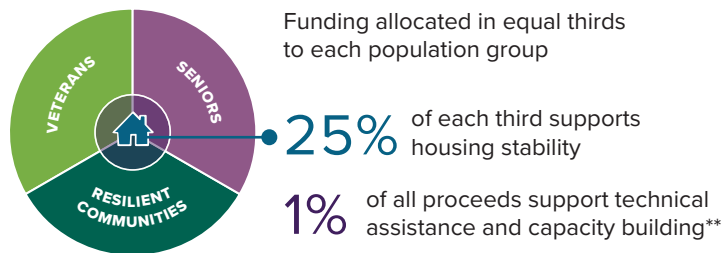
The levy’s second year of expanded service to King County is marked by innovative new partnerships with — and among — providers to serve priority populations in unique, collaborative ways. In 2019, the VSHSL gained tangible momentum, building key infrastructure that will enable the levy to realize the full breadth of its Implementation Plan.

### WHO WE SERVE

- Veterans, servicemembers and their families
- Seniors and their caregivers
- Resilient communities\*

\*Referred to as “vulnerable populations” in the VSHSL Implementation Plan, resilient communities include those whose current or historical exposure to trauma, violence, poverty, isolation, bias, racism, stigma, discrimination, disability or chronic illness makes them vulnerable to reduced health, financial, housing or social stability.

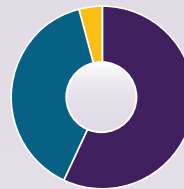
### 2019 FUNDING BREAKDOWN



\*\*In 2019, this included more than 575 hours of support provided by technical assistance providers to assist 43 small agencies in applying for VSHSL funds. Technical assistance and capacity building funding was also awarded to 19 small agencies to enhance their ability to deliver levy programming through the purchase/upgrades of software, computers, and other office equipment, gaining access to essential staff trainings, procuring vehicles for client transport and expanding access to more people in King County through translation of program materials.



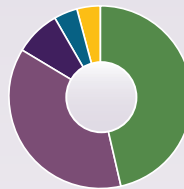
### 2019 DEMOGRAPHICS



#### GENDER IDENTITY

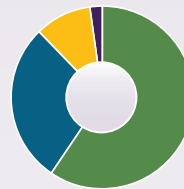
- Female: 39%
- Male: 57%
- Unknown: 4%
- Other

Less than 1% indicated their gender identity was not listed. This may include but is not limited to those who identify as genderqueer or non-binary, bigender or pangender, and transgender.



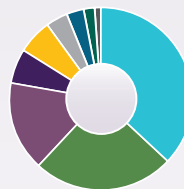
#### AGE

- 0-17: 4%
- 18-24: 8%
- 25-54: 46%
- 55+: 37%
- Unknown: 4%



#### MILITARY SERVICE

- Veteran/servicemember: 28%
- Family of veteran/servicemember: 2%
- Not a veteran/servicemember: 59%
- Unknown: 10%



#### RACE/ETHNICITY

- American Indian/Alaska Native: 3%
- Asian: 6%
- Black/African-American: 25%
- Hispanic/Latino: 16%
- Native Hawaiian/Pacific Islander: 2%
- White: 37%
- Multiple races: 4%
- Other: 1%
- Unknown: 6%

Race/ethnicity groups are mutually exclusive.

Individuals who are enrolled in more than one program may be duplicated in the demographic data. Data are provided only for individuals for whom demographic information is available. Counts do not include housing capital funds, provider training and support programs, information and referral call lines, Emergency Services Patrol, Best Starts for Kids partner programming, Veterans, Servicemembers and Family Community Building, and new programs in the implementation phase.

## WHAT WE DO

The VSHSL is focused on achieving results in five areas, each of which features a suite of strategies and programs.

### Housing stability

Supporting a household's ability to gain and maintain safe, livable housing in one's chosen community for less than 40 percent of household income

### Financial stability

Increasing an individual's ability to cover 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 by preventing 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

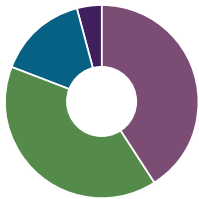
### Social engagement

Promoting belonging and interpersonal connections where systems, biases, miscommunications, or cultural differences too often serve to isolate

### Service system access and improvement

Facilitating access for target populations to the human services system, and the ability of these services to systematize and continuously improve

## Population distribution across King County regions, by Federal Poverty Level (FPL) and participants served\*



#### HOUSEHOLD INCOME <100% FPL

- East 15%
- North: 4%
- Seattle: 40%
- South: 41%



#### VSHSL SERVICE PARTICIPANTS\*

- East: 7%
- North: 2%
- Seattle: 49%
- South: 42%

\*Additional geographic distribution of VSHSL service participants by zip code will be available online in 2021. People living outside of King County and those with unknown residence were not included in the data to support comparison with King County population data. Individuals who are enrolled in more than one program may be duplicated in these percentages. Total number of people vary across regions.

## 2019 PROGRESS

### 30

community planning sessions to inform the development of procurements

### 30

procurements launched for investments in all result areas

### \$20M+

invested in senior centers and senior "hubs"

### \$6M

invested in support for survivors of domestic and sexual violence through mobile advocacy

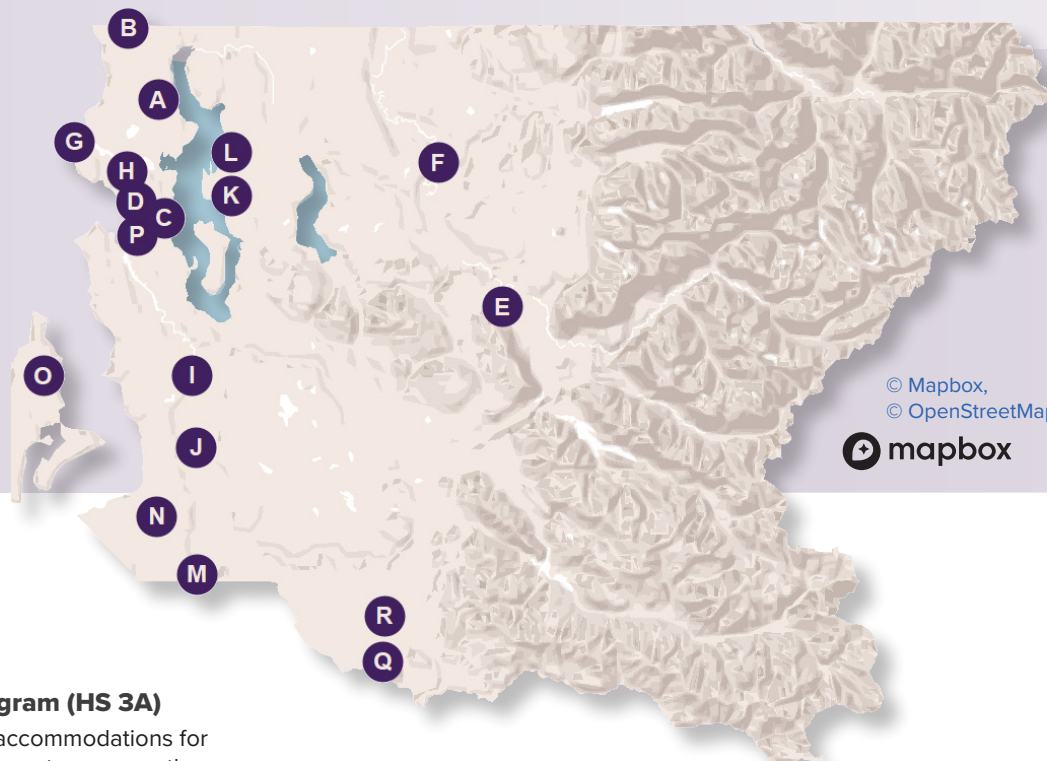


VSHSL Advisory Board established and fully active



# Expanding investments to reach residents across King County

The community partners below highlight the breadth of VSHSL programming available throughout the county.



## DISTRICT 1

- A King County Housing Repair Program (HS 3A)**  
Providing home repairs and disability accommodations for senior homeowners and special needs renters across the county, enabling income-eligible households to remain safe and housed.
- B Shoreline Veterans Center (HS 1)**  
Braiding funding with document recording fees and the Veterans Relief Fund, the VSHSL helped preserve the Shoreline Veterans Center and permanent supportive housing for veterans.

## DISTRICT 2

- C African Diaspora Seniors Hub, El Centro de la Raza Senior Hub, SouthEast Seattle Senior Hub Campus (SE 3)**  
Deepening and expanding services to communities of color, including Latinx seniors, seniors from the African Diaspora, and seniors who are immigrants in one of the most diverse zip codes in King County. Service expansions include longer hours, increased meal and enrichment activities, and more specific outreach to senior veterans and people experiencing dementia.
- D Northwest Immigrant Rights Project (SE 6)**  
Providing a range of legal services to help immigrant and refugee adults through the Expanded Legal Defense Network, created through a partnership between the VSHSL and City of Seattle Office of Immigrant and Refugee Affairs.

## DISTRICT 3

- E Mother Nation (SS 3B)**  
Supporting Native American/Alaskan Native (NA/AN) families through mobile advocacy to survivors of domestic and sexual violence on and off reservation. With levy funding Yeha:wi is expanding their partnership with Raging River Recovery Center to support NA/AN survivors in east King County.

## F Far East Senior Hub (SE 3)

Issaquah Senior Center, Mount Si Senior Center and Sno-Valley Senior Center partnered with a range of providers to expand the reach of their services to seniors who are isolated and a broader diversity of elders in District 3.

## DISTRICT 4

- G United Indians of All Tribes (FS 1C)**  
Providing advocacy, not-for-profit and pro bono legal services to inform, engage, assist and support levy populations in District 4 to apply for, receive and retain government benefits.
- H The Arc of King County (HL 2D)**  
Providing tailored services to help older adults with intellectual and developmental disabilities and older adult caregivers of people with intellectual and developmental disabilities plan caregiving transitions, with a focus on helping African American and Latino families navigate caregiving systems.



The Justice Bus provides confidential meeting space, allowing Benefits Law Center to offer legal services to individuals served by partner organizations with limited brick and mortar space. Photo: Sung Park Photography

Elder Apprentices in Chief Seattle Club's indigenous-informed vocational rehabilitation program, Native Works, set up a career plan pathway and participate in a paid apprenticeship program. Photo: Alicia Diamond



## DISTRICT 5

### I King County Veterans Program (FS 4)

Helping local veterans connect to services through skilled case management, employment specialists, financial literacy counselors and connected support from many on-site partnerships through the King County Veterans Program in Tukwila.

### J Mobile Medical Program (SS 2A)

Offering high-quality medical, dental and substance use care to residents experiencing homelessness through walk-in services onboard mobile clinics.

## DISTRICT 6

### K Benefits Law Center Justice Bus (FS 1C)

Creating flexible space for client meetings across the county through the Justice Bus, the first mobile legal unit in Washington State.

### L Eastside Men's Shelter (HS 1)

Using over \$2.5M in VSHSL funding, the Congregations for the Homeless/Horizon Housing Alliance will construct a 100-bed shelter in Bellevue for men experiencing homelessness.

## DISTRICT 7

### M South King County Senior Centers and Resources Hub (SE 3)

Linking Auburn, Federal Way and Pacific Senior Centers to form a new senior hub serving socially or geographically isolated and underserved seniors in the suburban and rural areas of King County, including an effort to collaborate with local first responders to reach seniors who are disconnected from other services in the area.

### N YWCA (SS 3A)

Delivering a peer leadership and job training project for people experiencing commercial sexual exploitation in south King County, as part of the VSHSL-funded Countywide Commercial Sexual Exploitation Case Management Collaborative.

## DISTRICT 8

### O The DOVE Project (SS 3B)

Providing survivor-centered flexible mobile advocacy for survivors of domestic and sexual violence in District 8 on Vashon Island.

### P Chief Seattle Club (FS 1A)

Expanding the indigenous-designed Native Works job training program to provide employment, training and job placement services to seniors.

## DISTRICT 9

### Q South East Rural Senior Hub (SE 3)

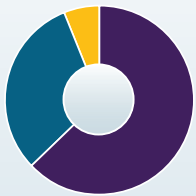
Using VSHSL funding, Enumclaw Senior Center, as the South East Rural Senior Hub, implemented a rural health initiative, which includes innovative programs to reach and support the most isolated seniors in southeast rural King County, focusing on the Latinx population.

### R Plateau Outreach Ministries (FS 1C)

Creating a one-stop service in Enumclaw that provides a food bank, thrift store, benefits applications, rental assistance and more.

# Housing stability

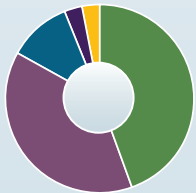
## 2019 DEMOGRAPHICS



### GENDER IDENTITY

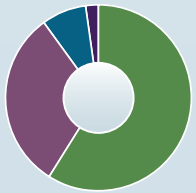
- Female: **31%**
- Male: **63%**
- Unknown: **6%**
- Other

Less than 1% indicated their gender identity was not listed. This may include but is not limited to those who identify as genderqueer or non-binary, bigender or pangender, and transgender.



### AGE

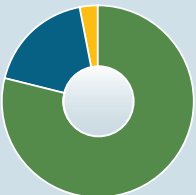
- 0-17: **11%**
- 18-24: **3%**
- 25-54: **45%**
- 55+: **39%**
- Unknown: **3%**



### REGION

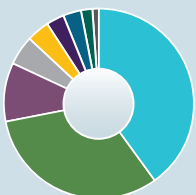
- East: **8%**
- North: **2%**
- Seattle: **59%**
- South: **31%**

People living outside of King County and those with unknown residence were not included in these percentages.



### MILITARY SERVICE

- Veteran/servicemember: **18%**
- Family of veteran/servicemember: **0%**
- Not a veteran/servicemember: **79%**
- Unknown: **3%**



### RACE/ETHNICITY

- American Indian/Alaska Native: **3%**
- Asian: **3%**
- Black/African-American: **32%**
- Hispanic/Latino: **10%**
- Native Hawaiian/Pacific Islander: **2%**
- White: **40%**
- Multiple races: **5%**
- Other: **1%**
- Unknown: **4%**

Race/ethnicity groups are mutually exclusive.

Individuals who are enrolled in more than one program may be duplicated in the demographic data. Counts do not include housing capital funds and new programs in the implementation phase. Totals may not add up to 100% due to rounding.

## Housing stability means shelter, health and security — a place to launch and continue to thrive from.

Supporting a household’s ability to gain and maintain housing, or remaining housed in one’s chosen community, persists as a core focus for the VSHSL. The levy’s investments thoughtfully link housing and service systems to ensure that programs are directly responsive to King County’s local conditions, values and diversity. VSHSL funds contribute to system efforts to increase the affordable housing supply and expand the crisis response system through wraparound services and collaborations between system partners. Importantly, VSHSL investments seek to address the root causes of homelessness, recognizing that crisis services need to be combined with thoughtful investments in prevention efforts to keep households from loss of housing in the first place.

In 2019, VSHSL began introducing upstream strategies and programs devoted to keeping King County residents from entering homelessness. Investments range from assistive technology that help people with disabilities and seniors continue to thrive in their own homes, to a suite of programs across the continuum of housing stability services to prevent foreclosures or evictions.

## FAST FACTS

- **\$6M** invested to create 125 units in three projects serving seniors, senior veterans and adults with developmental disabilities and 100 shelter beds in a new Eastside men’s shelter
- **46** seniors received home modifications or repairs to address emergency issues and ensure their homes are safe and accessible
- **95 percent** of households in the Passage Point program, which reconnects families after incarcerations, remained housed or exited to permanent housing
- **96 percent** of Housing Stability Program households that exited with permanent housing did not enter the homeless system within six months of exiting the program



## Supporting a senior veteran to remain stably housed

On Christmas Eve, 1966, during his deployment in Vietnam, Marshall was air lifted to an Army base in Japan after being injured in several combat missions. He returned to his post four months later, even though his injuries hadn't totally healed. The following year, health complications from several Army campaigns led Marshall to be discharged with 90 percent disability.

Now, at 74 years old, and decades after his service, Marshall has undergone nine surgeries for the cancer that may have resulted from exposures to chemical agents in Vietnam. His daughter, Dana, lives with him in Kent, providing full-time care and daily support. Marshall called the King County Housing Repair Program for assistance twice last year, first for a non-functioning hot water tank and second for a leaky roof. The program installed a new gas water heater and an architectural laminate roof in the first quarter of 2019.

Today Marshall and Dana rest easier, able to fully focus on health and healing, and enjoying dependable heat, hot water and a roof that should last for another 30 years.

Associated strategy: [HS 3A](#)

Photo: Darren Holand



### HS 1 | Build, Preserve and Operate Affordable Housing and Navigation Centers

In 2019, this levy strategy provided \$6 million in capital funding to support new construction of four projects that will create 125 new units of housing and 100 new shelter beds in Bellevue for men experiencing homelessness. More than half of the new units are exclusively funded by the VSHSL. Additionally, the King County Homeless Housing Program blended levy funds with other sources to support permanent housing and related services to people experiencing homelessness across the region, totaling 25 projects last year, spanning VSHSL priority populations.

Furthermore, the levy served 175 individuals through continued funding to the navigation center in Seattle, which can accommodate 85 adults experiencing homelessness and is operated by the Downtown Emergency Service Center in Seattle's International

District. Thirty-two of the individuals served at the navigation center in 2019 exited to permanent housing.

Funding also continued to expand the existing crisis response system — for example, by leveraging an underused wing of the King County Correctional Facility — Seattle to create a 24/7 enhanced shelter for single adults with behavioral health needs and expanding an overnight shelter to provide daytime hygiene, health, navigation and case management services to 40 clients at a time.

### HS 2A & 2B | Master Leasing and Shallow Rent Subsidies

The VSHSL funded \$2.1 million in master leasing projects in 2019, including six new projects for a total of 56 units and continued funding for projects through the Housing and Essential Needs Program (HEN) of King County and Shelter Plus Care Program (SPC). This continued funding leased units of affordable housing throughout the county

to veterans and senior veterans who may otherwise be ineligible or unable to compete for rental housing. In addition to master leasing units, HEN and SPC offered shallow rent subsidies provided by the VSHSL to help stabilize clients in housing; through these efforts, HEN and SPC assisted a total of 67 households in 2019. The levy also supported 30 affordable housing units at the Mark Cooper House for veterans.

### HS 3A | Senior Home Repair and Age-In-Place Home Modifications

The King County Housing Repair Program served a total of 60 households in 2019 through no-interest loans and grants that enable senior veterans to maintain independence and remain safely in their homes. Forty-six of those households fully completed emergency, health and safety, building preservation and energy-related repairs to their homes.

### HS 3B | Adaptive Devices, Training and Counseling

Three agencies received levy funding to expand access to adaptive devices (assistive technology [AT]) for people with disabilities and seniors and their caregivers, supporting these priority populations to thrive in their homes and communities. Each funded agency focuses on addressing AT needs for unique populations. For example, Lighthouse for the Blind is working to establish a low vision clinic and store. Open Doors for Multicultural Families developed an AT and resource library that

serves school-aged children and adults with disabilities who are low-income immigrants, refugees and/or people of color. Finally, the Washington Assistive Technology Act Program reaches out to seniors, their caregivers and other support professionals in rural and tribal communities to strengthen their access to AT.

### HS 4 | Navigate Homeless Veterans to Housing

Therapeutic Health Services (THS) and the Washington State Department of Veteran Affairs (WDVA) received funding through this program during the first half of the year, helping 173 veterans transition from homeless to housed. When the levy's new procurement cycle launched, the program refined its focus, and the levy funded THS, WDVA and Valley Cities Behavioral Health Care to leverage their deep knowledge of community resources and veterans' needs by supporting veterans to complete paperwork or otherwise mitigate issues such as credit reports, utility debts, criminal records and/or unfavorable landlord references, making referrals as appropriate. Programming gained momentum during the latter half of the year and will continue through 2023.

### HS 5B | Alternative Dispute Resolution

In late 2019, the levy awarded funding through this strategy to the Tenants Union of Washington, Public Defender Association and Dispute Resolution Center of King County to provide various mediation, conflict resolution and outreach services to VSHSL populations to avoid eviction proceedings.

## Ensuring services continue for low-vision residents

The June 2019 closure of Sight Connection, a nonprofit that addressed the low-vision community's needs, left the 34,000 King County residents affected by blindness and visual impairment without a crucial community resource. To fill this gap and minimize service disruption, in 2019 the VSHSL funded Lighthouse for the Blind to expand its programs for people with low vision, including orientation and mobility training, daily living skills training in the home, low vision assessment and evaluation, vision loss information and referral, outreach presentations and access to devices and aids. All new programs will be fully operational in 2020.

Associated strategy: HS 3B

Photo: Lighthouse for the Blind, Inc., Staff



## HS 5C | Legal Aid

This program continued funding eligible providers from the VSHSL 2018 Transition Plan's Preventing Inappropriate Housing Loss strategy in 2019 to ensure service continuity during the 2019 procurement period. Catholic Community Services, the King County Bar Association and the Northwest Justice Project's programs advised and represented levy populations in civil legal matters that could result in loss of housing and housing-related legal matters, including eviction. In 2019, 840 individuals received legal services. Of those individuals who reported having a civil legal barrier to housing stability, 75 percent received some form of relief. In late 2019, the VSHSL released a Request for Proposals (RFP) for 2020-23 programming, which was awarded in early 2020.

## HS 5D | Housing Stability Program

Administered by Solid Ground, a unique network of 12 agencies across the county partner through this program 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 residents in housing crisis. In 2019, its first year receiving funds specifically for seniors, the program served 483 households. Ninety-six percent of households that exited the program with permanent housing did not enter the homeless system within six months of exiting the program.

## HS 6 | Promote Home Ownership

In 2019, the VSHSL established the foundation for this program dedicated to helping veterans and resilient communities expand their capacity for homeownership and avoid intergenerational poverty. King County issued an RFP in late 2019 and awarded \$800,000 to HomeSight to provide purchase assistance loans to at least 17 low-income homebuyers.

## HS 7A | Forensic Supportive Housing Models

In 2019 the Familiar Faces Intensive Care Management Team (Vital) continued providing wraparound behavioral health, health care, social services and limited supportive housing to "Familiar Faces" — high utilizers of the King County Correctional Facility. The Vital team, consisting of Evergreen Treatment Services REACH, Harborview and Plymouth Housing Group, provide ongoing coordination with criminal justice system partners, including formal partnerships with the King County Prosecuting Attorney's Office and the Seattle City Attorney's Office. By the end of 2019, 92 people had enrolled in Vital since the program's 2016 launch, including 65 served during the 2019 calendar year. Comparing the three years prior to enrollment and an individual's tenure in the program, Vital participants had decreased jail bookings from a median of 2.2 to 1.0 per 100 days in the community.



Photo: Kelly Sikkema

## HS 7B | Passage Point

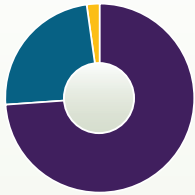
The YWCA's Passage Point program, in partnership with the Washington State Departments of Corrections and of Children, Youth & Family Services, supports parents recently released from incarceration to reenter the community and reunify with their children. The program provides clients with supportive housing, life coaching and education, parenting help, skills development and connections to other services. The program also provides services for the children living on site, such as after school programs, Kaleidoscope Play and Learn sessions, school advocacy and tutoring.

In 2019, Passage Point partnered with Maple Valley Food Bank to provide healthy lunches to the families over the summer. The program's new Children's Advocate enhanced participants' understanding of Individualized Education Programs and their rights as parents in the school. Additionally, collaborative efforts between Passage Point staff and members of the Issaquah School District has led to an increase in school attendance and parent engagement compared to 2018. The program served a total of 45 households in 2019, and 95 percent remained housed or exited to permanent housing.

Passage Point served a total of 45 households in 2019, and **95 percent** remained housed or exited to permanent housing.

# Financial stability

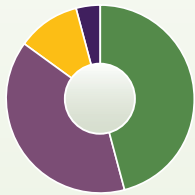
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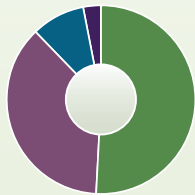
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- Male: 74%
- Unknown: 2%
- Other: 0%

Less than 1% indicated their gender identity was not listed. This may include but is not limited to those who identify as genderqueer or non-binary, bigender or pangender, and transgender.



### AGE

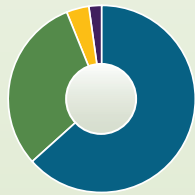
- 0-17: 0%
- 18-24: 4%
- 25-54: 46%
- 55+: 39%
- Unknown: 11%



### REGION

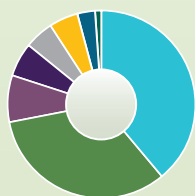
- East: 9%
- North: 3%
- Seattle: 51%
- South: 37%

People living outside of King County and those with unknown residence were not included in these percentages.



### MILITARY SERVICE

- Veteran/servicemember: 64%
- Family of veteran/servicemember: 2%
- Not a veteran/servicemember: 31%
- Unknown: 4%



### RACE/ETHNICITY

- American Indian/Alaska Native: 3%
- Asian: 6%
- Black/African-American: 33%
- Hispanic/Latino: 8%
- Native Hawaiian/Pacific Islander: 1%
- White: 39%
- Multiple races: 5%
- Other: 0%
- Unknown: 5%

Race/ethnicity groups are mutually exclusive.

Individuals who are enrolled in more than one program may be duplicated in the demographic data. Totals may not add up to 100% 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 strategies meet the levy's priority populations where they are at, whether they are transitioning from military to civilian life, navigating benefits when disability prevents long-term employment, developing a career or pursuing an education while trying to provide for children. Critically, strategies do not simply support and serve — they also integrate with one another, connect people and providers in new ways, and creatively streamline communication and collaboration among providers.

For example, in 2019 the VSHSL launched innovative new workforce system investments through a partnership with the Workforce Development Council. The partnership blends federal and local funding to open new doors for community-based organizations and streamlines access to employment and job training supports for the county's most marginalized populations. Additionally, financial stability funds supported collaborative partnerships between the King County Veterans Program hub and numerous providers to offer clients on-site advocacy and not-for-profit and pro bono legal services. 2019 funding also helped launch Washington State's first mobile legal unit. The Justice Bus, a law office on wheels, ensures that transportation issues are not a barrier to service.

## FAST FACTS

- **86 percent** of participants who completed the New Family Services program gained employment or enrolled in higher education
- **2,462** veterans received a variety of support services from the King County Veterans Program such as housing, employment, and furthering their education
- **39 percent** more Career Connections program participants obtained a new job in 2019 than in 2018
- **86 percent** of King County veteran fellows who completed the King County Vets 4 HIRE Program gained employment or enrolled in higher education

## Transforming county funding for employment and job training:

a groundbreaking partnership removes barriers to opportunity

In 2019, King County and the City of Seattle launched an innovative regional collaboration with the Workforce Development Council (WDC) to transform employment and job training for residents who face the most barriers to opportunity and consistently experience disproportionately high unemployment rates. The partnership serves both our region’s residents and economic vibrancy by providing local employers with the well-trained talent that they need to thrive.

The WDC partnership improves existing employment services in numerous ways; namely, the way it blends federal and local funding to open new doors for community-based organizations and the streamlined access to employment and job training supports it creates for the county’s most marginalized populations.

Combining federal workforce dollars and flexible VSHSL funding facilitated access for small, community-based organizations in the region with limited capacity to apply for government support. Now, funding is centralized through the WDC, allowing organizations to apply once for blended funding, increasing the efficiency of procurement and award processes. Blended funds also create an opportunity for more established organizations to create consortia with small, culturally specific organizations that would not otherwise have the capacity or means to apply for funds.

More importantly, this partnership transformed services to a range of priority populations — including African Americans, immigrants, LGBTQ residents, people with disabilities, and people reentering the workforce after incarceration — making it possible for clients to receive complete services through one community-based organization, instead of seeking job training and placement support from two or three separate providers.

Associated strategy: FS 1A

“ Together, we will remove barriers to opportunity so that more of our neighbors can participate, providing local employers with the well-trained talent they need. ”

— Dow Constantine, King County Executive



Photo: Joe Taylor



Anh Tran of King County Career Connections is providing individuals who are homeless with employment services and resources including skill assessments and barrier reduction. Photo: Catholic Community Services staff

### FS 1A | Employment Training, Placement and Supports

2019 funding to Career Connections under this strategy systematized referrals for 175 clients experiencing or at risk of homelessness who were seeking housing assistance and indicated employment needs. Fifty-five percent of those gained new employment. In 2019 the county's long-standing New Family Services program helped 105 economically disadvantaged first-time parents from resilient communities pursue education and employment goals while reducing barriers their children face. Of those who completed the program, 86 percent gained employment or enrolled in higher education.

Furthermore, King County's Homeless Employment Program, which was extended through June 2019 to ensure service continuity from the former levy, served 210 individuals, 58 percent of whom increased their household income.

Finally, this strategy also includes new workforce investments, including the levy's unique partnership with the WDC, which blends federal workforce dollars with flexible VSHSL funding to transform employment and job training in King County, uniting and funding local organizations to help marginalized residents build and pursue long-term career pathways.

In 2019, WDC partnership programs particularly focused on serving resilient communities, including those who have been laid off and cannot return to their previous occupation, domestic violence survivors, and criminal justice-involved individuals who are also

experiencing other barriers, including homelessness. Investments also leveraged the county's growing VSHSL provider partnerships to deploy employment training and supports. For example, a partnership with the Chief Seattle Club's indigenous-designed Native Works program served King County's low-income Native American residents, particularly Native American seniors.

In 2019 new workforce system investments served 471 individuals; 77 percent of those who completed programs were connected to employment.

### FS 1B | King County Veterans Fellowship

This program funds King County's Vets 4 HIRE Program, which placed 20 eligible veterans into six-month internship positions within King County departments in 2019. Veterans in the program gained practical knowledge and hands-on experience in the civilian sector while drawing on the skills, training and ethos developed during military service. In 2019, the program strengthened its linkage with the King County Veterans Program to increase employment support and assistance, resulting in one participant securing a full-time, regular position within the King County Metro Transit Department. Eighty-six percent of those who completed the program gained employment or enrolled in higher education.



Clement, a veteran, after completing a fellowship with the Vets 4 Hire program working in King County's Department of Information Technology, successfully transitioned to part-time employment in Public Health-Seattle & King County's Hazardous Waste Management Program.

### FS 1C | Leverage Government Benefits

This strategy continued funding eligible providers from the VSHSL 2018 Transition Plan's Preventing Inappropriate Housing Loss strategy in 2019 to ensure service continuity during the 2019 procurement period. The Benefits Law Center, Northwest Justice Project and Solid Ground provided advocacy and not-for-profit and pro bono legal services to help King County residents learn about, apply for, receive and sustain government benefits for which they are eligible. In a late 2019 procurement, VSHSL brought on a new cohort of nine agencies to support VSHSL populations in leveraging government benefits.

In 2019 this program served 912 individuals. Four hundred and seventy-nine individuals were eligible for financial stability benefits, and 43 percent of them successfully leveraged those benefits.

### FS 3A | Vet Corps

In partnership with the WDVA, this program engages veterans in AmeriCorps national service as peer mentors for other veterans who are college students (in most cases first-generation students) and their family members. The program also provides clients with connections to federal, state or local veteran's benefits, and helps educational

institutions by training and supporting college faculty, staff and administration to increase awareness of student veterans' needs. In 2019, 104 veterans enrolled in the program, and 83 percent remained enrolled in educational programs the semester following their participation.

### FS 4 | Enhance the King County Veterans Program

The King County Veterans Program (KCVP) served 2,462 veterans (regardless of discharge type), servicemembers and their families in 2019. Of those, 1,569 received case management to assist with accessing housing, education, employment and other services. Of those veterans who established a job search plan, 71 percent obtained a new job. The program builds on KCVP's more than 70 years of critical service meeting clients' emergency needs and providing key housing, employment and case management supports. KCVP is well on its way to becoming a full-service hub that integrates with and seamlessly connects clients to other levy-funded veterans' services.

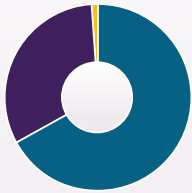
**Learn more about the KCVP's combined arms service hub model on page 25.**



Geoffrey, a veteran, uses the King County Veterans Program Tukwila computer lab to update his resume and search for employment.  
Photo: Carley Thompson

# Healthy living

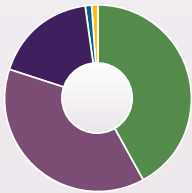
## 2019 DEMOGRAPHICS



### GENDER IDENTITY

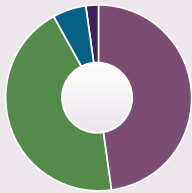
- Female: **67%**
- Male: **32%**
- Unknown: **1%**
- Other

Less than 1% indicated their gender identity was not listed. This may include but is not limited to those who identify as genderqueer or non-binary, bigender or pangender, and transgender.



### AGE

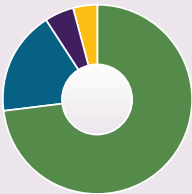
- 0-17: **1%**
- 18-24: **18%**
- 25-54: **42%**
- 55+: **38%**
- Unknown: **1%**



### REGION

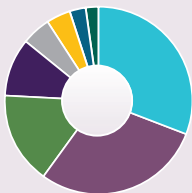
- East: **6%**
- North: **2%**
- Seattle: **44%**
- South: **48%**

People living outside of King County and those with unknown residence were not included in these percentages.



### MILITARY SERVICE

- Veteran/servicemember: **18%**
- Family of veteran/servicemember: **5%**
- Not a veteran/servicemember: **74%**
- Unknown: **4%**



### RACE/ETHNICITY

- American Indian/Alaska Native: **3%**
- Asian: **10%**
- Black/African-American: **16%**
- Hispanic/Latino: **29%**
- Native Hawaiian/Pacific Islander: **2%**
- White: **31%**
- Multiple races: **5%**
- Other: **0%**
- Unknown: **4%**

Race/ethnicity groups are mutually exclusive.

Individuals who are enrolled in more than one program may be duplicated in the demographic data. Counts do not include Emergency Services Patrol, Best Starts for Kids partner programming and new programs in the implementation phase. Totals may not add up to 100% due to rounding.

## Healthy living is proactive, preventive care — physical and mental wellness, access to nutritious food, and helping and supporting others, across generations.

In 2019, healthy living programs and strategies promoted better health outcomes and quality of life for all levy populations by advancing a system of care and supports that invests in preventing crises instead of only providing crisis services. Based on community input and thoughtful consideration of the impact of racial, social and economic factors on the health of King County’s diverse residents, the levy launched new investments that fill existing gaps in services for seniors and their caregivers. It also helped pioneer trauma-informed programs for survivors of abuse and sexual and gender-based violence.

For example, levy funds laid the groundwork for an online platform that will launch next year for seniors and people with disabilities to connect with qualified caregivers located near them. This new tool will help individuals access care by removing the challenge of finding the care they need. 2019 funding also facilitated a collaborative, community-based planning and design process for the first phase of a two-phase countywide sexual assault, domestic violence and commercial sexual exploitation prevention pilot. Finally, a newly funded program brings together government agencies, local organizations and individuals that respond to cases of elder and vulnerable adult abuse, neglect and financial exploitation to support creative, positive solutions to complex problems.

## FAST FACTS

- **1,046** individuals living in permanent supportive housing received on-site medical and behavioral health services and care coordination from Housing Health Outreach Teams
- Through integrated behavioral health programming, **1,405** individuals were screened for behavioral health needs in their regular healthcare settings, connecting those who needed care to mental health services they otherwise may not have received



## Re-connecting with her family and community

Ava,\* 75, is bright and personable. She has lived alone for three years, since her husband Hank's\* dementia forced him to move to the memory care unit of an adult family home. She speaks frequently with her two adult daughters who live in Oregon. Hank had done well as a sales rep, paying off the family home and leaving comfortable savings to cover the care he would eventually need, as well as provide well for Ava's future. Ava had always left the finances to Hank. Taking on fiscal responsibility late in life was a significant challenge for her.

Ava's daughter Sandra\* first became concerned after her mother missed a payment to Hank's memory care unit. She believed that her mother had begun hoarding and, more urgently, was being taken advantage of. Separately, two men had convinced Ava to give them money, and her losses were more than half a million dollars. Though suspicious enough of one of the men to stop supporting him, Ava felt very close to the other man and refused to listen to concerns raised about him by family or friends. This man also appeared to be grooming Ava to turn over even more of her assets to yet a third individual.

Worried, Sandra contacted King County's Elder Abuse Multi-Disciplinary Team (EAMDT), which discovered multiple previous investigations by Adult Protective Services (APS) into Ava's situation for financial exploitation and neglect. The EAMDT arranged for an in-home capacity evaluation and connected with the King County Sheriff's Office.

The evaluation allowed APS to obtain a Vulnerable Adult Protection Order, which restrained the man still financially exploiting Ava from contact with her for five years. The EAMDT also reinvigorated the family's partnership with a church that Ava and Hank had long ago named as a trustee for the vast majority of Ava's finances. After a period of handling Ava's finances from a distance through the church, one of Ava's daughters obtained a Power of Attorney for Ava and is working with APS to be named her guardian so they can monitor her finances and arrange for her to live in a safer environment at an appropriate retirement home.

Supported by first time VSHSL funding, the EAMDT launched in 2019. The program established a coordinated response to elder and vulnerable adult abuse within King County. New partnerships between the King County Prosecuting Attorney's Office, the Washington State Department of Social and Health Services' Adult Protective Services and the Area Agency on Aging for Seattle and King County Aging and Disability Services have brought creative solutions to abuse cases that may have previously been impossible in siloed systems.

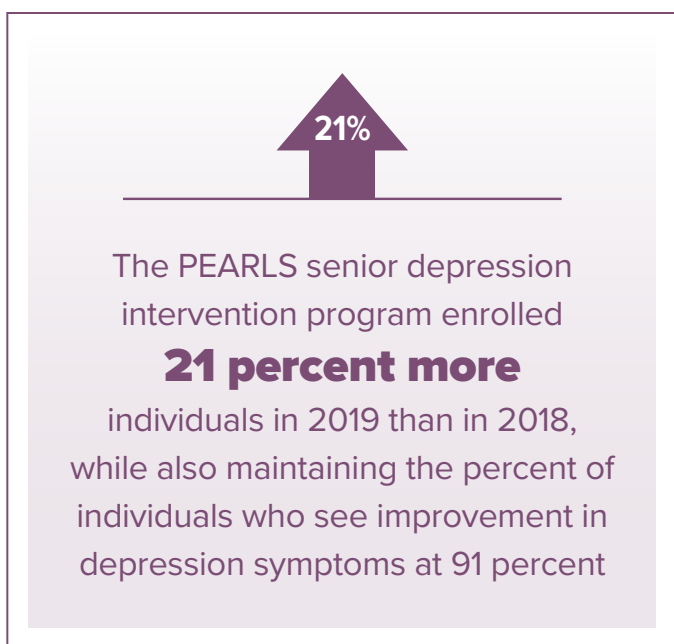
*\* Not their real names*

Associated strategy: HL 3B



## HL 1A | Senior Depression Intervention

In 2019 the Program to Encourage Active, Rewarding Lives for Seniors (PEARLS), administered by the Area Agency on Aging, served 137 older, isolated seniors, including but not limited to senior veterans, experiencing mild symptoms of depression. The program reaches seniors in their homes or in community-based settings, empowering them to make lasting changes and lead more active, rewarding lives. Ninety-one percent of seniors who completed the program in 2019 saw improvements in their depression symptoms. Importantly, networks of trust formed by subcontracted agencies embedded in King County's African American and Filipino communities have increased referrals.



## HL 1B | Maternal Depression Reduction

This long-standing VSHSL program screened 2,323 individuals in 2019 and provided 428 low-income mothers exhibiting symptoms of severe depression with access to brief behavioral health interventions to facilitate development of healthy parent-child relationships and to support understanding of childhood cognitive development. Sixty-two percent of individuals with at least two visits with a mental health provider and two screening measures experienced reduced depression or anxiety symptoms.

## HL 1C & 1D | Veteran PTSD, Military Sexual Trauma, Military Family and End of Life Counseling

Complementing care provided by the WDVA, funding through these VSHSL strategies provided 362 veterans and 36 family members or caregivers of veterans — who

often struggle alongside their loved one and whose access to such care is extremely limited — with no-cost counseling services from licensed mental health clinicians experienced in military trauma-informed care and reintegration issues. Ninety-three percent of veterans who enrolled in counseling for at least six months and completed all assessments experienced reduced PTSD symptoms.

## HL 1E | Sobering and Emergency Services Patrol

Operating 24 hours a day, seven days a week, within downtown Seattle and its vicinity, this transportation and engagement unit relieves firefighters, police and medics in caring for chronic substance users by transporting them to shelters and connecting them to case management, housing, financial supports and outpatient treatment. With the closure of the Dutch Shisler Sobering Center at the end of June 2019 (the main destination for transports), the Emergency Services Patrol (ESP) creatively partnered with downtown Seattle shelters and emergency departments to connect clients with beds and services.

ESP also continued to partner with Operation Nightwatch, providing their program participants with nightly transportation to shelters, and developed a new partnership with the Recovery Cafe, through which ESP provides weekly transports for members to the Country Doctor for dental work. Finally, ESP strengthened its existing partnership with Valley Cities Recovery Place, adding the new ability to refer people directly into the Recovery Place detox program to the transports ESP already provides from downtown Seattle hospitals to Recovery Place.

In 2019, the Emergency Services Patrol made 34,188 contacts with individuals and provided 2,971 transports to the Dutch Shisler Sobering Center prior to its closure.

## HL 1F | Veterans Court Clinician and Mentor Coordinator

This program consists of two therapeutic courts — King County District Court Regional Veterans Court and the City of Seattle Veterans Treatment Court — which divert veterans with behavioral health conditions (and often experiencing poverty and homelessness) who enter the local legal system into treatment and services. The VSHSL-funded model features a mentor coordinator, who matches interested veterans with trained volunteer veteran mentors, and a court clinician, who provides assessments; clinical eligibility screening; and reentry bridge services to appropriate treatment, housing, and basic needs resources. In 2019, the Veterans Court program received 78 referrals and screened 65. Of those eligible, 58 percent opted to participate in Veterans Court.

## HL 1G | Behavioral Health Integration

This program funded six agencies to identify and treat depression symptoms in veterans, servicemembers and their family members, as well as members of resilient communities, within primary health clinics and hospitals across the county. Integrated 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. In 2019, the program screened 1,405 members of resilient communities and veterans for behavioral health needs. Forty-eight percent of those who had multiple screenings showed a five-point or greater improvement in either depression or anxiety symptoms.

## HL 1H | Geriatric Regional Assessment Team (GRAT) 2.0

In December 2019, VSHSL selected Sound Generations to support a home visiting team of intervention experts to provide in-home behavioral health and/or cognitive assessment, evaluation, intervention, and connections for seniors experiencing acute non-crisis events, with a focus on communities of color and communities likely to struggle with access to traditional health care avenues.

## HL 2B | Housing Health Outreach Team

Through the Healthcare for the Homeless Network, Housing Health Outreach Teams (HHOT) in Seattle and south King County provide low-barrier, trauma-informed medical and behavioral services and housing supports to individuals experiencing homelessness, integrating care into permanent supportive housing units. In 2019, new funding for seniors expanded services to North Seattle and downtown Seattle/Pioneer Square. The program served 1,046 individuals in 2019; of those referred to behavioral or physical health services, 74 percent completed the referral and were connected to services.

## HL 2D | Connections to In-Home Care

This newly launched VSHSL program funds two agencies to help seniors and aging parents of adults with intellectual and developmental disabilities connect to critical resources, particularly in-home care supports and caregivers, allowing seniors to remain in their homes and enhancing their options to age comfortably in place.

In 2019, with new VSHSL funding, Carina expanded and strengthened an online tool to connect seniors and people with disabilities in King County not currently receiving Medicaid in-home services with qualified in-home caregivers, regardless of funding source. Carina conducted both digital and community outreach, completed user research and developed client interfaces in order to plan for pilot and launch phases in 2020.

Additionally, the levy funded The Arc of King County's Senior Caregiver Support program to provide specialized

services and workshops to connect older adults with intellectual and developmental disabilities and senior family caregivers to caregiving resources. The Arc held 11 workshops, attended by 109 individuals.

## HL 3A | Countywide Sexual Assault, Domestic Violence and Commercial Sexual Exploitation Prevention Pilot Facilitation

In 2019, the levy awarded the Coalition Ending Gender-Based Violence funding to facilitate a collaborative, community-based planning and design process for the first phase of a two-phase countywide sexual assault, domestic violence and commercial sexual exploitation prevention pilot. Launching in 2021, phase two of the prevention pilot is aimed at developing in-depth, multi-level, coordinated, gender-based violence prevention and community engagement strategies tailored to geographically and culturally diverse communities across King County.

## HL 3B | Elder Abuse Multi-Disciplinary Team

King County's Elder Abuse Multi-Disciplinary Team (EAMDT) brings together government agencies, local organizations and individuals that respond to cases of elder and vulnerable adult abuse, neglect and financial exploitation to support creative, positive solutions to complex problems. Created with VSHSL funding, the EAMDT managed in its first year to double the number of core agencies participating in the program, collaborate with multiple direct-response organizations, and launch outreach efforts to reach local, state and federal law enforcement agencies for case development and review. It also initiated efforts with health care providers, financial institutions and various skilled nursing and elderly care facilities to discuss educational opportunities. The EAMDT reviewed 26 cases of abuse in 2019, with the program helping to resolve 17 cases by year's end; 100 percent of cases accomplished the goals set out by the program.

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## Best Starts for Kids' 2019 Annual Report shares progress on these jointly funded programs

- **HL 4A | Nurse Family Partnership:** Connecting young, first-time mothers often experiencing housing instability with registered nurses.
- **HL 4B | Healthy Start:** The Parents as Teachers program provides comprehensive home-visiting services to families with young children.
- **HL 4C | Parent Education and Support:** Two programs dedicated to helping parents promote their children's health and development: Promoting First Relationships and Play & Learn.

## Discovering a team rooting for his success at every turn

Army veteran Steve,\* in his late 50s, has grappled with alcohol use disorder and housing insecurity for years. Determined to conquer his addiction and find stability, he secured and maintained permanent housing a few years ago but continued to struggle with substance use.

In 2019 Steve was arrested for a misdemeanor. Strongly suspicious of the legal system, he hesitated when his public defender recommended Vets Court, funded by the VSHSL and the MIDD behavioral health sales tax fund, which together align services to provide the wraparound support people need to engage in their own recovery.

“I had heard of Vets Court; people said it was really strict,” Steve reflects, “but then I thought of the alternative — regular court, jail and who knows what.” He opted in.

Steve assumed his levy-funded Veterans Court Clinician, Meredith,\* would be a “rule book commando.” He was surprised that her main concern was his well-being. “She asked, do I have bus tickets, a place to stay?” The program connected him to VA supports and outpatient treatment — of which he was also initially skeptical. “I thought treatment would be another useless endeavor,” Steve remembers, “but a friend of mine said that this treatment is different and better.” Recognizing that his recovery was up to him, and feeling supported and cared for, he embraced the program and was gratified when friends and supporters enthusiastically recognized the positive changes they saw in him.

With space to reflect and new awareness of his surroundings, Steve told his support team, including his levy-funded Vet Court Mentor, Brian,\* that substance use among his apartment building neighbors threatened his sobriety. He felt his landlord was brushing off his concerns, and Steve wasn’t sure what to do. Brian and his VA liaison intervened, and Steve finally felt comfortable in his home.

“This program saved my life,” Steve states, empowered by the knowledge that his team and the court system wanted him to succeed. “It took my participation,” he noted.

*\* Not their real names*

Associated strategy: HL 1F



“This program stopped me from drinking and gave me someone to answer to. [The Vets Court team] showed me this program is interested in seeing me overcome my demons and stop my self-destruction.”

# Social engagement

## 2019 DEMOGRAPHICS



### GENDER IDENTITY

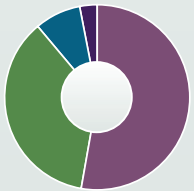
- Female: 30%
- Male: 55%
- Unknown: 15%
- Other

Less than 1% indicated their gender identity was not listed. This may include but is not limited to those who identify as genderqueer or non-binary, bigender or pangender, and transgender.



### AGE

- 0-17: 10%
- 18-24: 12%
- 25-54: 56%
- 55+: 11%
- Unknown: 10%



### REGION

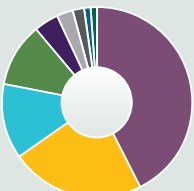
- East: 8%
- North: 3%
- Seattle: 36%
- South: 53%

People living outside of King County and those with unknown residence were not included in these percentages.



### MILITARY SERVICE

- Veteran/servicemember: 27%
- Family of veteran/servicemember: 0%
- Not a veteran/servicemember: 12%
- Unknown: 61%



### RACE/ETHNICITY

- American Indian/Alaska Native: 1%
- Asian: 4%
- Black/African-American: 11%
- Hispanic/Latino: 43%
- Native Hawaiian/Pacific Islander: 1%
- White: 13%
- Multiple races: 3%
- Other: 2%
- Unknown: 23%

Race/ethnicity groups are mutually exclusive.

Individuals who are enrolled in more than one program may be duplicated in the demographic data. Counts do not include Veterans, Servicemembers and Family Community Building and new programs in the implementation phase. Totals may not add up to 100% due to rounding.

## Social engagement is connection, solidarity, support — a sense of belonging.

In 2019, the VSHSL’s social engagement programs and strategies advanced personal and system connections among those county residents most often isolated by systems, biases, miscommunication or cultural differences. King County invested \$20 million in landmark levy funding, helping senior centers across the county become robust “hubs” that create an integrated network of service across the county. VSHSL approaches investments in a way that cultivates new connections between service providers, strengthening the social service system in King County.

Uniquely, one of VSHSL’s largest investments catalyzed senior centers to build previously non-existent partnerships, pooling expertise to thoughtfully fill critical gaps in services. For example, when the Central Area Senior Center realized that gentrification was challenging local seniors’ ability to age in place, and that those seniors were relocating to areas served by the Des Moines/ Normandy Park Senior Activity Center, the two senior centers came together to create the African Diaspora Seniors Hub to provide culturally specific support.

## FAST FACTS

- **Over \$20.6M** invested in 28 senior centers to form 14 senior hubs and fund an additional 13 senior centers to complete capital improvements and/or enhance their programming
- **46 percent** increase from 2018 in the number of veterans in King County jails enrolled in case management that assisted them in connecting to services while incarcerated and after their release
- **328** King County residents who are immigrants or refugees received direct legal representation to support them in remaining in their community
- **97 percent** of veterans served by the Maleng Regional Justice Center Veterans Program made progress on their case goals

## Seniors thrive with connections through one of King County's senior hubs

Until 2019, the India Association of Western Washington's (IAWW) Senior Services program, which serves 15,000 people a year, had been run entirely by committed volunteers, primarily women from the community.

Over the more than 35 years since it launched, IAWW evolved from offering cultural and some recreational, health-related programming into a service center that strives to holistically address needs of seniors and their families. Services range from wellness-based programs (yoga, meditation, meditative art, walking club and gentle dance) to an inter-generational community lunch, health education, field trips, civic engagement, information and assistance and cultural navigation. A newly launched wellness support group focuses exclusively on isolation and caregiver support.

With new levy funding in 2019 to support IAWW's transformation from a center of service to a senior hub, IAWW was able to hire two full-time staff members: a cultural navigator and coordinator/administrator. Critically, the VSHSL also enables IAWW to pay some of its former volunteers for the first time, empowering many women in the Indian community with employment. Collectively, IAWW staff and volunteers speak 15 different Indian languages and represent different age demographics, allowing for diversity in approaches and perspective.

With strengthened — now much more sustainable — capacity, IAWW reinforced the county's "combined arms" model of support to seniors by forming new partnerships with other local service organizations and by establishing pop-up service hubs at senior and community centers in each of King County's five Asian Indian-dense cities (Issaquah, Kent, Sammamish, North Bellevue and Kirkland), each one taking place a different day of the week.

Pop-up centers provide the county's Asian Indian community with a space to connect to one another as well as to key legal services, transportation, insurance, employment supports, and voter awareness and engagement.

**Associated strategy: SE 3**

Photo: IAWW staff



## SE 1A | Incarcerated Veterans Case Management

In 2019, Washington State Department of Veteran Affairs' (WDVA) Incarcerated Veterans Reintegration Services program provided reentry support to 227 eligible veterans incarcerated within King County's jail facilities, King County Correctional Facility and Maleng Regional Justice Center. The program helps clients navigate ongoing court and probation requirements while linking them to behavioral health, primary health care, housing and other social services to support their successful reentry and ongoing stability in the community and reduce reincarceration over the long term. In 2019, 70 percent of the veterans who exited the program completed their case plan goals.

## SE 1B | Maleng Regional Justice Center Veterans Program and Community Reentry Spanning Supports

The Maleng Regional Justice Center (MRJC) Veterans Program provides incarcerated veterans with an opportunity to participate in veteran-specific programming, with the long-term goals of skill building and discouraging behaviors that may contribute to reincarceration. Eligible participants are invited to join the MRJC veteran housing unit — shared housing for veterans with other prior servicemembers that includes the opportunity for veterans to connect with local service providers and resources. In 2019, VSHSL began investing in this program, allowing it to secure and continue programming that previously operated on volunteer support. Programming gained momentum during the latter half of the year and will continue through 2023. In 2019, the MRJC Veterans

Program served 29 veterans; 28 made progress on their case goals, and of those, 40 percent had already achieved their goals by the end of 2019.

## SE 3 | Transform Senior Centers

The robust 2019 procurement process resulted in more than \$20.6 million in funding over five years to 28 senior centers to transform, through partnerships or as single entities, into 14 senior hubs, expanding outreach to seniors who are isolated and creating and enhancing services that reflect the diversity of King County's senior population. Additionally, 13 senior centers each received \$90,000 in one-time funding to provide services or invest in minor capital or equipment purchases to better serve older adults in their communities, thus bolstering their future potential to become senior hubs. Contracts began in the last quarter of the year, enabling hubs to hire staff, purchase vehicles and software, secure their partnerships and/or connections to community collaborators and reframe programming. This foundational work delivers on the levy's core guiding principles: to promote belonging and social connection and to combine arms and connect existing capacity to form true systems of service.

Immediate results include extended hours of operation, increased hours for on-site or at-home counseling from navigators and social workers, more cook hours and additional meal days. Several senior centers partnered to use their collective expertise to better serve seniors who are immigrants, geographically isolated and home-bound seniors, and seniors from diverse cultural groups by expanding outreach, support and opportunities for social engagement.



Group physical fitness classes at El Centro de la Raza Senior Hub provide opportunities for social engagement among seniors. Photo: El Centro de la Raza staff

SE 3 SENIOR HUB PARTNERS	SPECIAL FOCUS
<b>African Diaspora Seniors Hub</b>	Isolated seniors, faith-based seniors and seniors from nine African countries
<b>El Centro de la Raza Senior Hub</b>	Latinx seniors in Seattle
<b>Far East Senior Hub</b>	Geographically and culturally isolated seniors
<b>GenPRIDE Center</b>	LGBTQ seniors
<b>Greenwood Senior Center Geographic &amp; Dementia-Focused Hub</b>	Seniors with dementia in north King County
<b>Hub For Asian American Pacific Islander Seniors</b>	Asian American Pacific Islander seniors
<b>India Association of Western Washington Senior Services Hub</b>	Asian-Indian immigrant seniors
<b>Kent Place Hub-Programs for Adults 55+</b>	Seniors in Kent and other areas of south King County
<b>North Seattle Hub</b>	Native American elders and isolated and home-bound seniors from diverse cultural groups
<b>Northshore Senior Center</b>	Seniors in northeast King County, especially South Asian, Latinx, Russian/ Ukrainian and LGBTQ seniors
<b>Pike Market Senior Center</b>	Seniors who are homeless and/or low-income in downtown Seattle
<b>South East Rural Senior Hub</b>	Seniors in rural areas of southeast King County
<b>South King County Senior Centers And Resources Hub</b>	Isolated seniors in suburban and rural areas of south King County
<b>Southeast Seattle Senior Hub Campus</b>	Seniors who represent the diverse populations in the Rainier Valley area, including veterans and LGBTQ seniors



### SE 4B | **Veterans, Servicemembers and Family Community Building**

Under this strategy, the Major Pete von Reichbauer (Ret.) Veterans Service Organizations Grant Program, allocates \$10,000 to each King County Councilmember, enabling them to provide grants that support veteran-serving organizations in cultivating a sense of belonging among veterans in King County. The program awarded grants to 16 organizations in 2019.

Additionally, the Vets Engaged program within this strategy funds community-based events and programs for veterans, servicemembers and their families that counter social isolation and help bridge the civilian-military divide. Eleven awards were made by the end of 2019, each of which will be implemented in 2020.





### SE 6 | Support Legal Services for King County Residents Who Are Immigrants and Refugees

Immigrants and refugees, including children, too often have unequal access to legal advice and representation in civil legal proceedings that can impact their ability to remain in the United States, keep their families together, remain housed and retain their personal liberty. In recognition, an innovative collaboration between the King County Department of Community and Human Services and Office of Equity and Social Justice and the City of Seattle Office of Immigrant and Refugee Affairs expanded investments into what is now called the Expanded Legal Defense Network (ELDN).

Through this program, new VSHSL and City of Seattle funding is enabling six agencies to provide legal services and supportive mental health assessments to low-income immigrants and refugees in King County who are in detention, facing removal or at risk of harm or loss due to their immigration status. In 2019, the ELDN served 506 individuals, 328 of whom received direct legal representation.

## Refugee establishes permanent residence with help from the Expanded Legal Defense Network

Samlain,\* 65, came to King County in 1982 after fleeing Cambodia's Khmer Rouge regime. Immigration authorities allowed him to remain in the U.S. under an order of supervision despite a single criminal conviction in 1999. Over the past two decades he reunited with his family, maintained steady employment and had no brushes with the law. Nevertheless, in 2019, Immigration and Customs Enforcement (ICE) detained Samlain and prepared to deport him to Cambodia. The Northwest Immigrant Rights Project (NWIRP) and its partners helped him file an emergency petition and testify by phone from ICE detention in Olympia. Washington's Clemency and Pardon Board granted a pardon for his conviction, and Samlain received a stay of his deportation in immigration court. NWIRP helped him reopen and terminate his order of removal, and Samlain is now a proud permanent resident of the United States.

*\* Not his real name*

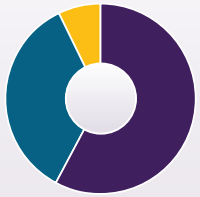
Associated strategy: SE 6



ELDN funding helped the West African Community Council (WACC) expand their immigration program. With the addition of two new staff members, the program could take on more cases providing legal services to the West African and larger immigrant community that were at risk of deportation. Photos: Khadijah Ndongue

# Service system access and improvement

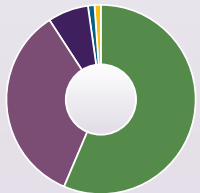
## 2019 DEMOGRAPHICS



### GENDER IDENTITY

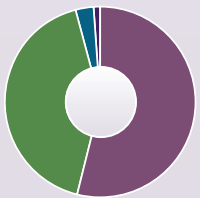
- Female: **35%**
- Male: **58%**
- Unknown: **7%**
- Other

Less than 1% indicated their gender identity was not listed. This may include but is not limited to those who identify as genderqueer or non-binary, bigender or pangender, and transgender.



### AGE

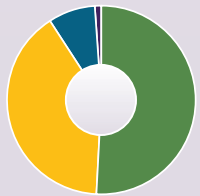
- 0-17: **1%**
- 18-24: **7%**
- 25-54: **56%**
- 55+: **34%**
- Unknown: **1%**



### REGION

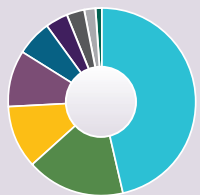
- East: **3%**
- North: **1%**
- Seattle: **42%**
- South: **54%**

People living outside of King County and those with unknown residence were not included in these percentages.



### MILITARY SERVICE

- Veteran/servicemember: **8%**
- Family of veteran/servicemember: **1%**
- Not a veteran/servicemember: **51%**
- Unknown: **40%**



### RACE/ETHNICITY

- American Indian/Alaska Native: **6%**
- Asian: **4%**
- Black/African-American: **17%**
- Hispanic/Latino: **10%**
- Native Hawaiian/Pacific Islander: **1%**
- White: **47%**
- Multiple races: **2%**
- Other: **3%**
- Unknown: **11%**

Race/ethnicity groups are mutually exclusive.

Individuals who are enrolled in more than one program may be duplicated in the demographic data. Counts do not include provider training and support programs, information and referral call lines and new programs in the implementation phase. Totals may not add up to 100% due to rounding.

## Service system access and improvement — empowers King County residents to successfully navigate and harness vital social services.

In 2019, VSHSL began delivering on the levy’s 2018 system restructure to ensure services operate through an integrated system, rather than simply as a set of programs operating in isolation. This integration is expanding access for the diversity of King County populations and more robustly connecting service systems so that those systems are better able to leverage each other in supporting the whole needs of individuals and families.

For example, KCVP laid the foundation for extended service to populations who have not yet received levy funding by hiring new outreach-focused staff that support veteran clients outside of office-based settings, as well as those who walk in the door. Proactive service to those whom traditional funding structures frequently exclude is also a hallmark of the Pathfinders program, which debuted in 2019 with new strategies to support women and transgender veterans, veterans of color, and Native American veterans. Finally, new levy funding helped lay the groundwork for the Countywide Commercial Sexual Exploitation Collaborative, which connects low-income adults experiencing sexual exploitation, the majority of whom are people of color, to critical, culturally informed supports.

## FAST FACTS

- **Over 1,000** individuals experiencing homelessness received physical and/or behavioral health care through the Mobile Medical Program
- **1,333** community members received training on key issues that affect veterans and their families to help ensure their programming is inclusive and welcoming to veterans
- Launched a **translation/interpretation program** to support VSHSL programs in translating program materials and providing interpreter services to clients

## Transforming service delivery for veterans, servicemembers and their families

The King County Veterans Program (KCVP) has made notable strides toward reimagining the delivery of levy-funded veterans services and programs through a truly “combined arms” approach. KCVP offices in Tukwila and Seattle are firmly on their way to functioning as central hubs through which veterans and servicemembers — regardless of discharge type — and their families access other VSHSL-funded veterans services.

Staff and systems have integrated to connect clients to on-site, co-located legal assistance through the Northwest Justice Project; housing coordination through the WDVA, YWCA and Sound; employment assistance and events; benefits support from Disabled American Veterans; as well as navigation and case management services from VSHSL Pathfinder agencies — to name just a few.

Recognizing the need to keep the community consistently informed, KCVP planned (together with nonprofit, state and federal partners) a no-cost workshop for judges, prosecutors, probation officers and public defenders to empower them with knowledge about county services for justice-involved veterans, effectively strengthening and extending the broader service team.

In response to community feedback, in 2019 KCVP laid the groundwork to extend service through new outreach-focused social service staff, enabling the hubs to support clients outside of office-based settings, as well as those who walk in the door. Additionally, KCVP partnered with the VA Puget Sound's Community Resource and Referral Center (CRRC) to coordinate on-site services at their new office in South Seattle's Georgetown neighborhood to create a third hub location. Finally, KCVP conducted planning for a video-based remote case management pilot project in a further effort to offer access to clients wherever they are.

The King County Veterans Program has made notable strides toward reimagining the delivery of levy-funded veterans services and programs through a truly “combined arms” approach.

Associated strategy: FS 4

Photo: Carley Thompson



KCVP staff participate in an outreach event at South Seattle College Georgetown Campus to connect veterans in the community with KCVP services.



A member of the REACH team connects with a person who is experiencing homelessness.

### SS 1A-F | **Pathfinders: Find, Stabilize and Connect**

VSHSL refined veterans’ outreach programs in 2019. Six unique, highly coordinated Pathfinder strategies link veteran populations not 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) to community-based services, shelter and stabilization interventions and benefits navigation.

A competitive procurement process was completed in 2019, newly awarding levy funds to WDVA and Forward Operating Base Hope to serve as the Pathfinder Coordinator and to Minority Veterans of America, Ingersoll Gender Center, Urban League of Metropolitan Seattle and Unkitawa to expand Pathfinder services to women veterans, transgender veterans, veterans of color and Native American veterans. In addition, three agencies (El Centro de la Raza, Valley Cities Behavioral Health Care and the WDVA) previously operating under the 2018 VSHSL Transition Plan, were awarded 2019 funds to sustain and enhance their existing programs for veterans of color and military families. These programs account for the majority of Pathfinder services reported in 2019; the newly funded programs (launched in the Fall of 2019) will report on concrete outcomes in 2020.

This strategy also continued to support Sound’s South King County Homeless Outreach Program (also known as PATH) and Evergreen Treatment Services’ REACH

team to ensure service continuity through the Persons Experiencing Unsheltered Homelessness strategy, which supports highly vulnerable and marginalized veterans and non-veteran clients alike. Together, the two programs served 817 individuals in 2019. Of the referrals made, 79 percent successfully connected to services.



### SS 2A | **Mobile Medical Outreach**

In 2019 King County’s Mobile Medical Program provided high-quality medical, dental and substance use care to 1,051 residents experiencing homelessness. Four hundred individuals were referred to additional resources and services and of those, 67 percent successfully

accessed and utilized these services. In response to client feedback and requests, clinicians also began offering new foot care services at mobile clinics, as well as same-day access to long-acting reversible contraception for all female clients of child-bearing age.

### SS 2B | **Countywide Information and Referral**

In 2019, 2-1-1, which connects county residents who are struggling to find immediate and appropriate services and support, answered over 70,000 calls, web chats, and emails, which resulted in referrals to food banks and hot meal services, shelter and housing support, veteran- and senior-specific services, and more.



2-1-1 operator taking calls, helping community members identify appropriate programs and services.

### SS 2C | **Consolidated Domestic Violence Hotline**

In 2019 the levy funded New Beginnings to work with regional gender-based violence providers to create and operate a countywide 24-hour multi-lingual, multi-modal domestic violence hotline, which will provide immediate confidential advocacy, and serve as a connection and referral source for survivors of domestic violence across a broad range of geographic and cultural communities.

### SS 3A | **Countywide Commercial Sexual Exploitation Case Management Collaborative**

The levy funded API Chaya, Aileen's, United Territories of Pacific Islanders Alliance (UTOPIA), and the YWCA to establish the Countywide Commercial Sexual Exploitation (CSE) Collaborative. Through the CSE Collaborative, these agencies connect adult survivors, the majority of whom are economically disadvantaged and people of color, to substance use treatment, housing stability, employment and assessment, and behavioral health services. With facilitation support from the Coalition Ending Gender-Based Violence, the Collaborative will move into their first planning year in 2020.

### SS 3B | **Survivor-Centered Mobile Advocacy for Survivors of Sexual Assault and Domestic Violence**

VSHSL awarded funding to nine programs in 2019 to provide confidential, survivor-driven and trauma-informed mobile advocacy supports to survivors of sexual and domestic violence throughout King County. Each awarded entity brings a unique geographic and culturally-specific lens to fill in existing gaps in services, prioritizing Black, Native and Indigenous and LGBTQ survivors of domestic and sexual violence.

### SS 3D | **Cultural Navigator**

The Cultural Navigator Program helps immigrants and refugees whose primary language is other than English and who are experiencing cultural isolation navigate systems, find resources and connect to community services. In the first half of the year, the Chinese Information and Service Center continued to provide these services under this strategy from 2018, supporting immigrant individuals and families whose native languages are Chinese, Spanish and Russian. A 2019 procurement then resulted in an award to Living Well Kent to begin providing services during the second half of the year, focusing on reaching Somali, Afghan and Iraqi immigrants and refugees new to the country who are experiencing language barriers and cultural isolation. The program served 512 individuals in 2019. Of the 150 served between July and December, 63 percent successfully accessed services.

### SS 4A | **Veterans Training Support Center**

In 2019 the Veterans Training Support Center held 61 continuing education and professional development events for 1,333 community members who provide direct service to veterans and their family members on key issues such as post-traumatic stress disorder, military sexual trauma and suicide awareness. Ninety-five percent of survey respondents were satisfied with training content and materials, and 93 percent felt the training increased their skill and/or knowledge.

### SS 4B | **Levy Core Competency Training**

This strategy aims to bring VSHSL-funded providers together in a learning environment to increase connectedness among agencies while offering opportunities for them to attain and maintain competency in key skills relevant to their work.

Acknowledging that training in topics such as racial equity, trauma-informed care and mental health first aid can be costly, especially for small community-based organizations, the VSHSL has taken the lead in seeking input from providers, securing subject matter experts and organizing the learning environment for that training at no cost to VSHSL-funded agencies.

In 2019, VSHSL staff hosted the first of many trainings, through workshops covering cultural awareness and competency, welcoming 89 staff members from 47 agencies and 57 levy-funded programs. Eighty-nine percent of survey respondents said the workshop content and activities caused them to reflect on how they interact with people who have different cultural identities than themselves, and 93 percent felt that the workshops gave them additional tools that will be applicable to their work.

## 89 service providers

attended 4 cultural awareness and competency trainings to strengthen their ability to serve King County residents and support King County's commitment to equity and social justice

## SS 4C | Countywide Nonprofit Wage Survey

VSHSL contracted with 501 Commons to conduct a Countywide Nonprofit Wage Survey in tandem with an Employee Engagement Survey. Together, these surveys will inform King County and the nonprofit sector about how wages and other factors related to job satisfaction may influence staff recruitment and retention, as well as an agency's ability to maintain high quality services.

## SS 4D | Translate Levy Provider Materials and Interpreter Services

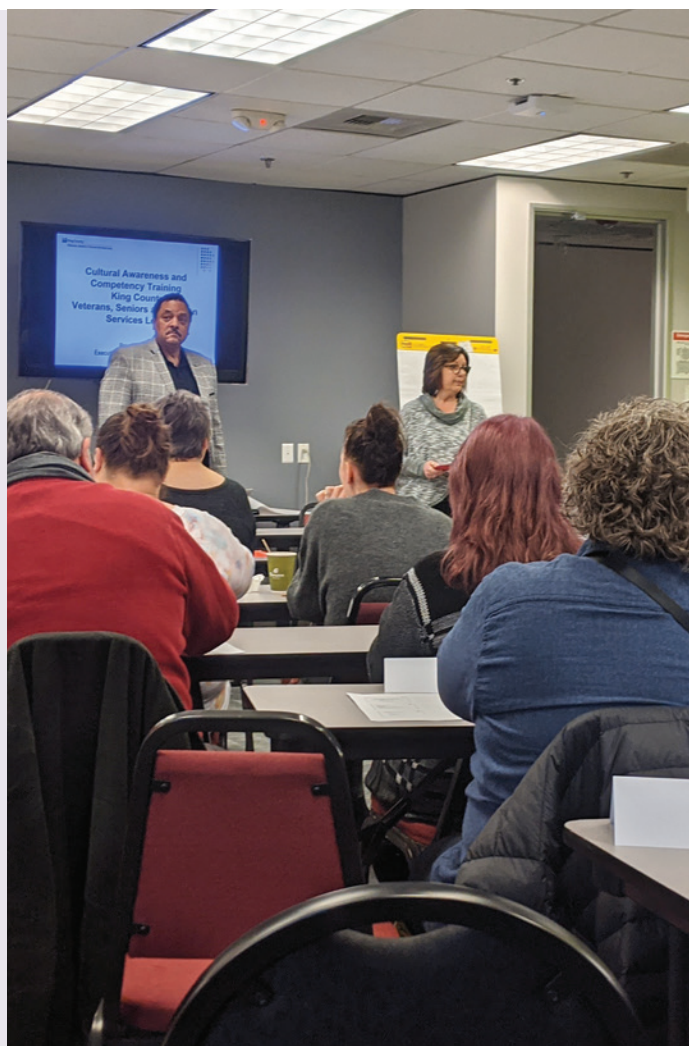
High-quality translation of materials and interpretation of verbal and non-verbal information into languages other than English is an essential component of providing equitable access to information and services for the increasing diversity of populations in King County. In 2019, the VSHSL contracted with five organizations to provide translation of materials and interpretation (in-person and remotely) to VSHSL-funded providers so they can more broadly communicate with the communities they wish to serve.

## Cultural competency training for VSHSL providers

VSHSL service providers are asked annually to inform VSHSL staff about the training that would help them attain or maintain key skills and concepts that enables their programs to better serve clients. In 2018, providers overwhelmingly requested training on different equity and social justice topics. In 2019, the first of many no-cost competency trainings took place. Cultural awareness and competency workshops facilitated by Executive Diversity Services provided a framework for understanding culture, values and perception, as well as tools for reducing cultural misunderstandings and conflict. Positive feedback from service provider participants ranged from "This workshop should have been longer" to "...enjoyable, informative, interactive" to "This workshop exceeded all of my expectations."

Survey respondents shared a new appreciation for different communication styles and transformed self-awareness allowing them to recognize and counter implicit bias.

Associated strategy: SS 4B





UTOPIA members come together to provide support and leadership for their community. Back row (L-R): Kimmy, Community Member; Issys, UTOPIA Board Co-Chair; Tepatasi, Programs Manager; Taffy, Executive Director. Front row (L-R): Tweetie, Community Organizer; Donato, Operations Manager.

## Embracing leadership, empowered instead of fearful

Tweetie, 27, is a trans woman who identifies as a Fa'afafine — a cultural gender identity native to Samoa. After moving from American Samoa to King County in 2011, Tweetie looked tirelessly for work. Ultimately, fearful of discrimination by potential employers, she supported herself through sex work and by working in a warehouse performing heavy manual labor.

As a favorite auntie to many nieces and nephews back home, Tweetie was used to providing a safe space for others. “I was in awe when I discovered a community here in Washington that I could recognize myself in,” she says. “It was in that moment that I found a sense of belonging.”

Friends introduced Tweetie to the United Territories of Pacific Islanders Alliance's (UTOPIA's) Sex Workers Empowerment Initiative, which provides education, safety and healing for people working in the sex trade, especially queer and trans Pacific Islanders. Seeing other indigenous trans women empowering her community inspired Tweetie, motivating her to volunteer with the program and eventually become a peer leader.

Associated strategy: SS 3A

Photo: Donato Fatuesi

Finding her voice and with growing confidence, she joined UTOPIA's Trans Leadership Cohort and TransAction Support Group, where peers experiencing their own unique struggles support each other. In 2019, Tweetie became a part-time UTOPIA Program Coordinator. By December, she was employed as a full-time Community Organizer.

“ My job is now to empower my community — to make them feel safe, protected and never alone. My work helps advocate for policies and practices that address the structural marginalization that once made me feel paralyzed. It's incredibly rewarding! ”

# 2019 Performance measurement

VSHSL is refining its performance measurement practices to move away from a focus on numbers served and towards a Results-Based Accountability (RBA) framework. Parallel evaluation approaches have been adopted for the Best Starts for Kids Levy and the MIDD behavioral health sales tax fund. 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 evaluation will yield information about who receives services, how they experience these services, and what outcome they experience. Looking ahead, the VSHSL will increase consistency in measures across programs and emphasize outcomes to better assess 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 Department of Community and Human Services (DCHS) and service providers are collaborating to create meaningful and sustainable performance measurement and evaluation plans tailored to the individual goals of each program. 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.

## New evaluation and data collection activities in 2019

Throughout 2019, most VSHSL-funded providers began preparing to transition their data reporting to a new online data submission system. This included, for many, a transition from aggregate to client-level data reporting. In 2020, most VSHSL-funded providers will begin submitting data to the DCHS via the Client Outcomes Reporting Engine (CORE). CORE is also used by most partners funded by Best Starts for Kids and MIDD, allowing DCHS to more holistically understand participants' experiences.

CORE promises to collect more accurate and complete data with built-in verification and gives partners immediate access to performance measurement dashboards and robust reporting and search tools. DCHS program and evaluation staff will use these data to increase collaborative quality improvement cycles with partners in the coming year.

## Performance measurement tables and results dashboard

The tables that begin on page 31 show performance measures by Result Area. The performance measurement tables and Result Area narrative summaries provide context on the data.

Implementation status is described as:

- **Laying the groundwork:** Internal work required to award funding and deliver services is under way, including hiring staff, developing requests for proposals, running request for proposal processes, and finalizing contracts with awardees.
- **Building momentum:** Awardees have contracts with King County and are beginning the work. The program may have started delivering services but performance data are not yet available.
- **Actively implementing:** Program is actively delivering services and there are at least 2 quarters of performance data to report.



Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2019 implementation status notes
<b>HOUSING STABILITY</b>			
<b>HS 1 Build, Preserve and Operate Affordable Housing and Navigation Centers</b>			
● HS 1 Capital Funding	\$6M awarded to 4 projects to create 125 units and 100 shelter beds	Not measured in 2019	Implementation is under way and progressing as expected.
● HS 1 Operating Services	785 households served  2,197 individuals served at Jefferson Day Center	96% of the households either exited to or remained in permanent housing	Operations continued as expected.
● HS 1 Navigation Centers	253 individuals served	47 exited to permanent housing  93% of households that exited with permanent housing did not enter the homeless system within six months of exiting the program	Operations continued as expected.
● HS 2A Master Leasing	\$2.1M invested to fully lease a total of 153 affordable housing units	Not measured in 2019	Operations continued as expected.
● HS 2B Shallow Rent Subsidies	67 households served	78% of those exiting program were able to remain in permanent housing	Operations continued as expected.
● HS 3A Senior Home Repair and Age-In-Place Modifications	60 households served	46 households completed modifications or repairs on their homes	Operations continued as expected.
● HS 3B Adaptive Devices, Training and Counseling	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected.
● HS 4 Navigate Homeless Veterans to Housing	173 veterans served	94% of veterans referred to services successfully accessed the resource and/or services	Program model and intended outcomes shifted with the launch of Pathfinding services mid-year. Data reflects continued programming from 2018 VSHSL Transition Plan the first half of the year; implementation for new programs is under way and progressing as expected.
● HS 5B Alternative Dispute Resolution	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected.
● HS 5C Legal Aid	840 individuals served	75% of individuals with a civil legal barrier to housing stability received some form of alleviation	Operations continued as expected; data reflects continued programming from 2018 VSHSL Transition Plan's Preventing Inappropriate Housing Loss strategy. Implementation for HS 5C strategy is under way with new awards made in 2020.
● HS 5D Housing Stability Program	483 households served	96% of households that exited with permanent housing did not enter the homeless system within six months of exiting the program	Operations continued as expected.
● HS 6 Promote Home Ownership	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected.
● HS 7A Forensic Supportive Housing Models (Vital Program)	65 individuals served	75% saw a reduction in King County Jail bookings between one year prior to program and at least 6 months of tenure in program	Operations continued as expected.
● HS 7B Passage Point	45 households served	95% of households remained housed or exited to permanent housing	Operations continued as expected.

Implementation status: ● Laying the groundwork ● Building momentum ● Actively implementing

Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2019 implementation status notes
<b>FINANCIAL STABILITY</b>			
<b>FS 1A Employment Training Placement and Supports</b>			
● FS 1A <b>Career Connections</b>	175 individuals served	55% of individuals gained new employment	Operations continued as expected.
● FS 1A <b>New Family Services</b>	105 individuals served	Of those who completed the program, 86% gained employment or enrolled in higher education	Operations continued as expected.
● FS 1A <b>Homeless Employment Program</b>	210 individuals served	58% of individuals increased their household income	Operations continued as expected; program data reflects continued contracts from 2018 VSHSL Transition Plan that ran through June 2019.
● FS 1A <b>New Workforce System Investments</b>	471 individuals served	77% of those who completed the program were connected to employment	Fully implemented and operating as expected.
● FS 1B <b>King County Veterans Fellowship (Vets 4 HIRE)</b>	20 fellowships were awarded	86% who completed the program gained employment or enrolled in higher education	Operations continued as expected.
● FS 1C <b>Leverage Government Benefits</b>	912 individuals served	479 individuals were eligible for financial stability benefits, and 43% of those successfully accessed and leveraged the benefits	Operations continued as expected; data reflects continued programming from 2018 VSHSL Transition Plan's Preventing Inappropriate Housing Loss strategy. Implementation for FS 1C strategy is under way with new awards made in 2020.
● FS 3A <b>Vet Corps</b>	104 veterans served	83% of mentees remained enrolled in higher education	Staff identified that a reason for lower number of enrolled individuals was that referrals into the system had decreased. Staff worked to educate system stakeholders on program in order to ensure a more robust referral network.
● FS 4 <b>Enhance the King County Veterans Program</b>	2,462 veterans served	71% of veterans who established a job search plan obtained a new job  1,569 veterans received case management to assist with accessing services such as housing, education, and employment resources	Operations continued as expected.
<b>HEALTHY LIVING</b>			
● HL 1A <b>Senior Depression Intervention (PEARLS)</b>	137 individuals served	91% of the individuals who completed the full program saw improvements in their depression symptoms	Operations continued as expected.
● HL 1B <b>Maternal Depression Reduction</b>	2,323 individuals screened 428 individuals served	62% of individuals with at least two visits with a mental health provider and two screening measures had reduced depression or anxiety symptoms	Operations continued as expected.
● HL 1C <b>Veterans PTSD, MST and End of Life Counseling</b>	362 veterans served	93% of individuals who enrolled in counseling for at least 6 months and completed all assessments had reduced PTSD symptoms	Operations continued as expected; data reflects continued programming from 2018 VSHSL Transition Plan. Implementation for HL 1C strategy is planned for 2020.
● HL 1D <b>Military Family Counseling</b>	36 individuals served	100% of adults who enrolled in counseling for at least 6 months and completed all assessments experienced reductions in symptoms related to their roles as caregivers for veterans	Operations continued as expected; data reflects continued programming from 2018 VSHSL Transition Plan. Implementation for HL 1D strategy is planned for 2020.
● HL 1E <b>Sobering and Emergency Services Patrol</b>	34,188 contacts made	2,971 transports to the Sobering Center	Operations impacted with reduction in transports due to closure of facility in June 2019; in second half of 2019, program was diverting transports to shelters and emergency departments.

Implementation status: ● Laying the groundwork ● Building momentum ● Actively implementing

Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2019 implementation status notes
<b>HEALTHY LIVING (CONTINUED)</b>			
● HL 1F <b>Veterans Court Clinician and Mentor Coordinator</b>	78 individuals served	58% of 65 individuals who were screened and eligible, opted to attend Veterans Court	Operations continued as expected; Mentor Coordinator program was implemented in 2019 and is progressing as expected.
● HL 1G <b>Behavioral Health Integration</b>	1,405 individuals screened	48% of those who had multiple screenings showed a 5-point or greater improvement in either depression or anxiety symptoms	Operations continued as expected.
● HL 1H <b>Geriatric Regional Assessment Team (GRAT) 2.0</b>	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation was delayed due to unsuccessful procurement initially but is now under way with awards made in late 2019 following a second procurement.
● HL 2B <b>Housing Health Outreach Team</b>	1,046 individuals served	Of those individuals referred to behavioral or physical health services, 74% completed the referral and were connected to the service	Operations continued as expected.
● HL 2D <b>Connections to In-Home Care</b>	16 individuals served 109 individuals attended 11 workshops	3 individuals were connected with either a live-in or an in-home caregiver	Implementation is under way and progressing as expected; data reflects one quarter of services.
● HL 3A <b>Countywide SA/DV/ CSE Prevention Pilot</b>	Not measured in 2019	Not measured in 2019	Implementation is under way and progressing as expected.
● HL 3B <b>Elder Abuse Multi-Disciplinary Team</b>	26 individuals cases reviewed	17 individuals resolved their case by year end; 100% of those accomplished program goals	Fully implemented and operating as expected.
● HL 4A, 4B, 4C <b>Nurse Family Partnership, Healthy Start, Parent Education and Support</b>	These programs are administered by Best Starts for Kids. See Best Starts for Kids annual report for information.		

<b>SOCIAL ENGAGEMENT</b>			
● SE 1A <b>Incarcerated Veteran Case Management</b>	227 veterans served	70% of the veterans who exited the program met their case plan goals	Operations continued as expected.
● SE 1B <b>MRJC Veterans Program and Community Reentry Spanning Supports</b>	29 veterans served	28 veterans made progress on their case goals, of those 40% had already reached their goal by the end of 2019	Fully implemented and operating as expected.
● SE 3 <b>Transform Senior Centers</b>	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected after delays in procurement to accommodate stakeholder input.
● SE 4B <b>Major Pete von Reichbauer Veterans Service Organizations Grant Program</b>	16 veterans service organizations awarded	Due to nature of funding, programs report via narrative form only	Fully implemented and operating as expected.
● SE 4B <b>Vets Engaged</b>	11 veterans service organizations awarded	Due to nature of funding, programs report via narrative form only	Implementation is under way and progressing as expected.
● SE 6 <b>Support Legal Services for King County Residents who are Immigrants and Refugees (Expanded Legal Defense Network)</b>	506 individuals served	328 individuals received direct legal representation	Fully implemented and operating as expected.

Implementation status: ● Laying the groundwork ● Building momentum ● Actively implementing

Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2019 implementation status notes
<b>SERVICE SYSTEM ACCESS &amp; IMPROVEMENT</b>			
● SS 1A <b>Pathfinder Coordination and Training</b>	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected.
● SS 1B <b>Pathfinders: Women and Transgender Veterans</b>	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected.
● SS 1C <b>Pathfinders: Veterans of Color</b>	42 households served	All 42 households were referred and accessed at least one service/benefit	Program model and intended outcomes shifted mid-year after new awards were made. Data reflects continued programming from 2018 VSHSL Transition Plan the first half of the year; implementation for new programs are under way and progressing as expected.
● SS 1D <b>Pathfinders: Veteran and Military Families</b>	95 individuals served	All 95 individuals were referred and accessed at least one service/benefit	Program model and intended outcomes shifted mid-year after new awards were made. Data reflects continued programming from 2018 VSHSL Transition Plan the first half of the year; implementation for new programs are under way and progressing as expected.
● SS 1E <b>Pathfinders: Native American Veterans</b>	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected; an additional award is expected to be made in 2020.
● SS 1F <b>Pathfinders: Persons Experiencing Unsheltered Homelessness</b>	817 individuals served	Of those referred, 79% successfully connected to services	Operations continued as expected; outcomes reflect service data for one program of three — common measures across the strategy in development for 2020.
● SS 2A <b>Mobile Medical Outreach</b>	1,051 individuals served	400 individuals were referred to additional resources and/or services; of those, 67% successfully accessed the resource and/or services	Operations continued as expected.
● SS 2B <b>Countywide Information and Referral</b>	70,371 calls received	Not measured in 2019; measures in development for 2020	Operations continued as expected; data reflects continued programming from 2018 VSHSL Transition Plan. Implementation for SS 2B strategy is under way with open procurement.
● SS 2C <b>Consolidated Domestic Violence Hotline</b>	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected.
● SS 3A <b>Countywide CSE Survivor Case Management Collaborative</b>	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected.
● SS 3B <b>Survivor-Centered Mobile Advocacy for Survivors of Sexual Assault and Domestic Violence</b>	Not measured in 2019; measures in development for 2020	Not measured in 2019; measures in development for 2020	Implementation is under way and progressing as expected.
● SS 3D <b>Cultural Navigator</b>	512 individuals served	All of the 150 individuals served July - Dec received referral to services and 63% successfully accessed the benefit/service	Program model and intended outcomes shifted mid-year after new awards were made. Data for number served is for full year; outcome data reflects new programming for second half of year.

Implementation status: ● Laying the groundwork ● Building momentum ● Actively implementing

Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2019 implementation status notes
<b>SERVICE SYSTEM ACCESS &amp; IMPROVEMENT (CONTINUED)</b>			
● SS 4A <b>Veterans Training Support Center</b>	1,333 individuals attended trainings for direct service providers to better support veterans and their family members	95% of survey respondents were satisfied with training content and materials  93% of survey respondents felt the trainings increased their skill and/or knowledge on the topic	Operations continued as expected.
● SS 4B <b>Levy Core Competency Training</b>	89 VSHSL-funded providers attended cultural competency trainings	96% of survey respondents felt the facilitator was clear and understandable  93% of survey respondents felt the workshops gave them additional tools applicable in their work	Launched training program for VSHSL providers in 2019 with four training workshops on cultural competency.
● SS 4C <b>Countywide Nonprofit Wage Survey</b>	Contracted with one agency to develop, plan and administer the survey	N/A due to nature of funding	Implementation is under way and progressing as expected; wage survey will be administered in 2021.
● SS 4D <b>Translate Levy Provider Materials and Interpreter Services</b>	Contracted with 5 organizations to provide translation and interpretation services for VSHSL programs	N/A due to nature of funding	Launched language translations/interpretation resource for VSHSL providers in 2019.

Notes: Individuals may enroll in more than one VSHSL funded program. VSHSL funded programs often have braided funding from multiple sources.

Implementation status: ● Laying the groundwork ● Building momentum ● Actively implementing

# 2019 Financial report

Financial status report as of December 31, 2019

The following table reflects year-end 2019 funding allocations and expenditures. Underspending occurred in 2019 due to the ramp-up of new implementation plan strategies and the timing of program rollout. Many strategies will spend their remaining budgets in 2020 as awards and contracts accounted for actual procurement timelines. Some uncommitted 2019 funds will be spent in 2020, based on 2020 commitments. See footnote + for detail. Any unallocated funds will be utilized in accordance with the reallocation process outlined in the VSHSL Implementation Plan.

Note that this report includes accounting adjustments made in 2020 to properly allocate administrative charges to each population group.

Strategies and programs	2019 budgeted	2019 committed <sup>^</sup>	Variance (Budget minus Committed)	2019 expenditures			
				Veterans	Seniors	Vulnerable populations	Total
<b>HOUSING STABILITY</b>							
<b>HS 1 Build, Preserve and Operate Affordable Housing and Navigation Centers</b>							
HS 1 Capital Funding	\$3,332,000	\$3,332,000	\$0	\$1,045,000	\$2,285,000	\$2,000	\$3,332,000
HS 1 Operating Services	\$6,955,000	\$6,955,000	\$0	\$1,738,728	\$2,458,357	\$2,738,439	\$6,935,525
HS 1 Navigation Centers	\$5,330,000	\$5,330,000	\$0	\$2,830,000	\$750,000	\$1,750,000	\$5,330,000
HS 2A Master Leasing	\$189,000	\$189,000	\$0	\$54,596	\$54,328	\$54,442	\$163,367
HS 2B Shallow Rent Subsidies	\$171,000	\$171,000	\$0	\$44,458	\$44,215	\$44,318	\$132,991
HS 3A Senior Home Repair and Age-In-Place Modifications	\$1,393,000	\$1,393,000	\$0	\$25,000	\$1,339,065	N/A	\$1,364,065
HS 3B Adaptive Devices, Training and Counseling	\$300,000	\$300,000	\$0	N/A	\$52,152	\$129,976	\$182,128
HS 4 Navigate Homeless Veterans to Housing	\$518,100	\$518,100	\$0	\$511,776	N/A	N/A	\$511,776
HS 5A Housing Counseling and Foreclosure Prevention	N/A	N/A	\$0	\$551	\$551	\$550	\$1,652
HS 5B Alternative Dispute Resolution	\$240,000	\$240,000	\$0	\$551	\$551	\$550	\$1,652
HS 5C Legal Aid +	\$1,250,000	\$312,565	\$937,435	\$72,216	\$80,552	\$550	\$153,318
HS 5D Housing Stability Program	\$889,000	\$889,000	\$0	\$151,615	\$201,347	\$501,461	\$854,424
HS 6 Promote Home Ownership	\$800,000	\$800,000	\$0	\$400,000	N/A	\$400,000	\$800,000
HS 7A Forensic Supportive Housing Models (Vital Program)	\$1,000,000	\$1,000,000	\$0	N/A	N/A	\$1,000,000	\$1,000,000
HS 7B Passage Point	\$550,000	\$550,000	\$0	N/A	N/A	\$550,000	\$550,000
2018 Transition Plan Housing Stability Assistance Program*	\$740,000	\$740,000	\$0	\$30,000	\$697,717	\$10,000	\$737,717
2018 Transition Plan Age-in-Place Best Practices Research and Development*	\$80,000	\$80,000	\$0	N/A	\$79,965	N/A	\$79,965
2018 Transition Plan Preventing Inappropriate Housing Loss*	\$714,005	\$714,005	\$0	\$334,170	367,335	N/A	\$701,505

Strategies and programs	2019 budgeted	2019 committed^	Variance (Budget minus Committed)	2019 expenditures			
				Veterans	Seniors	Vulnerable populations	Total
<b>FINANCIAL STABILITY</b>							
<b>FS 1A Employment Training, Placement and Supports</b>							
FS 1A Career Connections	\$590,800	\$590,800	\$0	N/A	N/A	\$354,543	\$354,543
FS 1A New Family Services	\$59,200	\$59,200	\$0	N/A	N/A	\$59,200	\$59,200
FS 1A Homeless Employment Program	\$150,000	\$150,000	\$0	N/A	N/A	\$139,134	\$139,134
FS 1A New Workforce System Investments	\$750,000	\$750,000	\$0	N/A	\$158,723	\$195,461	\$354,184
FS 1B King County Veterans Fellowship (Vets 4 HIRE)	\$175,000	\$175,000	\$0	\$68,405	N/A	N/A	\$68,405
FS 1C Leverage Government Benefits	\$900,000	\$900,000	\$0	\$55,484	\$29,332	\$0	\$84,816
FS 2 Promote Financial Literacy	N/A	N/A	\$0	N/A	\$826	\$826	\$1,652
FS 3A Vet Corps	\$200,000	\$200,000	\$0	\$200,000	N/A	N/A	\$200,000
FS 4 Enhance the King County Veterans Program	\$3,600,000	\$3,600,000	\$0	\$3,296,976	N/A	N/A	\$3,296,976
<b>HEALTHY LIVING</b>							
HL 1A Senior Depression Intervention (PEARLS)	\$375,000	\$375,000	\$0	N/A	\$375,000	N/A	\$375,000
HL 1B Maternal Depression Reduction	\$640,000	\$604,549	\$35,451	N/A	N/A	\$604,549	\$604,549
HL 1C Veterans PTSD, MST and End of Life Counseling *	\$550,000	\$472,500	\$77,500	\$472,500	N/A	N/A	\$472,500
HL 1D Military Family Counseling	\$100,000	\$100,000	\$0	\$100,000	N/A	N/A	\$100,000
HL 1E Sobering and Emergency Services Patrol	\$210,000	\$210,000	\$0	N/A	N/A	\$210,000	\$210,000
HL 1F Veterans Court Clinician and Mentor Coordinator***	\$280,000	\$272,616	\$7,384	\$158,145	N/A	N/A	\$158,145
HL 1G Behavioral Health Integration	\$1,225,000	\$1,164,955	\$60,046	\$361,677	N/A	\$723,355	\$1,085,032
HL 1H Geriatric Regional Assessment Team (GRAT) 2.0***	\$200,000	\$198,348	\$1,652	N/A	\$0	N/A	\$0
HL 2B Housing Health Outreach Team	\$1,265,000	\$1,160,287	\$104,714	N/A	\$425,922	\$334,786	\$760,708
HL 2D Connections to In-Home Care	\$400,000	\$400,000	\$0	N/A	\$400,000	N/A	\$400,000
HL 3A Countywide SA/DV/CSE Prevention Pilot	\$30,000	\$30,000	\$0	N/A	N/A	\$0	\$0
HL 3B Elder Abuse Multi-Disciplinary Team	\$335,000	\$335,000	\$0	N/A	\$335,000	N/A	\$335,000
HL 4A Nurse Family Partnership	\$550,000	\$550,000	\$0	N/A	N/A	\$550,000	\$550,000
HL 4B Healthy Start	\$290,000	\$290,000	\$0	N/A	N/A	\$281,585	\$281,585
HL 4C Parent Education and Support	\$240,000	\$240,000	\$0	N/A	N/A	\$240,000	\$240,000

Strategies and programs	2019 budgeted	2019 committed^	Variance (Budget minus Committed)	2019 expenditures			
				Veterans	Seniors	Vulnerable populations	Total
<b>SOCIAL ENGAGEMENT</b>							
SE 1A <b>Incarcerated Veteran Case Management</b>	\$75,000	\$75,000	\$0	\$21,716	N/A	N/A	\$21,716
SE 1B <b>MRJC Veterans Program and Community Reentry Spanning Supports</b>	\$150,000	\$150,000	\$0	\$59,378	N/A	N/A	\$59,378
SE 2A <b>Caregiver Community Building</b>	N/A	N/A	\$0	N/A	N/A	\$1,652	\$1,652
SE 3 <b>Transform Senior Centers</b>	\$4,000,000	\$4,000,000	\$0	\$139,871	\$1,426,616	N/A	\$1,566,487
SE 4B <b>Veterans, Servicemembers and Family Community Building</b>	\$200,000	\$200,000	\$0	\$68,498	N/A	N/A	\$68,498
SE 5 <b>Understand Community Priorities</b>	N/A	N/A	\$0	\$551	\$551	\$550	\$1,652
SE 6 <b>Support Legal Services for King County Residents who are Immigrants and Refugees (Expanded Legal Defense Network)</b>	\$795,000	\$795,000	\$0	N/A	N/A	\$569,838	\$569,838
<b>2018 Transition Plan Senior Centers Stabilization Investments **</b>	\$1,102,000	\$1,101,464	\$536	N/A	\$1,101,464	N/A	\$1,101,464
<b>SERVICE SYSTEM ACCESS AND IMPROVEMENT</b>							
SS 1A <b>Pathfinder Coordination and Training</b>	\$150,000	\$150,000	\$0	\$150,000	N/A	N/A	\$150,000
SS 1B <b>Pathfinders: Women and Transgender Veterans</b>	\$225,000	\$225,000	\$0	\$225,000	N/A	N/A	\$225,000
SS 1C <b>Pathfinders: Veterans of Color</b>	\$360,000	\$360,000	\$0	\$360,000	N/A	N/A	\$360,000
SS 1D <b>Pathfinders: Veteran and Military Families</b>	\$175,000	\$175,000	\$0	\$175,000	N/A	N/A	\$175,000
SS 1E <b>Pathfinders: Native American Veterans +</b>	\$200,000	\$61,652	\$138,348	\$61,652	N/A	N/A	\$61,652
SS 1F <b>Pathfinders: Persons Experiencing Unsheltered Homelessness</b>	\$555,000	\$523,692	\$31,308	\$214,966	\$75,183	\$233,544	\$523,693
SS 2A <b>Mobile Medical Outreach</b>	\$450,000	\$450,000	\$0	N/A	N/A	\$450,000	\$450,000
SS 2B <b>Countywide Information and Referral</b>	\$225,000	\$225,000	\$0	\$100,000	\$100,000	\$25,000	\$225,000
SS 2C <b>Consolidated Domestic Violence Hotline</b>	\$300,000	\$300,000	\$0	N/A	N/A	\$0	\$0
SS 3A <b>Countywide CSE Survivor Case Management Collaborative</b>	\$340,000	\$340,000	\$0	N/A	N/A	\$141,111	\$141,111
SS 3B <b>Survivor-Centered Mobile Advocacy for Survivors of Sexual Assault and Domestic Violence</b>	\$405,000	\$405,000	\$0	\$4,642	N/A	\$121,706	\$126,348
SS 3C <b>System Navigation for Persons with Disabilities and their Caregivers</b>	N/A	N/A	\$0	N/A	N/A	\$1,652	\$1,652
SS 3D <b>Cultural Navigator</b>	\$90,000	\$90,000	\$0	N/A	N/A	\$90,000	\$90,000



Strategies and programs	2019 budgeted	2019 committed <sup>^</sup>	Variance (Budget minus Committed)	2019 expenditures			
				Veterans	Seniors	Vulnerable populations	Total
<b>SERVICE SYSTEM ACCESS AND IMPROVEMENT (CONTINUED)</b>							
SS 4A <b>Veterans Training Support Center</b>	\$260,000	\$260,000	\$0	\$260,000	N/A	N/A	\$260,000
SS 4B <b>Levy Core Competency Training</b> <sup>+</sup>	\$30,000	\$12,000	\$18,000	\$3,667	\$3,667	\$3,667	\$11,000
SS 4C <b>Countywide Nonprofit Wage Survey</b>	\$91,000	\$91,000	\$0	\$0	\$0	\$0	\$0
SS 4D <b>Translate Levy Provider Materials and Interpreter Services</b>	\$70,000	\$70,000	\$0	\$861	\$861	\$861	\$2,583
<b>TOTAL</b>	<b>\$47,814,105</b>	<b>\$46,401,732</b>	<b>\$1,412,373</b>	<b>\$13,797,648</b>	<b>\$12,844,279</b>	<b>\$12,515,306</b>	<b>\$39,157,234</b>
<b>COMMUNITY PARTNERSHIP AND COMMUNICATIONS</b>							
<b>Community Partnership and Communications</b> <sup>**</sup>	\$657,845	\$562,543	\$95,302	\$190,967	\$143,618	\$227,958	\$562,543
<b>EVALUATION</b>							
<b>Evaluation</b> <sup>+</sup>	\$1,380,000	\$1,291,897	\$88,103	\$423,872	\$460,000	\$408,025	\$1,291,897
<b>PLANNING AND ADMINISTRATION</b>							
<b>Planning and Administration</b> <sup>+</sup>	\$2,757,795	\$2,737,612	\$20,183	\$914,449	\$904,972	\$918,191	\$2,737,612
<b>TECHNICAL ASSISTANCE / CAPACITY BUILDING</b>							
<b>Technical Assistance / Capacity Building (TA/CB)</b> <sup>**</sup>	\$1,085,000	\$579,383	\$505,617	N/A	N/A	N/A	\$294,610
<b>GRAND TOTAL</b>	<b>\$53,694,745</b>	<b>\$51,573,167</b>	<b>\$2,121,578</b>	<b>\$15,326,936</b>	<b>\$14,352,869</b>	<b>\$14,069,480</b>	<b>\$44,043,895</b>

<sup>^</sup> To support the sustainability of providers funded through the VSHSL and to build robust partnerships with and between our provider network, the VSHSL has primarily made awards through the life of the levy. Committed amounts, therefore, reflect funds encumbered or allocated as a result of those awards and related contracts.

<sup>\*</sup>Ordinance 18930 included fund balance appropriations for this strategy. These funds will be fully expended in 2020.

<sup>\*\*</sup> Ordinance 19021 included fund balance appropriations for this strategy.

<sup>\*\*\*</sup> A portion of the 2019 budget was spent in 2018; the variance column reflects that advance expenditure.

<sup>+</sup> These funds reflect year-end 2019 funding allocations and commitments. These funds are expected to be spent in 2020, based on 2020 commitments. For HS 5C, HL 1C and SS 1E, funds will be committed as procurements are completed. For Community Partnership and Communications, Evaluation and Planning and Administration, funds are expected to be spent in 2020 to continue supporting VSHSL implementation; building the VSHSL network to improve service system access and expanding our community partnership activities; and supporting data collection and evaluation of programs. Funds from TA/CB are being deployed in 2020 to assist providers in adjusting to COVID-19 emergent needs, thus increasing capacity and enabling ability to continue serving through their funded programs in a new context. SS 4B funds from 2019 and 2020 are being pooled together for larger cohort trainings as all of our provider network is contracted in 2020; thus these funds are also expected to be committed.

# Advisory board and partners

The Veterans, Seniors and Human Services Levy is administered by the King County Department of Community and Human Services, with guidance from the VSHSL Advisory Board and in partnership with organizations in communities throughout the county. The VSHSL Advisory Board oversees distribution of VSHSL proceeds and advises on the needs of the VSHSL priority populations. The board has three committees, representing the levy's three priority populations. In addition to meeting requirements specific to each committee, board members all reside within King County.

## 2019 VSHSL Advisory Board members

### VETERANS COMMITTEE

Alicia Starova (*Committee Chair*)  
Carrol Stripling  
Chris Porter (*Board Chair*)  
Chuck Murrell  
David Waggoner  
Peter Lewis  
Robert White  
Samantha Powers

### SENIORS COMMITTEE

Cynthia Snyder  
Dick Woo  
John Barnett  
Lee Harper  
Lori Guilfoyle  
Nancy Colson  
Patrice Thorell (*Committee Chair*)  
Steven Knipp  
Susan Kingsbury-Comeau

### VULNERABLE POPULATIONS COMMITTEE

Cindy Goodwin  
Heidi Shepherd  
Hira Bhullar  
Judith Tobin (*Committee Chair*)  
Kathlyn Paananen  
Michael Tulee  
Michelle Frets  
Olga Perelman  
Rene Murry

2019 marked the new VSHSL Advisory Board's first year of service. As chairs of the board, we are honored to support the levy through our role advising King County on matters that impact veterans, seniors and vulnerable populations in our community.

The VSHSL prioritizes deep and meaningful connections with partners with the end goal of serving King County's residents in a way that best meets the diversity of their needs. The 2019 VSHSL Annual Report makes clear the levy's commitment and dedication to community-informed services.

As board members we are honored to amplify the community voice. We are proud of the positive impact that the VSHSL had on the lives of the individuals and families it served in 2019. We are pleased to share this annual report with you and look forward to continuing to support the VSHSL and our communities in 2020 and beyond.

Sincerely,

Chris Porter, *Board Chair*  
Alicia Starova, *Veterans Committee Chair*  
Patrice Thorell, *Seniors Committee Chair*  
Judith Tobin, *2019 Vulnerable Populations Committee Chair*  
Cindy Goodwin, *2020 Vulnerable Populations Committee Chair*



## 2019 VSHSL partners

501 Commons	HealthPoint	Refugees Northwest
Academy of Languages	Hearing, Speech & Deaf Center	Renton Technical College
Aileen's	HomeSight	Sea Mar Community Health Centers
Alternatives to Violence	Horizon Housing Alliance	Seattle Indian Health Board
American Financial Solutions	India Association of Western Washington	Senior Center of West Seattle
American Legion Post 79 (Snoqualmie)	Ingersoll Gender Center	Shoreline Lake Forest Park Senior Center
Antioch University Seattle	International Community Health Services	Shoreline Veteran's Association
API Chaya	International Drop-In Center	Sno Valley Senior Center
Asian Counseling and Referral Service	Issaquah Senior Center	Snoqualmie Valley Shelter Services
Attain Housing	Kent Senior Activity Center	Solid Ground
Auburn Senior Activity Center	Kids in Need of Defense	Somali Family Safety Task Force
Ballard NW Senior Center	King County Bar Association	Sound
Bataan and Corregidor Survivors Association	King County Department of Adult and Juvenile Detention	Sound Generations
Bellwether Housing	King County Department of Human Resources	South Park Senior Center
Benefits Law Center	King County District Court	Southeast Seattle Senior Center
Black Diamond Community Center Association	King County Facilities Management Division	Tenants Union of Washington State
Bulle Consulting	King County Prosecuting Attorney's Office	TERP Sign Language Services
C2 Services	Korean Women's Association	The Arc of King County
Carina	Lake City/Northgate Senior Center Project	The DOVE Project
Catholic Community Services	Lighthouse for the Blind	The Greater Maple Valley Veterans Memorial Foundation
Catholic Housing Services	Living Well Kent	The Salvation Army
Central Area Senior Center	Minority Veterans of America	Therapeutic Health Services
Chief Seattle Club	Mother Nation	TRAC Associates
Chinese Information and Service Center	Mount Si Senior Center	U.S. Volunteers Joint Services Command 10th Regional Command
City of Burien	Multi-Communities	United Indians of All Tribes Foundation
City of Federal Way	NABVETS Seattle	United Territories of Pacific Islanders Alliance (UTOPIA)
City of Redmond	Neighborcare Health	Unkitawa
City of Renton	Neighborhood House	Urban League of Metropolitan Seattle
City of SeaTac	New Beginnings	UW Healthy Generations Center
City of Seattle, Human Services Department, Aging and Disability Services Division	Nisei Veterans Committee	Valley Cities Behavioral Health Care
City of Tukwila	North Bellevue Community Center	Vashon Veterans Retreat Center
Coalition Ending Gender-Based Violence	North East Seattle Together (NEST)	Vashon-Maury Senior Center
Colectiva Legal del Pueblo	North Seattle College	Verrenti Consulting
Community Homes	Northshore Senior Center	Veterans for Peace, Chapter 92
Collective Justice Project	Northwest Consumer Law Center	Veterans for Worship
Compass Housing Alliance	Northwest Immigrant Rights Project (NWIRP)	Veterans of Foreign Wars, Enumclaw Post 1949
Congregations for the Homeless	Northwest Justice Project	Veterans of Foreign Wars, Lake Washington Post 2995
Country Doctor Community Health Centers	NW Network of LGBT Survivors of Abuse	Veterans of Foreign Wars, Skyway-West Hill Post 9430
Crisis Connections	One Stream Counseling	Voiance
Cultivating Compassion Growing Mindfulness	Open Doors for Multicultural Families	Wallingford Community Senior Center
Des Moines/Normandy Park Senior Activity Center	Outdoors for All Foundation	Washington Assistive Technology Act Program (WATAP)
Dispute Resolution Center of King County	Outlaw Journey	Washington Home Ownership Resource Center
Downtown Emergency Service Center	Outreach and Resource Services (OARS) for Women Veterans	Washington State Department of Veterans Affairs (WDVA)
El Centro de la Raza	Pacific Asian Empowerment Program	Washington State Housing Finance Commission
Emerging Design Consulting	Pacific Senior Center	Weld Seattle
Entre Hermanos	Parkview Services	West African Community Council
Enumclaw Senior Center	Path with Art	West Seattle Veteran Service Center
Evergreen Treatment Services	Phinney Neighborhood Association	Workforce Development Council of Seattle-King County
Evergreen Treatment Services (REACH)	Pike Market Senior Center	Yoga Behind Bars
Executive Diversity Services	Pioneer Human Services	YouthCare
Federal Way Community Center	Plateau Outreach Ministries	YWCA Seattle   King   Snohomish
Federal Way Senior Center	Plymouth Housing Group	
Filipino Community of Seattle	Projects for a Civil Society	
FOB Hope	Public Defender Association	
Generations with Pride	Public Health - Seattle & King County	
Greater Maple Valley Community Center	Purple Communications	
Harborview Medical Center	Rebecca's Whimsical Art	
Healthcare for the Homeless Network		

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 resilient communities 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.



King County Department of Community and Human Services  
401 Fifth Avenue, Suite 500, Seattle, WA 98104  
Phone: 206-263-9100  
[kingcounty.gov/vshsl](http://kingcounty.gov/vshsl)

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