Community connections

2018 VSHSL ANNUAL REPORT

King County

Veterans, Seniors & Human Services Levy

FROM THE KING COUNTY EXECUTIVE

To our King County community,

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

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

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

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

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

Sincerely,

Dow Constantine
King County Executive

Cover photo: Master Sgt. Michel Sauret

FOR MORE INFORMATION

Please visit **kingcounty.gov/vshsl**

VSHSL PROCUREMENT CALENDAR

For details on VSHSL funding opportunities and procurement timelines, go to **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, call 206-296-3910 or go to **https://kingcounty.gov/depts/assessor/TaxRelief.aspx**

PRIVACY

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

CONTENTS

Introduction 2
Executive summary 4
Context for implementation 6
Housing stability 8
Financial stability 16
Healthy living 22
Social engagement 30
Service system access and improvement 36
Performance measurement 42
Financial report 46
Partners 49

To our community,

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

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

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

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

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

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

Sincerely,

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

King County is growing and evolving.

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

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

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

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

> "Systemic problems call for systemic solutions. We're supporting our partners to both provide high quality programs and to integrate those programs into the larger networks of support that achieve the scale and sophistication that we need to overcome systemic inequities."
>
> – Leo Flor, Director, Department of Community and Human Services

Executive Constantine visits the Pike Market Senior Center and Food Bank, one of the 38 senior-serving organizations funded by the VSHSL in 2018.

Photo: Eli Brownell

VSHSL: Deep, ongoing community involvement

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

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

VSHSL 2018:
Laying the groundwork for expanded service

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

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

Who we serve

- Veterans, servicemembers, and their respective families
- Seniors and their caregivers, representing a critical new focus in 2018 and beyond
- Vulnerable populations[1]

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

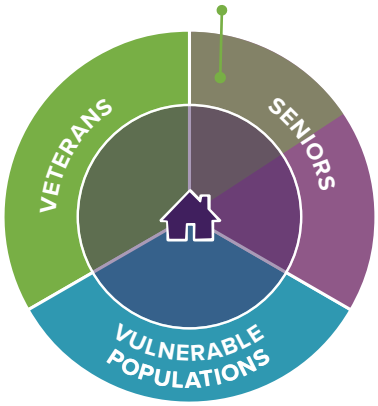
2018 Funding breakdown

Funding allocated in equal thirds to each population group

50%
of each third used to promote housing stability

1%
of total proceeds allocated to technical assistance and capacity building

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



GUIDING PRINCIPLES

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

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

Thoughful transition

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

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

Implementation structure

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

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

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

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

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

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

2018 PROGRESS

$46.1M
in total investments

$30.5M
in housing stability investments

$1M
awarded to prevent inappropriate housing loss

$3.5M
awarded to 38 senior centers

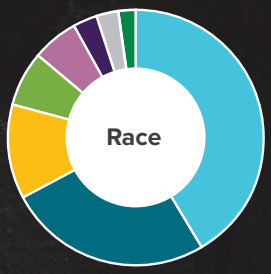
100+
implementation partners

Uninterrupted continuation of 2017 programs

VSHSL implementation Plan, informed by community feedback, adopted by the King County Council in July 2018

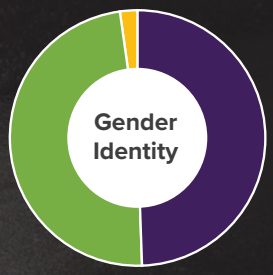
VSHSL Advisory Board codified and recruitment launched

2018 DEMOGRAPHICS



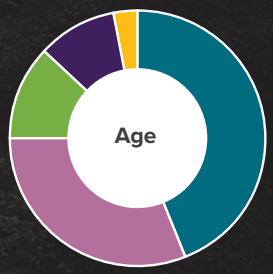
- American Indian/Alaska Native: **3%**
- Asian: **7%**
- Black: **26%**
- Multiple races: **6%**
- Native Hawaiian/Pacific Islander: **2%**
- White: **42%**
- Other: **3%**
- Unknown: **12%**

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

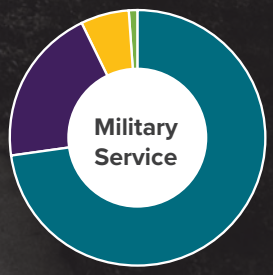


- Female: **50%**
- Male: **49%**
- Unknown: **2%**
- Other*

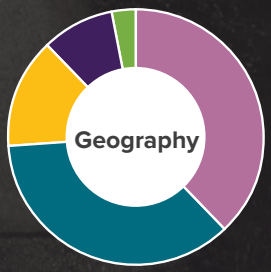
*Less than 1% of individuals indicated that their gender identity was not listed in the response options.



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



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



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

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

Context for 2018 implementation

Prudent stewardship

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

Continuing existing funding while advancing new investments

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

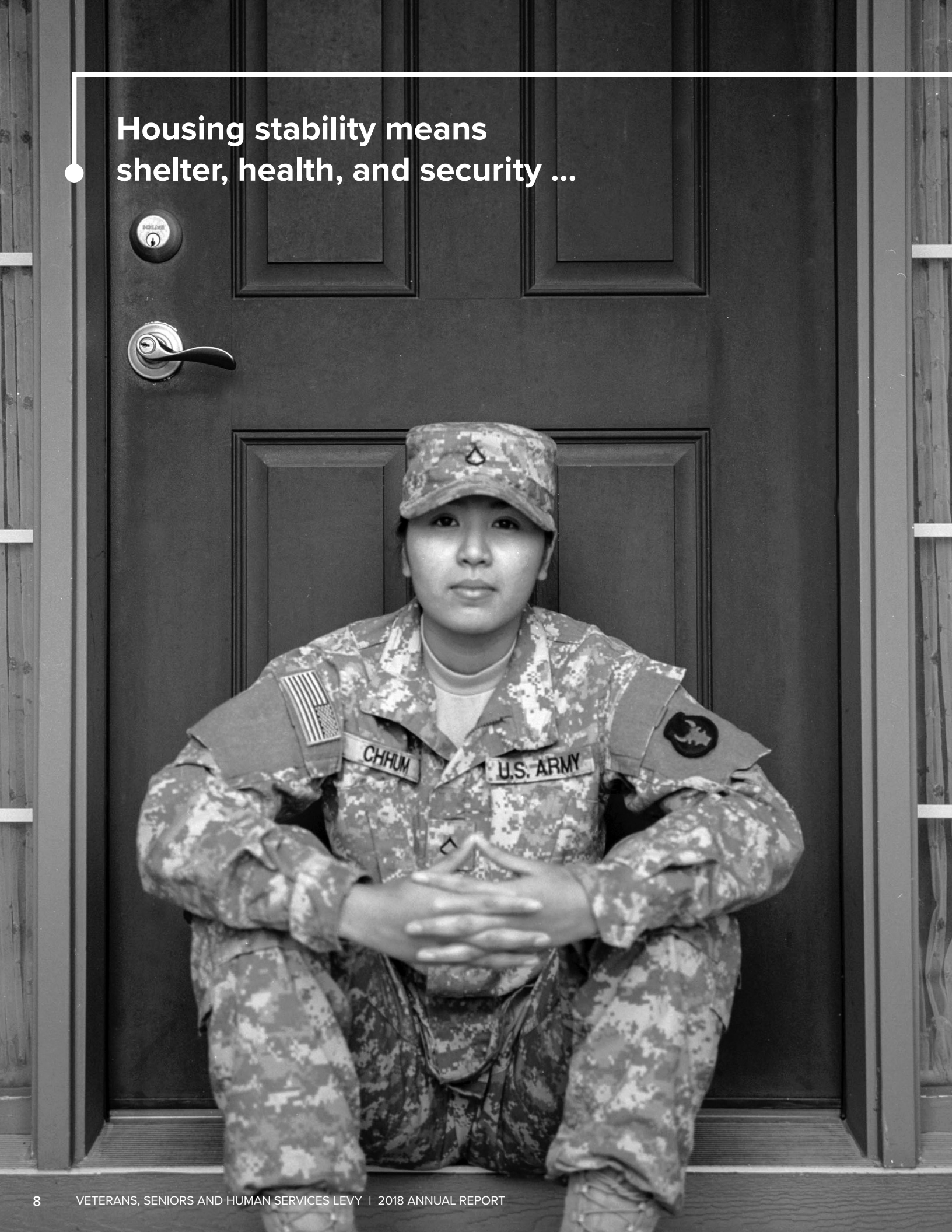
Last year, King County began planning, procuring, and overseeing operations of the full suite of new VSHSL strategies and activities, including increasing support for the fastest growing segment of our population: seniors and their caregivers. In late 2018 through early 2019, the 2019 VSHSL procurement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

Technical assistance and capacity-building investments

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

The sections that follow describe 2018 progress in each levy result area. Programs featuring new investments are marked by this symbol: ☆

Housing stability means shelter, health, and security ...



... a place to launch and continue to thrive from.

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

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

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

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

When we invest in housing stability...

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

Fast facts:

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

Housing stability

Capital and Operating Funds

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

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

Photo: William Wright Photography

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

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

Housing Stability Program

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

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

New investment

A senior veteran remains housed and finds new mobility

Photo: Carley Thompson

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

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

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

Forensic Supportive Housing Models

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

The Vital Program (Familiar Faces Intensive Care Management Team)

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

Forensic Intensive Supportive Housing (FISH)

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

Passage Point

The VSHSL continued funding the previous levy's YWCA's Passage Point program, which provides supportive housing and education that empowers parents released from incarceration to gain the skills and confidence to become self-sufficient, reduce their chances of recidivism, and provide stable and positive environments for their children.

In partnership with the Washington State Department of Corrections and Washington State Department of Children, Youth, & Family Services, Passage Point prioritizes women of color who have faced significant barriers due to homelessness, substance use, and domestic violence. Passage Point served 50 households last year, 75 percent of which had female heads of household. Thirty-four children were reunited with their parents from foster care, and 90 percent of households remained in transitional housing or exited to permanent housing.

Master Leasing and Shallow Rent Subsidies

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

Age-in-Place Supports

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

modifications, the Housing Stability Assistance Program, and research on aging in place.

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

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

Housing Stability Assistance Program

King County's Housing Stability Assistance Program, which was only operational in 2018, assists low-income seniors, 100 percent disabled veterans, and people retired due to a disability who qualify for Washington State's senior property tax

New investment

exemption program. In 2018, over 16,000 eligible property owners enrolled; assistance based off each resident's level of exemption in 2018 will be issued in 2019.

Age-in-Place Best Practices Research and Development

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

Enhanced Shelter Partnership

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

Photo: Tom Bowman

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

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

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

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

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

A marine finally receives benefits

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

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

> "I finally shared my story, and I won."

*not his real name

Photo: Daniel Berman

Preventing Inappropriate Housing Loss

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

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

A Northwest Justice Project attorney meets with a client at the King County Veterans Program Office in Tukwila.
Photo: Carley Thompson

New investment

King County Veterans Program Rental and Financial Assistance Funds

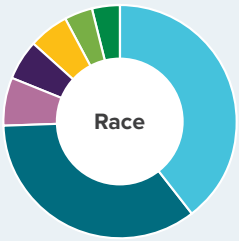
The King County Veterans Program has provided veterans and their families with emergency financial assistance since the 1950s. Over the course of the previous levy, that assistance expanded beyond only financial relief to integrating support for job, housing, and shelter searches through offices in Seattle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

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

Promoting Home Ownership

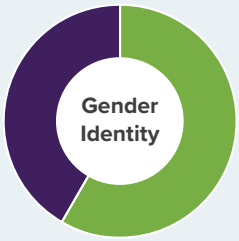
Last year, King County laid the groundwork for a new program dedicated to helping veterans remain homeowners. King County issued a request for qualifications in late 2018 to select a foreclosure prevention agency to provide last-resort foreclosure prevention assistance for veterans, military servicemembers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

2018 HOUSING STABILITY DEMOGRAPHICS



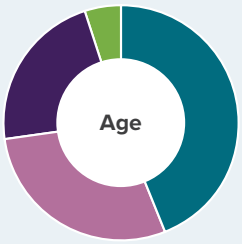
- American Indian/Alaska Native: **4%**
- Asian: **3%**
- Black: **37%**
- Multiple races: **7%**
- Native Hawaiian/Pacific Islander: **3%**
- White: **42%**
- Unknown: **4%**

Individuals who identify as of Hispanic/Latino ethnicity can be of any race. In total, 14% of individuals enrolled in VSHSL funded programs identified as Hispanic/Latino.



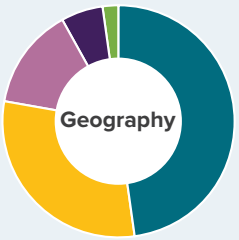
- Female: **41%**
- Male: **58%**
- Other*

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



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

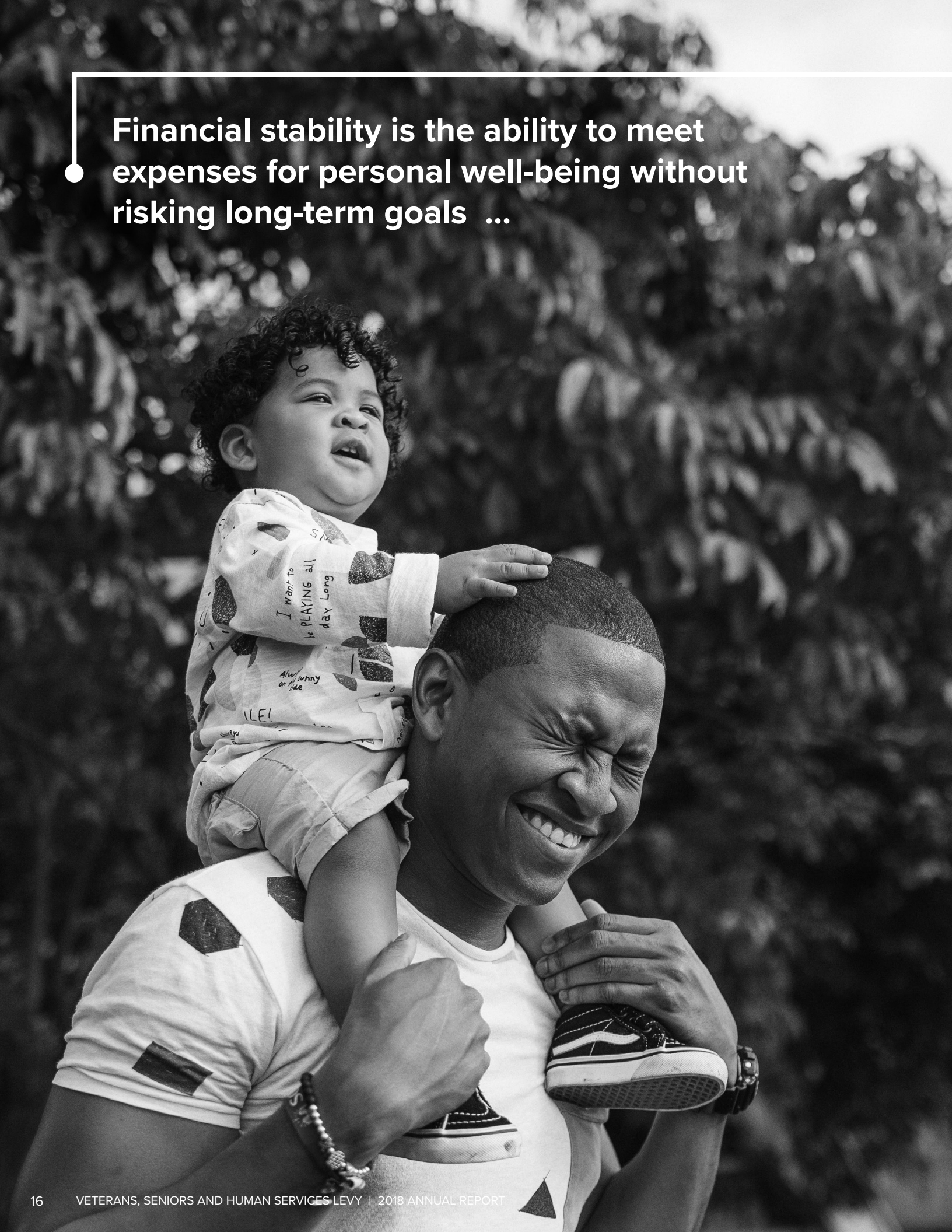
- Veteran/servicemember: **81%**
- Family of veteran/ servicemember: **1%**
- Not a veteran/ servicemember: **18%**



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

Individuals who are enrolled in more than one program may be duplicated in the demographics. Demographics are not analyzed for housing capital and operating funds. Totals may not add up to 100 percent due to rounding.

Financial stability is the ability to meet expenses for personal well-being without risking long-term goals ...



... to know what's coming, and be able to plan for it.

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

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

Financial stability...

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

Fast facts:

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

Financial stability

King County Veterans Program

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

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

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

King County Veterans Program Tukwila computer lab.
Photo: Carley Thompson

Vet Corps

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

Employment Training, Placement and Supports

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

Community Employment Services

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

Career Connections

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

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

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

A young mother pursues her dream while supporting her family

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

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

Photo: Carley Thompson

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

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

New Family Services

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

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

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

Photo: Carley Thompson

An immigrant veteran intern becomes a sought-after hire

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

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

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

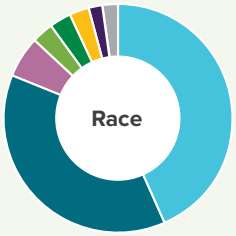
According to Richard, the Fellowship program was essential to helping him transition from military service to civilian life.

> "I don't know what I would have done without it. The program is laid out to help you get where you want to go."

King County Veterans Fellowship

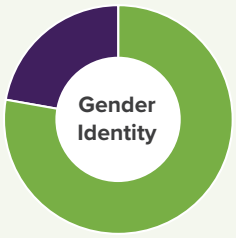
Veterans transitioning from military to civilian life benefit from supportive services that account for their unique challenges. The King County Veterans Fellowship program places eligible veterans into six-month internship positions within King County departments, where they gain the practical knowledge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

2018 FINANCIAL STABILITY DEMOGRAPHICS



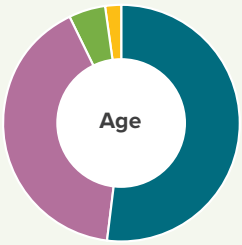
- American Indian/Alaska Native: **2%**
- Asian: **3%**
- Black: **38%**
- Multiple races: **6%**
- Native Hawaiian/Pacific Islander: **3%**
- White: **44%**
- Other: **2%**
- Unknown: **3%**

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

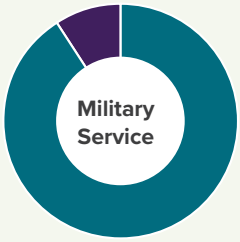


- Female: **22%**
- Male: **78%**
- Other*

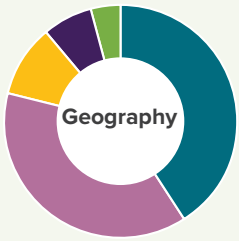
* Less than 1% of individuals indicated that their gender identity was not listed in the response options.



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



- Veteran/servicemember: **9%**
- Not a veteran/ servicemember: **90%**



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

Individuals who are enrolled in more than one program may be duplicated in the demographics. Totals may not add up to 100 percent due to rounding.

Healthy living is proactive, preventive care ...

... physical and mental wellness, access to nutritious food, and helping and supporting others, across generations.

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

When we invest in healthy living...

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

Fast facts:

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

Healthy living

Veteran PTSD, Military Sexual Trauma and End of Life Counseling

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

Veterans Court Clinician

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

Moving forward, without fear

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

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

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

*not her real name

Respondents to an Regional Veterans Court survey on how the program most helps its clients:

- “Support, regardless of circumstances, with every aspect of my recovery.”
- “Gives me a safe place to heal and supports me to change for the better.”
- “Helps me to [get] help with combat PTSD.”

In the third quarter of the year, Public Health-Seattle & King County Jail Health Services became the community provider for these services, resulting in enhanced continuity of care for clients. In addition to providing eligibility assessment, treatment planning, and service linkage functions for individuals referred to these therapeutic courts, the Veterans Court Clinician provides a weekly cognitive-behavioral class to veterans participating in the jail-based program at the Maleng Regional Justice Center. This class helps build psychoeducation and coping skills and offers additional opportunities for veterans to receive information about the Regional Veterans Court and Veterans Treatment Court.

Military Family Counseling

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

Sobering and Emergency Services Patrol

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

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

Chris and Dan, Emergency Services Patrol Crew members.
Photo: Leo Flor

Housing Health Outreach Team

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

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

Behavioral Health Integration

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

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

Senior Depression Intervention

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

A veteran's widow obtains housing and addresses her substance use

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

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

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

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

Nurse-Family Partnership*

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

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

Healthy Start*

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

Maternal Depression Reduction

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

Parent Education and Support

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

Promoting First Relationships*

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

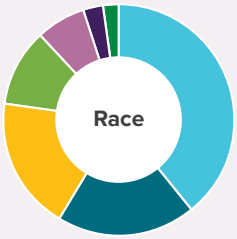
Last year, 16 of those enrolled completed the program and one is on track to complete it in 2019. In 2018, in addition to providing extensive, highly participatory training, Promoting First Relationships also conducted a monthly reflective practice group consisting of interventionists trained at the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

Play & Learn*

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

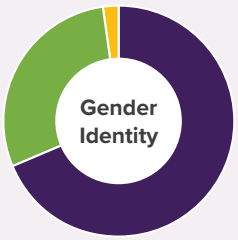
* In 2019 and beyond, the VSHSL will provide funding to the Best Starts for Kids initiative to administer, evaluate, and report on the Nurse-Family Partnership, Healthy Start, Promoting First Relationships, and Play & Learn programs.

2018 HEALTHY LIVING DEMOGRAPHICS



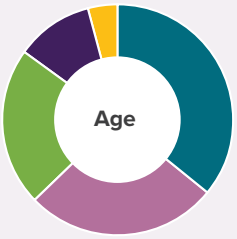
- American Indian/Alaska Native: **3%**
- Asian: **11%**
- Black: **20%**
- Multiple races: **7%**
- Native Hawaiian/Pacific Islander: **2%**
- White: **40%**
- Unknown: **19%**

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



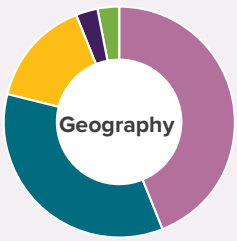
- Female: **68%**
- Male: **29%**
- Unknown: **2%**
- Other*

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



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

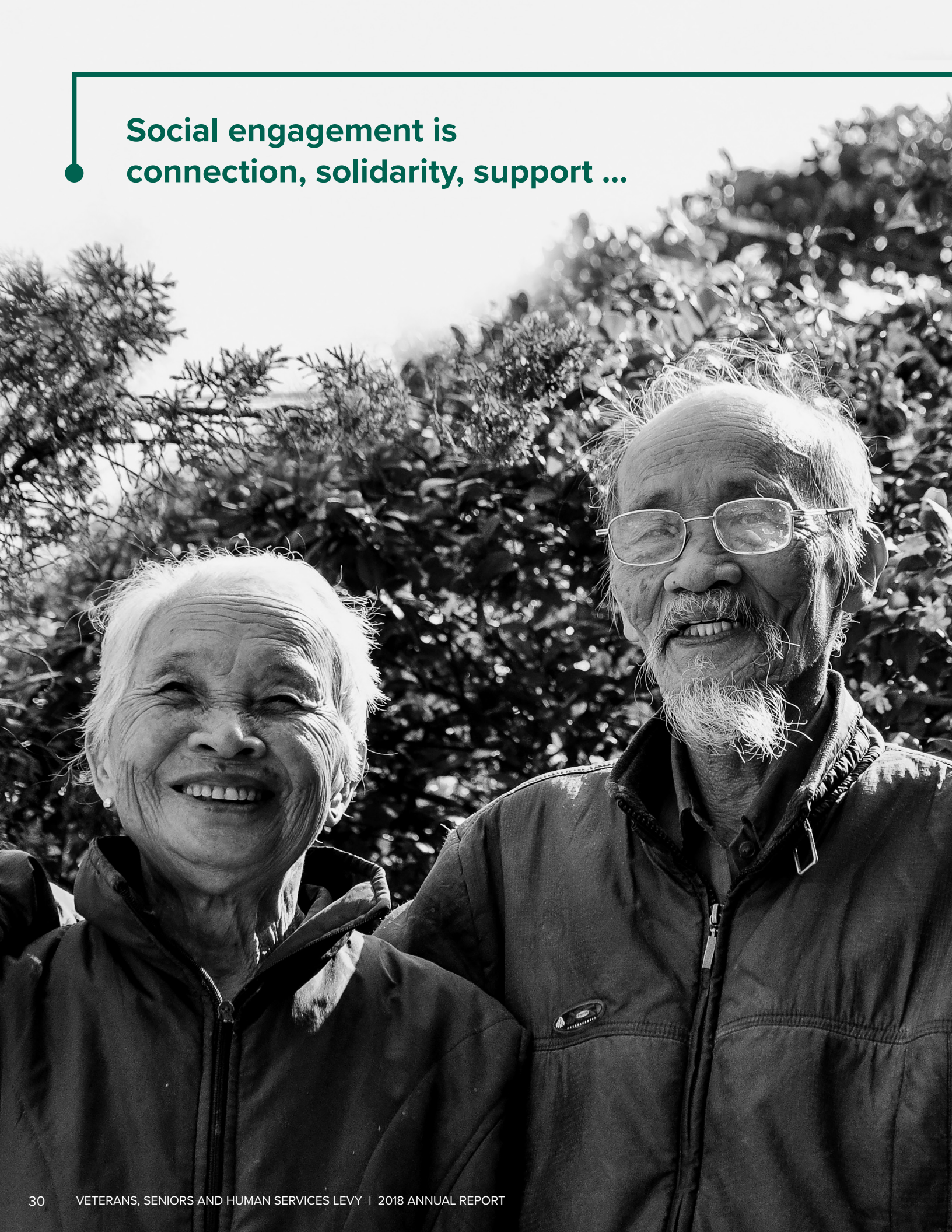
- Veteran/servicemember: **13%**
- Family of veteran/ servicemember: **2%**
- Not a veteran/ servicemember: **81%**
- Unknown: **4%**



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

Individuals who are enrolled in more than one program may be duplicated in the demographics. Demographics are not analyzed for Sobering and Emergency Services Patrol, Promoting First Relationships, and Play & Learn. Totals may not add up to 100 percent due to rounding.

Social engagement is connection, solidarity, support ...



... a sense of belonging.

Promoting a sense of belonging and connection—among individuals, communities, and programs—is a fundamental pillar of the broader VSHSL, and it is the central focus of the strategies within the levy's social engagement result area. Social isolation is proven to negatively impact the health and well-being of older adults, and countless examples exist of the perils of social isolation for veterans, immigrants and refugees, people with disabilities, caregivers, and people reentering society after incarceration. Social engagement strategies are designed to promote belonging through personal and system connections among those individuals most often isolated by systems, biases, miscommunication, or cultural differences.

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

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

Social engagement...

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

Fast facts:

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

Social engagement

Incarcerated Veteran Case Management

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

Newfound stability after incarceration

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

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

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

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

*not his real name

Senior Centers Stabilization Investments

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

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

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

Before and after photos of flooring at the City of Pacific Senior Center. Updated flooring plays an important role in reducing falls and facilitating movement for seniors with mobility challenges.

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

New investment

participation of low-income seniors, isolated older adults living alone, seniors with disabilities, veterans, African American seniors, and seniors who identify as LGBTQ+.

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

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

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

Photo: South Park Senior Center staff

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

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

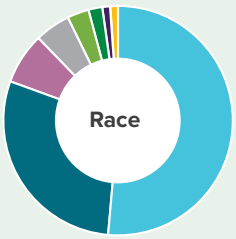
The senior center’s social worker provides services in office, by phone, and through home visits. Key services include housing support, advocacy, family support, crisis intervention, education, employment, and property tax help for senior homeowners.

King County's seniors and their caregivers are better off

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

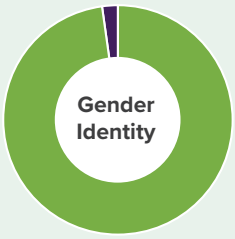
2018 SOCIAL ENGAGEMENT DEMOGRAPHICS

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



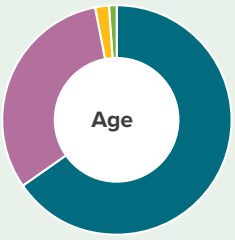
- American Indian/Alaska Native: **1%**
- Asian: **2%**
- Black: **29%**
- Multiple races: **7%**
- Native Hawaiian/Pacific Islander: **3%**
- White: **51%**
- Other: **5%**
- Unknown: **1%**

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



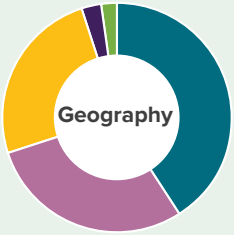
- Female: **2%**
- Male: **98%***
- Other*

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



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

- Veteran/servicemember: **100%**



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

Individuals who are enrolled in more than one program may be duplicated in the demographics. Totals may not add up to 100 percent due to rounding.

Service system access and improvement ...

... empowers King County residents to successfully navigate and harness vital social services.

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

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

Integrating and improving the service system...

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

Fast facts:

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

Service system access and improvement

Pathfinder strategies

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

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

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

Pathfinders: Women Veterans and Veterans of Color

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

Pathfinders: Persons Experiencing Unsheltered Homelessness

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

Homeless Veteran Street Outreach

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

Homeless Street Outreach

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

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

South King County Homeless Outreach

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

King County Veterans Program: An emerging hub

Daniel, a veteran, meets with social services professional Kenjamine at the King County Veterans Program Tukwila office. Photo: Carley Thompson

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

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

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

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

Pathfinders: Veteran and Military Families

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

Veteran Information and Referral

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

Mobile Medical Program

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

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

Veterans Training Support Center

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

Countywide Information and Referral

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

74,023
connections

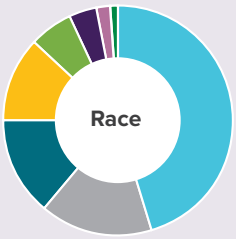
291,000
referrals to services and support

Cultural Navigator Program

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

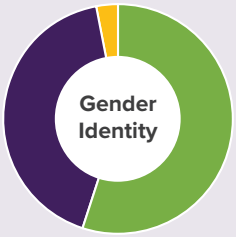
Mother and her child at a Kaleidoscope Play & Learn session at the Chinese Information and Service Center. Photo: Eli Brownell

2018 SERVICE SYSTEM ACCESS & INVESTMENT DEMOGRAPHICS



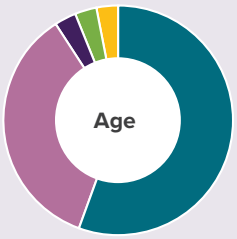
- American Indian/Alaska Native: **4%**
- Asian: **6%**
- Black: **14%**
- Multiple races: **2%**
- Native Hawaiian/Pacific Islander: **1%**
- White: **46%**
- Other: **16%**
- Unknown: **12%**

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



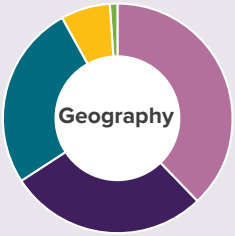
- Female: **42%**
- Male: **55%**
- Unknown: **3%**
- Other*

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



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

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



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

Individuals who are enrolled in more than one program may be duplicated in the demographics. Demographics are not analyzed for the Veterans Training Support Center and information and referral call lines. Totals may not add up to 100 percent due to rounding.

PERFORMANCE MEASUREMENT

In 2018, the VSHSL began to refine its performance measurement practices to move away from a focus on numbers served and towards a Results Based Accountability (RBA) framework. Evaluation using the RBA framework asks three simple questions: **How much did we do? How well did we do it? Is anyone better off?**

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

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

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

Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2018 implementation status
HOUSING STABILITY			
● **Capital and Operating Funds**	Continued funding to maintain 169 housing units $14M awarded to 8 projects	Not measured in 2018; measures in development for 2019	With increased funding during 2018, investments will result in increased housing inventory
● **On-Site Support Services**	1,160 households served	96% of households remained housed or exited to permanent housing	Similar to 2017, a high proportion of clients remained housed or exited to permanent housing
● **Housing Stability Program**	520 households served	99% of households did not enter the homeless housing system within 6 months of exiting the program	Similar to 2017, a very small proportion of clients entered the homeless housing system within 6 months of exiting the program
● **The Vital Program (Familiar Faces Intensive Care Management Team)**	78 individuals served	27 clients maintained housing or transitioned to independent housing	Shortages of low-barrier housing options made connections for clients to housing challenging
● **Forensic Intensive Supportive Housing (FISH)**	63 individuals served	32 clients maintained housed or transitioned to independent housing	Due to reduced referrals in recent years, program will be rolled into Sound's Reaching Recovery model of care to serve the target population
● **Passage Point**	50 households served	90% of households remained housed or exited to permanent housing	Continued services to strengthen family connections despite staff turnover
● **Senior Housing Repair Program and Age-in-Place Senior Home Modifications**	29 households received a housing repair or modification with a loan or grant	Not measured in 2018; measures in development for 2019	VSHSL investments doubled program's operating budget. Full expansion of services is almost complete as program works to coordinate with the City of Seattle's program on expansion of services for Seattle residents
● **Enhanced Shelter Partnership**	247 households served	45% of households exited to permanent housing	Continued operations as expected. Housing shortages made it difficult to exit clients to housing. Added 10 beds to meet community need
● **Preventing Inappropriate Housing Loss: Veterans Legal Assistance Program**	120 individuals received legal services	40% of clients had a civil legal problem that was a barrier to housing stability resolved	Enhanced partnership strengthened services at centralized hubs
● **King County Veterans Program Rental and Financial Assistance Funds**	$1,085,224 of financial assistance provided	Not measured in 2018; measures in development for 2019	Additional funding allowed KCVP to bolster their rental and financial assistance services

Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2018 implementation status
FINANCIAL STABILITY			
● **King County Veterans Program**	2,233 individuals served	96% of clients with employment as a primary goal on their case plan obtained a new job	2018 funding created the pathway for KCVP to transition into a hub for program partners and all VSHSL-funded veterans services and shelters
● **Vet Corps**	153 individuals enrolled in peer mentoring	Of the 153 individuals enrolled in peer mentoring 98% remain enrolled in education or found employment in the subsequent semester	Continued operations as expected
● **Community Employment Services**	512 individuals enrolled	199 clients obtained new jobs	Continued operations as expected
● **Career Connections**	138 individuals enrolled	86% of clients completed job readiness and training 69 clients obtained new jobs. Based on wages and hours these clients were offered at their new job, the estimated average increase in annual household income for clients obtaining jobs was $9,783	Continued operations as expected
● **New Family Services**	107 individuals enrolled in case management	81% of the 107 individuals enrolled in case management were connected to employment or enrolled in education	Continued operations as expected with an uptick in wait times due to service demand and staffing levels
● **King County Veterans Fellowship**	12 individuals obtained a job through the fellowship	At the end of 2018, 8 veterans remained in the program, 1 veteran was hired as a full-time King County employee, 1 veteran withdrew, and 2 veterans sought employment in the private sector	Continued operations as expected
HEALTHY LIVING			
● **Veteran PTSD, MST and End of Life Counseling**	229 individuals received PTSD counseling	A change in PTSD symptoms was calculated for patients who had been enrolled in the counseling for at least 6 months and completed initial and follow-up assessments; of these 125 patients, 92% had reduced symptoms	Continued operations as expected. New funding awards in 2020 will seek to enhance outreach to veterans who have experienced MST or are facing end-of-life concerns
● **Veterans Court Clinician**	87 individuals screened for Vet Court	31 veterans were eligible and opted into Vet Court	In the third quarter of the year, Public Health-Seattle & King County Jail Health Services became the community provider for these services, resulting in enhanced continuity of care for clients
● **Military Family Counseling**	36 individuals received counseling	A change in symptoms was calculated for patients who had been enrolled in the counseling for at least 6 months and completed initial and follow-up assessments; of these 20 patients, 95% had reduced symptoms	Continued operations as expected
● **Sobering and Emergency Services Patrol**	37,102 contacts with individuals 6,585 transports to the Sobering Center	Not measured in 2018; measures in development for 2019	Harborview Medical Center opened a new clinic at the Sobering Center site in late 2018, providing clients the opportunity to connect to services after completing their stay
● **Housing Health Outreach Team**	489 individuals linked to primary care and received at least one annual visit	365 patients received a referral to behavioral health treatment; of these patients, 64% were linked to behavioral health services	Continued operations as expected.

Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2018 implementation status
HEALTHY LIVING (CONTINUED)			
● **Behavioral Health Integration - Vulnerable Populations**	1,197 individuals screened for behavioral health needs	986 patients received behavioral health treatment in their primary care setting in 2018; some individuals were screened and had begun treatment in the previous year A change in mental health symptoms was calculated for patients with at least 2 visits with a mental health provider in the primary care setting and two screening measures; of these patients, 45% had reduced depression or anxiety symptoms	Program addressed a range of challenges proactively, including streamlining staff onboarding processes to ready new case managers for services
● **Behavioral Health Integration - Veterans**	643 individuals screened for behavioral health needs	529 patients received behavioral health treatment in their primary care setting in 2018; some individuals were screened and had begun treatment in the previous year A change in mental health symptoms was calculated for patients with at least 2 visits with a mental health provider in the primary care setting and two screening measures; of these patients, 45% had reduced depression or anxiety symptoms	Program addressed a range of challenges proactively, including streamlining staff onboarding processes to ready new case managers for services
● **Senior Depression Intervention**	113 individuals enrolled in PEARLS	Of the 83 participants who completed the program in 2018, 92% had a reduction in their depression symptoms	Continued operations as expected. Displacement of veterans due to rising housing costs made outreach to veterans more challenging
● **Nurse-Family Partnership**	819 households enrolled	In 2018, 327 of the mothers in the program gave birth; 85% of the infants were full term and had a birth weight within the normal range	Continued operations as expected
● **Healthy Start**	196 individuals were enrolled	124 individuals received home visits	Staff turnover and hiring challenges impacted number of clients served
● **Maternal Depression Reduction**	2,864 individuals were screened for behavioral health needs	516 patients received behavioral health treatment in their primary care setting in 2018; some of these individuals were screened and had begun treatment in the previous year A change in mental health symptoms was calculated for patients with at least 2 visits with a mental health provider in the primary care setting and 2 screening measures; of these patients, 65% had reduced depression or anxiety symptoms	Program addressed a range of challenges proactively, including streamlining staff onboarding processes to ready new case managers for services
● **Promoting First Relationships**	17 providers enrolled in the PFR training	Of the 17 providers who enrolled, 16 completed the program and one is on track to complete the program	Continued operations as expected
● **Play & Learn**	64 facilitators trained 66 Play & Learn groups were supported with technical assistance	Not measured in 2018; measures in development for 2019	Continued operations as expected

Strategies and programs	How much did we do?	How well did we do it? Is anyone better off?	2018 implementation status
SOCIAL ENGAGEMENT			
● **Incarcerated Veteran Case Management**	155 individuals enrolled in case management for veteran services while incarcerated or in post-release services	Of clients who received a referral to a housing resource, 39% successfully connected to resources Of clients who received a referral to physical or behavioral health services, 71% successfully connected to resources Of clients who received a referral to services to improve financial stability, 60% were successfully connected to resources	Continued operations as expected though housing shortages and staff turnover presented challenges
SERVICE SYSTEM ACCESS AND IMPROVEMENT			
● **Pathfinders: Women Veterans and Veterans of Color**	236 individuals engaged	186 clients applied for benefits or referred to services 106 clients were assessed by the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) and engaged in housing navigator services	Continued operations as expected
● **Pathfinders: Homeless Veteran Street Outreach**	77 individuals engaged	67 clients successfully connected to resources	Continued operations as expected
● **Pathfinders: Homeless Street Outreach**	481 individuals engaged	71% of clients who were referred were linked to medical benefits or received eligibility assistance for basic needs	Established new partnerships with organizations focused on reducing the incidence, length, and residual impacts of homelessness
● **Pathfinders: South King County Homeless Outreach**	114 individuals engaged through outreach 88 individuals enrolled in services	35 clients were linked to mental health services and 16 clients found permanent housing	Maintained a consistent presence in South King County cities and strengthened existing relationships with police departments to help with outreach to city encampments
● **Pathfinders: Veteran and Military Families**	88 individuals engaged	76 clients successfully connected to resources	Continued operations as expected
● **Veteran Information and Referral**	987 calls received	Not measured in 2018; measures in development for 2019	Lessons learned will be incorporated into planning for new funding awards in 2020
● **Mobile Medical Program**	893 individuals received medical services	65% of clients who were referred were linked to medical benefits or received eligibility assistance for basic needs 51% of clients referred were linked to behavioral health care	Promoted harm reduction with training, distribution of naloxone kits, and new connections with community providers offering Medication Assisted Treatment
● **Veterans Training Support Center**	1,300 clinicians and service providers trained	90% of participants report learning skills that will be helpful in their work with veterans	Cultivated relationships with entities that serve veterans from historically marginalized communities
● **Countywide Information and Referral**	74,023 calls received	Not measured in 2018; measures in development for 2019	Lessons learned will be incorporated into planning for new funding awards in 2020
● **Cultural Navigator Program**	877 individuals served	Not measured in 2018; measures in development for 2019	Expanded language coverage and culturally-specific outreach
TECHNICAL ASSISTANCE / CAPACITY BUILDING (TA/CB)			
● **Technical assistance for senior centers applying for levy funding**	16 providers received 48 hours of application support from TA/CB funds	Not measured in 2018; measures in development for 2019	Due to staff shortages, strategy was only partially implemented
● **Technical assistance and capacity building for small agencies applying for levy funding**	3 providers received 21 hours of application support from TA/CB funds; 3 providers used $10,706 in TA/CB funds	Not measured in 2018; measures in development for 2019	Due to staff shortages, strategy was only partially implemented

Individuals may enroll in more than one VSHSL funded program. The current data system does not allow us to count unique individuals across the VSHSL. VSHSL funded programs often have braided funding from multiple sources.

Strategies and programs	Budgeted	Veterans	Senior veterans	Seniors	Vulnerable populations	Total	Variance
HOUSING STABILITY							
Capital and Operating Funds	$16,310,000	$4,785,454	$4,552,794	$1,460,000	$5,388,978	$16,187,226	$122,774
On-Site Support Services	$1,880,000	$880,000	N/A	N/A	$1,000,000	$1,880,000	$0
Housing Stability Program	$800,000	$400,000	N/A	N/A	$400,000	$800,000	$0
The Vital Program (Familiar Faces Intensive Care Management Team)	$205,000	$63,000	N/A	N/A	$142,000	$205,000	$0
Forensic Intensive Supportive Housing (FISH)	$690,000	$158,298	N/A	N/A	$361,824	$520,122	$169,878
Passage Point	$415,000	N/A	N/A	N/A	$415,000	$415,000	$0
Master Leasing and Shallow Rent Subsidies	$7,325,000	$2,100,572	$2,625,000	$323,369	$2,132,369	$7,181,310	$143,690
Senior Housing Repair Program and Age-in-Place Senior Home Modifications	$1,415,000	N/A	$1,280,480	N/A	N/A	$1,280,480	$134,520
Housing Stability Assistance Program	$740,000	N/A	N/A	N/A	N/A	$0	$740,000
Age-In-Place Best Practices Research and Development	$80,000	N/A	N/A	N/A	N/A	$0	$80,000
Enhanced Shelter Partnership	$1,000,000	N/A	N/A	N/A	$1,000,000	$1,000,000	$0
Preventing Inappropriate Housing Loss	$1,060,000	$193,330	N/A	$255,868	$88,953	$538,151	$521,849
Promoting Home Ownership	$500,000	$500,000	N/A	N/A	N/A	$500,000	$0
FINANCIAL STABILITY							
King County Veterans Program	$2,895,000	$3,215,834	N/A	N/A	N/A	$3,215,834	($320,834)
Vet Corps	$200,000	$200,000	N/A	N/A	N/A	$200,000	$0
Community Employment Services	$670,000	$120,000	N/A	N/A	$550,000	$670,000	$0
Career Connections	$420,000	$120,000	N/A	N/A	$300,000	$420,000	$0
New Family Services	$59,200	N/A	N/A	N/A	$59,200	$59,200	$0
King County Veterans Fellowship	$0	$100,000	N/A	N/A	N/A	$100,000	($100,000)
HEALTHY LIVING							
Veteran PTSD, MST and End Of Life Counseling	$450,000	$450,000	N/A	N/A	N/A	$450,000	$0
Veterans Court Clinician	$240,000	$247,384	N/A	N/A	N/A	$247,384	($7,384)
Military Family Counseling	$100,000	$100,000	N/A	N/A	N/A	$100,000	$0
Sobering and Emergency Services Patrol	$145,000	$45,000	N/A	N/A	$100,000	$145,000	$0
Housing Health Outreach Team	$365,000	$75,000	N/A	N/A	$290,000	$365,000	$0
Behavioral Health Integration	$1,225,000	$600,000	N/A	N/A	$625,000	$1,225,000	$0
Health Care Reform	$270,000	$25,000	N/A	N/A	$245,000	$270,000	$0
Senior Depression Intervention	$356,000	N/A	$178,000	$178,000	N/A	$356,000	$0
Nurse-Family Partnership	$470,000	N/A	N/A	N/A	$470,000	$470,000	$0

Strategies and programs	Budgeted	Veterans	Senior veterans	Seniors	Vulnerable populations	Total	Variance
HEALTHY LIVING (CONTINUED)							
Healthy Start	$270,000	N/A	N/A	N/A	$270,000	$270,000	$0
Maternal Depression Reduction	$625,000	N/A	N/A	N/A	$625,000	$625,000	$0
Promoting First Relationships	$147,800	N/A	N/A	N/A	$147,800	$147,800	$0
Play & Learn	$53,000	N/A	N/A	N/A	$53,000	$53,000	$0
Geriatric Regional Assessment Team (GRAT)	$0	N/A	N/A	$1,652	N/A	$1,652	($1,652)
SOCIAL ENGAGEMENT							
Incarcerated Veteran Case Management	$100,000	$48,652	N/A	N/A	N/A	$48,652	$51,348
Senior Centers Stabilization Investments	$3,500,000	N/A	N/A	$2,123,306	N/A	$2,123,306	$1,376,694
SERVICE SYSTEM ACCESS AND IMPROVEMENT							
Pathfinders: Women Veterans and Veterans Of Color	$300,000	$300,000	N/A	N/A	N/A	$300,000	$0
Pathfinders: Homeless Veteran Street Outreach	$99,000	$99,000	N/A	N/A	N/A	$99,000	$0
Pathfinders: Homeless Street Outreach	$276,000	$86,000	N/A	N/A	$190,000	$276,000	$0
Pathfinders: South King County Homeless Outreach	$80,000	$15,000	N/A	N/A	$65,000	$80,000	$0
Pathfinders: Veteran and Military Families	$174,000	$174,000	N/A	N/A	N/A	$174,000	$0
Veteran Information and Referral	$100,000	$100,000	N/A	N/A	N/A	$100,000	$0
Mobile Medical Program	$300,000	$90,000	N/A	N/A	$210,000	$300,000	$0
Veterans Training Support Center	$250,000	$200,000	N/A	N/A	$50,000	$250,000	$0
Client Care Coordination	$100,000	N/A	N/A	N/A	$100,000	$100,000	$0
Countywide Information and Referral	$50,000	N/A	N/A	N/A	$50,000	$50,000	$0
Cultural Navigator Program	$70,000	N/A	N/A	N/A	$69,417	$69,417	$583
COMMUNITY PARTNERSHIP AND COMMUNICATIONS							
Community Partnership and Communications	$378,000	$75,212	N/A	$39,891	$40,052	$155,155	$222,845
EVALUATION							
Evaluation	$1,311,376	$186,809	N/A	$90,959	$148,493	$426,261	$885,115
PLANNING AND ADMINISTRATION							
Planning and Administration	$2,522,752	$751,909	N/A	$512,611	$376,322	$1,640,842	$881,910
Facilitation of Partnerships	$0	$0	N/A	N/A	N/A	$0	$0
TOTAL	**$50,992,128**	**$16,505,454**	**$8,636,274**	**$4,985,656**	**$15,963,408**	**$46,090,792**	**$4,901,336**

Strategies and programs	Budgeted	Veterans	Senior veterans	Seniors	Vulnerable populations	Total	Variance
TECHNICAL ASSISTANCE / CAPACITY BUILDING							
Technical assistance and capacity building for senior centers	$250,000	N/A	N/A	N/A	N/A	$10,706	$239,294
Technical assistance and capacity building for providers of VHSL services that are continued by the VSHSL Transition Plan	$225,000	N/A	N/A	N/A	N/A	$0	$225,000
Technical assistance for small organizations, partnerships and groups that apply for VSHSL funding after adoption of the VSHSL Implementation Plan	$50,000	N/A	N/A	N/A	N/A	$15,556	$34,444
TOTAL	**$525,000**	N/A	N/A	N/A	N/A	**$26,262**	**$498,738**
GRAND TOTAL	**$51,517,128**	**$16,505,454**	**$8,636,274**	**$4,985,656**	**$15,963,408**	**$46,117,054**	**$5,400,077**
PERCENTAGE EXPENDED							**89%**

Underspending occurred in 2018 due to the ramp-up of the first year of the levy and the timing of hiring and program rollout. Some strategies will spend their remaining budgets in 2019. Any unspent funds will be utilized in accordance with the reallocation process outlined in the VSHSL Implementation Plan or to fund VSHSL reserves. Increased spending is anticipated in 2019.

PARTNERS

The Veterans, Seniors and Human Services Levy is administered by the King County Department of Community and Human Services and carried out in partnership with:

American Financial Solutions

Area Agency on Aging–City of Seattle Aging & Disability Services

Asian Counseling and Referral Service

Auburn Senior Activity Center

Auburn Youth Resources

Ballard NW Senior Center

Bellwether Housing

Birth to Three

Black Diamond Community Center

Burien Community Center

Catholic Community Services

Catholic Housing Services

Central Area Senior Center

Chief Seattle Club

Child Care Resources

Chinese Information and Service Center

City of Pacific Senior Center

City of Seattle

Community House Mental Health Agency

Community Psychiatric Clinic

Compass Housing Alliance

Congregations for the Homeless

Country Doctor Community Health Centers

Crisis Connections

Des Moines/Normandy Park Senior Activity Center

Dispute Resolution Center of King County

Downtown Action to Save Housing

Downtown Emergency Service Center

El Centro de la Raza

Emerging Design Consulting

Encompass

Enumclaw Senior Center

Evergreen Treatment Services

Evergreen Treatment Services REACH

Federal Way Community Center

First Place

Foundation for the Challenged

Friends of Youth

Greater Maple Valley Community Center

Greenwood Senior Center

Harborview Medical Center

HealthPoint

Highline West Seattle Mental Health

Hopelink

Imagine Housing

Institute for Family Development

International Community Health Services

International Drop-In Center

Issaquah Senior Center

Jewish Family Service

Kindering

King County Bar Association

King County Department of Executive Services

King County Department of Human Resources

Lake City-Northgate Senior Center Project

Low Income Housing Institute

Maple Valley Food Bank

Mercy Housing

Mt. Si Senior Center

Multi-Service Center

Navos

Neighborcare Health

Neighborhood House

North East Seattle Together (NEST)

Northshore Senior Center

Northshore Youth and Family Services

Northwest Center

Northwest Consumer Law Center

Northwest Justice Project

Pacific Asian Empowerment Program Senior Center

Parkview Services

Peter Kirk Community Center

Pike Market Senior Center

Pioneer Human Services

Plateau Outreach Ministries

Plymouth Housing Group

Provail

Public Health–Seattle & King County

Red Vines 1

Redmond Senior Center

Renton Area Youth & Family Services

Renton Housing Authority

Renton Senior Activity Center

Sea Mar Community Health Centers

SeaTac Community Center

Seattle Community Law Center

Seattle Indian Health Board

Senior Center of West Seattle

Shoreline/Lake Forest Park Senior Center

Sno-Valley Senior Center

Solid Ground

Sound

Sound Generations

Sound Generations / Community Dining

South Park Senior Center

Southeast Seattle Senior Center

Southeast Seattle Senior Foundation

Terry Home

The Salvation Army

Therapeutic Health Services

TRAC Associates

Tukwila Community Center

Ukrainian Community Center of Washington

United Indians of All Tribes Foundation

Urban League of Metropolitan Seattle

Valley Cities Behavioral Health Care

Vashon Household

Vashon Youth & Family Services

Vashon-Maury Senior Services

Verrenti Consulting

Wallingford Community Senior Center

Washington Homeownership Resource Center

Washington State Department of Veterans Affairs (WDVA)

Washington State Housing Finance Commission

YMCA of Greater Seattle

YWCA

Making King County a welcoming community where *every* person can thrive.

Best Starts for Kids

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

MIDD Behavioral Health Sales Tax Fund

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

Veterans, Seniors and Human Services Levy

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

King County

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