IMPLEMENTATION PLAN

2012 – 2017 Veterans and Human Services Levy:
Activity 1.2 B Veterans Information and Referral

1. Goal
   Increase self-sufficiency of veterans and vulnerable populations

2. Strategy
   The Veterans and Human Services Levy Service Improvement Plan (SIP) set a goal of supporting veterans and their families to build stable lives and strong relationships.

3. Activity 1.2.B Veteran Information and Referral

   Activity 1.2 B Veteran Information and Referral described below is one of three activities funded under Activity 1.2: Veterans outreach and engagement.

4. Service Needs, Populations to be Served, and Promotion of Equity and Social Justice
   
   a) Service Needs
      It is important for veterans to have easy access to information about the wide array of services available to them and their families. Unfortunately, it can be difficult for many veterans to navigate the complex landscape of veterans’ organizations and other agencies to receive help for the myriad of problems they may be facing. Many helpful services exist that are either specifically for veterans or are services veterans might utilize to help support them and their families. Trying to make connections to these services and receive assistance as they cope with major life changes, such as deployment or the transition back to civilian life can be difficult. A dedicated telephone line can match veterans more efficiently with the services they are seeking.

   b) Populations to be Served
      This service will be provided to veterans and their families in King County which is one of the primary target populations of the Veterans and Human Services Levy (Levy). For the purposes of this implementation plan, the term “veterans” also includes active duty military personnel and their family members, including members of the National Guard.
and Reserves who reside in King County. The clients to be served by this phone resource are typically in need of information about the unique services and resources available to them as a result of military service such as veteran’s benefits or counseling, in addition to information about other local community resources including employment assistance, housing assistance or assistance with emergency needs.

a) Promotion of Equity and Social Justice
The Equity and Social Justice Ordinance requires King County to consider the impacts of its policies and activities on its efforts to achieve fairness and opportunity for all people, particularly for people of color, low-income communities.

- Will your activity have an impact on equity?

King County’s Equity and Social Justice (ESJ) Initiative recognizes that the economy and quality of life of King County’s residents depends on the ability of each individual to contribute. It further recognizes that important work needs to be done to remove barriers that limit the ability of individuals to fulfill their potential. King County’s Strategic Plan 2010 - 2014 incorporates the principles of ESJ. This Veterans Information and Referral activity supports King County’s Strategic Plan, in particular the goal to “Provide equitable opportunities for all individuals to realize their full potential.”

- What population groups are likely to be affected by the proposal? How will communities of color, low-income communities or limited English proficiency communities be impacted?

Data from the King County Veterans’ Program (KCVP) shows that the program is serving a similar number of African American (43%) and Caucasian (47%) clients, with smaller numbers of Hispanic, Native American, and Asian clients (totaling less than 10%). It is expected that the population served by this dedicated phone resource will be similar to that of KCVP. This service data shows that veterans in need of services in King County are disproportionately from the African American community.

- What actions will be taken to enhance likely positive impacts on these communities and mitigate possible negative impacts?

The follow-up services provided to each client and availability of advocacy assistance increases their success in accessing the services to which they have been referred. The provision of services in a culturally sensitive manner also improves the likelihood of success.

5. Activity Description

Levy funds, in partnership with the Washington State Department of Veterans Affairs (WDVA) provide a King County Veterans Information and Assistance Call Center that is a one stop for King County Veterans’ information, resources and assistance. The Call Center provides information, resources and referrals, on benefits and services from local, state and federal programs to callers Monday through Friday from 9am – 5pm. The Call Center also provides immediate prevention and intervention assistance for veterans and their families.
experiencing health, housing, financial, family or reintegration issues. Levy funds also contribute to the ongoing development and maintenance of the veterans’ phone system and database that contains current resource and referral information.

Of special note, the call center provides one-on-one follow-up contact with an inquirer plus additional follow-up within two weeks of the initial referral to make sure the individual has connected to the services they need. While providing an inquirer one-on-one contact, the call center assesses the needs, identifies appropriate services and resources, indicates organizations capable of meeting those needs, provides sufficient information about each organization to help the inquirer to make an informed choice, and when necessary participates in linking the inquirer to the needed services.

6. Funds Available

The 2012 Service Improvement Plan identified the following allocations for this activity.

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<tbody>
<tr>
<td>Veterans Levy</td>
<td>$100,000</td>
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<td>Total</td>
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A total of $100,000 is available in 2012 to implement this activity. The annual amount of $100,000 will be available through 2017 based on the activity’s performance.

7. Evidence-based or Promising Practices

Studies have shown that dedicated telephone information lines positively impact the service delivery community and the clients in need by decreasing the number of errant calls to service providers (saving time for clients and saving resources for providers) and by improving the distribution of services by referring clients to services that are close to home.

8. Service Partnerships

The King County Veterans Information and Assistance Call Center has developed a database of resources for health, housing, financial, employment, mental health counseling, reintegration issues and other housing and services, with over 170 federal, state and local service providers. A sampling of service providers include:

- American Legion
- Angeline’s Day Refuge
- Antioch University
- Art Institute of Seattle
- Asian Counseling & Referral
- Bellevue College
- Bread of Life
- Cascadia Community College
- Catholic Community Services
- Center for Human Services, Shoreline
- Community Psychiatric Center
- Compass Housing Alliance
- Compass Shelter
- Disabled Veterans of America
Domestic Abuse Women Network (DAWN) Seattle Housing Authority
Downtown Emergency Service Center Seattle Indian Health Board
Edmonds Community College Seattle University
El Centro de la Raza Service Organizations
Everett Shoreline Community College
Federal Way Solanus Casey Center
Goodwill of Seattle South King County Multi Service Center
Green River Community College St. Vincent De Paul
Jewish Family Services Supportive Services for Veterans Families
King County Homeless Veterans Reintegration Program Gospel Mission
King County Incarcerated Veterans Program United Way of King County
King County Veterans Call Center UW- Bothell
King County Veterans Program Valley Cities
Lake Washington Technical College Vet Centers
Maple Valley Food Bank Vet Corps
Mary’s Place Veterans of Foreign Wars
Michaels Place Veterans Transitional Housing, Renton
Military order of the Purple Heart Veterans Transitional Housing, Shoreline
North Seattle Community College William Booth Center
Outreach & Resource Services for Women Veterans Outreach & Resource Services
Pioneer Square Veterans Program Wounded Warrior Project
Project Thrive YWCA
Red Cross
Renton Technical College
Safe Parking

9. Performance Measures

The following performance measures and targets were identified by the Levy’s Evaluation Team. Performance will be evaluated annually and targets will be adjusted accordingly as needed for the following year. Current measures can be found on the Levy website:
<table>
<thead>
<tr>
<th>Objectives</th>
<th>Service Outputs/ Measures</th>
<th>Target(s)</th>
<th>Data Source</th>
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</thead>
<tbody>
<tr>
<td>Engagement/ Assessment</td>
<td>• Number of persons (calls) using the veterans' information and referral source</td>
<td>900</td>
<td>Report Card – Services</td>
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<tr>
<td></td>
<td>• Number of persons receiving referrals to services</td>
<td>850</td>
<td>Report Card – Services</td>
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<tr>
<td></td>
<td>• Number of clients applying for and/or receiving services after referral</td>
<td>800</td>
<td>Report Card – Services</td>
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<tr>
<td></td>
<td>• Percent of clients reporting that they are satisfied with information and referral services provided</td>
<td>95%</td>
<td>Report Card - Outcomes</td>
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