



DEPARTMENT OF COMMUNITY AND HUMAN SERVICES

2008 ANNUAL REPORT



King County

## Prevention and early intervention – Ending homelessness – Justice system alternatives – Training and employment – Quality public defense

The Department of Community and Human Services provides a wide range of services to help county residents and communities, but has identified five priority areas: prevention and early intervention strategies, ending homelessness, justice system alternatives to incarceration,



job training and employment to achieve self-sufficiency, and quality public defense services.

These priorities are approached in ways that are coordinated, innovative, creative and effective.

This 2008 annual report offers examples of collaborative programs and services working to reduce or prevent homelessness, build safe and affordable housing, provide treatment services to help reduce costly hospitalizations and jail time, and help people achieve and maintain living wage jobs.



Also in this report are the stories of people who have overcome poverty, abuse, addiction, disabilities, homelessness, and unemployment to move their lives forward with dignity, determination and courage.

*From top: Toddler in early intervention program; Greenbridge in White Center; Debra Wood, Veterans Program Board Member marches in Auburn Veterans Day Parade*

*About the cover: Team building exercise for Youth Source students.*



**King County**

**To enhance the quality of life, protect rights, and promote the self-sufficiency of our region's diverse individuals, families, and communities.**



# King County

## Message from the County Executive

I am pleased to present the 2008 Annual Report for the King County Department of Community and Human Services.

In so many ways, the department and their community stakeholders are reaching out to help people across the county achieve and maintain happier and more independent and productive lives. I am especially proud of the ways we are helping to improve the quality of life for our most fragile residents, including:



- Building affordable and supportive housing for individuals and families in need, for people who are homeless, and for those with disabilities, while also increasing our efforts to prevent homeless wherever we can. Despite the lingering economic crisis, we remain committed to our goal of ending homelessness in King County.
- Offering job training and other employment services to help at-risk youth, dislocated adult workers, and people with disabilities achieve self-worth and self-sufficiency.
- Improving connections to treatment and other support services as alternatives to costly jail stays and hospitalizations. Innovative and best practice programs are providing treatment, housing, employment services and the kinds of assistance that bring stability to troubled lives.

I commend the Department of Community and Human Services and their many partners for their unwavering commitment to helping individuals and families across our region achieve a better chance for health and success.

Sincerely,

Ron Sims

## Message from the Director

The Department of Community and Human Services is proud to join with our regional partners to help individuals and families achieve and maintain healthier and more self-sufficient lives in their communities.



Among our successful collaborations for 2009 are these highlights:

**Mental Illness and Drug Dependency (MIDD)** – The completion of a trio of oversight, implementation and evaluation plans opened the doors to mental health and substance abuse treatment for people who were previously unable to get help. New funding made possible through the MIDD will help thousands of low-income people with mental health and chemical dependency issues receive the services they need to stay out of jails and emergency systems and stabilize their lives.

**Veterans and Human Services Levy** – New and enhanced services implemented in 2008 are helping veterans and their families, pregnant mothers and newborns, people who are homeless or at risk of homelessness, and many others in need. We are grateful to the voters for their support of the levy.

**Skill Up** – King County is pleased to join an exciting new collaboration bringing together government, education, business and foundations to create a second chance for low-income people working to improve their skill sets and credentials to achieve higher paying jobs.

Looking ahead, we face the continuing budget challenges of the recession and the lack of adequate revenue tools for county governments to provide stable funding for health and human services for vulnerable populations. We will work with our community partners and key stakeholders to make the best possible use of available resources, look at strategies for the future, and promote best practices in all that we do.

Thank you for your support.

Jackie MacLean



*From top: Opportunity Greenway summer youth program teaches "green" construction; Lauren Heights affordable housing in Issaquah; helping seniors live independent lives in the community.*

## Department of Community and Human Services

### Introduction

The Department of Community and Human Services (DCHS) provides or coordinates a broad array of services to help low-income and special needs residents of King County. As a primarily regional services department, DCHS plays a very strong role in the coordination and leadership of the region's human services infrastructure. These programs and services include developmental disabilities, mental health, housing and community development, education and work training, aging services, substance abuse prevention and treatment, veterans services, youth and family services, unincorporated area council liaisons, women's services and public defense.

The department is responsible for oversight and management of the revenues from the Veterans and Human Services Levy and implementation of its Service Improvement Plan, and implementation of the Mental Illness and Drug Dependency Action Plan and oversight and management of new sales tax revenues to finance the plan. The department also provides leadership and coordination to the Committee to End Homelessness in King County and its Ten-Year Plan to End Homelessness.

## Administration

With a 2008 budget of nearly \$360 million and a staff of about 400, DCHS is responsible for the strategic planning, policy implementation, fiscal management, contract oversight, and provision of care for the majority of King County's housing and human services programs.

Funding and service planning are guided by the Framework Policies for Human Services:

1. King County has a strong regional role in human services, working with many partners to help those most in need.
2. King County's priorities for human service investments will be programs and services that help to stabilize and improve people's lives, and prevent or reduce emergency medical and criminal justice system involvement and costs.
3. King County will apply principles that promote clarity, effectiveness, accountability and social justice.



Above: YouthSource classroom.

## Finance

Funding to support DCHS programs and services comes from many sources, including King County, the federal government, state of Washington, local cities, and public/private foundations. The majority of the department's funds are contracted to community-based agencies. Over 85 percent of all funds are contracted to community agencies; eight percent supports direct services provided by DCHS staff; and the remaining seven percent funds administration. The following chart shows the fund sources that supported DCHS programs and services in 2008.

<b>KING COUNTY DEPARTMENT OF COMMUNITY AND HUMAN SERVICES</b>					
<b>2008 Adopted Budget - Revenues</b>					
	<b>2008 Funding Sources</b>				
	General Fund/ Children & Family Services Fund	Dedicated Property Taxes	Sales Tax	State/Federal/Grant/ Other Resources*	2008 Total Revenues
<b>Community Services Division</b>	<b>\$ 16,928,582</b>	<b>\$ 19,141,858</b>		<b>\$ 51,087,216</b>	<b>\$ 87,157,656</b>
Community Services	13,901,026				13,901,026
Housing Opportunity Fund (HOF)	1,216,559			23,807,500	25,024,059
Federal Housing & Community Development				18,482,000	18,482,000
Work Training Program (WTP)	1,810,997			4,709,043	6,520,040
Dislocated Worker Program (DWP)				4,088,673	4,088,673
Veterans' Program		2,598,649			2,598,649
Veterans & Families Levy		8,356,441			8,356,441
Human Services Levy		8,186,768			8,186,768
<b>Developmental Disabilities Division</b>		<b>\$ 2,997,556</b>		<b>\$ 23,187,522</b>	<b>\$ 26,185,078</b>
<b>DCHS Administration</b>	<b>\$ 648,720</b>			<b>\$ 1,890,670</b>	<b>\$ 2,539,390</b>
<b>Mental Health, Chemical Abuse and Dependency Services Division</b>	<b>\$ 5,277,722</b>	<b>\$ 2,665,053</b>	<b>\$ 22,211,605</b>	<b>\$ 170,167,558</b>	<b>\$ 200,321,938</b>
Mental Health	1,921,224	2,665,053		148,709,428	153,295,705
Alcoholism/Substance Abuse	3,356,498			21,458,130	24,814,628
Mental Illness & Drug Dependency (MIDD)			\$ 22,211,605		22,211,605
<b>Human Services Sub-Total</b>	<b>\$ 22,855,024</b>	<b>\$ 24,804,467</b>	<b>\$ 22,211,605</b>	<b>\$ 246,332,966</b>	<b>\$ 316,204,062</b>
<b>Office of the Public Defender</b>	<b>\$ 38,198,746</b>			<b>\$ 3,708,659</b>	<b>\$ 41,907,405</b>
<b>TOTAL Department of Community &amp; Human Services</b>	<b>\$ 61,053,770</b>	<b>\$ 24,804,467</b>	<b>\$ 22,211,605</b>	<b>\$ 250,041,625</b>	<b>\$ 358,111,467</b>

\* Other sources of funding direct to King County such as fees, fund balance, contributions from other funds, interest income

## Citizen Boards

The department places the highest value on the input and guidance on human services funding and program planning provided by the clients, consumers, family members and others who serve on our ten citizen advisory and oversight boards. More than 120 private citizens volunteer their time every month to attend meetings, plan public events, educate the public, meet with state legislators, serve on review panels, and more. The department is grateful to all of them for their efforts to improve and strengthen regional human services.



*Developmental Disabilities Board and Parent Coalition members greet legislators at annual forum*

### Board and committees:

- Advisory Council on Aging and Disability Services**
- Alcoholism and Substance Abuse Administrative Board**
- Community Organizing Program Advisory Board**
- Board for Developmental Disabilities**
- Mental Health Advisory Board**
- Mental Illness and Drug Dependency Oversight Committee**
- Regional Human Services Levy Oversight Board**
- Veterans Citizen Levy Oversight Board**
- Veterans' Program Advisory Board**
- Women's Program Advisory Board**

A number of citizens also serve on housing and homelessness related committees that are staffed and supported by DCHS, including those connected to the Committee to End Homelessness and its Ten-Year Plan, and regional housing and community development planning groups supported by the county such as A Regional Coalition for Housing (ARCH) and the Joint Recommendations Committee (JRC).

## Unincorporated Area Councils

King County serves as the local government for the residents of the unincorporated areas of the county. Unincorporated Area Councils (UACs) are independent entities formed to improve communication and information sharing between county government and the residents of the county's unincorporated areas. Each council is a volunteer organization with board members elected by the residents of each area.

King County has officially recognized six UACs:

- Four Creeks Unincorporated Area Council**
- Greater Maple Valley Area Council**
- North Highline Unincorporated Area Council**
- Upper Bear Creek Community Council**
- Vashon-Maury Island Community Council**
- West Hill Community Council**



*Above: Executive Sims (standing) talks with community and UAC leaders at joint annual forum. From left, Paul Berry, West Hill; Ron Johnson, North Highline; Nancy Stafford, Upper Bear Creek; Tom Carpenter, Four Creeks; Steve Hiester, Greater Maple Valley; and Jean Bosch, Vashon-Maury Island. Right: Geoff Clayton, Upper Bear Creek chair welcomes Executive Sims to the Forum.*

Community Service Representatives (DCHS staff) serve as liaisons between the unincorporated area councils and county government. They attend community meetings and provide various kinds of support and assistance to the UACs and local residents.



The county executive hosts an annual joint community meeting each year to bring together the six UACs and the residents of the unincorporated areas to discuss issues of interest and concern. The annual forum is one of many ways the county works to gather and share information with residents.

## 2008 GOALS AND PERFORMANCE MEASURES

- ➔ Provide effective prevention and intervention strategies for those most at risk and most in need to prevent or reduce more acute illness, high-risk behaviors, incarceration and other emergency medical or crisis responses.

# 1

Performance Measure	2008 Actual	2008 Target
Access rate for early intervention child development services	1.7%	2%
Veterans with reduced symptoms of post traumatic stress disorder	95.7%	84%
Persons receiving outpatient mental health services who have maintained or improved their level of functioning	Maintained 58.4% Improved 26.9%	52% 30%
Persons successfully completing outpatient chemical dependency treatment	Adults 54% Youth 58.8%	Adults 48% Youth 62%

- ➔ Provide job readiness, education and employment services to help vulnerable youth and adults increase independence and self-sufficiency and lead more meaningful and productive lives.

# 2

Performance Measure	2008 Actual	2008 Target
Youth clients who advance educationally or secure employment by program exit	94.8%	73.5%
Work training program participants who retain employment for 3 months or longer	Adults 86.2% Youth 72%	Adults 86% Youth 86%
Adult clients with developmental disabilities who are earning minimum wage or higher	48%	54%

- ➔ Develop and implement stronger prevention measures to avoid or prevent homelessness, and create or preserve supportive housing for those who are homeless or at risk of homelessness to achieve the goal of ending homelessness in King County

# 3

Performance Measure	2008 Actual	2008 Target
Clients exiting emergency shelter or transitional housing who move to more stable housing	74.6%	70%
Households who remain in their housing after completion of a homeless prevention program	94.5%	80%
Adults with serious mental illness exiting institutions and intensive case management who move to, and remain in, community based treatment with stable housing	72.8%	71%
Homeless persons served in outpatient mental health services who are housed by the end of their benefit period	33.3%	30%
Number of low income housing units funded	660	400

- ➔ Continue to develop and provide services that reduce the growth of emergency medical and criminal justice system involvement and costs.

# 4

Performance Measure	2008 Actual	2008 Target
Clients with mental illness or co-occurring disorders (COD) who experience reduced incarcerations	Mental Health 71.1% COD 64.9%	Mental Health 70% COD 60%
Jail days reduced or avoided for veterans served	15,210	8,000
Youth involved with juvenile justice who decrease their number of juvenile court referrals or detention admissions	82.5%	85%

- ➔ Assure quality public defense services.

# 5

Performance Measure	2008 Actual	2008 Target
Timely contact of defendant by attorney within 1 business day (in custody) or 5 business days (out of custody) from the time the case is assigned.	In custody 68% Out of custody 88%	100% 100%
Reduce complaints received about attorneys and percentage determined to be valid	Received 93 Valid 3%	100 Valid 10%



*Auburn Veterans Day Parade; Wiley Community Center in White Center*

## COMMUNITY SERVICES DIVISION

The Community Services Division (CSD) provides a wide range of services that seek to strengthen our communities and improve the lives of seniors, children and youth, people who are homeless or at risk of homelessness, veterans and their families, survivors of abuse, and people needing job training to become more competitive in today's job market. Here are some of the many ways we help vulnerable individuals and families.

**Housing and Community Development (HCD)** - Working with developers, cities, local housing authorities, nonprofits, banks and many others, HCD builds or preserves safe and affordable housing, works to end homelessness, and improves the livability of low-income areas. With their partners, they celebrate these accomplishments:

- Built or renovated 443 new affordable housing units; 271 for households with special needs and 391 units designated for very low-income persons
- Repaired 603 homes owned by low to moderate-income households to improve safety or accessibility
- Provided homeless prevention services to 631 households through an enhanced Housing Stability Program; 97% were still housed six months later
- Helped an additional 381 households with other types of eviction prevention
- Provided 520 units of permanent supportive housing for homeless people with a history of mental illness, chemical dependency or HIV/AIDS
- Offered 98,312 bed nights of emergency shelter and 169,416 nights of transitional housing for homeless households
- Provided food, clothing, emergency services, child care, transportation, employment training, and other essential services to more than 66,000 people
- Completed four community facility projects and six public infrastructure projects to improve low to moderate-income communities
- Helped 50 first time homebuyers through Habitat for Humanity and the King County House Key Program
- Assisted 33 low to moderate income individuals to start small businesses through an enterprise program funded with community development block grant funds.

**Work Training Program** – In collaboration and partnership with schools and community colleges, businesses, local cities and others, the Work Training Program provides education and job training services to low-income and disadvantaged youth and adults.

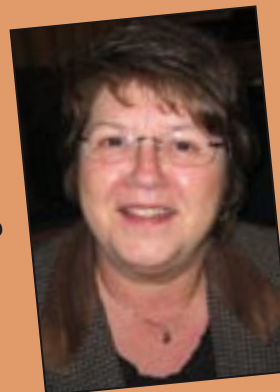
- WorkSource Renton, the county’s largest “one-stop” employment center, is recognized for innovative employment services and strong employment networks. More than 17,000 customers received career counseling and other assistance in 2008. A variety of services were also provided for prospective employers.
- Dislocated Worker Program re-trains those who have lost their jobs due to plant closures or business downsizing. In 2008, the program helped 632 people and placed 303 in jobs averaging \$19.38 an hour.
- King County Jobs Initiative builds careers and financial independence for low-income and criminal justice involved residents. The program served 127 persons and had 87 job placements averaging \$13.24 an hour. The program successfully competed for a federal Brownfields grant to provide job training for people clearing and restoring hazardous sites.
- Out of School Programs include YouthSource and Learning Center North that help low-income and justice involved youth get their lives on track through education and job training. Programs help build skills for particular careers, such as YouthBuild, combining GED classes with on-the-job training in the construction trades; Digital Bridge Technology Academy, offering education and training in computer skills; and Opportunity Skyway, combining education with hands-on learning in aviation technology. Community college based learning centers help youth through credit recovery and school re-entry, high school completion or a GED. Out of school programs served 633 youth in 2008.

- In School Programs seek to help youth in danger of dropping out of school, working to improve academic achievement and awareness of career and post-secondary options through tutoring, case management, “work and earn” internships and other services. Programs include New Start and the School to Work Program helping youth with developmental disabilities. A total of 154 youth were served by in school programs.



### Carol's story

On September 4, 2008, I received a lay off notice from my employer of 11 years. You'd think that working as a Career Specialist at Bellevue College would have prepared me for such an event. Not so. Fortunately, the King County Dislocated Worker Program was there to help.



After two months of job searches, I realized I had to look for a new career path. I thought adding a Certificate in Human Resources (HR) would make me more marketable. I scheduled an appointment with the Dislocated Worker Program to explain my circumstances and my plan. To my delight, my case manager agreed that HR classes would give me an edge. I picked up my first voucher and went off to college.

I chose the HR Management Certificate Program at Bellevue College. Since I was not working, I took as many classes as I could, in order to finish the program in six months. Without the assistance of the Dislocated Worker Program I would not have been able to pay for these classes. I found a part-time job in human resources but the worsening economy forced my employer to reduce my hours. I intensified my job search and I was hired as a Lead Employment Specialist at the newly opened WorkSource Aerospace Center at Edmonds Community College.

Although this position is not directly related to human resources, the HR Certificate served a dual purpose. My interviewers were impressed with my efforts for continuing professional development. Additionally, my job involves supervisory duties and HR knowledge will definitely help.

Oh, and I almost forgot to mention: I am working at a higher salary than my last job. Thank you, King County Dislocated Worker Program!



Top of page: Summer youth employment program training  
Above: WorkSource Renton helps with job training and job coaching



Roger Welles, member of both the Veterans Program Board and Veterans Levy Board marches in parade with Nate Hinde (right)

Program expanded services to more veterans than previous years and in more locations, including a part-time office in Auburn that opened in 2008. Individualized services were enhanced through case management and access to Post Traumatic Stress Disorder treatment was increased. A total of 2,039 veterans received PTSD treatment and 95.7% showed improved functioning. The Veteran's Incarcerated Project, a national model for jail intervention services, expanded services to veterans in regional jails and helped 188 jailed veterans by providing housing, treatment and other supports, resulting in greater stability for the vets and a savings to the county of 6,021 jail days.

**Community Services** – Programs in CSD assist people of all ages to achieve and maintain healthier lives. The **Aging Program** works to help older adults maintain their independence through health services, information and referral, exercise, social activities, transportation, and other supports. Over 26,150 people participated in county-sponsored programs and activities. The **Women's Program** helped 3,811 survivors of domestic violence and 3,542 survivors of sexual assault by providing connections to crisis intervention, referral, counseling, legal advocacy, emergency shelter and transitional housing. **Youth and Family Services** agencies helped at-risk and juvenile



Veterans meet at resource fair (above and left)



justice involved youth through school-based case management, gang intervention, drug prevention, counseling, treatment, education and employment programs. With county support, agencies helped 14,254 youth and their families.

The **Veterans' Program** served nearly 4,600 low-income veterans and their families during 2008, providing financial aid, mental health and trauma counseling, short and long-term housing, vocational and employment assistance, and other supports. Thanks to additional funding from the Veterans and Human Services Levy, the Veterans'

**P**aul is a 49 year-old veteran who has been a client of the KCVP since 2007. He is a recovering addict with a mental health disorder. In 2008, he asked for help with permanent housing. His social worker worked with him to build responsibility and accountability. Paul demonstrated his motivation by keeping his appointments, allowing collaboration between his KCVP social worker and his other providers and getting back on his medications. He was referred to one of KCVP's transitional housing beds at the Compass Center. Right away, Paul became a favorite because of his willingness to comply with services and lend a helping hand. Paul became involved with church volunteer work, attending a retreat in the San Juan Islands. There he realized a desire to live closer to the wilderness and away from the city where he became an addict and that continued to threaten his recovery.

Last December, Paul found a small rental house on Bainbridge Island. He has applied for a two-year internship at his church's retreat center where he will work in an environment where he is more content and productive. As shown in Paul's story, the KCVP plays a pivotal role in helping clients realize and achieve their personal goals.

## VETERANS AND HUMAN SERVICES LEVY

King County voters approved a ballot measure in 2005 that generates over \$13 million annually for six years, with half of the revenues dedicated to services for veterans, military personnel and their families and the other half providing funds for a range of regional health and human services to help other individuals and families in need. A Service Improvement Plan, adopted in 2006, describes the priorities:

- enhancing services and access for veterans and their families
- ending homelessness through outreach, prevention, permanent supportive housing and employment
- increasing access to behavioral health services
- strengthening families at risk
- increasing effectiveness of resource management and evaluation.

A total of \$2.1 million was allocated from the levy in 2008 to expand veteran's



program capacity to offer emergency financial assistance, case management, counseling, housing and employment assistance and other supports. Levy funds also supported enhancing geographic access to veteran's services in north, east and south King County.

Helping to end homelessness, levy funds supported homeless prevention efforts and provided capital funds for housing construction. The levy supported the mobile medical van and provided \$1 million to help fund mental health and chemical dependency treatment for more than 2,000 individuals in clinics around the county, as well as depression programs for older adults. With levy funds, the Nurse Family Partnership helped 533 low-income mothers and 343 babies through home visits on maternal and baby health and nutrition, child development and employment training, and helped new mothers with maternal depression.

**C**urtis is a 41-year old veteran who came into the Veterans' Program office with his wife and five children seeking assistance with permanent housing and employment. After completing an assessment, it was clear that there were many areas of need for the family. Curtis' wife was working less than fulltime and Curtis had an approved VA disability claim, but had yet to start receiving benefits. They were staying in an emergency shelter for families and struggling financially, relying heavily on food banks. Because the family was new to the state, they were feeling isolated and disconnected.

The KCVP was able to assist the family with move-in costs, gas cards and emergency food. They issued a voucher so the wife could get a current Washington State driver's license and the family was able to get a free car from Working Wheels. Their social worker linked the family to veteran support groups in their community, and to the school family support worker to help the children. Today, the family is in long-term transitional housing and in line to move into low-income permanent housing. The children are attending school, mom has maintained her employment, and Curtis is now able to explore vocational rehabilitation services to get back to work.

**P**ete is a 54-year old veteran who started receiving case management services from KCVP in February 2008. He had previously been in respite care through the VA Medical Center following a major surgery and his physical health was very poor. Pete is also a recovering addict and on methadone treatment. His only income is Social Security Disability. Pete was initially placed in a shelter bed and was on a waitlist for a Section 8 housing voucher. In April, he left the shelter as the stress of communal living was too hard on him. He worked with his case manager to get back into treatment services, but refused any group housing situations, staying instead in his storage unit. His Section 8 voucher came through and in May the KCVP paid the move-in costs for Pete's new apartment and also helped with emergency food and Goodwill vouchers to purchase needed household items. Pete is now living in his own apartment, keeping up his recovery and maintaining his health.



Far left: Ron Forest, member of the Veterans Levy Oversight Board

Left: At a board meeting in District 3, King County Councilmember Kathy Lambert offers a helping hand as she listens to the baby's mother testify on the benefits of levy-sponsored programs for new mothers



## DEVELOPMENTAL DISABILITIES

Whether providing early intervention services to help infants and toddlers with developmental delays prepare for pre-school, or creating opportunities for meaningful employment for adults, the Developmental Disabilities Division (DDD) is working to improve the lives of people with developmental disabilities and strengthen their families.

**Birth to Three Services:** Early intervention services can make a lifetime of difference for infants and toddlers with special needs. Child development and therapy services designed to fit into the child and family's every day activities are provided through a number of community agencies under contract to King County. In 2008, birth to three services were provided to 2,254 children, with 86% of children served in natural environments like their home or child care setting.

**Supported Employment:** King County is proud to be a national leader in creating supported employment opportunities for people with developmental disabilities. Thanks to a very strong network of community employers and employment provider agencies, King County is helping persons of working age to gain the skills and on-the-job training to achieve employment and a productive place in the community. In 2008, King County assisted 2,040 adults to find and keep employment in a wide range of industries. To help transition young people from school to adult life, DDD worked with 17 different school districts to build job skills and understanding of the working world, helping 75 students find jobs in the community before graduation.

**Family support and other services:** Working with the King County Parent Coalition, the ARC of King County, and other local partners, the DDD provided training, housing assistance, information and referral, transportation, and other supports for individuals and families. For the 19<sup>th</sup> straight year, a very successful legislative forum was held, drawing more than 30 legislators and over 550 residents to discuss the issues of greatest concern to the community.

*Waiting to tell King County legislators how the county's birth to three program helps infants and toddlers with developmental delays; Friends attending a holiday family support event*



**Sarah** is 21 and graduated from Lake Washington School District (LWSD) Transition Academy with a paid job at REI. Says Sarah, "I like my coworkers and my boss - they are really nice to me. They help me and it is a fun place to work." Sarah became acquainted with REI through the LWSD Transition Academy, which helped her get an unpaid internship at the store. The next summer, King County Developmental Disability Division's School to Work program helped her to work at REI again, this time in a paid internship. Thanks to her internship experience, Sarah interviewed at REI and was hired in a regular part-time job. Sarah has progressed from cleaning the changing rooms

and tidying up the store to working in merchandizing. She helps unpack new merchandise, and brings items out onto the floor. "Her REI coworkers are absolutely fabulous," says her mother Diana. "They have taken her under their wing and have really welcomed her. Their positive energy has rubbed off on Sarah. They help her at work, and keep adding new things for her to do." Sarah is supported on the job by her coworkers and by Eastside Employment Services.

**BJ** graduated from Kent School District's TOP transition program and the King County Developmental Disability Division's School to Work program, and began working at Axia Financial in Tukwila. BJ is a valued employee who files and archives documents, makes copies, delivers incoming mail, stamps outgoing mail, fills the copy and fax machines, empties recycle bins and other duties. BJ's co-workers appreciate his willingness to work, his joyful presence and his great sense of humor. Working at Axia Financial is a good fit for BJ. He says he likes his co-workers and enjoys working in an office. His mom, Nayna, said that she is "...happy that BJ has a job where he is valued, appreciated and supported by his co-workers."



**Jonathan** enrolled in a high school transition project to help him find a job. At that point in his life, he hadn't had many opportunities to be independent in the community due to medical and physical challenges. Through a county and state-funded transition project, a team was created to help Jonathan figure out his goals and how to reach them. Members of his team included his parents, transition teachers and para-educators, a DVR counselor, a DDD case manager, a transition case manager, and an employment consultant. It took a lot of effort to work out logistics,

including how to handle medical situations on the job, how to get the assistive technology and equipment needed to be independent, liability issues, and funding challenges. A year and a half later, Jonathan started his own clerical services business in Enumclaw. He offers services such as shredding, stuffing envelopes, collation and mail courier services to businesses in his community. Jonathan has been well received and is looking for more contracts! His employment consultant from Trillium is available to work with interested businesses to set up service agreements. Jonathan also has a medical care assistant with him at each job site to assist with any needs that may arise.

Photos and stories courtesy of WISE – Washington Initiative for Supported Employment



## **MENTAL HEALTH, CHEMICAL ABUSE AND DEPENDENCY SERVICES DIVISION**

Managing publicly funded mental health and substance abuse prevention and treatment services for King County is the responsibility of the Mental Health, Chemical Abuse and Dependency Services Division (MHCADSD). The majority of services are provided through contracts with community mental health or substance abuse treatment agencies and alcohol and other drug prevention programs. Direct services by county staff include mental health and substance abuse crisis outreach and investigation for involuntary commitment or hospitalization, mental health client services, and outreach and triage to help public inebriates and people with chronic chemical dependency.

### **Mental Health**

Mental health services fall into four levels of care: outpatient, crisis, residential and inpatient. Mental health services were provided to a total of 34,933 people in 2008, including 9,213 children, 20,970 adults and 4,750 older adults. More than 80 percent

of those served were enrolled in Medicaid. Outpatient services include individual, group and family therapy; case management; crisis intervention; employment services; medication management; housing assistance and other supports. Mental health crisis services include those provided by agencies to enrolled clients, as well as outreach and investigation services provided by county staff - designated mental health professionals. A total of 5,243 face-to-face interviews and evaluations were conducted and of these, 2,505 were hospitalized. A 24-hour crisis line is available through a contract with the Crisis Clinic; they responded to 86,245 calls for crisis counseling and community care referrals. Facility based residential services were provided to 556 persons and intensive housing programs served another 206 clients. Inpatient services were provided to 3,311 adults. Specialized services - including assistance to offenders being released from jails or prisons to the community - were provided to 1,138 individuals.



10<sup>th</sup> Annual Exemplary Service Award honorees: Jody Schreven (Advocacy); Harborview Addictions Program (Direct Service-Program); John Gubatayao, SeaMar Youth Treatment Center (Direct Service-Individual); Mpowerment Project, Lifelong AIDS Alliance (Service Innovation); Community Integration & Assistance Program, Sound Mental Health (Systems Integration) and a special Director's Award to Linda Brown, long-time volunteer board member.

Sobering Center helped 2,499 people and tallied a total of 26,145 admissions.

**Alcohol & Other Drug Prevention / Community Mobilization –**

In 2008, the Alcohol and Other Drug Prevention Program contracted with local agencies to support substance abuse prevention efforts for children, youth and adults, reaching a total of 60,351 persons. The Community

Organizing Program provided technical assistance and \$289,000 in mini-grants to build safe and drug-free communities, reaching 23,683 community participants. As co-convenor of the King County Meth Action Team, they worked to reduce methamphetamine production and use.

**Mental Health Recovery Plan –** The transformation of the mental health service system to one focused on the principles of recovery continues. With its provider network, MHCADSD developed new recovery performance measures and financial incentives for agencies that achieve progress in implementing agency recovery plans and achieve outcomes for clients that begin the recovery process. A growing number of clients have completed peer counselor training and are employed with provider agencies, and workforce training on recovery principles will begin in 2009.

**Substance Abuse –** Substance abuse services include detoxification, outpatient treatment (including opiate substitution), residential treatment, employment services, direct aid and triage for public inebriates, and intervention and involuntary treatment services for those who are incapacitated or a danger to themselves or others. A total of 8,621 adults and 1,425 youth were served in outpatient treatment services; 3,317 received opiate substitution treatment; 190 were referred for involuntary treatment, and 484 adults and 48 youth received Access to Recovery enhanced case management services.

The King County Emergency Services Patrol works primarily with chronic populations in downtown Seattle. The ESP provided 15,381 transports and triage assistance in 2008. The Dutch Shisler Sobering Support Center provides a safe place to recover from acute intoxication. In 2008, the

**Mental Illness and Drug Dependency Action Plan**

In 2007, the King County Council adopted the Mental Illness and Drug Dependency (MIDD) Action Plan and approved a dedicated fund source, a sales tax increase, to fund its new and enhanced programs and services. The sales tax funding that began in April 2008 will generate about \$45 million a year through 2016 to augment state funding for mental health and substance abuse treatment and therapeutic court services. The plan identifies specific strategies to improve connections to community treatment services, reduce involvement in adult and juvenile justice systems, and improve and enhance prevention strategies to help youth and families.

In 2008, work focused on the preparation of three detailed plans to guide the MIDD – an oversight, an implementation, and an evaluation plan. With the plans completed and approved in fall 2008, the MHCADSD could proceed with the first expenditures. By year end, \$27 million had been committed to community mental health and substance abuse agencies and other service providers, to therapeutic courts, and to developing new dedicated housing units. More than 950 persons needing treatment services who had previously been unable to receive them were served, thanks to MIDD dollars. Implementation of many more of the action plan strategies will take place in 2009.

## Criminal Justice Initiatives:

Innovative programs targeted to address the unmet needs for mental health and substance abuse treatment for people involved in the criminal justice system began in 2003 and 2004. Recent program evaluation have demonstrated that providing services that are coordinated, efficient and effective stabilizes lives and reduces jail time and the rate of re-offense. The Criminal Justice Initiatives screen and assess individuals in the county's jails to determine the need for treatment and expedite linkages to the treatment and supportive services they need. Here are just a few of their stories, in their own words.

Hello my name is Robert and today I am a grateful recovering alcoholic, addict and I am in King County Drug Court. I took the opportunity of Drug Court over going to prison.  
I use to be a out of control addict. My addiction had led me to become homeless and alone.  
My only purpose in life was too get my drugs and stay high and not caring about the action or consequences on how I got my drugs, laying, stealing or manipulating people into giving me money for my drugs.  
Today I am so grateful that I have so much gratitude towards C.Cop they have gave me a new focus on my new life and has shown me a clean and sober way of living and has changed my former life of isolation to a more sociable one.  
Today I am on a housing list for a new apartment. So now I dont have to be homeless anymore.  
C.Cop has shown me how to build a new foundation so that I can become a more productive person.

I came to CCAP on October 14, 2008, one day after my release from king county jail, 2 days after my 36<sup>th</sup> birthday. Being released on my own recognizance and sent to CCAP was the best thing that has happened to me, because my life for the year prior to me being arrested and sent to CCAP was a mess.

I am a drug addict and have been an addict for more than 20 years. Living in active addiction from 1978 to 1997, being sentenced to five years in prison due to drug related crimes, which helped me to be freed from the disease. I stayed clean and sober the majority of the last eight years. I relapsed on Crack cocaine and heroin somewhere around December 07 or January of 08. My addiction is what brought me to CCAP.

In the past I may have viewed this as a negative, and obstacle, so to speak. Today I see this (CCAP) as my saving grace. On my own, I may have never made it back into society. The chances of me using fill my death or ending up with a life sentence were far more likely than me being able to save myself from the manner in which I was living.

CCAP has provided me with educational support, sober support, emotional support and career support. CCAP has helped me to fill the holes that were missing in my foundation. The staff have been amazing and continue to help me in and on my journey.

- Virginia

My drug use started at age 12, smoking cigarets. Then led to smoking weed throughout high school up until the age of 39. I went to college for one year for NonTraditional Trades. Worked for several different company such as Retail Clerks, Part of Seattle, The City of Seattle. I became engaged with cocaine at the age of 33 up until the age of 39, when I was arrested and entered Drug Court. I have been a drinker from the age 15 up until 39. I have a 20 year old son today and a 22 month old granddaughter who are in my life today. I am currently am involved with the CCAP program, which has helped me to get a grip on my responsibilities and stay structured. I have 16 month clean today March 17, 2009. Thank you Jesus.

Staci

## COMMITTEE TO END HOMELESSNESS IN KING COUNTY

On any given night in King County, more than 8,500 people are living in temporary housing, shelters, tents, cars or on the street. This includes people of all ages and many families with children.



Thanks to a variety of CEH programs, homelessness was averted for more than 5,000 individuals countywide.



The Speakers Bureau provided outreach and education to more than 60 government, faith and service organizations. Under the leadership of United Way of King County, many CEH partners and volunteers, including DCHS staff from mental health, substance abuse and the Veterans' Program, joined to offer another successful Community Resource Exchange. The day-long event at Qwest Field provided direct services to nearly 2,000 people, including free haircuts, long distance phone calls, foot care, benefits counselors, health screening and referral to community services.

In 2005, the community joined together to create and implement a plan to end homelessness in King County in ten years. The work of the Committee to End Homelessness (CEH) is now beginning its fourth year. Responsibility for providing oversight for the activities of the CEH was delegated to King County and DCHS.

The Ten-Year Plan focuses on preventing homelessness whenever possible; creating permanent housing linked to the supportive services needed to stabilize and maintain individuals in their homes; and building the political and community will to believe and participate in the effort.

In the past year, CEH regional partners added 662 new housing units or dedicated housing subsidies across the county, bringing the cumulative total of new units to 3,344.



A Funders Group, comprised of all the major funders committed to ending homelessness within King County, formed in 2008 to align resources and planning efforts focused on housing production and system efficiencies.

**C**armen found herself homeless after moving from Louisiana to Seattle. Through a referral from the Orion Center, she entered the Church Council of Greater Seattle's HomeStep young adult program. Carmen says that HomeStep gave her the motivation and means to pursue her educational and career goals. She gained a paid internship that gave her the motivation and means to build job skills and look for work. She is now a student at North Seattle Community College where she is in her first year of the nursing program. She is also working as a work study student for the theater department, where she gets to use her creativity in lighting design. In January, Carmen was selected to represent YouthCare and the Orion Center before the U.S. Congress in Washington D.C. where she spoke in support of a bill that would provide funding for the program. Clearly, she has accomplished quite a lot in the short time she's been with HomeStep, and her future looks bright. According to Carmen, "HomeStep is the reason I'm doing all this."



From top: Project Director Bill Block at Family Services groundbreaking; Legislative Breakfast keynote speaker William Gates, Sr.; Governing Board members Jon Fine, United Way of King County; Blake Nordstrom, Nordstrom, Inc.; Rev. Robert V. Taylor; and Keith McGlashan, Shoreline City Council



## **OFFICE OF THE PUBLIC DEFENDER**

The right to legal representation when accused of a crime or faced with the loss of personal liberty, regardless of the defendants' ability to pay, is protected under the U.S. Constitution. The Office of the Public Defender (OPD) ensures access to fair, knowledgeable and effective legal defense for people with little or no income.

Defense services are available for all felonies and civil commitments; misdemeanor cases for residents of the unincorporated areas and cities that contract with OPD; juvenile cases (felony and misdemeanor); Becca cases (At Risk Youth, Child in Need of Services and truancy); dependency; and contempt of court (including failure to pay child support). Attorneys are also provided for Drug Diversion Court and Mental Health Court.

Eligibility screening is available five days a week at seven locations in the county. Most public defense services are provided through contracts with four non-profit law firms and an assigned counsel panel of local attorneys. The OPD

administers agency contracts and monitors caseloads, case distribution and the quality of representation, and also manages the Expert Services Program, including psychiatric or psychological evaluations, expert witnesses, investigations, and forensic evaluations – all on a case-by-case basis.

The largest numbers of cases are felonies, which are also the costliest. The number of people served (see table below) does not equal the total number of cases, as some clients had charges in more than one case area.

<b>Case Area</b>	<b>People Served</b>	<b># of Cases</b>
Becca	914	942
Contempt of Court	1,613	1,621
Drug Diversion Court	604	604
Dependency	2,162	2,405
Felony	8,786	9,655
Involuntary Treatment	2,135	2,423
Juvenile Offender	3,540	4,389
Mental Health Court	294	294
Misdemeanor	6,903	7,178
<b>TOTAL</b>	<b>26,951</b>	<b>29,511</b>

## Department of Community and Human Services

Jackie MacLean, Director  
Terry Mark, Deputy Director  
401 Fifth Avenue, Suite 500  
Seattle, WA 98104  
206-263-9100  
[www.kingcounty.gov/dchs](http://www.kingcounty.gov/dchs)



### **Community Services Division**

Linda Peterson, Division Director  
401 Fifth Avenue, Suite 510  
Seattle, WA 98104  
206-263-9062

### **Developmental Disabilities Division**

Ray Jensen, Division Director  
401 Fifth Avenue, Suite 520  
Seattle, WA 98104  
206-263-9018

### **Mental Health, Chemical Abuse and Dependency Services Division**

Amnon Shoenfeld, Division Director  
401 Fifth Avenue, Suite 400  
Seattle, WA 98104  
206-263-9000

### **Office of the Public Defender**

V. David Hocraffer, The Public Defender  
123 – Third Avenue South, 4<sup>th</sup> Floor  
Seattle, WA 98104  
206-296-7662

### **Committee to End Homelessness in King County**

Bill Block, Project Director  
401 Fifth Avenue, Suite 500  
Seattle, WA 98104  
206-263-9100  
[www.cehkc.org](http://www.cehkc.org)

### **King County Executive**

Kurt Triplett  
206-296-4040  
[www.kingcounty.gov/exec](http://www.kingcounty.gov/exec)

### **King County Council**

Bob Ferguson, District 1  
Larry Gossett, District 2  
Kathy Lambert, District 3  
Larry Phillips, District 4  
Julia Patterson, District 5  
Jane Hague, District 6  
Pete von Reichbauer, District 7  
Dow Constantine, District 8  
Reagan Dunn, District 9  
206-296-1000  
[www.kingcounty.gov/council](http://www.kingcounty.gov/council)

Alternate formats  
available.  
Call 206-263-9100  
or TTY Relay 711

**M**r. J is a 48-year old Army veteran. He had been homeless on the streets for two years, and in and out of jail for assault and drug violations. He was referred to intensive services through the Forensic Assertive Community Treatment (FACT) program based on his incarcerations and diagnoses of



schizophrenia and cocaine dependence. Mr. J suffers from persecutory voices, delusions and paranoia and was using crack cocaine daily, spending nearly all of his monthly income on drugs. When using, he had a history of assaultive behavior. Driven by hallucinations, he once approached a bystander changing a tire and punched him repeatedly on the back and head.

Since being in FACT, Mr. J has successfully maintained his sobriety for over a year. His treatment is focused on controlling psychotic symptoms, abstaining from alcohol and drugs, refraining from illegal behaviors and maintaining his residence.

Mr. J lives in his own apartment, consistently attends treatment support groups and individual counseling, and remains medication compliant. He enjoys social activities like fishing and movies with his peer specialist and other FACT clients. Mr. J is committed to his recovery. He is currently working on obtaining financial aid to attend school and is reconnecting with his family after years of estrangement.

#### **2008 Annual Report**

Sherry Hamilton, Editor  
Bong Sto. Domingo, Design & Illustration  
Printing, King County Printshop





**King County**