2009 Annual Report

Veterans & Human Services Levy

King County

The Veterans and Human Services Levy was approved by King County voters in November 2005. It will provide over $13 million each year through 2011 to help people in need around the county. The levy serves four different groups of people:

- Veterans, military personnel, and their families
- Individuals and families who have experienced long-term homelessness
- Individuals who have recently been released from prison or jail
- Families and young children who are at risk

Half of the levy revenue is dedicated to veterans, military personnel, and their families (Veterans Levy Fund) and the other half is for other individuals and families in need (Human Services Fund).

To best serve these groups, funds from the levy have been allocated to five different strategy areas:

1. Enhancing services and access for veterans, military personnel, and their families
2. Ending homelessness through outreach, prevention, permanent supportive housing, and employment
3. Increasing access to behavioral health services
4. Strengthening families at risk
5. Increasing the effectiveness of levy funds by evaluating programs and managing levy resources

For further information please see the levy website at:
www.kingcounty.gov/DCHS/levy

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Department of Community and Human Services
401 Fifth Avenue, Suite 500
Seattle, WA 98104
Phone: 206-263-9100
Fax: 206-296-5260

Jackie MacLean, Director

Sadikifu Akina-James, Levy Project Manager
Linda Peterson, Community Services Division Director
Pat Lemus, Community Services Division Asst. Director
Debora Gay, Veterans and Levy Program Manager
Joel Estey, Veterans Regional Services Liaison
Fred Steele, Veterans Program Administrator
Marcy Kubbs, Levy Coordinator
Jon Hoskins, Levy Evaluator

2009 Annual Report
Writing: Mary Bourguignon, Steeple-jack Consulting
Design: Lynn Hernandez, Artifact Design
Photography: © Tim Ripley – timripley.net unless noted

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Dear Friend:

IN THE MIDST OF DIFFICULT ECONOMIC TIMES, the people of King County have come together to care for our neighbors. Thanks to the voter-approved Veterans and Human Services Levy, we have had the resources to help thousands of veterans, families, and individuals who might otherwise have had nowhere else to turn. Levy services have been important, not only to veterans of the wars in Iraq and Afghanistan, who have returned home from their deployments to find a welcoming hand and help with the transition to peacetime life, but also to those who served in prior engagements such as the Gulf and Vietnam Wars. The levy has helped young, first-time mothers grow confident as parents and set goals for the future, linked immigrant parents with resources to stabilize their families in a new country, and given many living on the streets for far too long, a place to call home. The levy served approximately 28,000 people throughout King County during 2009:

- We expanded King County Veterans Program (KCVP) outreach services to 22 sites throughout the county to serve families of active duty and returning service members, and began outreach services to National Guard and Reserve members and their families. We also completed a new Military Kids Curriculum to help children with the issues they face when their parents deploy. The new curriculum is being implemented with the assistance of the Puget Sound Educational Service District.

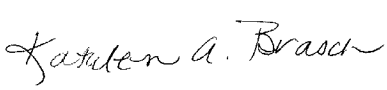
- We completed three affordable housing projects during 2009, adding 208 new housing units. We broke ground on nine additional projects, including Compass Center's Veterans Housing Program in Renton that will provide 44 units of housing for veteran households. One previously opened housing project, Plymouth Housing Group's Simons Apartments, was a finalist in Affordable Housing Finance Magazine's Fifth Annual Reader's Choice Award for the nation's best low-income housing developments.

- We leveraged many community efforts to serve people in need. Behavioral health services, for example, as part of King County's safety net consortium of community health clinics, screened nearly 7,500 people for mental health and substance abuse issues. Another project identified almost 1,000 women experiencing maternal depression and helped more than 600 of them receive treatment and follow-up through integrated behavioral health programs.

As members of the levy's oversight boards, we have worked to ensure that levy funds are managed prudently and strategically, and that they serve as many people as possible. During 2009, we visited levy programs in action and reviewed all evaluations completed on the levy to date. We reached out to local governments and citizen organizations throughout the county, informing them about the levy and learning from them how this countywide resource could best continue to serve the people in their communities. This annual report documents our progress in each of the levy's five strategy areas and outlines the funding we awarded during 2009. For more information on the levy's activities, please see www.kingcounty.gov/DCHS/levy.

For a cost of less than $15 a year for the average King County household, the Veterans and Human Services Levy has accomplished a great deal. We are proud of our success to date, and prouder still of the fact that we live in a community that has banded together in tough times to help those in need.

Sincerely,



Kathleen A. Brasch, Co-Chair
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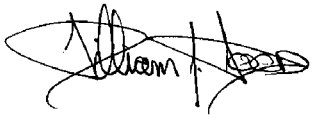


Bill Wood, Chair
Veterans Levy
Oversight Board

Loran Lichty, Co-Chair
Regional Human Services Levy
Oversight Board

Strategy 1

Enhancing Services and Access for Veterans, Military Personnel, and their Families

Craig: Retraining for success

AFTER CRAIG LEFT THE 3RD U.S. ARMY INFANTRY REGIMENT having risen to the rank of sergeant, he got married, used his GI Bill benefits to get an associate's degree in marketing and management, and found a job as a sales manager in the satellite and cable TV industry.

Craig spent years working in cable and satellite TV. In 2009, however, as the bleak national economy forced consolidations among TV providers, Craig lost his job. Out of work at 58, Craig wasn't sure where to turn. He had been successful at his job and he had a great skill set… but his skills were based on a shrinking industry.

Craig knew that Seattle had become a national environmental leader, and thought a green job would give him better employment opportunities for the future. But he knew he would need training to succeed.

Thanks to the King County Veterans Program and the levy-funded Veterans Conservation Corps, Craig was able to enroll in South Seattle Community College's Conservation and Weatherization Program. Of the 33 students in his class, more than 20 were fellow veterans. After completing the program, Craig passed the Building Performance Institute, Inc. (BPI) professional certification test, a nationally recognized credential for energy efficiency retrofit work.

With his BPI certification, Craig was eligible to work on conservation and retrofit projects and quickly found a job on Seattle City Light's Quick Lighting Upgrade Initiative. Today, he uses both his sales experience and his new conservation skills to help local businesses replace obsolete, inefficient lighting with new, energy-conserving fixtures, a win for everyone involved.

Half of all Veterans and Human Services Levy funds are dedicated to the needs of veterans, military personnel, and their families. This first levy strategy includes four activity areas designed to serve veterans. In addition, most of the other levy strategies include services or set-asides for veterans and their families.

▶ **1.1 Expand the geographic range of the King County Veterans Program:** In 2009, the King County Veterans Program (KCVP) opened satellite offices in Federal Way, Lake City, Enumclaw, Auburn, Maple Valley, Redmond, and Kirkland. As these satellites opened, KCVP focused on implementing needed programs for veterans, collaborating with work training centers and community colleges, and partnering with drug/alcohol and mental health providers.

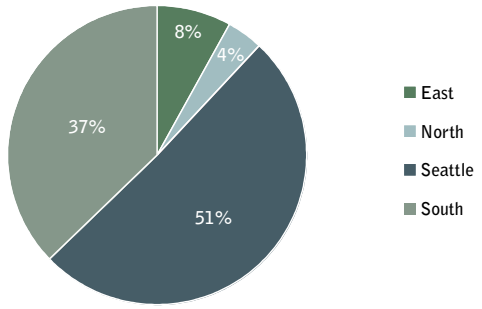
▶ **1.2 Increase the capacity of the King County Veterans Program:** The KCVP has developed programs to meet a wide range of veterans' needs, including the Homeless Prevention Project, the Veterans Incarcerated Program, post-traumatic stress disorder (PTSD) counseling, and increased outreach to families of National Guard and Reserve members. During 2009, KCVP funded the development of the Military Kids Curriculum to help school-aged children when a parent deploys, and built a partnership with the Veterans Conservation Corps to help clients interested in green collar careers. The KCVP served more than 2,600 people during 2009.

▶ **1.3 Provide phone resources for veterans:** During 2009, King County conducted a Request for Proposal process to expand phone services for veterans. The Washington Department of Veterans Affairs (WDVA) was awarded funds to implement this project. The expanded system, devoted exclusively to veterans, military personnel, and their families, will help them learn about the benefits and services available to veterans and military personnel, as well as the broad range of regional housing, health, and human services they may access.

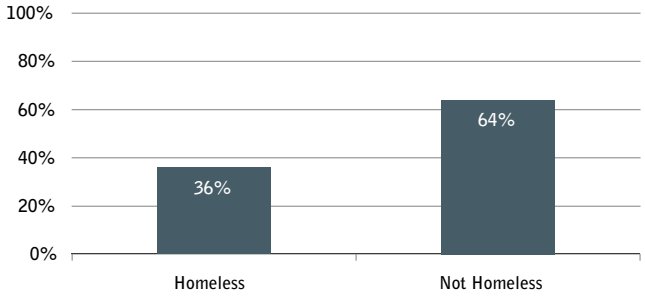
▶ **1.4 Provide training and information on Veterans Administration linkages:** Another way to assist veterans is to increase community-based service providers' knowledge of the services and benefits available through the U.S. Department of Veterans Affairs (VA) and help them to link veterans to these services. Progress has been made, and additional planning will be undertaken to determine more approaches to educate providers about the VA system to help veterans access those services.

People served by the activity areas in this first levy strategy live throughout King County. During 2009, residents of Seattle and South King County constituted most of those served.

Location of People Served by Strategy 1



Living Situation of Strategy 1 Clients



More than one-third of those served by the KCVP during 2009 reported that they were homeless, reflecting the fact that veterans are disproportionately more likely to be homeless.

Strategy 2

Ending homelessness through outreach, prevention, permanent supportive housing, and employment

Johnny: Mobile medical van helps elderly veteran

JOHNNY HAD SEEN ACTION IN BOTH THE KOREAN AND VIETNAM WARS, but his life since then had been nearly as difficult. The 75-year-old combat veteran had lived in a tent in wooded areas in Burien and Federal Way since 1992, and struggled with a heroin addiction for much of that time.

Johnny finally triumphed over his addiction, but his experiences in Vietnam left him deeply traumatized and he was unwilling to live indoors, or to seek help.

King County's Mobile Medical Program was able to help. Outreach staff engaged Johnny every time the medical van visited the drop-in center where he ate lunch, and Johnny began visiting the van to have his blood pressure checked. Johnny acknowledged that he was having more difficulty each year making it through winter in the woods, though he was, at first, unwilling to talk about getting help.

Gradually, however, the medical van staff was able to win his trust. Johnny asked to see the medical van's doctor and accepted blood pressure medication. Next, he agreed to make an appointment at a clinic for follow-up care, and then agreed to inpatient treatment for a cardiac condition.

After his hospitalization, Johnny began to talk with the mobile medical van's social worker about his Vietnam experiences. He has a long way to go before he is ready to address his living situation, but he is finally able to trust someone with his story, and he is able to take charge of his health care needs.

The levy helps people who have experienced long-term homelessness, many of whom are veterans. The levy's second strategy includes eight activities that prevent homelessness and that help people who have been homeless find safe, affordable housing and the supportive services they need.

▶ 2.1 Identify, engage, and house those who have experienced long-term homelessness:

- **Triaged list of homeless users of emergency services.** The list has helped find safe and stable housing for people with the highest level of need.
- **Service improvements for homeless users of emergency services.** During 2009, levy funds focused on finding stable, long-term care and housing for the highest users of sobering services.
- **Outreach and engagement of long-term homeless people in South King County.** Sound Mental Health staff worked with chronically homeless adults to win their trust and help them get care.
- **Mobile Medical Unit.** The mobile medical van held 105 clinics and served 332 unduplicated people during 2009.

▶ 2.2 Increase permanent housing with support services: During 2009, three new housing projects opened and nine broke ground. One recent opening was Community House Mental Health Agency's Brierwood project, which provides 23 housing units for individuals with chronic mental illness.

▶ 2.3 Support landlord risk reduction: The Landlord Liaison Project helped 39 agencies and 73 landlords assist 273 first-time renters. The project also provided regular trainings and meetings for landlords and service providers.

▶ 2.4 Invest in support services for housing:

- **Housing Health Outreach Team (HHOT).** The HHOT worked with 945 formerly homeless tenants to ensure that they have ongoing health, mental health, and chemical dependency care.
- **Supportive services for permanent housing.** The levy funded case management, life skills training, employment counseling, and tenant education for 217 people.

▶ 2.5 Provide housing and support for those in the King County Criminal Justice Initiative: Sound Mental Health provided intensive support and transitional housing for 92 people who had been in jail and involved in mental health court.

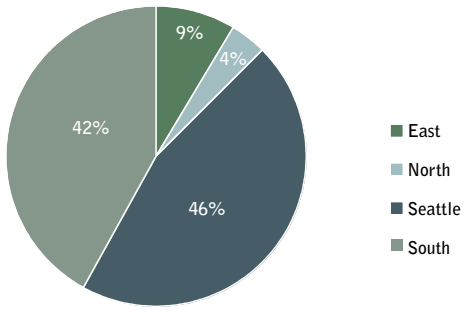
▶ 2.6 Provide housing and support for parents exiting the criminal justice system: First Place and the YWCA helped 29 homeless parents who had been released from prison prepare to reunite with their children.

▶ 2.7 Promote housing stability: Solid Ground and 12 partner agencies helped 623 households with emergency rental assistance and other support to prevent homelessness.

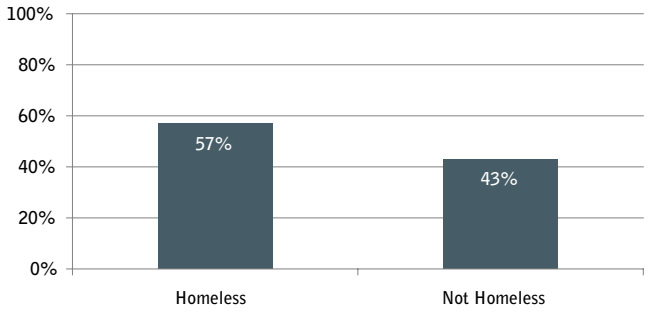
▶ 2.8 Link education and employment to supportive housing: The levy funded job training for 792 people. More than half were able to increase and stabilize their incomes.

The programs funded through Strategy 2 served nearly 6,500 people during 2009. Nearly two-thirds of those served were homeless at the time they first received service.

Location of People Served by Strategy 2



Living Situation of Strategy 2 Clients



Strategy 3

Increasing access to behavioral health services

Sophia: Son's deployment leads to depression

SOPHIA WAS PROUD when her son Kyle enlisted in the Army after graduating from high school. But her pride turned to anxiety and then depression after his unit deployed to Iraq. She began to have panic attacks and feelings of intense anxiety when she left the safety of home. That led to more and more trouble managing at work, and Sophia worried she might be fired.

Since she did not have medical insurance, Sophia had no way to get help.

But HealthPoint was able to help, thanks to levy funding. At a moment of crisis, Sophia stopped by one of HealthPoint's South King County clinics, and was relieved to learn that she could be treated without insurance. Sophia began regular appointments with a psychologist, who helped her manage her depression and anxiety with both behavioral modification and an antidepressant medication.

Since she started treatment, Sophia has been able to keep her counseling appointments and has made significant improvement. Her sense of worry no longer overwhelms her, and she is now able to function more independently and has become less isolated. Sophia has also started seeing a HealthPoint primary care physician, who coordinates with her psychologist to manage her overall health.

"I'm still worried about Kyle, of course," she said recently. "But I've learned how to cope with it. It's all thanks to HealthPoint."

The levy's third strategy helps King County residents with behavioral health issues, such as depression and PTSD, that are often not covered by insurance. By helping people receive the mental health treatment they need, the levy lessens their risk for homelessness, hospitalization, and criminal activity. The behavioral health services strategy includes four activities.

▶ 3.1 Integrate mental health and chemical dependency treatment into primary care clinics: During 2009, the King County safety net consortium and other community-based providers screened 8,253 low-income adults for depression, anxiety, PTSD, and substance abuse in primary care clinics around the county. Of those who were screened, 2,886 were found to have significant mental health symptoms. A total of 38 percent of those entering treatment experienced clinical improvement, a very promising rate.

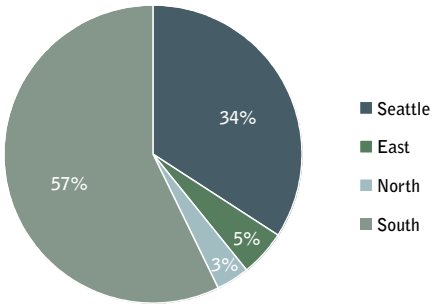
▶ 3.2 Provide training programs in trauma sensitive services and PTSD treatment: Veterans, people who have been homeless or incarcerated, and those who have suffered from domestic violence often experience PTSD. Because PTSD affects such a high proportion of people seeking housing and human services, levy funds have been set aside to provide trauma-sensitive training for agencies such as jails, courts, schools, social services, health clinics, and housing programs. The WDVA developed the curriculum and is implementing it in coordination with Activity 3.3, training behavioral providers.

▶ 3.3 Train behavioral health providers in PTSD: In addition to offering basic training on PTSD to community-based service providers, the WDVA also provided evidence-based training on PTSD to 626 individuals who needed advanced training on signs, symptoms, and treatment to help the people they serve. Individuals trained included educators, law enforcement, service members, family members, first responders, and mental health and chemical dependency providers.

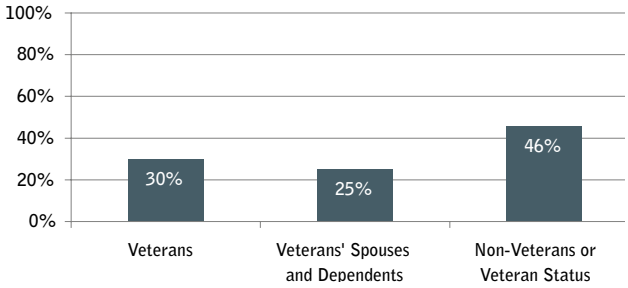
▶ 3.4 Provide in-home services to treat depression in elderly veterans and others: Levy funds have been used to support the Program to Enhance Active, Rewarding Lives for Seniors (PEARLS) to provide in-home counseling and support to homebound seniors. During 2009, 171 participants were recruited to PEARLS, 78 completed the program, and 62 were referred for more comprehensive services. Those who completed the program improved significantly in reducing their depression. PEARLS has been shown to increase clients' community involvement and reduce their need for more costly care.

People served during 2009 lived throughout King County. Because of the inclusion of PTSD treatment as part of Strategy 3, a significant number of veterans and their spouses and dependents were served.

Location of People Served by Strategy 3



Veteran Status of Those Served by Strategy 3.4



Strategy 4

Strengthening families at risk

Keisha: A Bright Future

WHEN KEISHA'S STEPFATHER started beating her mother, Keisha reacted by getting high. That helped her escape the conflict at home, but it wasn't a good way to live, and Keisha realized she needed help. A school counselor helped her enroll in a drug counseling program, and she worked hard to catch up at school.

In November of her junior year, though, Keisha discovered that she was pregnant. She didn't know what to do, and to make things worse, her parents kicked her out of the house.

Keisha dropped out of school, moved into her boyfriend's apartment, and got a job at McDonald's. It wasn't a great situation, but Keisha didn't know what else to do. Because she was under 18, she couldn't qualify for welfare or subsidized housing, and couldn't even open her own bank account. Instead, she gave her paychecks to her boyfriend, who cashed them and gave her a little money to live on.

Luckily, Keisha found the levy's Healthy Start program. Healthy Start provides regular home visits to young mothers to help them learn to care for their babies and set goals for the future. The Healthy Start counselor first addressed Keisha's homelessness, helping her reconcile with her parents and move back home. Then she focused on Keisha's education, helping her enroll in a General Education Development (GED) program.

After Keisha's son, Adam, was born, her counselor shifted the focus to parenting skills. All new mothers are a bit nervous, but Keisha blossomed into a confident and responsible parent who was determined to succeed for the sake of her son. She decided to work toward her dream of becoming a nurse, and by the time she would have graduated from high school had passed her GED and finished a medical assistant training program. Today, she is eagerly planning her next steps. Her future looks bright!

The levy's fourth strategy provides assistance to at-risk families. These programs help teen parents, immigrants, domestic violence victims, and parents who have been homeless or incarcerated gain the extra support they need to care for their children and build a stable life. This strategy includes six activities designed to strengthen family bonds and help parents become self-sufficient.

▶ 4.1 Support new mothers through the Nurse Family Partnership: Public Health–Seattle & King County (PHSKC) supports teen mothers with home visits from pregnancy to toddlerhood. During 2009, the levy funded additional services for 133 of the 573 mothers in this program, and helped 90 percent of them deliver healthy weight babies.

▶ 4.2 Pilot new services for maternal depression: New mothers frequently suffer from depression, which can affect their parenting and slow their children's development. During 2009, staff at nine community clinics screened 3,759 low-income women and their children for depression. More than 600 women were referred for counseling or other support.

▶ 4.3 Fund early childhood intervention and prevention services:

- **Healthy Start** program served 335 families with home visits to strengthen interactions between parents and their children.
- **Family, Friend, and Neighbor** Care Play and Learn groups helped 2,492 family caregivers learn about child development.
- **Cultural Navigator Project** opened a Redmond office that, together with its other sites, provided early childhood services to 835 immigrants and refugees.
- **Training.** The University of Washington continues to provide Promoting First Relationship Train-the-Trainer services to agencies to help parents with their children's social and emotional needs.

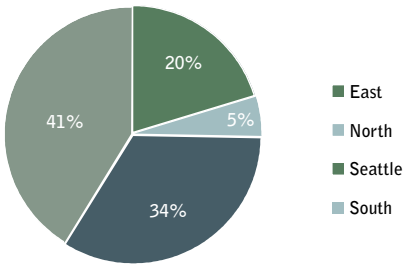
▶ 4.4 Provide early intervention for parents exiting the criminal justice system living in transitional housing: Activities 4.4, 4.5 and 2.6 support young parents who have left jail and hope to reunite with their children

▶ 4.5 Invest in education and employment for single parents exiting the criminal justice system: The 29 parents served by this program in 2009 were helped with education, training, and job assistance.

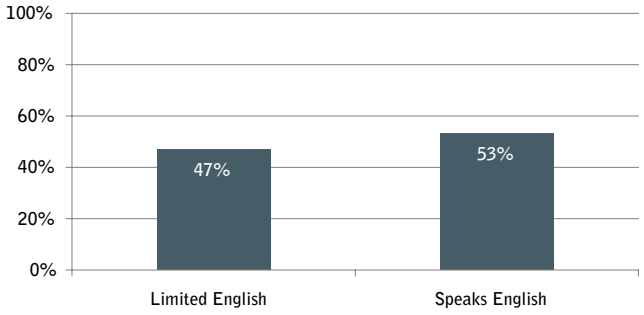
▶ 4.6 Provide treatment for parents involved with the King County Family Treatment Court for child dependency cases: This activity served 54 parents in Family Treatment Court with a focus on helping the parents overcome their challenges and regain custody of their children. To date, 88 percent have successfully completed their court-assigned treatment plans.

Those served by Strategy 4 lived throughout the county. Nearly half had limited English-speaking ability.

Location of People Served by Strategy 4



English-speaking Ability of Those Served by Strategy 4



▶ Strategy 5

Increasing the effectiveness of resource management and evaluation

The significant majority of levy funds are dedicated to direct services and housing development. However, a small amount of funding has been set aside to improve regional systems coordination and for evaluation of the effectiveness of levy programs.

▶ **5.1 Support levy evaluation:** A detailed report on 2009 evaluation activities and levy achievements is provided on page 11.

▶ **5.2 Cross system planning for youth:** Planning for preventing youth homelessness, including youth aging out of foster care, is being coordinated through the Committee to End Homelessness, with the involvement of United Way, DSHS and other youth serving systems.

▶ **5.3 Profile of offenders:** A report on individuals with mental illness, chemical dependency, and who are homeless and/or involved in the criminal justice and emergency medical systems was completed in 2007.

▶ **5.4 Planning, training, service design:** Funds in this activity are reserved for levy renewal planning and design.

▶ **5.5 Facilitate the Homeless Management Information System:** Called Safe Harbors, this information system provided training to 220 homeless service agencies to enhance information available about services they provide.

▶ **5.6 Enhance information systems to support administration and evaluation of the levy:** Levy funds helped support improvements to the KCVP Veterans Information System to ensure veterans receive consistent, high quality care.

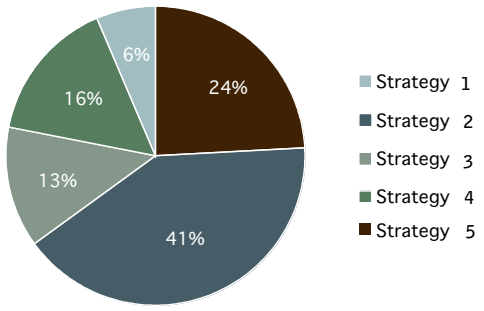
▶ **5.7 Consultation and training (HIPAA):** Consultation and training regarding patient records and information sharing is underway.

▶ **5.8 Develop common data set for assessment for those seeking services:** A new initiative called Partnership for Health Improvement through Shared Information (PHISI) was launched. Planning is underway for the health information exchange that will improve the efficiency of care provided to people who use more than one service system.

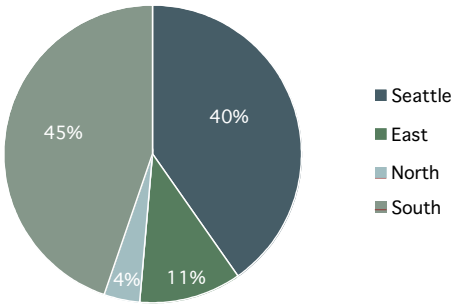
▶ **5.9 Facilitation of ongoing partnerships:** In 2009, twenty presentations were made to city councils, commissions, community and veteran organizations by board members and levy staff.

During 2009, a total of $13.9 million was allocated to levy programs. People served by the levy lived throughout King County.

Allocation of All Levy Funds



Geographic Distribution of Those Served by All Levy Strategies



2009 Evaluation Report

Plans to evaluate the results of levy activities were outlined in the Service Improvement Plan (SIP) and further defined in the *Evaluation Framework* that was developed in fall 2007. Building on these documents, the levy oversight boards adopted the *2008-2009 Levy Evaluation Work Plan and Evaluation Matrix* in May 2008. The work plan was updated in 2009 to incorporate additional approaches. Evaluation activities and 2009 efforts to evaluate the levy are described below. The chart on pages 12 through 14 summarizes progress made by individual levy activities in meeting performance outcomes.

▶ **Established evaluation measurement structure and framework:** Specific performance measurement outcomes were established for every activity funded through the levy. These outcomes were established in an evaluation matrix. They guided contract development and reporting during 2009.

▶ **Improved King County tools for collecting evaluation data:** Levy evaluation staff worked with project managers to develop and/or improve data collecting systems such as the improved Veterans Information System.

▶ **Reviewed projects and implemented measurement strategies within contracts:** Every procurement plan identified the objectives, outputs, and outcomes to be achieved. Performance measurement strategies were negotiated with project managers to ensure they were appropriate, realistic and meaningful.

▶ **Facilitated activity-level review by levy boards:** During 2009, levy management staff coordinated the development of progress reports for each project that had received levy funding in 2008. These reports were reviewed by both levy oversight boards. In addition, the boards visited levy program sites and heard presentations on a number of unique projects at four joint board meetings that were held throughout the county and were open to members of the public.

▶ **Conducted strategy level and activity level evaluations:** In 2009, levy evaluation staff produced an in-depth report, Strategy 1 – Increasing Veterans' Access to Services. It included performance measurement through June 2009 and an appendix that provided the first detailed needs assessment of King County veterans and their dependents. The needs assessment included information from the Census, VA records, and service data from the KCVP and WDVA. Evaluation staff also monitored the performance of each individual levy-funded activity. The following 2009 Performance Management Report summarizes results achieved by these activities. Reports providing a more detailed review of the performance of individual activities will be available by the fall of 2010.

The Langdon and Anne Simons Senior Apartments developed by Plymouth Housing Group and supported by the levy was recently named a finalist in Affordable Housing Finance Magazine's Fifth Annual Reader's Choice Award for the nation's best low-income housing developments in 2008.

2009 Levy Performance Management Report: Summary

An up arrow designates a successful outcome. Sideways arrows designate an unclear outcome or that the project is not yet completed.

Activity		Lead Implementing Agency*	Date of First Service	Clients Served in 2009	Services		Outcomes		
					Types	Quantity	Outcome Measures	Results**	Success Rating
Overarching Strategy 1: Enhancing Services and Access for Veterans									
Activity 1.1 Expand the Geographic Range of King County Veterans Program									
1.1.A	Satellite sites North, East and South King County	KCVP	July 2008	**137**	Case management contacts	283	New clients engaging in services	91 first-time clients	↑
1.1.B	Military kids curriculum development	CSD	January 2009	**NA**	Curriculum development Curriculum testing	Developed In testing	Completion of curriculum Number of piloting schools	Curriculum complete One school piloting	→ ←
1.1.C	Homeless Veterans Reintegration Project	WDVA	April 2007	**317**	Clients assessed Job-housing placements	317 161	Retain jobs 90 days Retain housing 90 days	76% successful 96% successful	↑
1.1.D	National Guard Family Assistance Coordinator	WDVA	Sept 2009	**241**	Outreach service hours Referrals	713 76	Increased stability	98% successful	↑
Activity 1.2 Increase the capacity of King County Veterans Programs									
1.2.A.1	Increase KCVP financial services	KCVP	Nov 2006	**1,727**	Financial assistance recipients	1,727	Increased financial stability	75% measured retain housing	↑
1.2.A.2	Increase capacity of KCVP shelter services	KCVP	Dec 2007 Dec 2007	**114** **273**	Stable bednights Transitional housing bednights	3,909 24,287	Increase housing stability Moving to more stable housing	76% successful 68% successful	↑
1.2.A.3	Housing planning for veterans	CSD	August 2009	**N/A**	Plan development	In progress	Increase veterans' access to housing	Plan in progress	→ ←
1.2.B	PTSD treatment for veterans and their families	WDVA	April 2007	**444**	Counseling hours Community education hours	3,162 2,510	Reduced PTSD symptoms	95% successful	↑
1.2.C	Veterans Incarcerated Project	WDVA	April 2007	**204**	Clients enrolled Job-housing placements	204 123	Reduced jail days Reduced recidivism	5,942 days reduced 88% do not recidivate within year	↑
1.2.D.1	Employment, outreach and case management enhancements	KCVP	Sept 2007	**870**	Case management contacts	1,884	Complete case plans Increased stability	Redesigned information system will report in 2010	→ ←
1.2.D	Veterans Conservation Corps program	WDVA	August 2008	**118**	Clients screened Job-training placements	118 60	Secure employment and job retention for one year	Too early to measure retention	→ ←

* CSD = Community Services Division, MHCADSD = Mental Health, Chemical Abuse and Dependency Services Division

**Outcome results are based upon the number of clients eligible to be measured, which is likely to be different from clients served in 2009.

Activity		Lead Implementing Agency	Date of First Service	Clients Served in 2009	Services		Outcomes		
					Types	Quantity	Outcome Measures	Results	Success Rating
▶ **Overarching Strategy 2: Ending Homelessness through Outreach, Prevention, Permanent Support Housing and Employment**									
Activity 2.1 Identify and engage those who have experienced long-term homelessness									
2.1.A.1	Develop triage database identifying homeless high utilizers	MHCADSD	N/A	**N/A**	Develop list of high utilizers	Ongoing	List developed	List created	↑
2.1.A.2.a	Service improvements for homeless Sobering Ctr/ Emergency Services Patrol	MHCADSD	July 2008	**1,323**	Outreach contacts (individuals)	1,323	Increased engagement in services (individuals)	383	↑
2.1.A.2.b	Outreach and engagement to chronically homeless - Seattle/REACH	PHSKC	January 2008	**502**	Clients enrolled	502	Clients in permanent housing Enrolled in benefits and substance abuse services	25% 48% 47%	↑
2.1.B.1	PATH outreach team	CSD	January 2008	**532**	Outreach contacts	532	Increased access to resources	89%	↑
2.1.B.2	Mobile Medical Unit	PHSKC	July 2008	**332**	Referrals for assistance	942	Increased access to resources	89%	↑
2.2.	Increase permanent housing capital	CSD	Fall 2007		Capital projects funded through 2009	20	Vets units funded Homeless units funded	162 381	↑
2.3	Landlord Risk Reduction (Landlord Liaison)	CSD	January 2009	**273**	Hours of education-outreach	5,226	New landlords renting units	62	↑
2.4.A	Housing Health Outreach Team (HHOT)	PHSKC	January 2008	**945**	Linked to Primary Care MH/CD engagement Self-manage chronic condition	271 406 344	Increase housing stability	97%	↑
2.4.B	Investment in support services for housing	CSD	January 2008	**217**	Households served Case management hours	177 20,550	Increase housing stability	86%	↑
2.5.A	Criminal Justice Initiatives FACTS Program	MHCADSD	January 2008	**51**	Client visits	490	Move into supportive housing	67%	↑
2.5.B	Criminal Justice Initiatives FISH Program	MHCADSD	April 2009	**41**	Clients enrolled	41	Move into supportive housing Increased stability/ retention	35 81%	↑
2.6	Permanent housing placement for Criminal Justice (CJ) involved parents	CSD	2008	**29**	Individuals contacted Families enrolled Case management hours	443 29 1,204	Increase housing stability	52%	→ ←
2.7	Housing Stability Program	CSD	2008	**1,623**	Households assisted	623	At-risk families who maintain their housing 12 months	93%	↑
2.8	Link education and employment to supportive housing	CSD	2008	**792**	Clients enrolled	792	Secure job/Meet job goals Retain jobs/Increase income	431 67%	↑

Activity		Lead Implementing Agency	Date of First Service	Clients Served in 2009	Services		Outcomes		
					Types	Quantity	Outcome Measures	Results	Success Rating
Overarching Strategy 3: Increasing Access to Behavioral Health Services									
3.1.A	Integrate MH/CD into primary care clinics (non-vets)	PHSKC	2008	**7,476**	Clients assessed Enrolled in treatment	7,476 2,435	Reduced depression scale	38%	↑
3.1.B	Integrate MH/CD into primary care clinics (vets outreach)	PHSKC	2008	**777**	Assessed for PTSD/MH Enrolled in treatment Outreach CM & Referrals	777 451 180	Reduced depression scale	38%	↑
3.2/3.3	Training programs in trauma sensitive & PTSD treatment	WDVA	July 2009	**626**	Treatment professionals educated	626	Clients referred/ Improved treatment	Too early to measure	→ ←
3.4	In-home services to treat depression in elderly vets, others	CSD	2008	**171**	Recruited Clients enrolled	171 81	Reduced depression scale	98.5%	↑
Overarching Strategy 4: Strengthening Young Families at Risk									
4.1	Nurse Family Partnership	PHSKC	2008	**133**	Clients enrolled NFP Clients enrolled WTP	133 116	Successful birth outcome Improved employment	90% 68%	↑
4.2	Pilot services for maternal depression	PHSKC	2008	**3,759**	Clients screened Positive for depression Receiving treatment	3,759 995 628	Increased mental health status	64%	↑
Activity 4.3 Fund early childhood and prevention services									
4.3.A	Healthy Start expansion	PHSKC	2008	**335**	Clients assessed Receiving home visits Linked with medical	335 335 328	Delaying birth of second child	91%	↑
4.3.B	Cultural Navigator project	PHSKC	2008	**835**	Clients receiving info Information contacts Agencies- technical assistance	835 2,144 142	Increased access to culturally appropriate services	92%	↑
4.3.C	Promoting First Relationships project	PHSKC	2009	**16**	Number of caregivers trained	16	Increased caregiver skills	67%	↑
4.3.D	Family Friend and Neighbor Network Play and Learn	PHSKC	2009	**6,901**	Families served Attendees Play and Learn	2,492 6,901	Increased caregiver skills	83%	↑
4.4/4.5	Invest in education / employment / treatment for parents exiting CJ system	CSD	2009	**47**	Parents served Case management hours	29 3,837	Families do not re-enter the CJ system	100% of those measured did not return	↑
4.6	Family Treatment Court	King County Superior Court	2009	**54**	Clients served New enrollees with treatment plan	54 26	Completed treatment plans	88%	↑

2009 Financial Report: Combined Levy Funds by Strategy

The Veterans and Human Services Levy will generate more than $13 million per year for six years to support a range of housing and human services for veterans, their families, and others in need in King County. This table shows that by the end of 2009, plans for more than $51 million in available funding had been reviewed by the levy oversight boards.

Strategy	Program Dollars Per Plan 2009	Program Dollars Per Plan 2006-2009	Step 1		Step 2	Step 3		Step 4
			Board/Public Review Status as of 12/31/09		RFP or Other Process	2009 Funds Committed*	2006-2009 Funds Committed*	Cumulative Expenditures (incl 2009)
Overarching Strategy 1: Enhancing Services and Access for Veterans								
1.1 Expand geographic range of the King County Veterans Program	$789,939	$1,484,909	Periodic	$1,484,909	Completed	$789,939	$1,484,909	$213,368
1.2 Increase capacity of the King County Veterans Program	$2,413,640	$7,448,720	Completed	$7,448,720	Completed	$2,413,640	$7,448,720	$5,835,525
1.3 Phone resource for veterans	$100,000	$300,000	Completed	$300,000	Completed	$100,000	$300,000	-
1.4 Provide training & info re: VA linkages	$40,000	$120,000	Under Discussion	-	N/A	$40,000	$120,000	-
Overarching Strategy 2: Ending Homelessness through Outreach, Prevention, Permanent Support Housing and Employment								
2.1 Initiatives to identify/engage/house long term homeless	$820,000	$2,110,000	Completed	$2,110,000	Completed	$820,000	$2,110,000	$1,474,962
2.2 Increase permanent housing w/ support services	$1,000,000	$13,816,782	Completed	$13,816,782	Annual RFP	$1,000,000	$13,816,782	$11,296,386
2.3 Landlord risk reduction	-	$1,000,000	Completed	$1,000,000	Completed	-	$1,000,000	$2,663
2.4 Investment in support services for housing	$1,250,000	$3,750,000	Completed	$3,750,000	Annual RFP	$1,250,000	$3,750,000	$934,293
2.5 KCCJI housing/services	$500,000	$1,500,000	Completed	$1,500,000	Completed	$500,000	$1,500,000	$835,000
2.6 Perm housing placement suppt/CJ parents exiting transitional hsg	$110,000	$220,000	Completed	$220,000	Completed	$110,000	$220,000	$61,126
2.7 Housing stability program	$1,000,000	$3,000,000	Completed	$3,000,000	Completed	$1,000,000	$3,000,000	$1,717,888
2.8 Link education & employment to supportive housing	$1,000,000	$2,550,000	Completed	$2,550,000	Completed	$1,000,000	$2,550,000	$1,478,089
Overarching Strategy 3: Increasing Access to Behavioral Health Services								
3.1 Integrate MH/CD into primary care clinics	$1,300,000	$3,700,000	Completed	$3,700,000	Completed	$1,300,000	$3,700,000	$2,850,714
3.2 Training programs in trauma sensitive & PTSD treatment	$75,000	$225,000	Completed	$225,000	Completed	$75,000	$225,000	-
3.3 Train behavioral health providers in PTSD	$250,000	$750,000	Completed	$750,000	Completed	$250,000	$750,000	$166,000
3.4 In-home services to treat depression in elderly vets, others	$196,000	$504,000	Completed	$504,000	Completed	$196,000	$504,000	$419,967
Overarching Strategy 4: Strengthening Young Families at Risk								
4.1 Nurse Family Partnership	$641,949	$1,509,449	Completed	$1,402,500	Completed	$641,949	$1,509,449	$1,429,670
4.2 Pilot new services for maternal depression	$461,638	$1,461,638	Completed	$1,500,000	Completed	$461,638	$1,461,638	$1,211,638
4.3 Early childhood intervention/prevention	$424,413	$1,410,413	Completed	$1,479,000	Completed	$424,413	$1,410,413	$1,150,587
4.4 Early intervention support for parents exiting CJ/in transitional hsg	$280,000	$560,000	Completed	$560,000	Completed	$280,000	$560,000	$297,607
4.5 Invest in education and employ for single parents exiting CJ	$150,000	$300,000	Completed	$300,000	Completed	$150,000	$300,000	$42,644
4.6 Family Treatment Court	$225,000	$425,000	Completed	$425,000	N/A	$225,000	$425,000	$321,755
Overarching Strategy 5: Resource Management and Evaluation								
5.1 Evaluation	$350,000	$1,250,000	Completed	$1,250,000	N/A	$350,000	$1,250,000	$351,459
5.2 Cross system planning/Youth	-	$250,000	Under Discussion	-	N/A	-	$250,000	-
5.3 Profile of offenders with MH & COD	-	$120,000	Completed	$120,000	Completed	-	$120,000	$120,000
5.4 Planning, training, service design efforts	$100,000	$200,000	Sched July 2010	-	N/A	-	-	-
5.5 Safe Harbors	$200,000	$825,000	Completed	$825,000	Completed	$200,000	$825,000	$457,440
5.6 Information systems	-	$350,000	N/A	-	N/A	-	$350,000	-
5.7Consultation and training (HIPAA)	-	$150,000	Completed	$150,000	Completed	-	$150,000	-
5.8 Common data set	$80,000	$380,000	Completed	$380,000	N/A	$80,000	$380,000	-
5.9Facilitation of ongoing partnerships	$150,000	$450,000	Completed	$450,000	Completed	$150,000	$450,000	$433,102
Subtotal:	**$13,907,579**	**$52,120,911**		**$51,200,911**		**$13,807,579**	**$51,920,911**	**$33,101,882**
Percent of available program dollars:				**98.2%**			**99.6%**	**63.5%**
Administration and Board Support	$1,072,085	$2,294,734				$1,072,085	$2,294,734	$2,126,279
Planning, Development and Start-up	-	$1,717,408				-	$1,717,408	$584,087
Subtotal:	**$1,072,085**	**$4,012,142**				**$1,072,085**	**$4,012,142**	**$2,710,466**
Total:	**$14,979,664**	**$56,133,053**		**$51,200,911**		**$14,879,664**	**$55,933,053**	**$35,812,348**

*Includes funds committed by Letter of Award, Contract, and/or Memorandum of Agreement, as well as funds committed to expanding the range/capacity of King County Veterans Programs.

2009 Financial Report: Veterans Levy Fund by Strategy

When the Veterans and Human Services Levy was approved, voters committed half its funds to serve veterans, military personnel, and their families. Many of the levy's programs for veterans are funded through Strategy 1, but all but one of the other strategies also provides a range of services directed at veterans. This table shows over $26 million in levy funds committed to serving veterans by the end of 2009.

Strategy	Program Dollars Per Plan 2009	Program Dollars Per Plan 2006-2009	Step 1	Step 2	Step 3		Step 4
			Board/Public Review Status as of 12/31/09	RFP or Other Process	2009 Funds Committed*	2006-2009 Funds Committed*	Cumulative Expenditures (incl 2009)
Overarching Strategy 1: Enhancing Services and Access for Veterans							
1.1 Expand geographic range of the King County Veterans Program	$789,939	$1,484,909	Please see the Consolidated Financial Status Report		$789,939	$1,484,909	$213,368
1.2 Increase capacity of the King County Veterans Program	$2,413,640	$7,448,720			$2,413,640	$7,448,720	$5,835,525
1.3 Phone resource for veterans	$100,000	$300,000			$100,000	$300,000	-
1.4 Provide training & info re: VA linkages	$40,000	$120,000			$40,000	$120,000	-
Overarching Strategy 2: Ending Homelessness through Outreach, Prevention, Permanent Support Housing and Employment							
2.1 Initiatives to identify/engage/house long term homeless	$246,000	$633,000	Please see the Consolidated Financial Status Report		$246,000	$633,000	$425,544
2.2 Increase permanent housing w/ support services	$300,000	$5,999,353			$300,000	$5,999,353	$5,321,374
2.3 Landlord risk reduction	-	$500,000			-	$500,000	$1,332
2.4 Investment in support services for housing	$375,000	$1,125,000			$375,000	$1,125,000	$284,325
2.5 KCCJI housing/services	$150,000	$450,000			$150,000	$450,000	$250,500
2.6 Perm housing placement suppt/CJ parents exiting transitional hsg	-	-			-	-	-
2.7 Housing stability program	$500,000	$1,500,000			$500,000	$1,500,000	$795,954
2.8 Link education & employment to supportive housing	$300,000	$765,000			$300,000	$765,000	$377,925
Overarching Strategy 3: Increasing Access to Behavioral Health Services							
3.1 Integrate MH/CD into primary care clinics	$800,000	$2,200,000	Please see the Consolidated Financial Status Report		$800,000	$2,200,000	$1,600,714
3.2 Training programs in trauma sensitive & PTSD treatment	$22,500	$67,500			$22,500	$67,500	-
3.3 Train behavioral health providers in PTSD	$250,000	$750,000			$250,000	$750,000	$166,000
3.4 In-home services to treat depression in elderly vets, others	$98,000	$252,000			$98,000	$252,000	$224,000
Overarching Strategy 4: Strengthening Young Families at Risk							
4.1 Nurse Family Partnership	-	-	Please see the Consolidated Financial Status Report		-	-	-
4.2 Pilot new services for maternal depression	-	-			-	-	-
4.3 Early childhood intervention/prevention	-	-			-	-	-
4.4 Early intervention support for parents exiting CJ/in transitional hsg	-	-			-	-	-
4.5 Invest in education and employ for single parents exiting CJ	-	-			-	-	-
4.6 Family Treatment Court	-	-			-	-	-
Overarching Strategy 5: Resource Management and Evaluation							
5.1 Evaluation	$175,000	$625,000	Please see the Consolidated Financial Status Report		$175,000	$625,000	$175,783
5.2 Cross system planning/Youth	-	$125,000			-	$125,000	-
5.3 Profile of offenders with MH & COD	-	$60,000			-	$60,000	$60,000
5.4 Planning, training, service design efforts	$50,000	$100,000			-	-	-
5.5 Safe Harbors	$60,000	$247,500			$60,000	$247,500	$159,175
5.6 Information systems	-	$175,000			-	$175,000	-
5.7 Consultation and training (HIPAA)	-	$75,000			-	$75,000	-
5.8 Common data set	$40,000	$190,000			$40,000	$190,000	-
5.9 Facilitation of ongoing partnerships	$75,000	$225,000			$75,000	$225,000	$216,551
Subtotal:	**$6,785,079**	**$25,417,982**			**$6,735,079**	**$26,317,982**	**$16,108,069**
Percent of available program dollars:						**99.6%**	**63.4%**
Administration and Board Support	$584,005	$1,176,172			$584,005	$1,176,172	$1,137,676
Planning, Development and Start-up	-	$1,304,884			-	$1,304,884	$520,482
Subtotal:	**$584,005**	**$2,481,056**			**$584,005**	**$2,481,056**	**$1,658,158**
Total:	**$7,369,084**	**$27,899,038**			**$7,319,084**	**$27,799,038**	**$17,766,228**

*Includes funds committed by Letter of Award, Contract, and/or Memorandum of Agreement, as well as funds committed to expanding the range/capacity of King County Veterans Programs.

2009 Financial Report: Human Services Levy Fund by Strategyy

When the Veterans and Human Services Levy was approved, voters committed half its funds to serve veterans and the remaining half to serve individuals and families in need. Levy funds have provided a range of housing, supportive services, behavioral health care, and family support services. This table shows over $26 million of levy funds committed to human services by the end of 2009.

Strategy	Program Dollars Per Plan 2009	Program Dollars Per Plan 2006-2009	Step 1	Step 2	Step 3		Step 4
			Board/Public Review Status as of 12/31/09	RFP or Other Process	2009 Funds Committed*	2006-2009 Funds Committed*	Cumulative Expenditures (incl 2009)
Overarching Strategy 1: Enhancing Services and Access for Veterans							
1.1 Expand geographic range of the King County Veterans Program	-	-	Please see the Consolidated Financial Status Report		-	-	-
1.2 Increase capacity of the King County Veterans Program	-	-			-	-	-
1.3 Phone resource for veterans	-	-			-	-	-
1.4 Provide training & info re: VA linkages	-	-			-	-	-
Overarching Strategy 2: Ending Homelessness through Outreach, Prevention, Permanent Support Housing and Employment							
2.1 Initiatives to identify/engage/house long term homeless	$574,000	$1,477,000	Please see the Consolidated Financial Status Report		$574,000	$1,477,000	$1,049,418
2.2 Increase permanent housing w/ support services	$700,000	$7,817,429			$700,000	$7,817,429	$5,975,012
2.3 Landlord risk reduction	-	$500,000			-	$500,000	$1,332
2.4 Investment in support services for housing	$875,000	$2,625,000			$875,000	$2,625,000	$649,968
2.5 KCCJI housing/services	$350,000	$1,050,000			$350,000	$1,050,000	$584,500
2.6 Perm housing placement suppt/CJ parents exiting transitional hsg	$110,000	$220,000			$110,000	$220,000	$61,126
2.7 Housing stability program	$500,000	$1,500,000			$500,000	$1,500,000	$921,933
2.8 Link education & employment to supportive housing	$700,000	$1,785,000			$700,000	$1,785,000	$1,100,164
Overarching Strategy 3: Increasing Access to Behavioral Health Services							
3.1 Integrate MH/CD into primary care clinics	$500,000	$1,500,000	Please see the Consolidated Financial Status Report		$500,000	$1,500,000	$1,250,000
3.2 Training programs in trauma sensitive & PTSD treatment	$52,500	$157,500			$52,500	$157,500	-
3.3 Train behavioral health providers in PTSD	-	-			-	-	-
3.4 In-home services to treat depression in elderly vets, others	$98,000	$252,000			$98,000	$252,000	$195,967
Overarching Strategy 4: Strengthening Young Families at Risk							
4.1 Nurse Family Partnership	$641,949	$1,509,449	Please see the Consolidated Financial Status Report		$641,949	$1,509,449	$1,429,670
4.2 Pilot new services for maternal depression	$461,638	$1,461,638			$461,638	$1,461,638	$1,211,638
4.3 Early childhood intervention/prevention	$424,413	$1,410,413			$424,413	$1,410,413	$1,150,587
4.4 Early intervention support for parents exiting CJ/in transitional hsg	$280,000	$560,000			$280,000	$560,000	$297,607
4.5 Invest in education and employ for single parents exiting CJ	$150,000	$300,000			$150,000	$300,000	$42,644
4.6 Family Treatment Court	$225,000	$425,000			$225,000	$425,000	$321,755
Overarching Strategy 5: Resource Management and Evaluation							
5.1 Evaluation	$175,000	$625,000	Please see the Consolidated Financial Status Report		$175,000	$625,000	$175,676
5.2 Cross system planning/Youth	-	$125,000			-	$125,000	-
5.3 Profile of offenders with MH & COD	-	$60,000			-	$60,000	$60,000
5.4 Planning, training, service design efforts	$50,000	$100,000			-	-	-
5.5 Safe Harbors	$140,000	$577,500			$140,000	$577,500	$298,265
5.6 Information systems	-	$175,000			-	$175,000	-
5.7Consultation and training (HIPAA)	-	$75,000			-	$75,000	-
5.8 Common data set	$40,000	$190,000			$40,000	$190,000	-
5.9Facilitation of ongoing partnerships	$75,000	$225,000			$75,000	$225,000	$216,551
Subtotal:	**$7,122,500**	**$26,702,929**			**$7,072,500**	**$26,602,929**	**$16,993,812**
Percent of available program dollars:						**99.6%**	**63.6%**
Administration and Board Support	$488,080	$1,118,562			$488,080	$1,118,562	$988,703
Planning, Development and Start-up	-	$412,524			-	$412,524	$63,605
Subtotal:	**$488,080**	**$1,531,086**			**$488,080**	**$1,531,086**	**$1,052,308**
Total:	**$7,610,580**	**$28,234,015**			**$7,560,580**	**$28,134,015**	**$18,046,120**

*Includes funds committed by Letter of Award, Contract, and/or Memorandum of Agreement, as well as funds committed to expanding the range/capacity of King County Veterans Programs.

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

African American Elders Project
Area Agency on Aging – City of Seattle Aging and Disability Services
Catholic Community Services
Catholic Housing Services
Center for Healthcare Improvement for Addictions, Mental Illnesses and Medically Vulnerable Populations
Center for Human Services
Child Care Resources
Chinese Information and Service Center
City of Seattle
Compass Center
Community Health Plan
Community House Mental Health Agency
Country Doctor Community Health Centers
Crisis Clinic
Downtown Emergency Service Center
Eastside Interfaith Social Concerns Council
Evergreen Treatment Services
Family Services of King County
First Place
Friends of Youth
Foundation for the Challenged
Harborview Medical Center
Health Care for the Homeless Network
HealthPoint
Hopelink
Housing Resources Group
International Community Health Services
International Drop-in Center
King County Behavioral Health Safety Net Consortium
Low Income Housing Institute
Multi-Service Center
Navos
NeighborCare Health
Neighborhood House
Northshore Youth & Family Services
Odessa Brown Children's Center
Pioneer Human Services
Plymouth Housing Group
Projects for Assistance in Transition from Homelessness (PATH)
Public Health - Seattle & King County
Renton Area Youth & Family Services
Salvation Army – Seattle
SeaMar Community Health Centers
Seattle Indian Health Board
Seattle Jobs Initiative
Senior Services
Solid Ground
Sound Mental Health
St. Andrews Housing Group
United Way of King County
University of Washington
Valley Cities Counseling and Consultation
Vashon HouseHold
Vashon Youth & Family Services
Washington Department of Veterans Affairs
Youth Eastside Services
YWCA of Seattle-King County-Snohomish County

www.kingcounty.gov/DCHS/levy