



**Veterans and Human Services Levy
2017 Mid-Year Performance and Financial Update**



King County

Department of Community and Human Services

Community Services Division

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Overview

On December 6, 2011, the King County Council passed Ordinance 17236 approving the 2012-2017 Veterans and Human Services Levy (VHSL) Service Improvement Plan (SIP). The SIP requires an annual mid-year report that provides performance and financial updates covering the period of January 1, 2017, through June 30, 2017. This 2017 Mid-Year Performance and Financial Update report responds to that requirement.

The Mid-Year Performance Update includes a performance matrix on each VHSL-funded activity compared to its performance target and a narrative summary of performance for the first half of 2017.

Key performance findings include:

- The VHSL funded 37 activities, serving nearly 26,000 clients and household members in the first six months of 2017.
- These activities reported on a total of 76 performance measures. As of June 30, 2017, activities achieved at least 45 percent completion of annual targets on 65 of the 76 performance measures (86 percent).
- VHSL and Performance Measurement and Evaluation (PME) staff are working with program managers of the nine activities reporting less than 45 percent on at least one of their performance measures. VHSL and PME staff are identifying the causes of underperformance and establishing a plan to address them.

The Mid-Year Financial Update includes a financial report outlining each activity's funding allocation for 2017, the expenditures for the first half of 2017 and a narrative summary on the VHSL fiscal status. As of July 31, 2017, the VHSL has expended 56 percent of its 2017 allocations. This rate of spending is consistent with expectations for this mid-year analysis.

**Mid-Year Performance Update
January 1, 2017, through June 30, 2017**

The Mid-Year Performance Update contains a Performance Evaluation Matrix and narrative summarizing the performance for the first half of 2017. Twenty-eight of 37 activities with performance measures are meeting their mid-term targets and service objectives.

PME staff compiled and analyzed performance data for the first six months of 2017 to determine whether VHSL activities are on track to meet annual performance goals. As shown in the table below, VHSL-funded activities served nearly 26,000 household members (duplicated) in the first six months of 2017.

**Number of Household Members Served by Strategy
First Six Months of 2016 and 2017***

VHSL Strategies	Number of Household Members Served* January-June 2016	Number of Household Members Served* January-June 2017
Strategy One: Supporting Veterans	3,141	3,219
Strategy Two: Ending Homelessness	9,370	8,070
Strategy Three: Increasing Access to Behavioral Health Services	3,324	2,618
Strategy Four: Strengthening Families at Risk	9,520	12,060
Total Served	25,355	25,967

*May contain duplicated individuals

There was a decrease in the clients and household members served in Strategy Two: Ending Homelessness. This decrease is due partially to the end of funding for strategy 2.7 Homeless Youth Employment. There were also fewer clients served by strategy 2.1.B Dutch Shisler Sobering Center Emergency Service Patrol (ESP) in the first half of 2017 compared to 2016. Despite serving fewer people to date in 2017 compared to 2016, ESP is still exceeding its performance targets.

There was a notable decrease in the clients and household members served in strategy Three: Increasing Access to Behavioral Health Services. This decrease is primarily due to 3.6. Client Care Coordination ceasing operations in 2016. The functions

of Client Care Coordination were incorporated into the Coordinated Entry for All housing placement system.

There was an increase in the number served by Strategy Four: Strengthening Families at Risk. This increase is partially due to a change in methods for counting the number of clients served by 2-1-1 to better align with counting methods for other VHSL programs with blended funding.

**Number of Veterans and Family Members Served
First Six Months of 2016 and 2017**

Veteran Status of Clients Served	Number of Clients Served 2016	Number of Clients Served 2017
Veteran	4,141	4,960
Veteran's Spouse	290	256
Veteran Minor Dependent	163	229
Total Served	4,594	5,445

VHSL-funded programs served 4,960 veterans and 485 spouses and minor dependents in the first six months of 2017. Of these clients, 3,219 (59 percent) were served under Strategy One (Supporting Veterans) services.

2017 Mid-Year Performance Evaluation Matrix

The matrix on the following three pages details the performance of VHSL-funded activities for the first half of 2017. The matrix lists VHSL activities organized by four strategies and includes each activity's performance measures and annual performance targets. Each activity's progress is shown both as a percent of the annual target and a colored arrow. A green arrow pointing up indicates that performance was at least 45 percent of the annual target, a horizontal yellow arrows indicates that performance was between 35 and 44 percent of the target, and a downward pointing red arrow indicates that performance was less than 35 percent of the target. This matrix also includes comments on performance to contextualize the data.

Levy Activity	Household members 2017*	First Half of 2017 Performance				Performance Review - Comments
		How much service was provided and how well did Levy services do?	2017 Targets	Actual service - First Six Months of 2017	% of Target Reached**	
Strategy 1: Supporting Veterans						
1.1.A King County Veterans Program (KCVP)		Satellite site services contacts	N/A	N/A	N/A	This performance measure is no longer relevant since KCVP has changed its model to provide most services at two hubs where other veterans services are located. For clients who have disabilities or other transportation barriers, mobile services are offered on a case-by-case basis.
1.1.B KCVP contracted shelter services	1,396	Emergency shelter bed nights/ Transitional housing bed nights	13,500	6,358	↑ 47%	On track to meet annual targets.
1.1.C KCVP financial assistance		Financial assistance recipients	1,500	865	↑ 58%	On track to meet annual targets.
		Total levy and State RCW assistance	\$800,000	\$477,489	↑ 60%	
1.1.D KCVP employment and case management		New client assessments for employment and case management	2,500	1,382	↑ 55%	KCVP creates case plans for clients seeking more intensive services such as employment and vocational support, financial assistance or referrals to housing. This performance measure does not capture the full breadth of clients served, as some may complete an application and assessment but may not require a follow-up appointment to open a case plan. KCVP will continue to monitor the number of case plans created to ensure that individuals who need case plans receive them.
		New case plans created	1,800	758	→ 42%	
1.2.A Enhanced outreach to women veterans and veterans of color	132	Number of clients enrolled	184	132	↑ 72%	On track to meet annual targets.
		Number of clients assessed by the Vulnerability Index - Service Prioritization Decision Assistance Tool and engaged in Housing Navigator services	36	52	↑ 144%	
		Clients applying for benefits/services	172	80	↑ 47%	
1.2.B Veteran information and referral	673	Number of information and referral clients	900	673	↑ 75%	On track to meet annual targets.
		Number of clients receiving referrals to services	850	673	↑ 79%	
1.2.C Homeless veteran street outreach	48	Number of veterans enrolled and assessed	90	48	↑ 53%	On track to meet annual targets.
1.3 Veteran employment and training	104	Number of veterans enrolled	108	73	↑ 68%	On track to meet annual targets.
		Number of veterans retained in jobs or education training	86	73	↑ 85%	
1.4 Contracted PTSD Treatment	455	Hours of individual and group counseling	2,600	1,347	↑ 52%	On track to meet annual targets.
		Number of clients in counseling (unduplicated)	260	180	↑ 69%	
		Number of veterans screened	360	105	↓ 29%	
1.5.A Veterans Incarcerated Program (VIP)	81	Number of veterans enrolled (w/ 2016 carryover)	155	81	↑ 52%	The program's performance has been impacted by staffing shortages and turnover since the beginning of the year. VIP is not likely to meet its annual target of number of veterans screened.
1.5.B Veterans Legal Assistance Program	109	Initial case assessments	200	109	↑ 55%	On track to meet annual targets.
		Number of cases where legal barriers were reduced	66	34	↑ 52%	
1.5.C Emerging programs for justice involved veterans - Veterans Court	39	Number of veterans screened	90	39	→ 43%	The number of veterans screened is dependent on the number referrals from the prosecuting attorney and defense. To serve more veterans, the Regional Veterans Court recently changed its eligibility criteria to include a broader range of mental health diagnoses. However, referrals are still impacted by the choice and ability of prospective participants to access alternative care outside the court system that does not involve legal obligations or court oversight.
		Number of veterans opting in to program	30	16	↑ 53%	
1.6.A Military family outreach	100	Number of family members enrolled	120	100	↑ 83%	On track to meet annual targets.
		Number of referrals made	108	100	↑ 93%	
		Number of referred clients connected to services	52	100	↑ 192%	
1.6.B Military family counseling	82	Number of hours of counseling	360	256	↑ 71%	On track to meet annual targets.
		Number of military family members served	55	30	↑ 55%	
Total Strategy 1 household members served first half 2016 : 3,219						

* Household members include all members of a family and may be larger than "clients served" where heads of households are counted.

** Up arrow (green) indicates meeting 45% or more of annual target; horizontal arrow (yellow) indicates 35 - 44%; down arrow (red) indicates less than 35%.

Levy Activity	Household members 2017*	First Half of 2017 Performance				Performance Review - Comments
		How much service was provided and how well did Levy services do?	2017 Targets	Actual service - First Six Months of 2017	% of Target Reached**	
Strategy 2: Ending Homelessness						
2.1.A Homeless street outreach (REACH)	199	Number of clients enrolled in REACH Clients enrolled in treatment/services/health care Clients moved into or remained stabilized in housing	380 365 80	199 199 90	52% 55% 113%	On track to meet annual targets.
2.1.B Dutch Shisler Sobering Center Emergency Service Patrol	4,472	Number of persons contacted (duplicated) Number of clients (duplicated) transported to Sobering Center	5,000 3,600	4,472 2,037	89% 57%	On track to meet annual targets.
2.1.C Mobile Medical Outreach	413	Clients receiving services from mobile medical van Total visits for medical care, psychiatric social worker or chemical dependency professional	700 1,900	413 964	59% 51%	On track to meet annual targets.
2.1.D South King County homeless outreach (PATH)	315	Number of clients engaged in service	125	315	252%	On track to meet annual targets.
2.2 Capital funds for permanent housing	N/A	Housing units brought on line in 2017	N/A	N/A	N/A	The annual capital funding round has not occurred yet. Performance will be measured at the end of 2017.
2.3 Housing Stability Program	393	Number of unduplicated non-Veteran households Number of unduplicated Veteran households	163 135	132 31	81% 23%	At mid-year the Housing Stability Program had been behind on data entry and had reported difficulty outreaching to veteran households. At the time of this writing the program is now up-to-date on their data entry and has successfully partnered with the KCVP to serve more veteran households in the second half of 2017. 2,664 clients were served by additional 2017 funding for strategy 2.3 to support the Housing Justice Project, an eviction prevention program.
2.4.A Health Housing Outreach Team (HHOT)	829	Number of clients served Number of clients linked to primary care Number of clients self-managing chronic condition	700 400 315	829 312 184	118% 78% 58%	On track to meet annual targets.
2.4.B On-site support services	997	Total number of households served Number of clients enrolled	1,100 60	900 58	82% 97%	On track to meet annual targets.
2.5.A Intensive Care Management Team (ICMT)	58	Clients moved into or maintained in supportive housing	48	16	33%	ICMT transitioned to a new service model in 2017. There are 60 people in the program, but they face many barriers to housing which preclude successful placement upon release. The program will not likely meet its annual target in 2017.
2.5.B Forensic Intensive Supportive Housing program	61	Number of clients enrolled Clients moved into or maintained in supportive housing	70 51	61 35	87% 69%	On track to meet annual targets.
2.6.A Community employment services	214	Number of homeless clients enrolled Number of job placements	294 189	221 118	75% 62%	On track to meet annual targets.
2.6.B Career Connections	106	Number of clients enrolled Number of clients completing vocational training Number of job placements	150 77 85	106 2 24	71% 3% 28%	Clients' desire to obtain a job quickly has made it challenging to engage individuals in vocational training. Offering training cohorts is one strategy that DCHS Employment and Education Resources (EER) is using to encourage vocation training for higher paying jobs. Staffing shortages and a focus on developing better coordination between the Regional Access Points and shelters have impacted job placements. EER staff are working with human resources to ensure adequate staffing.
2.6.D King County Internship Program for Veterans	13	Number of veterans who applied for the fellowship Number of clients entering the fellowship program	50 16	250 13	500% 81%	On track to meet annual targets.
Total Strategy 2 household members served first half 2017: 8,070						

* Household members include all members of a family and may be larger than "clients served" where heads of households are counted.

** Up arrow (green) indicates meeting 45% or more of annual target; horizontal arrow (yellow) indicates 35 - 44%; down arrow (red) indicates less than 35%.

Levy Activity	Household members 2017*	First Half of 2017 Performance				Performance Review - Comments
		How much service was provided and how well did Levy services do?	2017 Targets	Actual service - First Six Months of 2017	% of Target Reached**	
Strategy 3: Improving Health						
3.1.A Behavioral health integration	965	Number of persons screened	2,000	965 ↑	48%	On track to meet annual targets.
		Total number of all clients receiving treatment	1,500	1,335 ↑	89%	
3.1.B Behavioral health integration for veterans	423	Veterans or dependents screened for PTSD/MH issues	450	339 ↑	75%	On track to meet annual targets.
		Number of veterans or their dependents enrolled	225	339 ↑	151%	
3.2 Veteran and trauma competency training	1,165	Number of mainstream providers trained	748	451 ↑	60%	On track to meet annual targets.
		Number of professionals trained	752	714 ↑	95%	
		Number of training sessions	64	42 ↑	66%	
3.4 Depression intervention for seniors (PEARLS)	65	Older adults/veterans enrolled in the PEARLS program	110	65 ↑	59%	On track to meet annual targets.
		Older adults/veterans who completed PEARLS program	82	51 ↑	62%	
Total Strategy 3 household members served first half 2017: 2,618						

Levy Activity	Household members 2017*	First Half of 2017 Performance				Did the service make a difference in the lives of their clients?
		How much service was provided and how well did Levy services do?	2017 Targets	Actual service - First Six Months of 2017	% of Target Reached**	
Strategy 4: Strengthening Families						
4.1.A Nurse Family Partnership (NFP)	229	Number of persons enrolled	133	133 ↑	100%	On track to meet annual targets
4.1.A NFP Employment	94	Number of persons enrolled in the employment and education resources component of NFP	40	94 ↑	235%	
		Number of persons entering education or training.	30	68 ↑	227%	On track to meet annual targets
4.1.B Healthy Start	241	Number of new persons/households assessed	300	204 ↑	68%	
		Clients receiving home visits	300	193 ↑	64%	
4.2 Maternal depression reduction	1,536	Number of persons screened	2,100	1,536 ↑	73%	VHSL funding contributes to a clinic-wide strategy funded by several sources. Clinic electronic medical records do not commonly indicate parenting status. For this reason it is challenging to separate out the clients who may be funded through this VHSL activity rather than other fund sources. As in past years, clients screened are counted if they are enrolled in programs such as Maternity Support Services and WIC, however this is an approximate count.
		Number of persons who screened positive for depression	750	207 ↓	28%	
		Total number of clients receiving treatment	450	450 ↑	100%	
4.3.A Parent education and support - Promoting First Relationships (PFR)	4	Number of agency learners delivering PFR intervention	16	4 ↓	25%	The first six months involves training the providers who deliver the intervention. Therefore, it is expected that agency learners deliver the intervention and serve community members in the second half of 2017.
		Number of community members showing improved skills and knowledge	12	4 ↓	33%	
4.3.B Family, Friend and Neighbor Play & Learn Groups	6,214	Number of facilitators educated in play and learn	32	44 ↑	138%	On track to meet annual targets
		Number of play and learn groups	85	54 ↑	64%	
4.4 Passage Point	115	Number of new and carryover households enrolled	60	49 ↑	82%	On track to meet annual targets
4.5.A 2-1-1 Community Information Line	3,000	Number of calls	3,000	3,000 ↑	100%	2-1-1 received 36,997 total calls in the first half of 2017. VHSL strategy 4.5.A funds 3,000 of these calls.
4.5.B Cultural Navigator	627	Number of information and referral requests	1,000	983 ↑	98%	Staff turnover in the first half of 2017 caused a decline in capacity for technical assistance. The program is now fully staffed and is expected to meet annual targets by the end of 2017.
		Number of agencies receiving technical assistance	250	71 ↓	28%	
Total Strategy 4 household members served first half 2017: 12,060						

* Household members include all members of a family and may be larger than "clients served" where heads of households are counted.

** Up arrow (green) indicates meeting 45% or more of annual target; horizontal arrow (yellow) indicates 35 - 44%; down arrow (red) indicates less than 35%.

2017 Mid-Year Activity Level Performance

Twenty-eight of 37 VHSL funded activities achieved at least 45 percent of their performance targets in the first half of 2017. Nine of 37 VHSL funded activities have not achieved at least 45 percent of their performance targets. VHSL and PME staff conducted performance monitoring in partnership with providers to understand underperformance and assess how to support providers in meeting their performance goals.

Activity Performance Highlights

Activity 1.4 Post-Traumatic Stress Disorder Treatment

Through Post-Traumatic Stress Disorder Treatment the Washington State Department of Veterans Affairs (WDVA) subcontracted with mental health professionals who provided counseling to 180 veterans or family members throughout King County. In the first half of 2017, 96 percent of clients experienced a reduction in their symptoms.

96%

Ninety-six percent of veterans and their family members experienced a reduction in PTSD symptoms after counseling through the WDVA.

Activity 2.1.C Mobile Medical Outreach

In the first half of 2017, the Mobile Medical Van provided medical, dental and behavioral health services to 413 individuals experiencing homelessness. In addition to providing medical and behavioral health care at 964 visits, the Mobile Medical Van linked individuals to appropriate services. Eighty-six percent of individuals who were referred to mental health services were successfully linked to appropriate services.

Activity 3.4 Depression Intervention for Seniors (PEARLS)

Sixty-five older adults participated in PEARLS, an evidence-based program to reduce minor depression symptoms in the first half of 2017. Of those who completed the program in the first half of 2017, 86 percent had a meaningful decrease in depression symptoms.

Activity 4.3.B Play and Learn Groups

Play and Learn groups are community-based groups led by trained facilitators where caregivers and parents learn about early education and childhood development. In the first half of 2017, there were 54 Play and Learn groups that

served 3,350 children and 2,864 parents and caregivers. Additionally, 44 volunteers received Play and Learn facilitation training.

Monitoring and Management of Activities with Performance Less Than 45 Percent

VHSL staff paid specific attention to agencies whose performance was below 45 percent of one or more of their annual targets at mid-year. Out of 37 activities with performance measures, two had at least one service measure between 35 and 45 percent of annual target represented in the matrix as a yellow arrow. VHSL staff reviewed these programs in detail with program managers to understand the context that led to lower than expected performance for these activities. Program managers will continue to monitor these programs to determine whether it will be necessary to make operational adjustments to ensure optimal program performance.

Seven VHSL activities had at least one measure in which they achieved less than 35 percent of their target at mid-year as indicated by red arrows. VHSL staff met with program managers to better understand performance issues and determine the best course of action:

Activity 1.5.A Veterans Incarcerated Program (VIP)

VIP has experienced staffing shortages and turnover since the beginning of the year, which has affected the number of veterans screened. Although VIP was able to hire new staff, it has taken up to three months from date of hire for new staff to obtain jail clearance. Thus, there were times during the first half of 2017 when only one staff person out of a team of three were able to go into the jails to outreach to veterans. As of June 2017, the program had two staff with jail clearance. Given the reduced staff and clearance issues, it is not likely that VIP will meet its 2017 annual target for number of veterans screened. The King County program manager is working with VIP to develop strategies to improve staff retention (increasing professional development opportunities, holding a staff retreat).

Activity 2.3 Housing Stability Program (HSP)

HSP was unable to meet its mid-year target of number of veteran household served due to two factors:

- HSP had not maintained full staffing and was behind on data entry at mid-year. Therefore, the data that has been reported to King County may not reflect all clients served. At the time of this writing HSP is now fully staffed and their data current.
- HSP's sites throughout the region struggled to identify and serve veteran households. To remedy this, HSP has entered into close partnership with

the King County Veterans Program (KCVP). KCVP has referred eligible clients to HSP, and the partnership appears to provide an effective countermeasure to mitigate the effects of the previous difficulty in identifying veteran clients. VHSL staff will monitor the overall effect of this partnership to determine whether additional intervention is warranted.

Activity 2.5.A Intensive Care Management Team (ICMT)

ICMT has experienced two challenges in meeting its target for clients moved into or maintained in supportive housing:

- In 2016, the program transitioned from using the Forensic Assertive Community Treatment (FACT) model to the ICMT/Vital model. This transition required the program to ramp down the previous model and ramp up the ICMT model. The program has reached full capacity only recently.
- Significant challenges exist for ICMT clients to access and maintain their supportive housing. There is a small, finite amount of set-aside supportive housing units for the ICMT's target population (those with four or more jail bookings and living with a behavioral health condition). Upon release from jail many ICMT clients no longer fit the definition of "homeless" to qualify for one of these set-asides because they have been in jail for longer than 90 days. By the time they qualify, the vacant units are often filled and no longer available.

Short of a significant increase in supportive housing stock or change in eligibility criteria for set-asides, it is unlikely that ICMT will be able to meet its annual target by year-end. VHSL staff are working with ICMT staff to identify other housing models that may increase the effectiveness of the program.

Activity 2.6.B Career Connections

Career Connections is experiencing two challenges in meeting its 2017 mid-year targets:

- First, clients' desire to obtain a job quickly has made it challenging to engage individuals in lengthy vocational training. Offering training cohorts for in-need, high-paying jobs is one strategy that the Department of Community and Human Services Employment and Education Resources (EER) is using to encourage vocational training.
- Second, staffing shortages and a focus on developing better coordination between the Regional Access Points and shelters has impacted job placements. EER staff are working with human resources staff to ensure adequate staffing for the second half of 2017.

Activity 4.2 Maternal Depression Reduction

This VHSL program integrates mental health screenings and treatment with primary care across 13 clinic sites. VHSL funding contributes to a clinic-wide strategy funded by several sources. Because the electronic medical records do not clearly indicate a patient's parenting status at time of intake, identifying pregnant and parenting moms from the general population is an approximate process. Current reporting methods identify pregnant and parenting moms by counting all in the database reported as pregnant or enrolled in Maternity Support Services or the Women, Infants and Children Nutrition Program. However, this method results in an approximate count that does not capture the number of mothers who screen positive who did not enroll in treatment. This has been an ongoing data collection issue and VHSL staff are investigating improvements.

Activity 4.3.A Promoting First Relationships

This project has two phases. The first phase is training providers in the Promoting First Relationships (PFR) curriculum. The second phase is delivering this intervention to families. Due to this structure, lower targets are set for the first two quarters and PFR is meeting these quarterly targets, although performance relative to annual targets appears low. VHSL staff anticipate that PFR will meet its annual performance measure by the end of the year as, by design, most families will receive the intervention later in the year.

Activity 4.5.B Cultural Navigator

Staff turnover in the first half of 2017 caused a decline in capacity for technical assistance. The program is now fully staffed and will likely meet annual targets by the end of 2017.

Conclusion

The performance matrix included in this update reports on the activities' progress in meeting targets for 77 performance measures. VHSL activities overall have been successful in meeting their mid-year targets, with 86 percent of activities meeting their goals. PME and VHSL staff have followed up with activities that have not met their targets to assist them in succeeding by year-end 2017.

VHSL staff have identified some common themes among underperforming programs that may indicate wider regional and systemic issues that will inform planning processes for the proposed Veterans, Seniors and Human Services Levy.

- **Staff retention:** Underperforming agencies often reported high staff turnover, which leads to service discontinuity and disruption. Staff leave for jobs with higher compensation or more opportunity for advancement.
- **Lack of affordable housing stock:** Programs have been unable to transition their clients into affordable or supportive housing due to a scarcity of units available relative to the ever-increasing demand in the region. This limitation drives underperformance on measures that include housing placements and for program models that require participants to be housed.
- **Housing eligibility:** The VHSL is one of the few funding sources with sufficient flexibility to serve residents who have a criminal record, behavioral health conditions, chronic health problems, poor credit history and poor rental history. These characteristics often disqualify them from market-rate rentals and creates barriers to accessing a scarce amount of federally-funded set-aside units of low-income supportive housing with strict eligibility criteria. Several housing stability strategies in the forthcoming Veterans, Seniors and Human Services Levy have been designed with this consideration in mind.

Mid-Year Financial Update For the Period January 1, 2017, through June 30, 2017

The Mid-Year Financial Update, like the Mid-Year Performance Update, demonstrates the VHSL's progress during the first half of 2017. It includes information on management practices implemented to better monitor contract and program expenditures, monitoring and reporting procedures and practices, a description of the contract allocation period, and procedures for year-end closing. In addition, it provides a detailed financial report and summary on the status of expenditures for the first half of 2017.

Additional Financial Management Practices Update

The Community Services Division (CSD) continues to improve procedures to track expenditures of VHSL funds. VHSL fiscal staff and program administrators review and analyze VHSL SIP expenditures on a monthly basis. VHSL program managers and fiscal staff coordinate on a quarterly basis to ensure timely interfund transfers from the VHSL to the King County Behavioral Health and Recovery Division, Employment and Education Resources, Housing and Community Development and the Department of Public Health—Seattle & King County.

Mid-Year Financial Status

Expenditures of VHSL activities are generally accounted for on a cost reimbursement basis. Therefore, King County fiscal staff record VHSL expenditures after providers have delivered services and invoiced King County program managers. As has been previously reported, almost all VHSL-funded activities invoice on a quarterly rather than monthly basis. Providers appropriately submit second quarter invoices in July, resulting in significant expenditures recorded in the EBS financial system up to one month after services are provided.

In order to enhance the utility of the Mid-Year Financial Update, this report includes additional financial data for July to more accurately reflect the actual expenditures through the first half of 2017. Similarly, to provide accurate year-end expenditure data the VHSL 2017 Annual Report will include 13th month data.

For example, as the table on page 13 shows, as of June 30, 2017, the EBS financial system financial data shows that 38 percent of Veterans Levy 2017 allocations and 36 percent of Human Services Levy 2017 allocations had been billed to and paid by the VHSL, for an average 37 percent expenditure rate for the two funds. By July 31, 2017, EBS seventh-month financial data indicates that 58 percent of Veterans Levy 2017 allocations and 55 percent of Human Services Levy allocations have been billed for an average 56 percent expenditure rate for the two funds. Overall, this data indicates

that the recording of expenditures has caught up with expected billing to the VHSL funds.

Significantly, previous mid-year financial reports have included eighth-month financial data as previous year VHSL expenditures had a greater lag. Because of the improved financial management practices noted above, invoicing and expenditures now align by the seventh month.

Cumulative Allocations Billed		
VHSL Fund	2nd Quarter 2017 Cumulative	7th Month 2017 Cumulative
Veterans Levy	38%	58%
Human Services Levy	36%	55%
Total Average	37%	56%

Mid-Year 2017 Financial Report

The following two pages provide a detailed financial report for the first half of 2017 for the VHSL. The report lists the VHSL funded activities by strategy, the 2017 Service Improvement Plan allocation, any budget adjustments and cumulative expenditures for both the first six months and first seven months of 2017.

2017 Veterans and Human Services Levy Service Improvement Plan

Service Improvement Plan Strategy	2017 SIP Budget	2017 Supplemental Budget Ordinance 18409, 18544 & Pending 2nd Omnibus	Adjustments*	Total Adjusted SIP 2017 Budget	YTD Expenditures as of June 30, 2017	YTD Expenditures as of July 31, 2017	Remaining SIP Budget as of July 31, 2017	Remaining SIP Budget Percentage as of July 31, 2017
Strategy 1: Supporting veterans and their families to build stable lives and strong relationships								
1.1	<u>King County Veterans Program</u>							
	Total	\$ 2,485,000	\$ 337,000	\$ 172,000	\$ 2,994,000	\$ 1,315,051	\$ 2,182,683	\$ 811,317 27%
1.2	<u>Outreach and engagement</u>							
A	<u>Enhanced outreach to women veterans and veterans of color</u>							
	Total	\$ 300,000	\$ -	\$ -	\$ 300,000	\$ 119,250	\$ 150,000	\$ 150,000 50%
B	<u>Veteran information and referral</u>							
	Total	\$ 100,000	\$ -	\$ -	\$ 100,000	\$ 25,000	\$ 50,000	\$ 50,000 50%
C	<u>Homeless veterans street outreach</u>							
	Total	\$ 84,000	\$ -	\$ 13,500	\$ 97,500	\$ 21,000	\$ 42,000	\$ 55,500 57%
1.3	<u>Veterans employment and training</u>							
	Total	\$ 200,000	\$ -	\$ -	\$ 200,000	\$ 50,000	\$ 100,000	\$ 100,000 50%
1.4	<u>Contracted PTSD treatment/Military Sexual Trauma</u>							
	Total	\$ 450,000	\$ -	\$ -	\$ 450,000	\$ 112,500	\$ 225,000	\$ 225,000 50%
1.5	<u>Veterans justice</u>							
A	<u>Veterans Incarcerated Program</u>							
	Total	\$ 100,000	\$ -	\$ (50,000)	\$ 50,000	\$ 12,660	\$ 24,004	\$ 25,996 52%
B	<u>Veterans Legal Assistance Program</u>							
	Total	\$ 20,000	\$ -	\$ -	\$ 20,000	\$ 5,000	\$ 10,000	\$ 10,000 50%
C	<u>Emerging programs for justice involved veterans</u>							
	Total	\$ 345,000	\$ -	\$ (118,500)	\$ 226,500	\$ 63,541	\$ 136,705	\$ 89,795 40%
1.6	<u>Support for military families</u>							
A	<u>Military family outreach</u>							
	Total	\$ 174,000	\$ -	\$ -	\$ 174,000	\$ 43,500	\$ 87,000	\$ 87,000 50%
B	<u>Military family counseling</u>							
	Total	\$ 100,000	\$ -	\$ -	\$ 100,000	\$ 25,000	\$ 50,000	\$ 50,000 50%
	Total Strategy 1	\$ 4,358,000	\$ 337,000	\$ 17,000	\$ 4,712,000	\$ 1,792,502	\$ 3,057,392	\$ 1,622,608 34%
	Percent of Total Program					38%	65%	
Strategy 2: Ending Homelessness through outreach, prevention, permanent supportive housing and employment								
2.1	<u>Outreach and engagement</u>							
A	<u>Homeless street outreach</u>							
	Total	\$ 276,000	\$ -	\$ -	\$ 276,000	\$ 69,000	\$ 138,000	\$ 138,000 50%
B	<u>Sobering/Emergency Services Patrol</u>							
	Total	\$ 145,000	\$ -	\$ -	\$ 145,000	\$ 36,250	\$ 72,500	\$ 72,500 50%
C	<u>Mobile medical outreach</u>							
	Total	\$ 300,000	\$ -	\$ -	\$ 300,000	\$ 75,000	\$ 150,000	\$ 150,000 50%
D	<u>South King County homeless outreach</u>							
	Total	\$ 80,000	\$ -	\$ -	\$ 80,000	\$ 40,000	\$ 40,000	\$ 40,000 50%
2.2	<u>Housing capital</u>							
	Total	\$ 2,160,000	\$ -	\$ -	\$ 2,160,000	\$ 1,080,000	\$ 1,080,000	\$ 1,080,000 50%
2.3	<u>Housing Stability Program</u>							
	Total	\$ 800,000	\$ 50,000	\$ -	\$ 850,000	\$ 425,000	\$ 425,000	\$ 425,000 50%
2.4	<u>Support services for housing</u>							
A	<u>Housing Health Outreach Team</u>							
	Total	\$ 365,000	\$ -	\$ -	\$ 365,000	\$ 91,250	\$ 182,500	\$ 182,500 50%
B	<u>On-site support services</u>							
	Total	\$ 1,720,000	\$ -	\$ -	\$ 1,720,000	\$ 860,000	\$ 860,000	\$ 860,000 50%
2.5	<u>Criminal Justice Initiatives</u>							
A	<u>FACT (ICMT)</u>							
	Total	\$ 205,000	\$ -	\$ -	\$ 205,000	\$ 51,249	\$ 102,498	\$ 102,502 50%
B	<u>FISH</u>							
	Total	\$ 690,000	\$ -	\$ (42,000)	\$ 648,000	\$ 165,500	\$ 327,500	\$ 320,500 49%
2.6	<u>Employment and training</u>							
A	<u>Community employment services**</u>							
	Total	\$ 670,000	\$ -	\$ 65,000	\$ 735,000	\$ 335,000	\$ 551,250	\$ 183,750 25%
B	<u>Career Connections**</u>							
	Total	\$ 420,000	\$ -	\$ -	\$ 420,000	\$ 210,000	\$ 315,000	\$ 105,000 25%
C	<u>Aerospace and Veteran Employment Training Initiative</u>							
	Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
D	<u>King County Internship Program for Veterans**</u>							
	Total	\$ -	\$ 200,000	\$ -	\$ 200,000	\$ 100,000	\$ 150,000	\$ 50,000 25%
2.7	<u>Youth/Young Adult Homelessness Plan Private Fund Match</u>							
	Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Total Strategy 2	\$ 7,831,000	\$ 250,000	\$ 23,000	\$ 8,104,000	\$ 3,538,249	\$ 4,394,248	\$ 3,709,752 46%
	Percent of Total Program					44%	54%	

*Column entries include administrative expenditures budget adjustment to account for 5% admin based upon actual revenue received, funds reallocated within the same year, and funds reallocated the prior year that were unspent and carried over to the report year.

**During the month of July, third quarter interfund transfers were made for activities managed by DCHS EER.

2017 Veterans and Human Services Levy Service Improvement Plan

Service Improvement Plan Strategy	2017 SIP Budget	2017 Supplemental Budget Ordinance 18409, 18544 & Pending 2nd Omnibus	Adjustments*	Total Adjusted SIP 2017 Budget	YTD Expenditures as of June 30, 2017	YTD Expenditures as of July 31, 2017	Remaining SIP Budget as of July 31, 2017	Remaining SIP Budget Percentage as of July 31, 2017
Strategy 3: Improving health through the integration of medical and behavioral health services								
3.1	<u>Behavioral health integration</u>							
A	<u>Behavioral health integration</u>							
	Total	\$ 625,000	\$ -	\$ -	\$ 625,000	\$ 156,250	\$ 312,500	50%
B	<u>Behavioral health integration-veterans</u>							
	Total	\$ 600,000	\$ -	\$ -	\$ 600,000	\$ 150,000	\$ 300,000	50%
3.2	<u>Veteran and trauma competency training</u>							
	Total	\$ 250,000	\$ -	\$ -	\$ 250,000	\$ 62,500	\$ 125,000	50%
3.3	<u>Health care reform system design and implementation</u>							
	Total	\$ 270,000	\$ -	\$ -	\$ 270,000	\$ 67,500	\$ 135,000	50%
3.4	<u>Depression intervention for seniors</u>							
	Total	\$ 356,000	\$ -	\$ -	\$ 356,000	\$ 89,000	\$ 178,000	50%
3.5	<u>Facilitation of ongoing partnerships</u>							
	Total	\$ 140,000	\$ 361,488	\$ 30,000	\$ 531,488	\$ 165,311	\$ 189,987	64%
3.6	<u>Client care coordination</u>							
	Total	\$ 140,000	\$ -	\$ (70,000)	\$ 70,000	\$ 22,343	\$ 47,200	33%
	Total Strategy 3	\$ 2,381,000	\$ 361,488	\$ (40,000)	\$ 2,702,488	\$ 712,903	\$ 1,287,687	51%
	Percent of Total Program					26%	48%	
Strategy 4: Strengthening families at risk								
4.1	<u>Home visiting</u>							
A	<u>Nurse Family Partnership</u>							
	Total	\$ 470,000	\$ -	\$ 59,200	\$ 529,200	\$ 147,100	\$ 279,400	47%
B	<u>Healthy Start</u>							
	Total	\$ 270,000	\$ -	\$ -	\$ 270,000	\$ 67,500	\$ 135,000	50%
4.2	<u>Maternal depression reduction</u>							
	Total	\$ 625,000	\$ -	\$ -	\$ 625,000	\$ 156,250	\$ 312,500	50%
4.3	<u>Parent education and support</u>							
	Total	\$ 260,000	\$ -	\$ (59,200)	\$ 200,800	\$ 50,200	\$ 100,400	50%
4.4	<u>Passage Point</u>							
	Total	\$ 415,000	\$ -	\$ -	\$ 415,000	\$ 207,500	\$ 207,500	50%
4.5	<u>Information and referral</u>							
A	<u>2-1-1 Community Information Line</u>							
	Total	\$ 50,000	\$ -	\$ -	\$ 50,000	\$ 12,500	\$ 25,000	50%
B	<u>Cultural Navigator</u>							
	Total	\$ 70,000	\$ -	\$ -	\$ 70,000	\$ 17,500	\$ 31,500	55%
	Total Strategy 4	\$ 2,160,000	\$ 360,000	\$ -	\$ 2,520,000	\$ 658,550	\$ 1,451,300	42%
	Percent of Total Program					26%	58%	
Evaluation 5								
	Total 5	\$ 545,000	\$ -	\$ -	\$ 545,000	\$ 191,460	\$ 226,439	58%
	Percent of Total Program					35%	42%	
	Total Program-Veterans	\$ 8,632,500	\$ 847,744	\$ -	\$ 9,480,244	\$ 3,608,780	\$ 5,462,941	41%
	Percent of Total Program						59%	
	Total Program-Human	\$ 8,642,500	\$ 590,744	\$ -	\$ 9,233,244	\$ 3,284,885	\$ 4,954,125	38%
	Percent of Total Program						58%	
	Total Program	\$ 17,275,000	\$ 1,438,488	\$ -	\$ 18,713,488	\$ 6,893,664	\$ 10,417,066	39%
	Percent of Total Program					37%	56%	
Admin 6								
	Total 6	\$ 905,962	\$ -	\$ -	\$ 905,962	\$ 358,351	\$ 546,382	40%
	Percent of Total Program					40%	60%	
Board Support 7								
	Total 7	\$ 137,430	\$ -	\$ -	\$ 137,430	\$ 79,662	\$ 89,417	35%
	Percent of Total Program					58%	65%	
Veterans Total								
	Total	\$ 9,159,196	\$ 717,744	\$ -	\$ 9,876,940	\$ 3,789,387	\$ 5,692,635	42%
	Percent of Total Program					38%	58%	
Human Services Total								
	Total	\$ 9,159,196	\$ 590,744	\$ -	\$ 9,749,940	\$ 3,542,291	\$ 5,360,230	45%
	Percent of Total Program					36%	55%	
GRAND TOTAL								
	Total	\$ 18,318,392	\$ 1,308,488	\$ -	\$ 19,626,880	\$ 7,331,678	\$ 11,052,866	44%
	Percent of Total Program					37%	56%	

*Column entries include administrative expenditures budget adjustment to account for 5% admin based upon actual revenue received, funds reallocated within the same year, and funds reallocated the prior year that were unspent and carried over to the report year.

Conclusion

Seventh-month data indicates the VHSL is on track to expend its 2017 allocation.

Continuous Improvement

Since 2012, VHSL administration and fiscal staff have worked to continuously improve the timely expenditure and monitoring of VHSL funds by implementing the following practices:

- Development and use of the VHSL SharePoint site across VHSL, fiscal and PME staff to improve access to real-time information
- Improved quarterly interfund transfers between internal departments and divisions
- A monthly review of VHSL expenditures by activity among the VHSL fiscal staff, VHSL program administrators and King County program managers
- Quarterly fiscal reviews by the VHSL fiscal staff to the VHSL oversight boards.

This has resulted in timelier fiscal data for this report:

- At six months, many programs have not expended 50 percent of their annual allocations because invoicing occurs after VHSL service delivery, creating a lag in expenditure reporting.
- In past years the VHSL mid-year financial report has included eighth-month data due to the aforementioned lag in reporting. However, due to improved fiscal processes in 2017, VHSL staff has shortened the lag by a month.
- Seventh-month data shows expenditures at 56 percent. Thus this report features seventh-month data in lieu of eighth-month data.