



King County

Department of Community and Human Services

Jackie MacLean, Director

401 5th Avenue, Suite 500
Seattle, WA 98104

(206) 263-9100 Fax (206) 296-5260

TTY Relay 711

IMPLEMENTATION PLAN

2012 – 2017 Veterans and Human Services Levy:

Activity 1.2 B Veterans Information and Referral

1. Goal

Increase self-sufficiency of veterans and vulnerable populations

2. Strategy

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

3. Activity 1.2.B Veteran Information and Referral

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

4. Service Needs, Populations to be Served, and Promotion of Equity and Social Justice

a) *Service Needs*

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

b) *Populations to be Served*

This service will be provided to veterans and their families in King County which is one of the primary target populations of the Veterans and Human Services Levy (Levy). For the purposes of this implementation plan, the term "veterans" also includes active duty military personnel and their family members, including members of the National Guard

and Reserves who reside in King County. The clients to be served by this phone resource are typically in need of information about the unique services and resources available to them as a result of military service such as veteran's benefits or counseling, in addition to information about other local community resources including employment assistance, housing assistance or assistance with emergency needs.

a) *Promotion of Equity and Social Justice*

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

- *Will your activity have an impact on equity?*

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

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

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

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

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

5. Activity Description

Levy funds, in partnership with the Washington State Department of Veterans Affairs (WDVA) provide a King County Veterans Information and Assistance Call Center that is a one stop for King County Veterans' information, resources and assistance. The Call Center provides information, resources and referrals, on benefits and services from local, state and federal programs to callers Monday through Friday from 9am – 5pm. The Call Center also provides immediate prevention and intervention assistance for veterans and their families

experiencing health, housing, financial, family or reintegration issues. Levy funds also contribute to the ongoing development and maintenance of the veterans' phone system and database that contains current resource and referral information.

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

6. Funds Available

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

Fund Source	2012	2013	2014	2015	2016	2017
Veterans Levy	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000
Total	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000

A total of \$100,000 is available in 2012 to implement this activity. The annual amount of \$100,000 will be available through 2017 based on the activity's performance.

7. Evidence-based or Promising Practices

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

8. Service Partnerships

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

American Legion
 Angeline's Day Refuge
 Antioch University
 Art Institute of Seattle
 Asian Counseling & Referral
 Bellevue College
 Bread of Life

Cascadia Community College
 Catholic Community Services
 Center for Human Services, Shoreline
 Community Psychiatric Center
 Compass Housing Alliance
 Compass Shelter
 Disabled Veterans of America

Domestic Abuse Women Network (DAWN)	Seattle Housing Authority
Downtown Emergency Service Center	Seattle Indian Health Board
Edmonds Community College	Seattle University
El Centro de la Raza	Service Organizations
Everett	Shoreline Community College
Federal Way	Solanus Casey Center
Goodwill of Seattle	South King County Multi Service Center
Green River Community College	St. Vincent De Paul
Jewish Family Services	Supportive Services for Veterans Families
King County Homeless Veterans Reintegration Program	Union Gospel Mission
King County Incarcerated Veterans Program	United Way of King County
King County Veterans Call Center	UW- Bothell
King County Veterans Program	Valley Cities
Lake Washington Technical College	Vet Centers
Maple Valley Food Bank	Vet Corps
Mary's Place	Veterans of Foreign Wars
Michaels Place	Veterans Transitional Housing, Renton
Military order of the Purple Heart	Veterans Transitional Housing, Shoreline
North Seattle Community College	William Booth Center
Outreach & Resource Services for Women Veterans (ORSS)	WAFSS
Pioneer Square Veterans Program	Wounded Warrior Project
Project Thrive	YWCA
Red Cross	
Renton Technical College	
Safe Parking	

9. Performance Measures

The following performance measures and targets were identified by the Levy's Evaluation Team. Performance will be evaluated annually and targets will be adjusted accordingly as needed for the following year. Current measures can be found on the Levy website:

http://www.kingcounty.gov/operations/DCHS/Services/Levy/2012-2017_Levy_Implementation_Plans.aspx

Objectives	Service Outputs/ Measures	Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> • Number of persons (calls) using the veterans' information and referral source 	900	Report Card – Services
	<ul style="list-style-type: none"> • Number of persons receiving referrals to services 	850	Report Card – Services
	<ul style="list-style-type: none"> • Number of clients applying for and/or receiving services after referral 	800	Report Card – Services
	<ul style="list-style-type: none"> • Percent of clients reporting that they are satisfied with information and referral services provided 	95%	Report Card - Outcomes