



## King County

### Community Services Division

#### Department of Community and Human Services

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### Implementation Plan

#### 2012 – 2017 Veterans and Human Services Levy

#### Activity 1.6 A: Military Family Outreach

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##### 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 enhancing services and access for veterans, military personnel and their families.

##### 3. Activity 1.6 A: Military Family Outreach

Activity 1.6 A: Military Family Outreach is one of two activities funded under Activity 1.6 Support for Military Families.

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

###### a) Service Needs

The SIP recognizes the importance of providing services to military reservists and members of the National Guard, in addition to other veteran populations. The information currently available documents the significant impact deployment can have on families and the importance of providing additional support to our military families.

Family Assistance Centers (FAC) serve members of the National Guard living in King County and coordinate and refer services to the Washington State Department of Veterans Affairs (WDVA) and other community providers. With additional available funds, Military Family Outreach Specialists (MFOS), provided in partnership with the Washington State Department of Veterans Affairs, will be able to connect this population to the services they need pre-, during and post deployment.

An estimated 3,500 Reserves and Active Military veterans will be returning to Joint Base Lewis-McChord by the end of 2013 with an anticipated 1,900 based in King County. Though deployments are anticipated to end at the close of 2013 outreach services to the National Guard, Reserves and their families are still very much needed as they fill a

much needed gap for the Family Assistance Program. In addition, as the need for services for this population and all veterans and their families often take time to surface, its services will continue to be needed for many years to come.

*b) Populations to be Served*

Services will be provided to King County National Guard and Reserve members, veterans and their family members.

*c) 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 and low-income communities.

i) 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 Military Family Outreach activity supports King County's Strategic Plan, in particular the goal to "Provide equitable opportunities for all individuals to realize their full potential."

ii) What population groups are likely to be affected by the proposal? How will communities of color or low-income communities be impacted?

As described above, outreach services would be available to active duty military personnel, military veterans, members of the National Guard and Reserves, their partners and children who are living in King County. Those utilizing the services available through this activity are likely to be positively impacted by these services. This would include veterans of color and their families. The 2010 American Communities Survey, indicates veterans of color represent between 16 and 19 percent of the veterans living in King County.

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

King County is rich in resources to help veterans and their families. Providing outreach services to families pre, during and post-deployments and other veterans will likely have positive impacts that will be enhanced by referrals to other federal, state or community resources to help support families.

## **5. Activity Description**

As previously mentioned, the SIP recognizes the importance of providing services to military reservists and members of the National Guard, in addition to other veteran populations.

With the additional available funds, MFOS for King County, in partnership with the Washington State Department of Veterans Affairs (WDVA), were hired to connect military

reserves, members of the National Guard and veterans and their families to the services they need. MFOS outreach to eligible participants by participating in events for the military such as Family Activity Days and other events where National Guard, Reserve members and their families would attend. Participants are also referred from the Levy funded Veterans Information and Referral Program's Phone Resource, the Homeless Veterans Reintegration Program, the King County Veterans Program, other state and local military, government, civilian agencies, social service organizations, community services, business and civic groups. MFOS assist eligible participants with a variety of issues that arise when they are activated for military service and once they return home, such as:

- Loss of civilian jobs
- Loss of income
- Family stress related to military service
- Changes in normal life routines due to military service.

They serve as a social service liaison between the National Guard families and the local service delivery systems and work to connect families with services to help them cope with the military service of loved ones. In addition, they assess family needs providing appropriate information, assistance, referral, advocacy and follow-up services to ensure that referrals result in the appropriate service provisions with the goal of achieving stability.

MFOS reassess all families who received information and referrals for benefits or other services, six months post-referral to determine if their needs have been met or if other unmet needs still exist. The tool used is the Self-Sufficiency Assessment Form to collect information about the self-sufficiency of clients. This form contains data for dimensions of self-sufficiency, including access to services, child care, employment stability, housing, income, life skills, copying, and support systems.

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## 6. Funds Available

The 2012 - 2017 Service Improvement Plan allocated \$174,000 annually 2012-2017 for this activity. All funds are to be spent in the year in which they are allocated. Any funds unspent at the end of the contract period will be reallocated.

	2012	2013	2014	2015	2016	2017
<b>Veterans Levy</b>	<b>\$174,000</b>	<b>\$174,000</b>	<b>\$174,000</b>	<b>\$174,000</b>	<b>\$174,000</b>	<b>\$174,000</b>
<b>Human Services Levy</b>	-	-	-	-	-	-
<b>Total</b>	<b>\$174,000</b>	<b>\$174,000</b>	<b>\$174,000</b>	<b>\$174,000</b>	<b>\$174,000</b>	<b>\$174,000</b>

## 7. Evidence-based or Promising Practices

While this outreach model is not evidence-based or considered a promising practice, it has demonstrated success over the years.

## 8. Service Partnerships

Noted below are the King County community providers WDVA partners with to provide strong links to the needed services for the military reservists, members of the National Guard, and other veteran populations.

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

## 9. Performance Measures

The following performance measures were identified by the Levy's Performance Measurement and Evaluation Unit for the Military Family Outreach activity. These performance targets may be adjusted on an annual basis. The most current measures and targets can be found on the levy website:

<http://www.kingcounty.gov/operations/DCHS/Services/Levy.aspx>

Objectives	Service Outputs/ Measures	Target(s)	Data Source
<b>Engagement/ Assessment</b>	• Number of households contacted	80	Report Card – Services
	• Number of households contacted pre-deployment	60	Report Card - Services
	• Number of households contacted during deployment	0	Report Card- Services
	• Number of households contacted post-deployment	75	Report Card - Services
	• Number of dependents contacted	40	Report Card - Services
	• Number of individuals completing self-sufficiency assessment	75	Report Card - Services
<b>Stabilization/ Crisis Resolution</b>	• Number of individuals receiving referrals	60	Report Card – Services
	• Number of referrals made	120	Report Card – Services
	• Number of referrals resulting in successful connection to services	60	Report – Card Services
	• Percent of those measured on the outcome that will demonstrate fewer needs and increased stability within six months after receiving benefits or services	75%	Report Card - Outcomes