



King County

Community Services Division

**Department of
Community and Human Services**

401 5th Avenue, Suite 510

Seattle, WA 98104

206.263.9062 FAX: 206.296.0156

TTY RELAY: 711

IMPLEMENTATION PLAN

2012 – 2017 Veterans and Human Services Levy:

Activity 1.2.C Homeless Veterans Street Outreach

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.C Homeless Veteran Street Outreach

Activity 1.2 C Homeless Veterans Street Outreach 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

The Levy's Service Improvement Plan (SIP) describes the need to continue supporting outreach programs that engage veterans who may not otherwise access services. The SIP also describes the need to coordinate closely with the King County Veterans Program (KCVP), other coordinated outreach programs such as REACH and align with the Five Year Plan to End Homelessness among Veterans. Providers of this activity will also leverage their expertise in veterans systems by coordinating the system of outreach, case planning and care coordination.

b) Populations to be Served

This activity will focus on outreach and engagement to homeless veterans, other military personnel and their family members who qualify for services provided by the King County Veterans' Program (KCVP) and the Washington Department of Veterans Affairs (WDVA). Eligibility is for King County residents who provide a discharge certificate, verifiable documentation of honorable military service, or documentation of being a family member of a veteran or other military personnel.

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, low-income communities and people with limited English proficiency. Evaluate your activity's impact by responding to the following questions:

i) Will your activity have an impact on equity?

The program is designed to serve veterans, other military personnel, and their family members who are homeless or at risk of becoming homeless. There is much national research that cites that a disproportionate number of veterans of color have negative life and health outcomes. By providing reintegration services to the homeless veteran community there will be a positive impact on equity.

ii) 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?

The population groups that are affected by the program are homeless veterans. As mentioned previously, there is much national research that cites that a disproportionate number of veterans of color have negative life and health outcomes. In King County, 14 percent of the veteran population is comprised of veterans of color. However, 45 percent of KCVP clients are veterans of color. By reaching out to homeless veterans and connecting them to VA benefits for which they may qualify and for services available through the VA or in the case of National Guard and Reserves, VHS Levy services, the program has a positive impact on these targeted groups.

iii) 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

The Homeless Veterans Reintegration Program (HVRP) housed within the WDVA links homeless veterans to needed financial assistance, treatment, housing, employment and supportive services in order to improve life stability. HVRP offers a support plan to assist veterans to become employable and secure by providing employment support services such as food, clothing and transportation. Through outreach, assessments and enrollment into program services, veterans are provided services and activities that will develop or increase job readiness. Program services include: outreach to homeless providers; employability needs and skills assessment; job readiness services, including life skills and money management, retraining, vocational counseling, and job search assistance. Direct Client Services include: employment support services such as job-related equipment, clothing,

transportation, food, child care and limited financial assistance; training and remedial education, trade certification and licensing assistance; assistance finding shelter, transitional and permanent housing; referral for domestic abuse, readjustment and trauma counseling and claims preparation for VA benefits and entitlements.

The levy funded portion of this program specifically assists in linking eligible homeless veterans and military personnel to needed housing, employment and support services. The staff conducts outreach to homeless sheltered veterans, confirm their eligibility, assess their service needs and link clients to needed benefits, housing employment and treatment services.

6. Funds Available

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

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Veterans Levy | \$84,000 | \$84,000 | \$84,000 | \$84,000 | \$84,000 | \$84,000 |
| Total | \$84,000 | \$84,000 | \$84,000 | \$84,000 | \$84,000 | \$84,000 |

A total of \$ 84,000 is available in 2012 to implement this activity. The annual amount of \$84,000 will be available through 2017 based on the activity’s performance.

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. During 2011, the project assessed 87 clients, successfully placing 42 clients in housing or employment programs.

8. Service Partnerships

The program design includes outreach and referrals to other agencies and organizations that serve veterans, military personnel, and their families. Those organizations include the United States Department of Veterans Affairs, King County Veterans Program, the Washington Department of Veterans Affairs, and local Veterans Services Officers connected with the American Legion, Veterans of Foreign Wars, or American Veterans. In addition, collaborations are ongoing with local veterans’ housing, employment and services providers.

9. Performance Measures

The following performance measures were identified by the Levy's Evaluation Team.

| Objectives | Service Outputs/ Measures | Most Recent Performance | 2012 Target(s) | Data Source |
|---|---|--------------------------------|-----------------------|------------------------|
| Engagement/ Assessment | • Number of veterans contacted through outreach | No data | 160 | Report Card – Services |
| | • Number of veterans completing assessment | 128 (Jan-Dec 2010) | 120 | Report Card – Services |
| Stabilization/ Crisis Resolution | • Number of veterans who are housed | No data | 44 | Report Card – Services |
| | • Number of veterans who are successfully connected with benefits and/or services | No Data | 60 | Report Card - Outcomes |