



# Veterans, Seniors and Human Services Levy

2020  
Annual  
Report  
Summary

ADAPTIVE | RESPONSIVE | RESILIENT



King County

Veterans, Seniors & Human Services Levy

# Introduction

This year, for the first time, the Veterans, Seniors and Human Services Levy (VSHSL) annual report is going digital. VSHSL’s comprehensive digital annual report can be viewed online by clicking the button below or the link available at [kingcounty.gov/vshsl](http://kingcounty.gov/vshsl).

## VSHSL’s New Digital Reporting

VSHSL’s comprehensive online report includes:

- in-depth financial and performance data on the levy’s 2020 operations.
- program summaries describing services supported with levy funds.
- personal narratives that illustrate the impact the levy has had on the lives of King County residents in a way that numbers alone cannot express.

King County’s Department of Community and Human Services is also excited to unveil the VSHSL Data Dashboard as part of this year’s new report format. The interactive digital performance dashboard, available online as part of the comprehensive digital report, allows readers to explore and break down levy funding and performance measures by levy result area or strategy.

The VSHSL is digitizing the majority of its reporting to increase equitable access to the levy’s performance and fiscal data. Making reporting data available online will make information more accessible to taxpayers, partner organizations, those who have benefitted from funded services, and a breadth of other stakeholders.

## Annual Report Summary

This annual report summary is a companion document to the digital components of the annual report, bridging paper reporting and the new interactive digital interface. It meets all VSHSL annual reporting requirements as described in the VSHSL Implementation Plan.

The information in this document summarizes key levy information for 2020 and includes the Performance Measurement Table and the Financial Report. The digital report provides an even deeper and broader picture of the levy’s accomplishments over the past year. It includes information about how the VSHSL and its providers and partners innovated to ensure the levy remained adaptive, responsive and resilient, seizing every opportunity to deliver services creatively and flexibly during the challenges of 2020. Please click the buttons below to view the comprehensive digital report or the VSHSL Data Dashboard.

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*Enumclaw Senior Center  
Easter Parade*

[2020 VSHSL Annual Report](#)

[VSHSL Data Dashboard](#)

## Letter from the Executive

To our King County Community,

2020 was marked by immense loss and hardship in our community. We faced economic hardships and missed time with family and friends. And, tragically, nearly 1,500 loved ones – parents, spouses, children, friends – were taken from us before their time. The COVID-19 pandemic changed the way we lived our lives this past year, but it also confirmed our resilience.

More than ever before, 2020 was a time to pull together – to unite in support of one another, and this was certainly exemplified by Veterans, Seniors and Human Services Levy's (VSHSL) community partners. In an uncertain time, our VSHSL partners took immediate action to provide critical services despite the challenges presented by the COVID-19 pandemic.

The King County Veterans Program (KCVP) blended in-person and virtual services to meet the increased need as the COVID-19 crisis escalated, while keeping staff and clients safe. In just one month – April 2020 – KCVP fielded 1,100 visits, meeting the critical needs of veterans, servicemembers and their families. KCVP also launched the COVID Veteran Rental and Mortgage Assistance Pilot program, investing over \$288,000 in housing payments to support veterans and their families staying safely housed.

As leaders in their communities, VSHSL-funded Senior Hubs and senior centers across King County acted quickly to respond to the needs of older adults, developing creative ways to provide essential supports such as food services, wellness checks, and social connection during the pandemic. In 2020, as the final piece in a comprehensive suite of senior services, the levy invested over \$2 million in eight partners to establish or enhance Virtual Villages – senior centers without walls – that include an array of opportunities and supports for seniors who lack access to fixed-site senior or community centers.

Also in 2020, new investments were made to support system navigation for low-income persons with disabilities and their caregivers, including building networks to share knowledge, best practices, and resources to create strong avenues of support.

I am honored to share the **Veterans, Seniors and Human Services Levy 2020 Annual Report**. The report highlights our unwavering commitment to King County's residents, especially during times of crisis.

I am grateful to the many community partners and King County staff that work tirelessly to ensure that King County is an equitable place where every person can thrive.

Sincerely,



**Dow Constantine**, King County Executive



## Letter from the Division Director

To our community,

I am proud to share the 2020 **Veterans, Seniors and Human Services Levy** (VSHSL) Annual Report. This report evidences the challenges our community faced in 2020 and the opportunities that our providers and partners seized on to support King County residents. The stories in this annual report demonstrate what we have always known – that the King County community and the VSHSL services that support it are adaptive, responsive, and resilient.

In January 2020, our VSHSL partners set out to implement programs and services to serve King County residents most in need. Then, rather suddenly, the world came to a halt in March. The COVID-19 pandemic deepened isolation of already isolated populations and made many already-economically vulnerable households more vulnerable. The pandemic also further exposed and magnified our society's deep inequities; the pandemic took and continues to take a deeper and more devastating toll on those who have historically been marginalized.

In this context, King County VSHSL staff worked to support providers as they adapted through revamped, virtual or other COVID-19-mitigating service models. **The Geriatric Regional Assessment Team (GRAT)** engaged, clinically assessed and provided connections to early intervention services for seniors virtually rather than through home visits. Providers that work with survivors of sexual assault and domestic violence, our **King County Veterans Program**, and our veteran pathfinding partners supported a **VSHSL pop-up food program**. The program distributed more than 25,695 meals throughout King County to veterans, seniors, and other communities in need. Community outreach and procurement-related meetings moved to virtual spaces. The VSHSL also funded new investments in 2020 for senior kinship caregiver supports, reentry spanning supports for individuals who have had contact with the criminal legal system and respite supports for caregivers of persons with disabilities.

While 2020 was a year that deeply challenged our community, we rose to that challenge and found ways to unite to support one another and those most at-risk amongst us. We also leaned toward, rather than shying away, from confronting the deep history of racism and systemic inequities in our region and country. We made explicit funding, program design, and focus population decisions directed to support those providers working to deliver programs equitably and that seek to serve people who have been impacted by these historic inequities.

Our adaptive, responsive, and resilient approach to 2020 ensured we delivered on our promise to King County voters: the levy continued to do what other funding sources cannot. My deepest thanks to our ever-creative and dedicated community partners and service providers; the VSHSL Advisory Board; Leo Flor, the Director of King County's Department of Community and Human Services; and the King County staff whose expertise ensured we continued administering and supporting VSHSL programs responsively and in partnership with community.

Sincerely,



**Scarlett Aldebot-Green**, Adult Services Division Director  
King County Department of Community and Human Services



# Introduction to the Veterans, Seniors and Human Services Levy (VSHSL)

In its third year, implementation of the **Veterans, Seniors and Human Services Levy** (VSHSL) focused on procuring the majority of remaining VSHSL strategies, deepening collaboration with funded programs, and more robustly connecting VSHSL partner organizations with one another. Building from a solid foundation established in the two prior years of the levy, VSHSL staff continued procuring new investments and supported partners in fully implementing their breadth of services.

While the COVID-19 pandemic created significant challenges for in-person program delivery and exacerbated isolation and vulnerability for many King County residents, the VSHSL continued to reach those in need of services. Providers worked with King County staff to adapt programs and program delivery methods to ensure needed services reached residents most in need, while also being responsive to newly emergent needs and priorities due to the pandemic’s impact. Looking forward to 2021, the VSHSL is emerging stronger, as a more connected system of services.

## Who We Serve

- Veterans, servicemembers and their families
- Seniors and their caregivers
- Resilient communities\*

\* Referred to as “vulnerable populations” in the VSHSL Implementation Plan, **resilient communities** include those whose current or historical exposure to trauma, violence, poverty, isolation, bias, racism, stigma, discrimination, disability or chronic illness makes them vulnerable to reduced health, financial, housing or social stability.

## 2020 Funding Breakdown

Funding is allocated in equal thirds to each population group.



1% of all proceeds support technical assistance and capacity building.



*A volunteer at Southeast Seattle Senior Center helps prepare to-go and delivery meals for seniors.*

# What We Do

The VSHSL is focused on achieving results in five areas, each of which features a suite of strategies and programs.

## Housing stability:

Supporting a household's ability to gain and maintain safe, livable housing in one's chosen community for less than 40 percent of household income.



## Financial stability:

Increasing an individual's ability to cover necessary expenses while making modest investments to secure their long-term ability to accomplish personal goals.



## Healthy living:

Improving the overall health of King County residents by preventing behavioral health crises, providing education and care to those who would not otherwise have access, preventing abuse and violence, and enabling parents to pursue educational advancement.



## Social engagement:

Promoting belonging and interpersonal connections where systems, biases, miscommunications, or cultural differences too often serve to isolate.

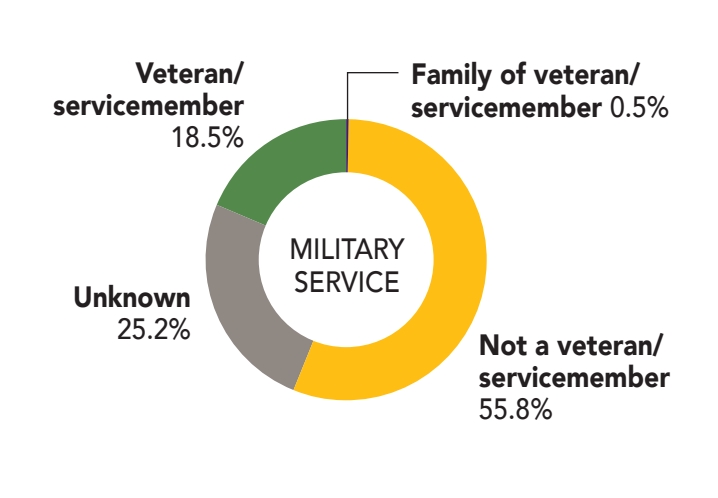
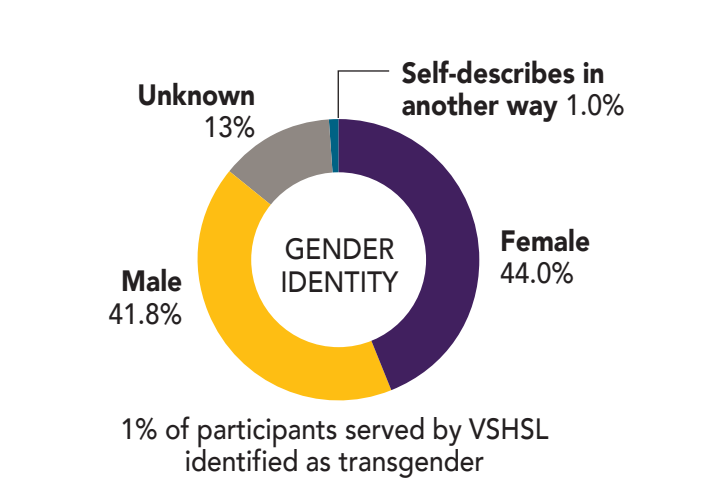
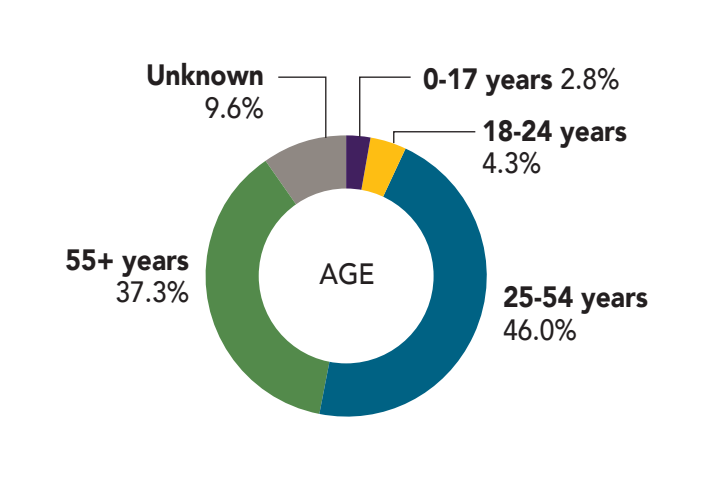
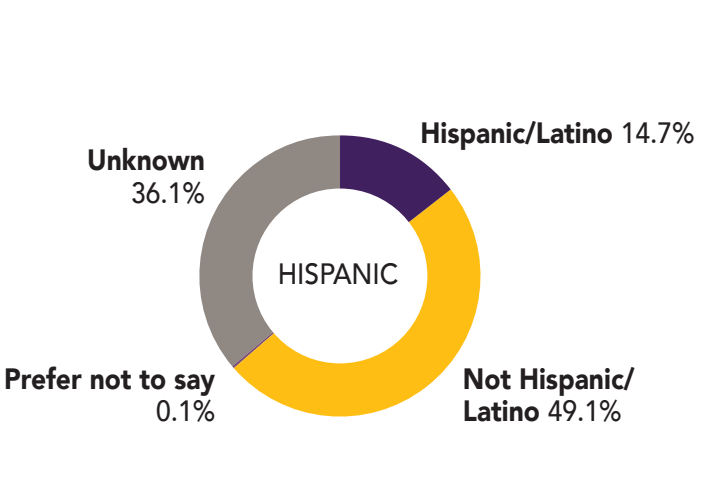
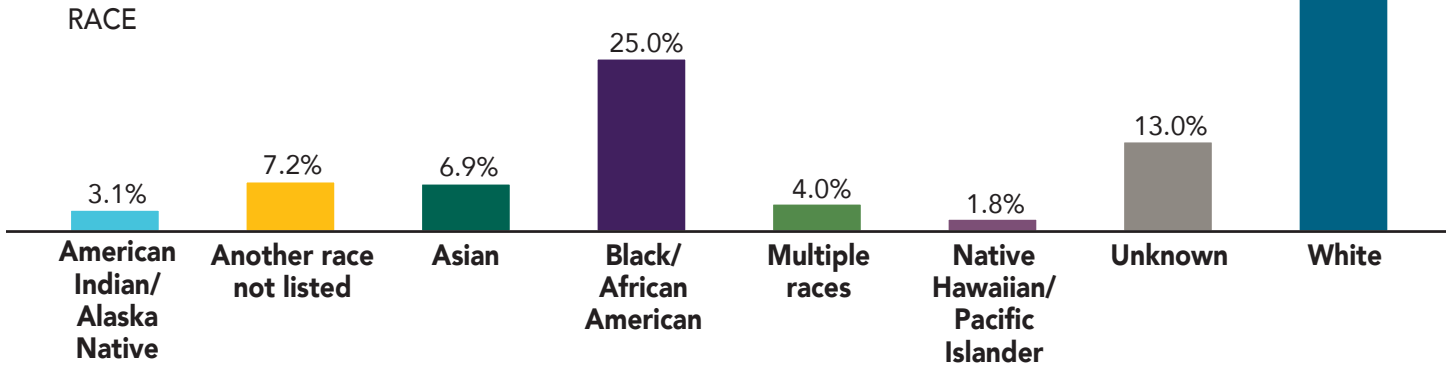


## Service system access and improvement:

Facilitating access for focus populations to the human services system, and the ability of these services to systematize and continuously improve.



# 2020 Demographics\*



\* Data reflects demographic information for participants receiving services any time between January 1 – December 31, 2020. Individuals enrolled in more than one program may be duplicated in the demographic data. Data are provided only for individuals for whom demographic information is available. Moves to virtual service delivery necessitated by COVID-19 impacted the ability to collect demographic information. Counts do not include housing capital funds, provider training and support programs, information and referral call lines, Emergency Services Patrol, Best Starts for Kids partner programming, Veterans, Servicemembers and Family Community Building, and programs funded in 2020 or that were in the early stages of implementation in 2020.

This document is a report summary; for the comprehensive **2020 VSHSL Annual Report**, including an interactive data dashboard, program summaries, and personal narratives, please click the blue button.

**2020 VSHSL Annual Report**

## Summary of VSHSL 2020 Accomplishments

Despite the challenges caused by the COVID-19 pandemic, the VSHSL community of providers and partners continued to work to support veterans, servicemembers and their families, older adults and their caregivers, and the diversity of our resilient communities throughout King County. Here's a quick look at some key 2020 accomplishments.

# 60,500

The VSHSL supported programs that served more than 60,500 unduplicated individuals across all programs and strategies in 2020.

# 25,695

meals distributed during the critical early pandemic period by a time-limited pop-up food program. Partners included providers working with survivors of sexual assault and domestic violence, the King County Veterans Program, and VSHSL veterans pathfinders.

# 33,000

More than 33,000 seniors served by senior hubs through innovative and creative strategies.



To flexibly continue serving our community, while taking steps to mitigate the spread of COVID-19, VSHSL programs pivoted to virtual, hybrid, or socially distanced service models. VSHSL providers increased collaboration and resource-sharing, quickly developing and learning effective virtual outreach strategies and program delivery at a distance.

# +39%

New workforce system programs served 39% more individuals than in 2019 and had a higher rate of success helping with employment, credentials and/or training, during a year of employment crisis due to the COVID-19 pandemic.

# \$12M

invested to expand access to senior serving programs, funding new supports for evidence-based health promotion, kinship care supports, virtual villages, and senior mobile medical outreach.

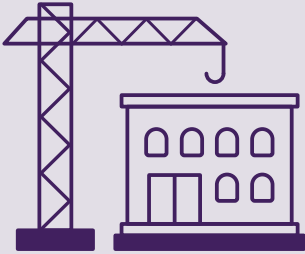
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## Summary of VSHSL 2020 Accomplishments *Continued*



In 2020, VSHSL funding contributed to four new construction projects that will create 324 new units of housing. And, two capital housing projects funded with 2018 VSHSL funds completed construction in 2020, opening to new residents. The first of these facilities features 30 units set aside for veterans and the second offers 98 beds at the first shelter permanently dedicated to serving women and families in East King County.

# 2,028

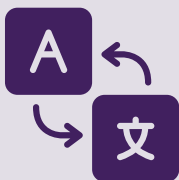
individuals supported by Leverage Government Benefits programs including many impacted by COVID-19. Approximately eight out of 10 individuals successfully secured financial stability-supporting benefits.



The Coalition Ending Gender-Based Violence interviewed and surveyed more than 600 people countywide during the Mapping Prevention 2020 community design process. This broad-based feedback informed a countywide sexual assault, domestic violence, and commercial sexual exploitation prevention pilot that will launch in 2021.

# \$1M

invested in community-centered services to mitigate the consequences of incarceration and support individuals reentering from contact with the criminal legal system.



VSHSL fulfilled 101 language requests for 28 VSHSL-funded providers that spanned 13 languages for interpretation services and 19 translations for materials.

## 2020 Performance Measurement

The Veterans, Seniors and Human Services Levy and the Department of Community and Human Services' Performance Measurement and Evaluation team (PME) has spent over two years working in partnership with our contracted partners and other stakeholders. We seek to advance equity through every aspect of our evaluation process for the VSHSL. To that end, we have embraced complexity, humility, and transparency, understanding a primary goal of evaluation and performance measurement is to provide useful information back to our community, enabling programs to highlight what is working, identify opportunities to improve our services. Below is a short summary of our work to-date.



In 2020 PME and VSHSL service providers continued work based on an adapted Results Based Accountability (RBA) framework, where performance metrics and evaluation are co-developed with providers based on their program model and the outcomes/results they seek to achieve. VSHSL performance measurement also includes the collection of individual client data, where appropriate. Throughout 2020, most VSHSL-funded providers transitioned to submitting performance measurement data through King County's new online Client Outcomes Reporting Engine (CORE). CORE has many functions that help assist both the providers and the County to have quality data such as built-in verification for data completeness and immediate access to program-specific data dashboards. A huge part of this work in 2020 was orienting providers on how to collect individual-level data from clients, as appropriate under the breadth of existing program models. And, then again, supporting providers when programs moved to virtual or socially distanced formats because of COVID-19. 2021 will focus on increasing our Technical Assistance and Capacity Building efforts so that providers have the support they need to submit data in a timely fashion, with minimal error, and access and use reports and information to help inform decisions.

These advancements in program evaluation and performance measurement allow for a more detailed look at who we are serving and how well we are serving them. Increasing the overall richness of the data available to our community in the coming years will help VSHSL stakeholders better understand trends of how a program is or is not able to impact people's lives. This shift is particularly important for those programs and partnerships that seek to explicitly deliver services to historically underserved and marginalized communities so that they may remain nimble and responsive to the needs of those they serve.

### 2020 Performance Measurement Table

The VSHSL continues refining its performance measurement practices to move away from a focus on numbers served and towards a Results-Based Accountability (RBA) framework. Evaluation using the RBA framework asks three questions: How much did we do? How well did we do it? Is anyone better off? Data is used to engage in continuous quality improvement conversations in collaboration with providers to understand which strategies are effective, for whom and why, and support shared responsibility for program success.

The 2020 Performance Measurement Tables provide an overview of the impacts of all of the levy's programs in 2020. For in-depth information, please see the complete 2020 VSHSL Annual Report, available online [here](#).

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## Performance Measurement: Housing Stability

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>HS 1 Capital Funding: Build, Preserve &amp; Operate Affordable Housing and Navigation Centers</b>	\$3.8M awarded to 4 projects to create 324 units	Due to nature of programming, measure is not applicable	Due to nature of programming, measure is not applicable	Implementation is under way and progressing as expected.
<b>HS 1 Navigation Centers: Build, Preserve &amp; Operate Affordable Housing and Navigation Centers</b>	203 individuals served	77% of those exited remained in permanent housing for at least 6 months	45 individuals exited to permanent housing	Operations continued as expected.
<b>HS 1 Operating Services: Build, Preserve &amp; Operate Affordable Housing and Navigation Centers</b>	1,246 households served 2,041 individuals served at Jefferson Day Center	Not measured in 2020; measures in development for 2021	96% of the households either exited to or remained in permanent housing	Operations continued as expected.
<b>HS 2A Master Leasing</b>	67 households served	Not measured in 2020; measures in development for 2021	5 households exited to permanent housing	COVID-19 slowed some programs' ability to implement master leasing programs.
<b>HS 2B Shallow Rent Subsidies</b>	2,076 households served	Due to nature of programming, measure is not applicable	Due to nature of programming, measure is not applicable	Program was funded to support COVID-19 housing stability. Data reflects May-August activity.
<b>HS 3A Senior Home Repair Program and Age-in-Place Home Modifications</b>	52 senior households served	On average, households received their loans or grants within 3 months from their initial application	31 senior households completed modifications or repairs on their homes	Operations continued as expected.

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## Performance Measurement: Housing Stability *Continued*

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>HS 3B Adaptive Devices, Training and Counseling</b>	171 individuals served	84% of individuals served were part of programs' focus population	92% of the individuals received technology or tools enabling them to adapt their environment, improve their communication, and/or navigate their daily living	Trainings shifted to virtual platforms during COVID-19.
<b>HS 4 Navigate Homeless Veterans to Housing</b>	87 individuals served	100% of veterans were referred to services	63% of veterans exited the program to permanent housing	Due to COVID 19 impacts, service connections with collaborating partner agencies were limited.
<b>HS 5A Housing Counseling &amp; Foreclosure Prevention</b>	568 households served	On average, participants' length of enrollment was 5 days	157 households had a positive housing case outcome	Many households continued enrollment into 2021 in anticipation of COVID-19 housing policy changes.
<b>HS 5B Alternative Dispute Resolution</b>	250 households served	On average, households were connected to services within 1 day of first contact with the program	75% of households exiting services achieved a resolution allowing them to maintain housing stability	Programs implemented mid-year; data reflects services July - December.
<b>HS 5C Legal Aid</b>	1,184 individuals enrolled	On average, individuals were connected to services within 1 day of first contact with the program	255 individuals had a barrier to housing removed and/or retained current housing	Data reflects continued programming from 2018 VSHSL Transition Plan's Preventing Inappropriate Housing Loss strategy and those 2020 awarded programs which were fully operating by year end.
<b>HS 5D Housing Stability Program</b>	374 households served	99% of households that exited with permanent housing did not enter the homeless system within 6 months of exiting the program	99% of households that exited program remained in permanent housing	Operations continued as expected.

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## Performance Measurement: Housing Stability *Continued*

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>HS 6 Promote Home Ownership</b>	1 agency awarded to provide purchase assistance loans to at least 17 veteran homebuyers 2 agencies awarded to construct 37 new homes	Not measured in 2020; measures in development for 2021	Not measured in 2020; measures in development for 2021	Implementation is under way and progressing as expected.
<b>HS 7A Forensic Supportive Housing Models (Vital Program)</b>	69 individuals served	52% of the individuals received ongoing intensive case management	64% of the individuals saw a reduction in King County Jail bookings between one year prior to program and at least 6 months of tenure in program	Programs were challenged in service delivery due to COVID-19 impacts, which affected their ability to provide services in person, transport clients to community services and make service referrals.
<b>HS 7B Passage Point</b>	47 households served	Due to nature of programming, measure is not applicable	94% of households remained housed or exited to permanent housing	Due to COVID-19 impacts, program shifted to virtual services and adopted new COVID-19 protocols for in-person services.
<b>HS 8 Support Local Solutions</b>	32 agencies funded	Due to nature of programming, measure is not applicable	Due to nature of programming, measure is not applicable	Operations continued as expected.



## Performance Measurement: Financial Stability

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>FS 1A Career Connections: Employment Training, Placement and Supports</b>	93 individuals served	On average, individuals engaged with services for 10 months	48% of individuals gained new employment	Program will be discontinued in 2021 as King County shifts approach to unify and regionalize employment services within the Workforce Development Council to maximize impact in the community.
<b>FS 1A New Family Services: Employment Training, Placement and Supports</b>	86 individuals served	On average, individuals engaged with services for 16 months	Of those who completed the program, 74% gained employment  Of those who were employed at enrollment, 95% increased their work hours or wages at completion of program	Operations continued as expected.
<b>FS 1A New Workforce System Investments: Employment Training, Placement and Supports</b>	653 individuals served	On average, individuals engaged with services for 8 months	86% of exited participants obtained employment, a credential, or completed training	Due to COVID-19, programs adapted to virtual services and developed virtual resources and tools to assist participants with navigating the instability arising from COVID-19.
<b>FS 1B King County Veterans Fellowship (VETS 4 HIRE)</b>	10 fellowships awarded	100% of fellowship placement aligned with the veteran's career goals	89% of those who completed the program gained employment or enrolled in higher education  100% of those who completed the fellowship indicated the fellowship improved their career trajectory	Fellowship placements were impacted by workforce limitations due to COVID-19.

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## Performance Measurement: Financial Stability *Continued*

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>FS 1C Leverage Government Benefits</b>	2,028 individuals served	1,243 individuals appealed for or applied for benefits	81% of those who appealed or applied for benefits resolved their appeal and/or received benefits	Due to COVID-19 impacts, programs pivoted to remote services.
<b>FS 2 Promote Financial Literacy</b>	128 individuals attended financial literacy workshops 115 individuals received one-on-one support to help them with their financial goals	Unable to measure due to impacts of COVID-19	97% of individuals increased their knowledge or ability to navigate financial systems 77% of individuals receiving individualized support reported making progress on one or more of their personal financial goals	Programs fully implemented by end of year; data reflects services October - December.
<b>FS 3A Vet Corps</b>	20 Vet Corps members enrolled 40 student veterans enrolled	90% of the student veterans achieved at least one goal on their personal goal plan	35% of Vet Corps members believed this program will enhance their future employment or education	Due to COVID-19 impacts, program adapted by conducting outreach via community based organizations to reach student veterans outside of traditional college settings.
<b>FS 3B Student Veteran Child Care Pilot</b>	Not measured in 2020; measures in development for 2021	Not measured in 2020; measures in development for 2021	Not measured in 2020; measures in development for 2021	Implementation is under way and progressing as expected.
<b>FS 4 Enhance the King County Veterans Program</b>	2,155 veterans served	1,450 veterans received case management to assist with accessing services such as housing, education, and employment resources	65% of veterans who established a job search plan obtained a new job	Due to COVID-19 impacts, program transitioned to a blend of virtual and in-person services.



## Performance Measurement: Healthy Living

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>HL 1A Senior Depression Intervention (PEARLS)</b>	127 individuals served	72% of the individuals who exited completed the full program	90% who completed the full program saw improvements in their depressive symptoms	Due to COVID-19 impacts, program transitioned to include services conducted via phone.
<b>HL 1B Maternal Depression Reduction</b>	371 individuals engaged in mental health treatment	65% of those engaged in mental health treatment received an early treatment intervention	75% of the individuals whose screening met the definition of clinical depression, showed a greater improvement* in either depressive or anxious symptoms	Due to COVID-19 impacts, program transitioned to a virtual model.
<b>HL 1C Veteran PTSD, MST and End of Life Counseling</b>	274 individuals served	5,027 hours of counseling were provided	86% of individuals who enrolled in counseling for at least 6 months and completed all assessments had reduced PTSD symptoms	Due to COVID-19 impacts, program transitioned to telehealth counseling.
<b>HL 1D Military Family Counseling</b>	36 individuals served	501 hours of counseling provided	1 individual was enrolled in counseling for at least 6 months and completed all assessments. This individual experienced reductions in symptoms related to their role as caregiver for a veteran	Due to COVID-19 impacts, program transitioned to telehealth counseling.
<b>HL 1E Sobering and Emergency Services Patrol</b>	25,612 contacts made	Due to nature of programming, measure is not applicable	15,755 transports to stabilization services such as enhanced shelters, recovery centers, and the Crisis Solutions Center	Operations continued as expected.

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## Performance Measurement: Healthy Living *Continued*

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>HL 1F Veterans Court Clinician and Mentor Coordinator</b>	67 individuals referred to Veterans Court 11 individuals worked with a veteran mentor	Due to nature of programming, measure is not applicable	33 individuals opted to attend Veterans Court	Courts were closed for an extended period of time due to COVID-19, reducing Veterans Court opportunities.
<b>HL 1G Behavioral Health Integration</b>	310 engaged in mental health treatment	63% of those engaged in mental health treatment received an early treatment intervention	67% of the individuals whose screening met the definition of clinical depression, showed a greater improvement* in either depressive or anxious symptoms	Due to COVID-19 impacts, program transitioned to a virtual model.
<b>HL 1H Geriatric Regional Assessment Team (GRAT) 2.0</b>	191 individuals referred for services Of those referred, 78 individuals enrolled	On average, there were 10 days between referral to GRAT and initial assessment	90% of individuals who exited services had met at least one of their care plan goals	Operations continued as expected.
<b>HL 2A Evidence-Based Senior Health Promotion</b>	Not measured in 2020; measures in development for 2021	Not measured in 2020; measures in development for 2021	Not measured in 2020; measures in development for 2021	Implementation is under way and progressing as expected.
<b>HL 2B Housing Health Outreach Team</b>	1,402 individuals served	56% individuals were also referred to behavioral health services	Of those individuals referred to behavioral or physical health services, 82% completed the referral and were connected to services	Operations continued as expected.
<b>HL 2C Mobile Meal Delivery for Seniors</b>	450,709 meals provided to 2,490 homebound seniors	86% of survey respondents were satisfied with the quality of the meals	81% of survey respondents reported improved food security	Operations continued as expected.

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## Performance Measurement: Healthy Living *Continued*

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>HL 2D Connections to In-Home Care</b>	122 individuals served	81% of individuals receiving one-on-one consultation were able to remove a barrier such as language access, behavior health supports, advocacy, referrals to safe living where care can take place, and/or completing assessments and eligibility requirements to obtaining a caregiver	17 individuals were connected to a caregiver	Operations continued as expected.
<b>HL 3A Countywide SA/DV/CSE Prevention Pilot Facilitator</b>	More than 600 individuals participated in the phase one community planning and design process	46 individuals across a diverse portfolio participated in in-depth interviews	Initial findings submitted with beginning recommendations to inform funding priorities for future violence prevention programs or initiatives	Final report to be published in 2021.
<b>HL 3B Elder Abuse Multi-Disciplinary Team</b>	22 individual cases reviewed	Of the 9 cases with data available, 78% saw a reduction in overuse of emergency services or adult protective services	6 individuals resolved their case by year end, with 83% of those having steps taken to protect from future harm or abuse	Operations continued as expected.
<b>HL 4A Nurse Family Partnership</b>				
<b>HL 4B Healthy Start</b>				
<b>HL 4C Parent Education and Support</b>				
		These program are administered by Best Starts for Kids. See Best Starts for Kids annual report for information.		

\* HL 1B and HL 1G count an individual as 'greater improved' if they have a PHQ-9 depression assessment whose score is in the clinical range (10 or higher) and then a subsequent assessment shows a reduction of 5 points or 50% within 4 to 8 months. The denominator includes all clients who have two completed assessments 4 to 8 months apart, where the initial assessment is a 10 or higher.

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## Performance Measurement: Social Engagement

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>SE 1A Incarcerated Veterans Case Management</b>	188 veterans served	On average, there were 21 days from referral to provider enrollment	91% of veterans who exited the program met at least one case plan goal 96% of veterans reentering the community remained engaged in services up to 120 days	Programming was suspended for a period when jail access was restricted due to COVID-19.
<b>SE 1B MRJC Veterans Program and Community Reentry Spanning Supports</b>	32 veterans served	88% created a case plan within two weeks of program enrollment	32 veterans made progress on at least one case plan goal, of those 47% had already reached their goal by end of 2020	Programming was suspended for a period when jail access was restricted due to COVID-19.
<b>SE 1C Vulnerable Population Reentry Spanning Supports</b>	Not measured in 2020; measures in development for 2021	Not measured in 2020; measures in development for 2021	Not measured in 2020; measures in development for 2021	Implementation is under way and progressing as expected.
<b>SE 2A Caregiver Community Building</b>	513 individuals served 449 unduplicated individuals accessed drop-in programming	84% of survey respondents indicated they received the help and/or support they needed	93% of survey respondents indicated they feel connected to the caregiver community after engaging with the program	Data for numbers served is for all programs; outcome data reflects veterans and seniors programs only -- programs for caregivers of persons with disabilities began implementation in late 2020 and will report outcomes data starting in 2021.
<b>SE 2B Caregiver Respite</b>	160 caregivers served	98% of survey respondents indicated they received the help and/or support they needed	94% of survey respondents indicated they feel connected to a support network after engaging with the program	Due to COVID-19 impacts, programs shifted services and offered online programming.

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## Performance Measurement: Social Engagement *Continued*

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>SE 2C Kinship Care Supports</b>	Not measured in 2020; measures developed for 2021 reporting	Not measured in 2020; measures developed for 2021 reporting	Not measured in 2020; measures developed for 2021 reporting	Implementation is under way and progressing as expected.
<b>SE 3 Transform Senior Centers</b>	33,167 seniors served	Unable to measure due to impacts of COVID-19	Unable to measure due to impacts of COVID-19	Senior centers ceased in-person services due to vulnerability of their participants, changing program focus to distributing hot meals and groceries, providing regular wellness phone calls and maintaining social engagement through virtual programming. Senior centers expanded their reach by supporting food access to community members who had previously not participated in senior center programs.
<b>SE 4A Senior Virtual Villages</b>	Not measured in 2020; measures developed for 2021	Not measured in 2020; measures developed for 2021	Not measured in 2020; measures developed for 2021	Implementation is under way and progressing as expected.
<b>SE 4B MAJ Pete von Reichbauer VSO Grant Program: Veterans, Servicemembers and Family Community Building</b>	22 veterans service organizations awarded	Due to nature of funding, programs report via narrative form only	Due to nature of funding, programs report via narrative form only	Operations continued as expected.
<b>SE 4B Vets Engaged: Veterans, Servicemembers and Family Community Building</b>	1,341 individuals served through 14 organizations 9 new organizations were awarded end of year and will report in 2021	Due to nature of funding, programs report via narrative form only	Due to nature of funding, programs report via narrative form only	Due to COVID-19 impacts, many programs switched to virtual programming.

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## Performance Measurement: Social Engagement *Continued*

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>SE 5 Understanding Community Priorities</b>	8 community organizations awarded	Due to nature of programming, measure is not applicable	Due to nature of programming, measure is not applicable	Implementation is under way and progressing as expected.
<b>SE 6 Support Local Services for King County Residents who are Immigrants and Refugees (Expanded Legal Defense Network)</b>	773 individuals served	97% of individuals requesting services were enrolled in legal services	399 individuals received direct legal representation	Operations continued as expected.

## Performance Measurement: Service System Access and Improvements



Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>SS 1A Pathfinder Coordination and Training</b>	21 pathfinder coordination meetings held  11 trainings and an annual retreat provided	Due to nature of funding, program reports via narrative form only	Due to nature of funding, program reports via narrative form only	Operations continued as expected.
<b>SS 1B Pathfinders: Women and Transgender Veterans</b>	84 individuals served	56% of those served by providers doing outreach to transgender veterans were from the focus population  44% of those served by providers doing outreach to women veterans were from the focus population	Of those served by providers doing outreach to women veterans; individuals received an average of 3 services such as referrals, meeting immediate basic needs, or accessing other social service systems.	Due to COVID-19 impacts, programs pivoted to virtual outreach and social distanced service delivery of essential needs and connection to services.

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## Performance Measurement: Service System Access and Improvements

### Continued

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>SS 1C Pathfinders: Veterans of Color</b>	212 individuals served	63% of those served by providers doing outreach to veterans of color were from the focus population	On average, individuals received at least 2 services such as referrals, meeting immediate basic needs, or accessing other social service systems.	Due to COVID-19 impacts, programs pivoted to virtual outreach and social distanced service delivery of essential needs and connection to services.
<b>SS 1D Pathfinders: Veteran and Military Families</b>	59 individuals served	98% of those served by providers doing outreach to veteran and military families were from the focus population	On average, individuals received 6 services such as referrals, meeting immediate basic needs, or other service system access assistance	Due to COVID-19 impacts, programs pivoted to virtual outreach and social distanced service delivery of essential needs and connection to services.
<b>SS 1E Pathfinders: Native American Veterans</b>	85 individuals served	100% of those served by providers doing outreach to Native Americans were from the focus population	On average, individuals received 4 services such as referrals, meeting immediate basic needs, or other service system access assistance	Due to COVID-19 impacts, programs pivoted to virtual outreach and social distanced service delivery of essential needs and connection to services.
<b>SS 1F Pathfinders: Persons Experiencing Unsheltered Homelessness</b>	780 individuals served	100% of individuals served were from focus population of unsheltered veterans, seniors, and/or vulnerable populations	74% of those served received referrals to additional services and all received immediate basic needs and/or services system access assistance	Due to COVID-19 impacts, programs shifted to a blend of virtual outreach and more street outreach to reach vulnerable populations.
<b>SS 2A Mobile Medical Outreach</b>	1,560 individuals served	804 individuals were referred to additional resources or services	81% of those referred successfully accessed the resources and/or service	Implementation is under way for senior mobile medical outreach; data reflects Mobile Medical Program van services only.

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## Performance Measurement: Service System Access and Improvements

### Continued

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>SS 2B Countywide Information and Referral</b>	34,289 calls received by 211 HealthierHere contracted to plan implementation of new community network information exchange	97% of callers reported being satisfied at the completion of their 211 call HealthierHere collaborated with over 100 community and clinical representatives during planning phase.	53% of 211 callers during follow up contact reported they successfully received services based on the referral	Decrease in number served by 211 is primarily a result of new phone system providing more accurate tracking. Duplicate clients/ households are more easily identified and excluded from totals. HealthierHere planning activities in 2020 resulted in an implementation plan that will help guide implementation in 2021.
<b>SS 2C Consolidated Domestic Violence Hotline</b>	Contracted with one provider to implement hotline	Communications, database selection, and evaluation plans in process	Not measured in 2020; measures in development for 2021	Implementation is underway and expected to launch in 2021.
<b>SS 3A Countywide CSE Survivor Case Management Collaborative</b>	1,055 individuals served 227 of those individuals enrolled with ongoing supports	On average, the time from first contact with survivor to enrolling in services is 1 day	Unable to measure due to impacts of COVID-19	Due to COVID-19 impacts, programs pivoted from one-on-one case management to provide outreach and meeting basic needs.
<b>SS 3B Survivor-Centered Mobile Advocacy for Survivors of Sexual Assault and Domestic Violence</b>	600 individuals served	On average, the time from first contact with survivor to enrolling in services is 1 day	Unable to measure due to impacts of COVID-19	Due to COVID-19 impacts, programs pivoted from one-on-one case management to provide outreach and meeting basic needs.

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## Performance Measurement: Service System Access and Improvements

### Continued

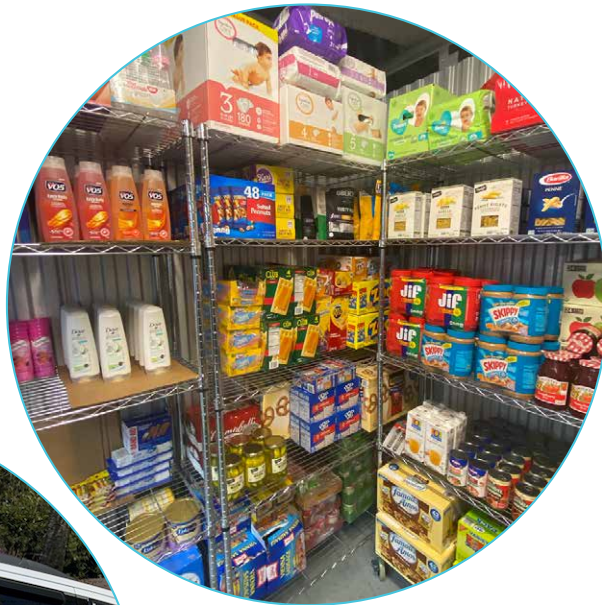
Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>SS 3C System Navigation for Persons with Disabilities and their Caregivers</b>	756 individuals were trained	98% of training participants were satisfied with the workshop	97% of training participants reported their knowledge increased as a result of the workshop	Due to COVID-19 and higher risk of health complications of those with disabilities and their caregivers, all programming moved to remote and prioritized basic needs supports.
<b>SS 3D Cultural Navigator</b>	376 individuals served	100% of individuals were served in their preferred language	59% of those referred successfully accessed the resources and/or service	Due to COVID-19 impacts, program transitioned to a virtual model.
<b>SS 4A Veterans Training Support Center</b>	1,245 individuals attended across 74 trainings held for direct service providers to better support veterans and their family members	89% of survey respondents were satisfied with delivery and facilitation	80% of survey respondents felt the trainings increased their skills and/or knowledge on the topic	Due to COVID-19 impacts, program transitioned to online workshops.
<b>SS 4B Levy Core Competency Training</b>	265 individuals from 75 different VSHSL -funded provider agencies attended cultural competency trainings	97% of survey respondents felt the facilitator was clear and understandable	87% of survey respondents felt the workshops gave them additional tools that are applicable to their work	9 trainings were offered virtually.
<b>SS 4C Countywide Nonprofit Wage Survey</b>	Wage and benefits survey and employee engagement survey developed for launch in 2021	Due to nature of programming, measure is not applicable	Due to nature of programming, measure is not applicable	Survey launch postponed to 2021 due to COVID-19 impacts.

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## Performance Measurement: Service System Access and Improvements Continued

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2020 Program Notes
<b>SS 4D Translate Levy Provider Materials and Interpreter Services</b>	101 requests for translation and interpretation were fulfilled for 28 VSHSL-funded providers	Interpretation services were provided in 13 languages and translation services were provided for 19 languages	100% of survey respondents were satisfied with translation  88% of survey respondents were satisfied with interpretation	Due to COVID-19 impacts, all interpretation activities were held virtually.



Upper left: Mobile Medical Van

Upper right: Minority Veterans of America Food Pantry

Bottom: Auburn Senior Center Car Parade

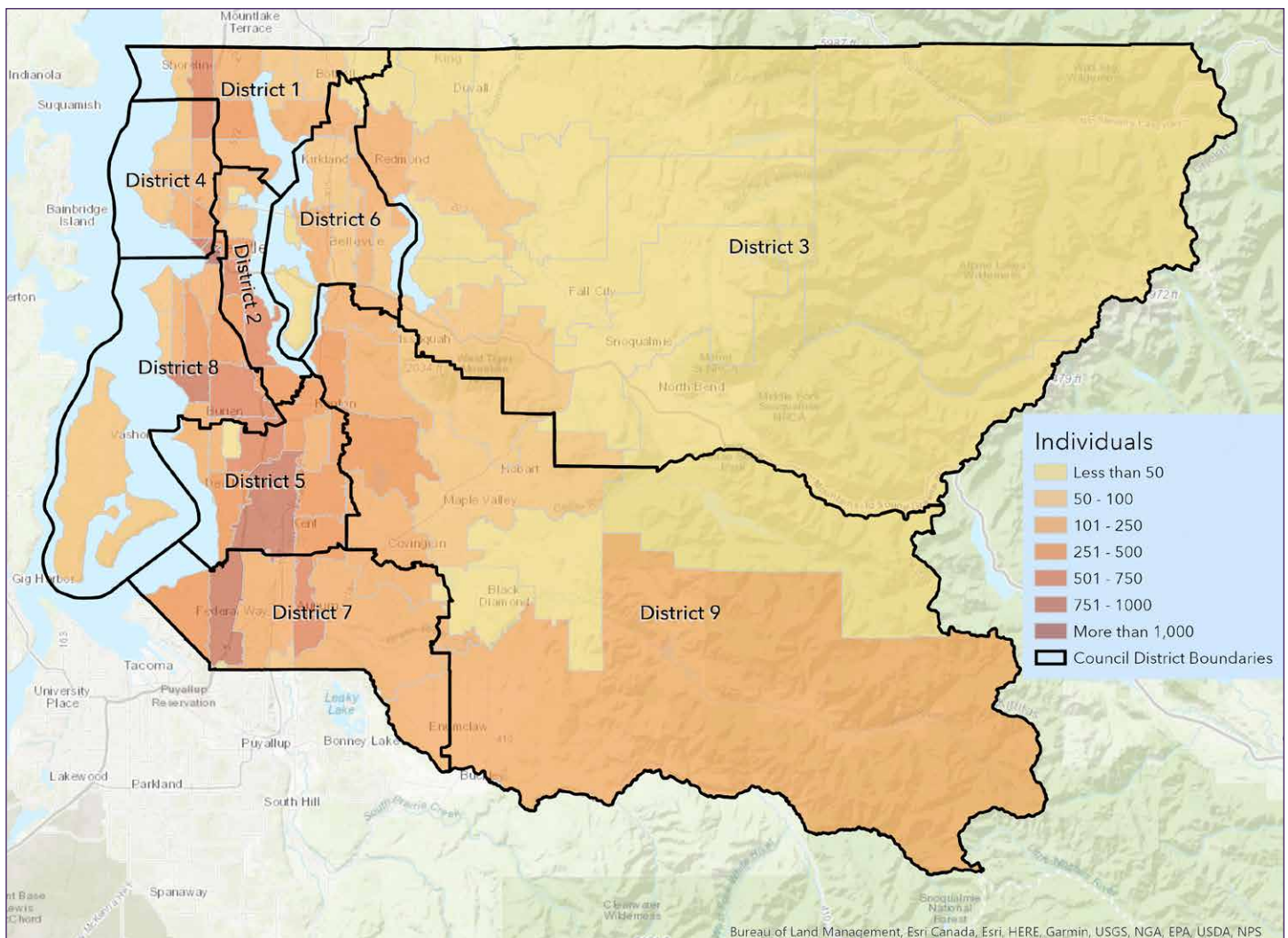
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**2020 VSHSL Annual Report**

## 2020 VSHSL Geographic Reach

Community feedback and equity and social justice (ESJ) values direct the distribution of VSHSL funding. VSHSL invests in community-led and community-informed organizations that reflect and are embedded in the communities they serve. Services can be harder to access in unincorporated and rural areas of King County, particularly for historically marginalized communities that seek culturally and linguistically appropriate services. VSHSL aims to award to and contract with providers that provide services throughout King County, regardless of their headquarters location. The levy is working to increase geographic diversification of funding, as measured by availability of services throughout the county as well as the zip codes of residence of service recipients. This map shows counts of those who utilized VSHSL services\* in 2020 and their zip codes of residence. Virtual service delivery due to the COVID-19 pandemic impacted our ability to collect some demographic information during the majority of 2020.

### Distribution of VSHSL Service Participants by Zip Code



\* Data presented only for strategies with complete geography data. COVID-19 impacted services delivery and data collection, therefore this data may not represent a complete picture of individuals served by VSHSL.

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**2020 VSHSL Annual Report**

# 2020 Financial Report<sup>1</sup>

The following table reflects year-end 2020 expenditures by program as compared to funding allocations. Some awarded providers will be using reappropriated 2020 funds in 2021 or 2022 due to pandemic-related delays in implementation or revised award timelines. Any other unallocated funds will be managed in accordance with the reallocation process outlined in the VSHSL Implementation Plan.

## Financial Report: Housing Stability

Strategy & Program	Budget	Veterans	Seniors	Vulnerable Populations	Total
<b>HS 1 Capital Funding: Build, Preserve and Operate Affordable Housing and Navigation Centers</b>	\$2,804,577	\$1,018,859	\$616,859	\$1,168,859	<b>\$2,804,577</b>
<b>HS 1 Operating Services: Build, Preserve and Operate Affordable Housing and Navigation Centers</b>	\$7,063,423	\$1,774,959	\$2,495,367	\$2,775,272	<b>\$7,045,598</b>
<b>HS 1 Navigation Centers: Build, Preserve and Operate Affordable Housing and Navigation Centers</b>	\$4,327,000	\$3,827,000	\$250,000	\$250,000	<b>\$4,327,000</b>
<b>HS 2A Master Leasing</b>	\$193,200	\$64,010	\$64,271	\$64,168	<b>\$192,449</b>
<b>HS 2B Shallow Rent Subsidies</b>	\$990,500	\$263,490	\$263,329	\$463,432	<b>\$990,251</b>
<b>HS 3A Senior Home Repair and Age-in-Place Modifications</b>	\$1,537,000	\$25,000	\$1,503,361	\$0	<b>\$1,528,361</b>
<b>HS 3B Adaptive Devices, Training and Counseling *</b>	\$423,872	\$0	\$149,848	\$274,024	<b>\$423,872</b>
<b>HS 4 Navigate Homeless Veterans to Housing</b>	\$528,500	\$526,722	\$0	\$0	<b>\$526,722</b>
<b>HS 5A Housing Counseling and Foreclosure Prevention</b>	\$300,000	\$99,333	\$99,334	\$99,333	<b>\$298,000</b>
<b>HS 5B Alternative Dispute Resolution *</b>	\$562,348	\$142,056	\$278,234	\$142,058	<b>\$562,348</b>
<b>HS 5C Legal Aid *</b>	\$2,348,837	\$711,834	\$728,002	\$909,001	<b>\$2,348,837</b>
<b>HS 5D Housing Stability Program</b>	\$893,500	\$164,331	\$214,451	\$514,469	<b>\$893,251</b>
<b>HS 6 Promote Home Ownership</b>	\$800,000	\$400,000	\$0	\$400,000	<b>\$800,000</b>
<b>HS 7A Forensic Supportive Housing Models (Vital Program)</b>	\$1,031,000	\$0	\$0	\$1,028,797	<b>\$1,028,797</b>
<b>HS 7B Passage Point</b>	\$566,000	\$0	\$0	\$566,000	<b>\$566,000</b>
<b>HS 8 Support Local Solutions</b>	\$500,000	\$0	\$0	\$500,000	<b>\$500,000</b>
<b>HOUSING STABILITY TOTAL</b>	<b>\$24,869,757</b>	<b>\$9,017,594</b>	<b>\$6,663,056</b>	<b>\$9,155,413</b>	<b>\$24,836,063</b>

<sup>1</sup> Please note that this report includes accounting adjustments made in 2021 to properly allocate administrative charges to each population group.

## Financial Report: Financial Stability

Strategy & Program	Budget	Veterans	Seniors	Vulnerable Populations	Total
FS 1A Career Connections: Employment Training, Placement and Supports ***	\$590,800	\$0	\$0	\$310,074	\$310,074
FS 1A New Family Services: Employment Training, Placement and Supports	\$59,200	\$0	\$0	\$59,200	\$59,200
FS 1A New Workforce System Investments: Employment Training, Placement and Supports *	\$1,183,460	\$0	\$705,205	\$478,255	\$1,183,460
FS 1B King County Veterans Fellowship *	\$190,199	\$190,199	\$0	\$0	\$190,199
FS 1C Leverage Government Benefits *	\$1,733,086	\$954,468	\$374,668	\$403,950	\$1,733,086
FS 2 Promote Financial Literacy	\$400,000	\$0	\$192,049	\$197,062	\$389,111
FS 3A Vet Corps	\$265,000	\$265,000	\$0	\$0	\$265,000
FS 3B Student Veteran Child Care Pilot **	\$150,000	\$0	\$0	\$0	\$0
FS 4 Enhance the King County Veterans Program ****	\$3,800,000	\$2,877,597	\$0	\$0	\$2,877,597
<b>FINANCIAL STABILITY TOTAL</b>	<b>\$8,371,745</b>	<b>\$4,287,264</b>	<b>\$1,271,922</b>	<b>\$1,448,541</b>	<b>\$7,007,727</b>

## Financial Report: Healthy Living

Strategy & Program	Budget	Veterans	Seniors	Vulnerable Populations	Total
HL 1A Senior Depression Intervention (PEARLS)	\$382,000	\$0	\$382,000	\$0	\$382,000
HL 1B Maternal Depression Reduction	\$650,000	\$0	\$0	\$648,800	\$648,800
HL 1C Veterans PTSD, MST and End of Life Counseling *	\$643,500	\$643,500	\$0	\$0	\$643,500
HL 1D Military Family Counseling	\$102,000	\$99,195	\$0	\$0	\$99,195
HL 1E Sobering and Emergency Services Patrol	\$214,000	\$0	\$0	\$214,000	\$214,000
HL 1F Veterans Court Clinician and Mentor Coordinator	\$285,000	\$202,633	\$0	\$0	\$202,633
HL 1G Behavioral Health Integration	\$600,000	\$148,341	\$148,909	\$299,397	\$596,647
HL 1H Geriatric Regional Assessment Team (GRAT) 2.0 *	\$405,000	\$0	\$405,000	\$0	\$405,000

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## Financial Report: Healthy Living *Continued*

Strategy & Program	Budget	Veterans	Seniors	Vulnerable Populations	Total
HL 2A Evidence-Based Senior Health Promotion	\$1,700,000	\$0	\$1,601,392	\$0	\$1,601,392
HL 2B Housing Health Outreach Team	\$1,270,000	\$0	\$810,548	\$296,314	\$1,106,862
HL 2C Mobile Meal Delivery for Seniors	\$400,000	\$0	\$400,000	\$0	\$400,000
HL 2D Connections to In-Home Care	\$400,000	\$0	\$400,000	\$0	\$400,000
HL 3A Countywide SA/DV/CSE Prevention Pilot *	\$100,000	\$0	\$0	\$100,000	\$100,000
HL 3B Elder Abuse Multi-Disciplinary Team	\$335,000	\$0	\$318,265	\$0	\$318,265
HL 4A Nurse Family Partnership	\$566,000	\$0	\$0	\$566,000	\$566,000
HL 4B Healthy Start	\$298,000	\$0	\$0	\$295,145	\$295,145
HL 4C Parent Education and Support	\$244,000	\$0	\$0	\$221,565	\$221,565
<b>HEALTHY LIVING TOTAL</b>	<b>\$8,594,500</b>	<b>\$1,093,669</b>	<b>\$4,466,114</b>	<b>\$2,641,221</b>	<b>\$8,201,004</b>

## Financial Report: Social Engagement

Strategy & Program	Budget	Veterans	Seniors	Vulnerable Populations	Total
SE 1A Incarcerated Veteran Case Management *	\$129,784	\$129,784	\$0	\$0	\$129,784
SE 1B MRJC Veterans Program and Community Reentry Spanning Supports	\$160,000	\$63,166	\$0	\$0	\$63,166
SE 1C Vulnerable Population Reentry Spanning Supports **	\$200,000	\$0	\$0	\$1,652	\$1,652
SE 2A Caregiver Community Building	\$560,000	\$140,000	\$170,000	\$248,348	\$558,348
SE 2B Caregiver Respite	\$200,000	\$100,000	\$100,000	\$0	\$200,000
SE 2C Kinship Care Supports	\$200,000	\$0	\$200,000	\$0	\$200,000
SE 3 Transform Senior Centers *	\$6,144,098	\$452,732	\$5,691,366	\$0	\$6,144,098
SE 4A Senior Virtual Villages	\$300,000	\$0	\$298,751	\$0	\$298,751
SE 4B Veterans, Servicemembers and Family Community Building *	\$333,994	\$333,994	\$0	\$0	\$333,994
SE 5 Understand Community Priorities **	\$240,000	\$0	\$0	\$0	\$0
SE 6 Support Legal Services for King County Residents who are Immigrants and Refugees (Expanded Legal Defense Network) *	\$1,018,119	\$0	\$0	\$1,018,119	\$1,018,119
<b>SOCIAL ENGAGEMENT TOTAL</b>	<b>\$9,485,995</b>	<b>\$1,219,676</b>	<b>\$6,460,117</b>	<b>\$1,268,119</b>	<b>\$8,947,912</b>

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## Financial Report: System Service Access and Improvements

Strategy & Program	Budget	Veterans	Seniors	Vulnerable Populations	Total
SS 1A Pathfinder Coordination and Training	\$303,000	\$153,000	\$0	\$147,624	\$300,624
SS 1B Pathfinders: Women and Transgender Veterans	\$229,000	\$229,000	\$0	\$0	\$229,000
SS 1C Pathfinders: Veterans of Color	\$366,000	\$366,000	\$0	\$0	\$366,000
SS 1D Pathfinders: Veteran and Military Families	\$179,000	\$179,000	\$0	\$0	\$179,000
SS 1E Pathfinders: Native American Veterans *	\$252,827	\$252,827	\$0	\$0	\$252,827
SS 1F Pathfinders: Persons Experiencing Unsheltered Homelessness	\$566,000	\$185,100	\$79,052	\$223,975	\$488,127
SS 2A Mobile Medical Outreach	\$1,425,000	\$0	\$469,544	\$450,000	\$919,544
SS 2B Countywide Information and Referral	\$235,000	\$100,000	\$100,000	\$35,000	\$235,000
SS 2C Consolidated Domestic Violence Hotline *	\$1,025,000	\$0	\$0	\$1,025,000	\$1,025,000
SS 3A Countywide CSE Survivor Case Management Collaborative *	\$543,890	\$0	\$0	\$543,890	\$543,890
SS 3B Survivor-Centered Mobile Advocacy for Survivors of Sexual Assault and Domestic Violence *	\$1,075,169	\$60,358	\$0	\$1,014,811	\$1,075,169
SS 3C System Navigation for Persons with Disabilities and their Caregivers	\$200,000	\$0	\$0	\$198,300	\$198,300
SS 3D Cultural Navigator	\$92,000	\$0	\$0	\$92,000	\$92,000
SS 4A Veterans Training Support Center	\$265,000	\$263,500	\$0	\$0	\$263,500
SS 4B Levy Core Competency Training *	\$33,000	\$11,000	\$11,000	\$11,000	\$33,000
SS 4C Countywide Nonprofit Wage Survey *	\$91,000	\$30,000	\$30,000	\$31,000	\$91,000
SS 4D Translate Levy Provider Materials and Interpreter Services	\$70,000	\$6,668	\$24,903	\$17,991	\$49,562
<b>SYSTEM SERVICE ACCESS AND IMPROVEMENTS TOTAL</b>	<b>\$6,950,886</b>	<b>\$1,836,453</b>	<b>\$714,499</b>	<b>\$3,790,591</b>	<b>\$6,341,543</b>

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## Financial Report: Administration and Community Supports

Program	Budget	Veterans	Seniors	Vulnerable Populations	Total
Community Partnership and Communications *	\$459,977	\$144,586	\$186,903	\$128,488	\$459,977
Evaluation	\$1,449,000	\$481,328	\$444,108	\$426,964	\$1,352,400
Planning and Administration	\$2,897,970	\$785,899	\$747,550	\$644,425	\$2,177,874
Technical Assistance / Capacity Building *	\$1,050,188	\$0	\$0	\$0	\$1,050,188
<b>ADMINISTRATION AND COMMUNITY TOTAL</b>	<b>\$5,857,135</b>	<b>\$1,411,813</b>	<b>\$1,378,561</b>	<b>\$1,199,877</b>	<b>\$5,040,439</b>

## Financial Report: Grand Total

Program	Budget	Veterans	Seniors	Vulnerable Populations	Total
<b>GRAND TOTAL</b>	<b>\$64,130,018</b>	<b>\$18,866,469</b>	<b>\$20,954,269</b>	<b>\$19,503,762</b>	<b>\$60,374,688</b>

For a deeper look at VSHSL's 2020 accomplishments, please visit [click the button below to view the comprehensive online report.](#)

Financial status report as of December 31, 2020

- \* These funds include 2019 funds that were carried forward for use in 2020.
- \*\* These funds reflect year-end 2020 funding allocations and commitments. These funds are expected to be spent in 2021, based on 2020 commitments.
- \*\*\* Underspend resulted from two vacant staffing positions in 2020. As King County shifts approach to unify and regionalize employment services within the Workforce Development Council to maximize impact in the community, the funding will as well.
- \*\*\*\* King County Veterans Program expenditure amount less than budgeted due to vacancies and timing of moving expenses from Belltown to Northgate location. The amount will be carried forward into 2021 to pay for expanded programs and finalizing the move to Northgate location.

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