

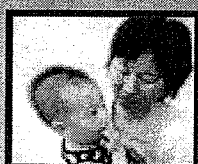
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# Veterans and Human Services Levy

## 2007 Annual Report



**King County**





## A Message from the Chairs

As Chairs of the Veterans Levy Oversight Board (VLOB), and the Regional Human Services Levy Oversight Board (RHSLOB), we are excited to share with you our 2007 Annual Report outlining the various activities and accomplishments of the Veterans and Human Services Levy. Our two citizen oversight boards, convened in February 2007, have been busy reviewing the plans for expenditure of levy proceeds and monitoring progress on service and program implementation. We are delighted to report on the substantial progress that has been made with the resources that the levy has provided. Some of the highlights of this progress are outlined below.

**Procurement Plan and Program Design Review.** A major activity of the boards since February 2007 has been reviewing implementation plans for each of the individual activities within the five Investment Area Strategies. There are two kinds of implementation plans: program designs and procurement plans. Program designs describe activities that will be implemented by King County programs, such as the King County Veterans' Program. Procurement plans describe activities that will be implemented via contracts with community based organizations. The procurement plan is a prelude to a formal Request for Proposal (RFP). The boards jointly established a process for reviewing these plans that includes a public comment period in addition to levy board and committee review. The boards have now reviewed procurement plans for most of the levy's activities.

**Requests for Proposal (RFP).** As stated above, procurement plans result in a competitive process, or RFP, to disburse levy funds. Nonprofit community based agencies submit proposals to King County outlining their program design, including goals, objectives, and outcomes. A panel of reviewers, including board members, review and rate the proposals to select the agencies that best meet the program requirements. Once the RFP selection process is completed, agencies enter into a contract with King County and begin to provide services to county residents. Ten RFP processes were conducted in 2007, and 61 awards were made to community based agencies throughout King County.

**Next Steps.** With only a few procurement plans and program designs remaining to be reviewed, the role of the boards will soon shift to oversight of the implementation of levy activities. The boards will receive progress reports on levy funded projects, visit agencies to see programs first-hand, review monitoring reports prepared by King County staff, and review reports from the levy evaluator. These oversight activities will help inform board suggestions to the King County Executive and Council for improvements in the future.

We hope you enjoy reading our 2007 Annual Report and learning more about the important programs and services the levy provides to veterans and their families and other individuals and families in need in our communities. Thank you for your support of and investment in the Veterans and Human Services Levy.

*Dory Elias-Garcia, Co-Chair*  
RHSLOB

*Douglas Hoople, Chair*  
VLOB

*Joe Ingram, Co-Chair*  
RHSLOB

# Veterans and Human Services Levy 2007 Annual Report



## Veterans and Human Services Levy Overview

In November 2005, King County voters said “yes” to a ballot measure that will generate over \$13 million annually for six years to help people in need across the county. Half of the revenue raised provides services for veterans, military personnel and their families, and the other half provides a range of regional health and human services for low-income and special needs individuals and families.

To begin implementation, the Metropolitan King County Council approved an ordinance on April 10, 2006 that provided guidance for implementation planning and design.

Ordinance 15406 required development of a Service Improvement Plan to describe priority populations and investment areas for expenditure of the proceeds. It also clarified the roles and the process for appointing the members of two new citizen oversight boards.

In October 2006, the council approved the Levy Service Improvement Plan (Ordinance 15632), which can be viewed on the levy Web site.

The Service Improvement Plan identified four target service populations:

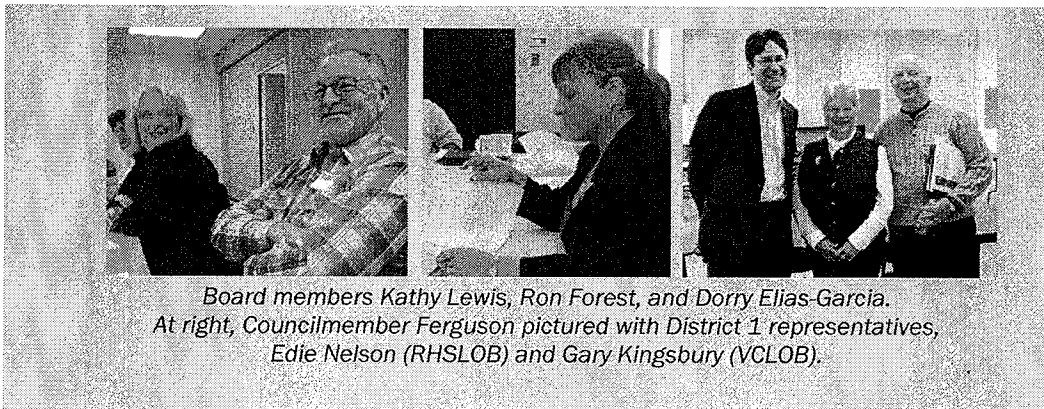
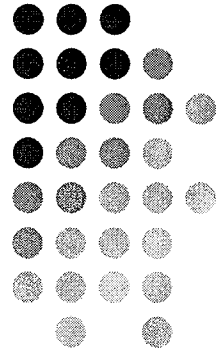
- Veterans, military personnel and their families in need

- Individuals and families who experience long-term homelessness
- Parents recently released from prison or jail
- Families and young children at risk for homelessness or involvement in justice or other systems

The Service Improvement Plan established five overarching investment strategies to focus levy efforts and resources:

1. Enhancing access to services for veterans and their families
2. Ending homelessness through outreach, prevention, permanent supportive housing and employment
3. Increasing access to behavioral health services
4. Strengthening families at risk
5. Increasing effectiveness of resource management and evaluation

Levy activities are carefully aligned with other initiatives that focus on similar populations, such as the Ten-Year Plan to End Homelessness, in a concerted effort to foster collaboration, maximize resources, and achieve shared goals and objectives.



Board members Kathy Lewis, Ron Forest, and Dorry Elias-Garcia.  
At right, Councilmember Ferguson pictured with District 1 representatives,  
Edie Nelson (RHSLOB) and Gary Kingsbury (VCLOB).



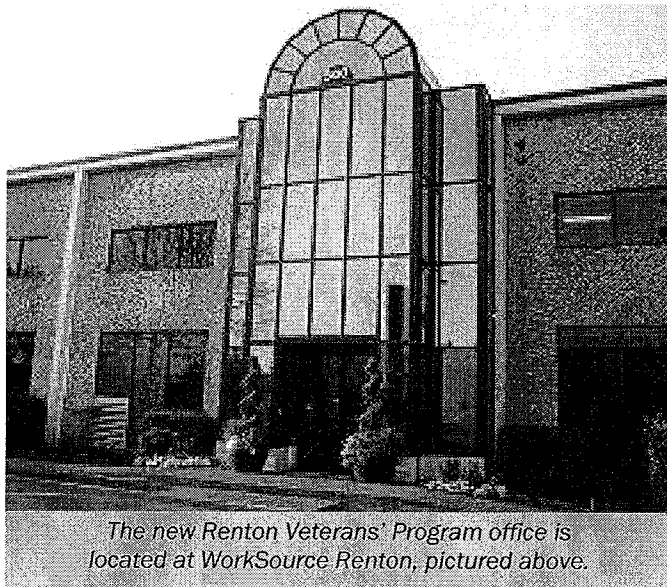
## Strategy 1: Enhancing Services for Veterans and Their Families

The levy ballot measure approved by King County voters directed 50 percent of all proceeds to be used for providing services to veterans, military personnel and their families. The major goals for Strategy One include assisting veterans and their families by increasing access to information about services, increasing geographic access to services throughout the county, and linking veterans to the services that will help them attain and sustain a stable and more successful life in the community. An important step in achieving these goals was made by increasing funding for the King County Veterans' Program.

### King County Veterans' Program Expansion

Thanks to levy funding, the King County Veterans' Program has expanded its basic living stability services such as food, utilities and transportation assistance to help veterans and families in need. Other elements of the program expansion include the following:

- Opened a new office in Renton, co-located with the WorkSource Renton office
- Established comprehensive assessment and case management services at the Veterans' Program
- Enhanced outreach to underserved populations and others through new partnerships
- Expanded contract with Washington State Department of Veterans Affairs to:
  - ◊ Increase post traumatic stress disorder counseling by 3,000 hours
  - ◊ Provide 470 additional hours of professional training
  - ◊ Expand the successful Veterans' Incarcerated Program to reach and assist veterans in regional jails, resulting in over 14,000 jail days avoided and saving taxpayers \$1.6 million
  - ◊ Reserve an additional 28 shelter beds for veterans



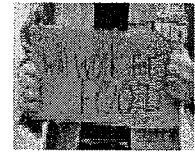
*The new Renton Veterans' Program office is located at WorkSource Renton, pictured above.*

### New Levy Web site!

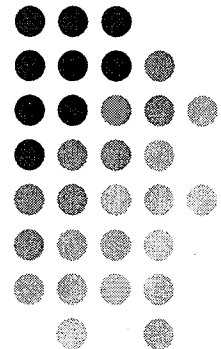
We are excited to announce the launch of our newly updated levy Web site. Please visit the site, where you can read about board members, explore procurement plans, and find our board activity calendar to view upcoming events.

[www.kingcounty.gov/DCHS/Levy](http://www.kingcounty.gov/DCHS/Levy)

## Strategy 1: Enhancing Services for Veterans and Their Families



*Veterans Citizen Levy Oversight Board Members helped the City of Auburn dedicate its new Veterans Building. Veterans Levy Funds contributed to the construction of the Auburn building.*



### Robert's New Plans - One Veteran's Story

Robert was born in a small town in Eastern Washington, but traveled around the world before he found himself back in the Pacific Northwest.

Robert's early years were full of strife as he endured multiple adoptions, parental brutality, and a troubled adolescence. Natural athletic and musical talent landed him a scholarship at Central Washington University, but his turn in school didn't last long.

Inspired by a young military man who had saved his life as a child, Robert entered the Marine Corps when he was 19 years old. He served in the infantry in the Korean War and

returned to the United States to lead a wandering, but exciting life. He labored in the shipyards as a rigger, provided security at clubs throughout the city, and drove cabs around town. Eventually, he made his way south to Hollywood, where he took acting classes at night and found himself in movies alongside Lee Marvin, John Savage, and John Wayne.

*Times have changed for Robert.*

Assisted by his deteriorating walker, Robert slowly makes his way through the doors of the King County Veterans'

Program to speak with a case worker about improving his mobility. Robert lives near Pike Place Market and is unable to move up and down the steep hills due to arthritis and other ailments. The case worker at the Veterans' Program provides him with a voucher enabling him to upgrade to a modern electric wheelchair. He is already planning his first chore, which will be a visit to the store to buy some new socks and medicine, but he also wants to see some movies uptown.

When asked how the new wheelchair will change his situation, he replies, "I keep thinking how happy I'll be."



## Strategy 2: Ending Homelessness Through Outreach, Prevention, Permanent Supportive Housing and Employment

The King County Council identified ending homelessness as a high priority for the levy-funded services. During 2007, six procurement plans relating to homelessness were reviewed by the boards. Following board review, King County staff conducted Request for Proposal processes to identify community agencies to implement the plans under this levy strategy. Community based agencies have received 41 funding awards and several have started providing services in the community.

### Richard Has a New Home

Neatly dressed, with a military bearing and a cheerful, positive energy, 57-year-old Richard looks every bit the ex-Marine and Vietnam veteran. It's hard to believe that for much of 2006 and 2007 this dignified man slept in shelters and spent long days on the street.

His homelessness came to an end in January 2008 when Richard became one of the first residents of Plymouth Housing Group's new Langdon and Anne Simons Senior Apartments. Richard arrived to find a studio apartment of his own, complete with a welcome basket full of necessities.

For several years before moving to Seattle, Richard had been in Houston, taking care of his elderly mother and working part-time jobs. After his mother died in 2006, he took a bus to Seattle where his brother was living in public housing. Staying in a hotel was too expensive, so Richard slept at homeless shelters while doing odd jobs and saving up to get an apartment.

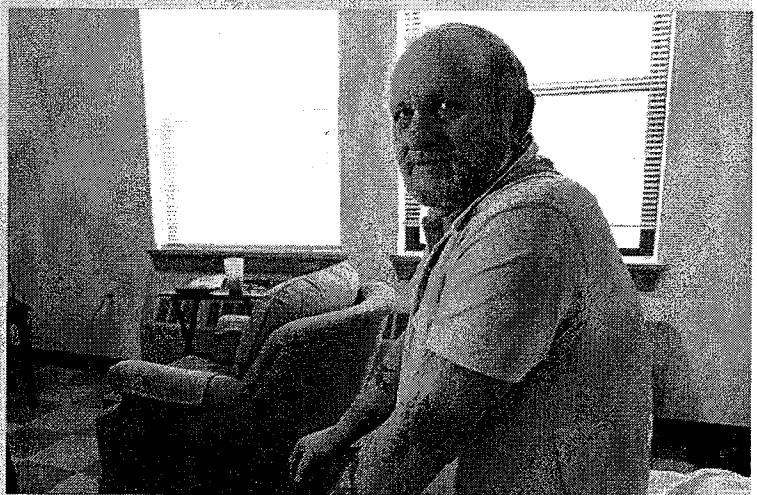
Richard began volunteering in the kitchen at one shelter and the social services staff there helped him look for housing. They realized that the Simons Apartments would be a good match because the project focuses on the housing needs of homeless seniors and service veterans.

Today Richard has a clean, comfortable studio apartment and sings its praises. "There's a laundry on every floor, and 50 cents a load is a good price," he says, noting that he's now looking for an ironing board.

Supportive services at the Simons Apartments include assistance with economic and health issues—including an on-site nurse.

This means Richard now has help making sure his diabetes is under control. He recently got much-needed dentures and celebrated by cooking a steak in his new kitchen. Cooking, he says, is one of the main things he missed while homeless.

Interviewed in February, Richard said he was looking forward to the arrival of more residents so he could enjoy the social aspects of the apartments' communal areas. "This is the best place I've ever been in my life."



*Ex-Marine Richard is looking forward to cooking meals in his new apartment at Plymouth Housing Group's Langdon and Anne Simons Senior Apartments. Levy funds contributed to the construction of this building.*

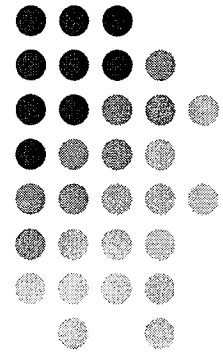
Photograph by Doug Plummer. Story courtesy of Plymouth Housing Group.

## Strategy 3: Increasing Access to Behavioral Health



The first of the levy's behavioral health service plans to be implemented supports the Program to Encourage Active, Rewarding Lives for Seniors (PEARLS). This program, provided throughout King County by the City of Seattle's Aging and Disability Services, is an evidence-based in-home treatment model for older, low-income adults who have chronic health conditions and experience minor depression. The levy provides funding for an additional counselor and expands PEARLS, providing additional outreach to communities of color, veterans, and spouses of veterans.

The PEARLS counseling program provides a series of in-home counseling sessions over a period of five months followed by three monthly follow-up phone calls. Clients learn to recognize their symptoms of depression and focus on understanding depression as unsolved problems that they can do something about. Their symptoms may include feelings of unhappiness and discouragement or a feeling that life is unfulfilling. They may have difficulty following healthcare providers' treatment guidelines or adopting healthy practices to manage their chronic medical conditions. Clients who have received PEARLS counseling experienced a significant reduction in symptoms of depression and for some, the symptoms were completely eliminated.



### Barbara and Carl Work Together

Barbara's health had declined. She was an older woman with chronic medical conditions including severe asthma, hypertension, arthritis, and depression. She was almost bed-ridden and was told she might need to enter a nursing home unless her situation improved. She was referred to the PEARLS program, and began receiving case management services from Carl, a specially trained counselor with the City of Seattle's Aging and Disability Services.

As Barbara describes it, "Carl and I untangled the complicated ball of yarn that was my depression." He helped create a list of causes of her depression and broke down each of her problems, making them seem more manageable. She started participating in activities she enjoyed, which helped her feel more positive about her life. As Barbara says "I started remembering my strengths and survival skills."

Carl helped Barbara construct a plan that would have the best chance of success. According to Barbara, a significant strength of this program was that the counselor left the goal choices up to her, keeping her involved in the decision-making from the start. She began to build a sense of positive control over her life and started improving her health.

Barbara began keeping medical appointments that in the past she would have



*Carl, a counselor with the PEARLS program, helps clients manage the challenges they face.*

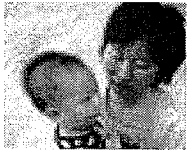
Story and photograph courtesy of the City of Seattle.

been canceled, and returned to alternative healthcare treatments which had helped to better manage her hypertension. She also started an exercise regimen that improved her strength and confidence.

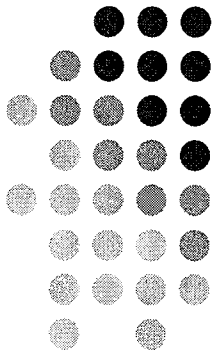
"When you consider that the whole PEARLS program has only eight sessions, my accomplishments were something

close to a life-saving miracle."

Barbara received enormous benefit from the mental, emotional and physical life-style changes. According to Barbara, "I now believe in myself, and my ability to overcome my challenges. I can honestly say that the PEARLS Program not only saved my life, but it turned it around."



## Strategy 4: Strengthening Families at Risk



Some families experience circumstances putting them at risk of involvement in child welfare, behavioral health or criminal justice systems. Healthy interactions between parents and children in the early months and years of life are linked to the prevention of child abuse and neglect, and later prevent a child's involvement in the criminal justice system. Providing support, information, education, and resources can help build healthy parent/child relationships and ensure positive outcomes for children.

In the fall of 2007, King County staff conducted a Request for Proposal to select providers to implement the early childhood intervention and prevention service plan under this strategy. Four agencies

were awarded funds for programs providing culturally appropriate services, training in evidence-based curricula, and home visitation education and support to at-risk families. Healthy Start received funds to implement the home visitation program. This group utilizes the Parents as Teachers program, an international early childhood parent education and family support program serving families throughout pregnancy, usually until the child reaches five years of age. The program serves first time high risk parents under the age of twenty-three.

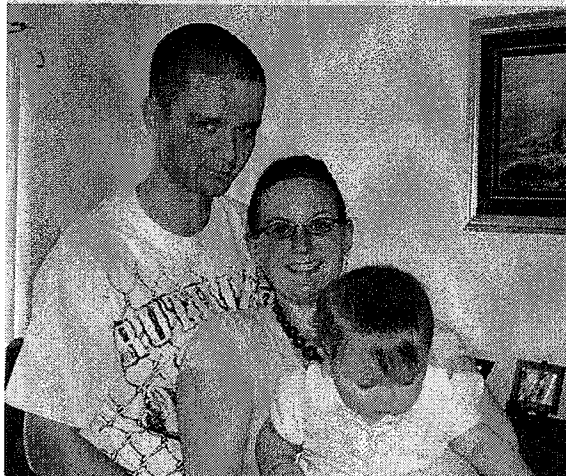
Friends of Youth, located in Redmond, manages this Healthy Start contract with other community based agencies, including Shoreline's Center for Human Services, featured below.

### Elizabeth, Scott and Amber — A Young Family

Elizabeth, 20, was referred to Healthy Start just after the birth of her daughter, Amber. At that time she had no home and was not prepared to handle all of the changes and responsibilities that follow the arrival of a new baby. Elizabeth experienced postpartum depression related to her feelings of isolation and anxiety, and had many questions about parenting and her daughter's development. More than anything, Elizabeth wanted to provide Amber with a healthy start in life – physically, emotionally and intellectually. Experiencing separation from family and friends, Elizabeth needed to share the joys and worries of being a new parent, especially because her own negative childhood experiences made her uneasy about raising a child.

After Elizabeth and her husband, Scott, found transitional housing, a Healthy Start parent educator began making routine home visits. At each visit, the parent educator was able to bring diapers, books and other baby equipment the family needed. Such items have helped the couple manage with a tight budget, while also providing for their daughter. They have been able to build their daughter's library and Amber has learned to love books. During each visit, the parent educator was able to alleviate many of Elizabeth's concerns about Amber's development and provide helpful parenting advice.

As their meetings continued, both Elizabeth and Scott were happy to learn that their baby was meeting all developmental milestones and thriving under their loving care. The parent educator was also able to observe a very strong, secure attachment between Amber and her parents, something they know is important. Through their connection with Healthy Start at the Center for Human Services, they have also enrolled in Loving Families, a marriage education and support program. Both parents are now back in school and working to pursue their dreams for the future.



*Elizabeth and her husband Scott, with their baby Amber. This photo was provided by their Healthy Start parent educator who was visiting them at their Bothell home as part of the program.*

Story and photograph courtesy of Center for Human Services.

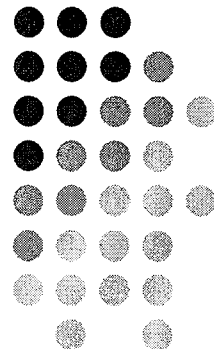


## Strategy 5: Increasing Effectiveness of Resource Management and Evaluation



### Overview

Strategy Five focuses a small amount of levy funds on efforts to evaluate levy program performance, increase the use of technology to improve systems and services, and improve coordination of services. To ensure levy funds are used wisely, the levy evaluation efforts will: demonstrate the impact and benefits of levy activities on regional problems; increase our understanding of what kinds of programs work for veterans and families in need; and review how the levy is planned and administered in order to improve future efforts.



### Upcoming Evaluation Reports

Most levy funded activities have begun, though the long-term impacts will not be known for a few years. The evaluation team has started preparing reports on the five overarching strategy areas. To show how well the levy has served our communities, evaluation efforts will compare the current status with the results produced over the next few years. The evaluation team will prepare a series of preliminary reports in 2008 and 2009 to describe the status of the levy strategy areas and to provide early implementation results. Some of the upcoming evaluation reports are highlighted below.

#### 2008 Reports

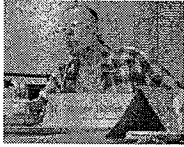
Strategies to Enhance Services for Veterans and their Families  
Strategies to End Homelessness

#### 2009 Reports

Strategies to Improve Behavioral Health Status  
Strategies to Promote Family Stability and Effective Child Development  
Midpoint Evaluation on Planning and Implementing the Levy



*Veterans and Human Services Levy staff and board members: Robert Stephens, Jr., Roger Welles, Jon Hoskins, Marcy Kubbs, Kelli Larsen, Edie Nelson, Kathy Hadaller, and Dorry Elias-Garcia*



# 2007 Annual Financial Status Report

## Finance Overview

The Veterans and Human Services Levy approved by the voters in November 2005 will generate more than \$13 million per year for six years to support a range of housing and human services for veterans, their families and others in need in King County. By the end of 2007, \$23.4 million of levy funding was available. The boards reviewed activity plans representing \$20 million (87 percent) of these available funds. Of those, \$15 million (67 percent) were committed to community based agencies by Letter of Award or Contract and/or Memorandum of Agreement, as well as to the King County Veterans' Program for expanding the range and capacity of their services.

## Financial Report

### Veterans and Human Services Levy Funds 1141 and 1142 Consolidated 2007 Annual Financial Status Report

Strategy	Program Dollars Per Plan 2006-2007	Step 1		Step 2	Step 3	Step 4
		Board/Public review status as of 1/24/08		RFP or Other Process	Cumulative Funds Committed *	Cumulative Expenditures
<b>Overarching Strategy 1: Veterans</b>						
1.1 Expand geographic range of the King County Veterans' Program	\$ 300,000	Periodic	\$ 300,000	NA	\$ 300,000	\$ 48,800
1.2 Increase capacity of the King County Veterans' Program	\$ 2,907,580	Completed	\$ 2,907,580	NA	\$ 2,907,580	\$ 1,343,321
1.3 Phone resource for veterans	\$ 100,000	Under Discussion			\$ -	\$ -
1.4 Provide training & info re: VA linkages	\$ 40,000	Under Discussion			\$ -	\$ -
<b>Overarching Strategy 2: Homelessness</b>						
2.1 Initiatives to identify/engage/house long term homeless	\$ 470,000	Partially Completed	\$ 79,600	Partially Completed	\$ 79,600	\$ 48,200
2.2 Increase permanent housing w/support services	\$ 9,855,000	Completed	\$ 9,855,000	Completed	\$ 9,855,000	\$ 500,000
2.3 Landlord risk reduction	\$ 1,000,000	Completed	\$ 1,000,000	In Process	\$ -	\$ -
2.4 Investment in support services for housing	\$ 1,250,000	Completed	\$ 1,250,000	Completed	\$ 1,250,000	\$ -
2.5 KCCJI housing/services	\$ 500,000	Partially Completed	\$ 100,000	Partially Completed	\$ 100,000	\$ -
2.6 Perm housing placement suppt/CJ parents exiting transitional hsg	NA	NA	NA	NA	NA	NA
2.7 Housing stability program	\$ 1,000,000	Completed	\$ 1,000,000	Completed	\$ 25,000	\$ 25,000
2.8 Link education & employment to supportive housing	\$ 700,000	Under Discussion	\$ -	RFP May 08	\$ -	\$ -
<b>Overarching Strategy 3: Behavioral Health</b>						
3.1 Integrate MH/CD into primary care clinics	\$ 1,100,000	Completed	\$ 1,100,000	In Process	\$ -	\$ -
3.2 Training programs in trauma sensitive & PTSD treatment	\$ 75,000	Completed	\$ 75,000	RFP June 08	\$ -	\$ -
3.3 Train behavioral health providers in PTSD	\$ 250,000	Completed	\$ 250,000	RFP June 08	\$ -	\$ -
3.4 In-home services to treat depression in elderly vets, others	\$ 140,000	Completed	\$ 140,000	In Process	\$ -	\$ -
<b>Overarching Strategy 4: Strengthening Families</b>						
4.1 Nurse Family Partnership	\$ 400,000	Completed	\$ 400,000	NA	\$ 147,026	\$ 80,282
4.2 Pilot new services for maternal depression	\$ 500,000	Completed	\$ 500,000	In Process	\$ -	\$ -
4.3 Early childhood intervention/prevention	\$ 493,000	Completed	\$ 493,000	Completed	\$ 493,000	\$ -
4.4 Early intervention support for parents exiting CJ/in transitional hsg	NA	NA	NA	NA	NA	NA
4.5 Invest in education and employ for single parents exiting CJ	NA	NA	NA	NA	NA	NA
4.6 Family Treatment Court	\$ 200,000	Completed	\$ 200,000	NA	\$ 200,000	\$ 200,000
<b>Overarching Strategy 5: Resource Management and Evaluation</b>						
5.1 Evaluation	\$ 550,000	Completed	\$ 13,932	NA	\$ 13,932	\$ 13,932
5.2 Cross system planning/Youth	\$ 250,000	Scheduled Sept 08		RFP/RFQ Dec 08	\$ -	\$ -
5.3 Profile of offenders with MH & COD	\$ 120,000	Completed	\$ 120,000	NA	\$ 120,000	\$ 120,000
5.4 Planning, training, service design efforts	NA	NA	NA	NA	NA	NA
5.5 Safe Harbors	\$ 350,000	Completed	\$ 350,000	NA	\$ -	\$ -
5.6 Information systems	\$ 350,000	Scheduled Sept 08		NA	\$ -	\$ -
5.7 Consultation and training (HIPAA)	\$ 150,000	Scheduled March 08		NA	\$ -	\$ -
5.8 Common data set	\$ 200,000	Scheduled July 08		NA	\$ -	\$ -
5.9 Facilitation of ongoing partnerships	\$ 150,000	NA	\$ 150,000	NA	\$ 150,000	\$ 139,236
<b>Board Support, Start-up, and Administrative Expenses</b>						
	\$ 23,400,580		\$ 20,284,112		\$ 15,641,138	\$ 3,458,390
Percent of total 06-07 program dollars		100.0%	86.7%		66.8%	14.8%

\*Includes funds committed as of 1/24/08 by Letter of Award, Contract and/or Memorandum of Agreement (MOA), as well as funds committed to expanding the range/capacity of the King County Veterans' Program

## 2007 Veterans and Human Services Levy Oversight Boards

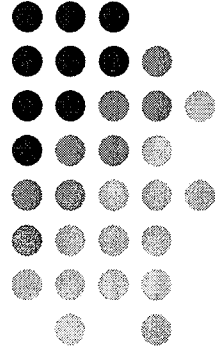


### Veterans Citizen Levy Oversight Board

Robert Stephens, Jr., District 2  
Stanley Gunno, District 3  
Francisco Ivarra, District 4  
Frank Selden, District 6  
Kathleen Lewis, District 7  
Ronald Forest, District 8  
Douglas Hoople, Chair, Executive appointment  
William Wood, Vice-Chair, Executive appointment  
Roger Welles, Executive appointment

### Regional Human Services Levy Oversight Board

Edith Nelson, District 1  
Dorry Elias-Garcia, Co-Chair, District 2  
Kathleen Brasch, District 3  
Kathleen Hadaller, District 5  
Doris P. Tevaseu, District 8  
Kevin Bernadt, Executive, Seattle/North King County  
Joe Ingram, Co-Chair, Executive, East King County  
Kimberlee Archie, Executive, South King County



*Members of the Veterans Citizen Levy Oversight Board giving thanks to Frank Selden for his service and wishing him the best as he leaves for active duty in Iraq.*

### *Department of Community and Human Services*

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Fax: 206-296-5260

#### **Jackie MacLean, Director**

Sadikifu Akina-James, Levy Project Manager  
Linda Peterson, Community Services Division Director  
Pat Lemus, Community Services Division Asst. Director  
Debora Gay, Veterans' and Levy Program Manager  
Joel Estey, Veterans' Program Manager  
Marcy Kubbs, Levy Coordinator  
Kelli Larsen, Levy Asst. Coordinator  
Jon Hoskins, Levy Evaluator

### **New Levy Web site!**

We are excited to announce the launch of our newly updated levy Web site. Please visit the site, where you can read about board members, explore procurement plans, and find our board activity calendar to view upcoming events.

[www.kingcounty.gov/DCHS/Levy](http://www.kingcounty.gov/DCHS/Levy)



Alternate formats available  
206-263-9100 or TTY Relay 711



**King County**

