



Veterans, Seniors and Human Services Levy

2021
Annual
Report
Summary



King County

Veterans, Seniors & Human Services Levy

Introduction

The Veterans, Seniors and Human Services Levy (VSHSL) digitized its annual report to increase equitable access to the levy's performance and fiscal data. The comprehensive digital 2021 VSHSL annual report can be viewed online by clicking the button below or visiting kingcounty.gov/vshsl. This document, the 2021 annual report summary, bridges static reporting and the newer interactive digital reporting interface.

While this report summary and the featured data tables satisfy all VSHSL annual reporting requirements as described in the VSHSL Implementation Plan, the full digital report offers a deeper and broader picture of the levy's accomplishments over the past year. The comprehensive digital annual report includes:

- detailed financial data on the levy's 2021 operations.
- an interactive data dashboard detailing 2021 program performance measures and demographic/geographic information on those served by the levy.
- 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.

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The Somali Family Safety Task Force provides support to refugee and immigrant women and their families in the NewHolly neighborhood.

SE 4A | Senior Virtual Villages

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Letter from the Executive

To our King County Community,

King County is resilient, and throughout 2021 continued to demonstrate its collective perseverance by responding to the numerous challenges presented by the COVID-19 pandemic. Our communities faced new and increased needs. The Veterans, Seniors and Human Services Levy's (VSHSL) community partners responded, building new partnerships and creating new programs to best serve King County's communities, including playing a critical role in helping King County's seniors and other vulnerable residents get the COVID-19 vaccine.

The King County Veterans Program (KCVP) relocated its Seattle-based office to Northgate, helping to expand outreach efforts to diverse communities and create a new service access point for north-end residents. The new location is easily accessible by car, and is also located across the street from the Northgate Transit Center, providing veterans, servicemembers and their families a variety of transportation options. KCVP also launched the Collaborative Case Management Pilot program (CCM), a first-in-the-nation pilot that blends federal rental assistance with KCVP's supportive services. In its first six months, this pioneering new program helped 41 veterans experiencing homelessness connect to safe stable housing and is becoming a model for other governments across the nation.

VSHSL's Senior Hubs continued to be a leader for senior services in King County. More than 29,000 seniors were engaged through online or socially distanced classes, activities, or social events provided by Senior Hub programs in 2021. Senior Hubs serve as recognized resource centers on aging services and provide support, outreach, connection, and opportunities for social engagement to our older adult population throughout King County.

Also in 2021, a countywide, 24-hour, multi-lingual and multi-modal domestic violence hotline was launched. In the first six months the domestic violence hotline received almost 6,000 calls or texts to assist those in crisis. I am proud to share the Veterans, Seniors and Human Services Levy 2021 Annual Report. I look forward to continuing to show King County voters, through this report and others, the impact VSHSL-funded programs are making in the lives of King County's residents.

I am thankful for the VSHSL's many community partners and service providers and King County staff who are committed to making King County an equitable community where every person has the opportunity to thrive.

Sincerely,



Dow Constantine, King County Executive



Letter from the Division Director

To our community,

I am honored to share the **2021 Veterans, Seniors and Human Services Levy** (VSHSL) Annual Report. This report demonstrates the perseverance and dedication VSHSL providers and partners have shown toward King County's communities during unprecedented times. In a year filled with hardship, trauma, and uncertainty, VSHSL partners joined together to form new partnerships, pool expertise and resources to better serve veterans, seniors, and resilient communities. New collaborations helped providers respond more effectively to increased and changing community need. Against the backdrop of a continuing global pandemic, the VSHSL helped deliver more than 27,600 COVID-19 vaccine doses to BIPOC, low-income, and rural King County seniors and their families; opened two new buildings to provide veterans and other populations with a place to call home; and conducted a critical nonprofit wage survey that will inform King County's actions on employee recruitment, retention and satisfaction in the nonprofit sector.



Despite the challenges of ongoing COVID-19 restrictions and transitions back to hybrid or in-person services, VSHSL providers continued to implement and sustain programs and services for King County residents. This could not have been accomplished without the provider and community collaboration that is a hallmark of VSHSL programming.

As eviction moratoriums ended amidst continuing economic uncertainty, many people in King County faced threats to their housing stability, often for the first time in their lives. VSHSL providers offered housing lifelines in the form of eviction prevention legal aid, tenant and homeowner education, and funding for permanent affordable housing.

The results of the countywide nonprofit wage and benefits survey, released this year by 501 Commons, show deep inequities in the nonprofit sector and a lack of progression in the field. The VSHSL intends to use this data to explore potential community partnerships to better promote equitable nonprofit workforce salaries and benefits in this region.

Collaboration between the VSHSL and human service provider partners in 2021 enabled the VSHSL to be most responsive to the region's community needs. This flexibility and innovation helped the VSHSL to continue to do what other funding sources cannot as it serves the people of King County.

My sincere gratitude to our unwavering 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 commitment to partnership lifts our communities.

A handwritten signature in black ink that reads "Leon Richardson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Leon Richardson, Adult Services Division Director,
King County Department of Community and Human Services

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Overview of the Veterans, Seniors and Human Services Levy (VSHSL)

In its fourth year, the **Veterans, Seniors and Human Services Levy** (VSHSL) focused on filling service gaps in innovative ways, fine tuning programs disrupted by the COVID-19 pandemic, and maximizing the levy's impact by fostering partnership and coordination among providers. In 2021, the COVID-19 pandemic and the related restrictions continued to present challenges for VSHSL partners. Many pivoted services to support vaccination efforts, collaborating with each other and other human services organizations to help vaccinate King County's most vulnerable people. In late 2021, as it became safe to do so, increasing in-person services became a priority. Throughout the year VSHSL providers creatively reinvented programs and services to best serve King County residents most in need despite the challenges.

Looking ahead, the VSHSL will continue to work toward developing the best combination of in-person, hybrid and virtual programming, identifying and addressing unmet needs, and creating a more equitable King County where every person can thrive.

Who the VSHSL Serves

- 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. As described in a [2020 King County DCHS blog post](#), this new name acknowledges communities' strengths and focuses on their ability to survive and thrive despite oppression and harm.



2021 Funding Breakdown

Funding is allocated in equal thirds to each population group.



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

Arms Around You offers personal development driven reentry programs and resources with the support of VSHSL funds.
SE 1C | Reentry Spanning Supports

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What the VSHSL Does

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:

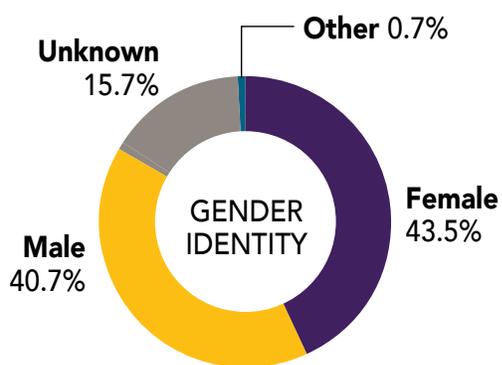
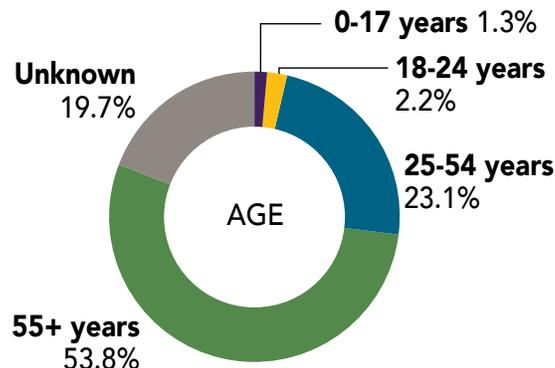
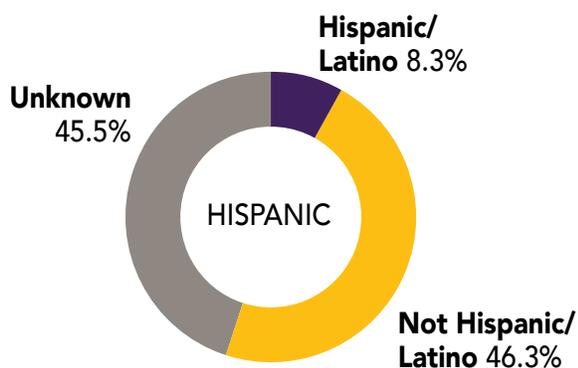
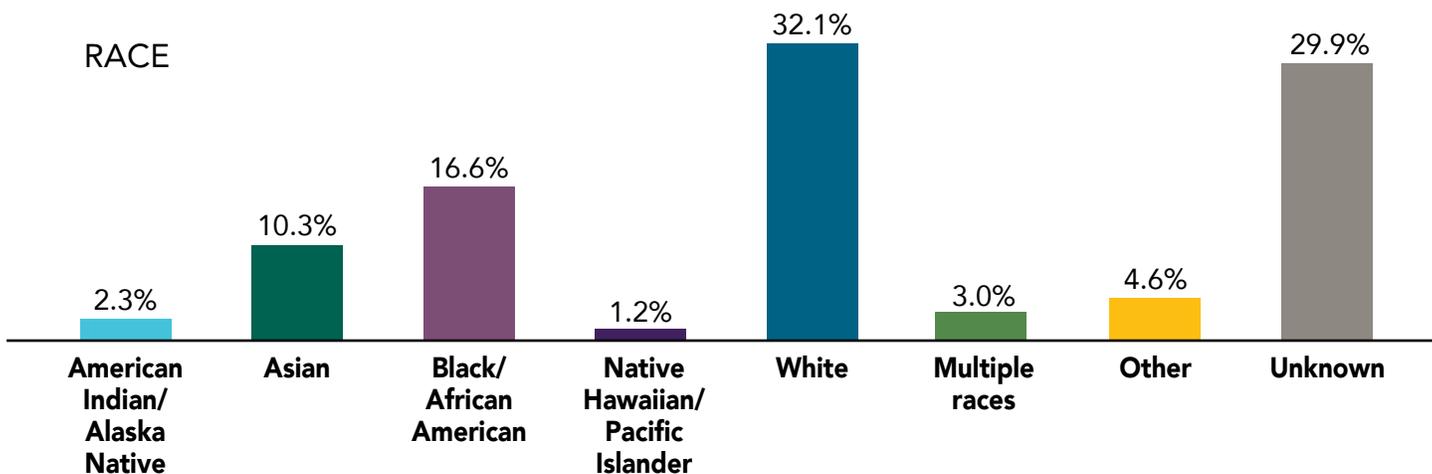
Facilitating access for focus populations to the human services system, and the ability of these services to systematize and continuously improve.



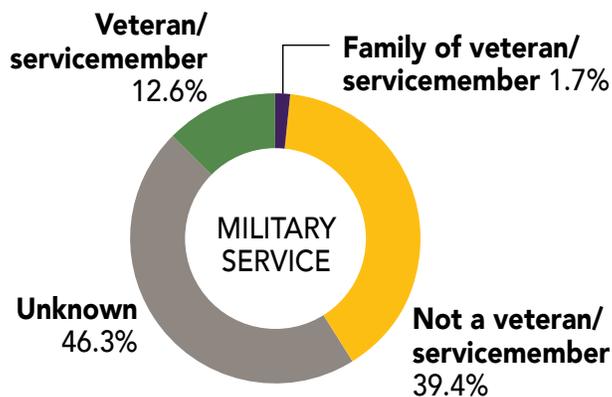
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Demographics of 2021 VSHSL Service Participants*

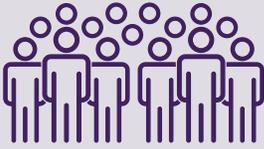


0.8% of participants identify as **transgender**.



* Data reflects demographic information for participants receiving services any time between January 1 – December 31, 2021. 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. 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, and programs funded in 2020 or that were in the early stages of implementation. Due to rounding, totals may not add up to 100%.

VSHSL 2021 Accomplishments



The VSHSL served over 58,000 people across all strategies in 2021.*



VSHSL Senior Hubs served more than 29,000 seniors.



King County administered the King County Nonprofit Wage and Benefits Survey. More than 230 local nonprofits responded providing valuable data to inform system and policy changes to strengthen the nonprofit sector.



Two VSHSL-funded housing projects, Confluence TOD Apartments and Othello Park Apartments, opened their doors and began leasing to veterans, senior veterans, and other members of resilient communities.



The VSHSL began partnerships with four community-led organizations to enhance community safety through gun violence prevention.



VSHSL funding enabled the creation and launch of the DVHopeline, a 24-hour county-wide domestic violence hotline that triaged nearly 6,000 calls and texts to assist those in crisis in its first six months.

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VSHSL 2021 Accomplishments *Continued*



The VSHSL served more than 530 individuals through its Caregiver Community Building programs. Under this strategy, providers also hosted more than 80 drop-in social and educational events for people with disabilities and their caregivers.



The VSHSL offered respite services to 359 caregivers of seniors or persons with disabilities. 95% of surveyed participants reported reduced stress.



Senior-serving providers hosted approximately 236 COVID-19 vaccine clinics.

*This number may contain duplicate counts as some programs report anonymous and aggregate data.

Staff photo at the Sno-Valley Senior Activity Center, Veterans Day Event.



The Sno-Valley Senior Activity Center prepares to feed a hungry crowd



SE 3 | Transform Senior Centers

Distribution of VSHSL Services by King County Council Districts

Most VSHSL partners provided at least some of their services virtually in 2021. Now more than ever, the VSHSL can reach residents across King County, no matter which council district they call home. Still, to illustrate the geographic diversity of VSHSL community partners and the overall breadth of the levy, this section features providers from each King County Council district and a map illustrating the distribution of VSHSL services by participant zip code.

District Partner Highlights

Although not an exhaustive list, the examples below demonstrate the VSHSL's commitment to partnering with providers across King County. For a comprehensive list of VSHSL partners please see the complete [2021 VSHSL Annual Report](#).

District 1

- Sound Generations – Lake City/Northgate Senior Project, [HL 2A | Evidence-Based Senior Health Promotion](#)
- King County Veterans Program - Northgate, [FS 4 | Enhance the King County Veterans Program](#)

District 2

- LIHI Othello Park Apartments/George Fleming Place, [HS 1 | Build, Preserve, and Operate Affordable Housing and Navigation Centers](#)
- El Centro de la Raza, [HL 2A | Evidence-Based Senior Health Promotion](#)

District 3

- Mother Nation, [SS 3B | Mobile Advocacy for Survivors of Domestic Violence](#)
- Encompass Northwest, [SE 2C | Kinship Care Supports](#)

District 4

- The Arc of King County, [SS 3C | System Navigation for Persons with Disabilities and Their Caregivers](#)
- The United Indians of All Tribes Foundation (UIATF) Native Elders Program, Ballard NW Senior Center, Greenwood Senior Center, and Wallingford Senior Center, [SE 3 | Transform Senior Centers](#)

District 5

- Afghan Health Initiative, [SE 5 | Understand Community Priorities](#)
- Freedom Project, [SE 1C | Vulnerable Population Reentry Spanning Supports](#)

District 6

- Indian American Community Services (IACS) and North Bellevue Community Center [SE 3 | Senior Hubs](#)
- Sound Generations, [HL 1H | Geriatric Regional Assessment Team \(GRAT\) 2.0](#)

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District 7

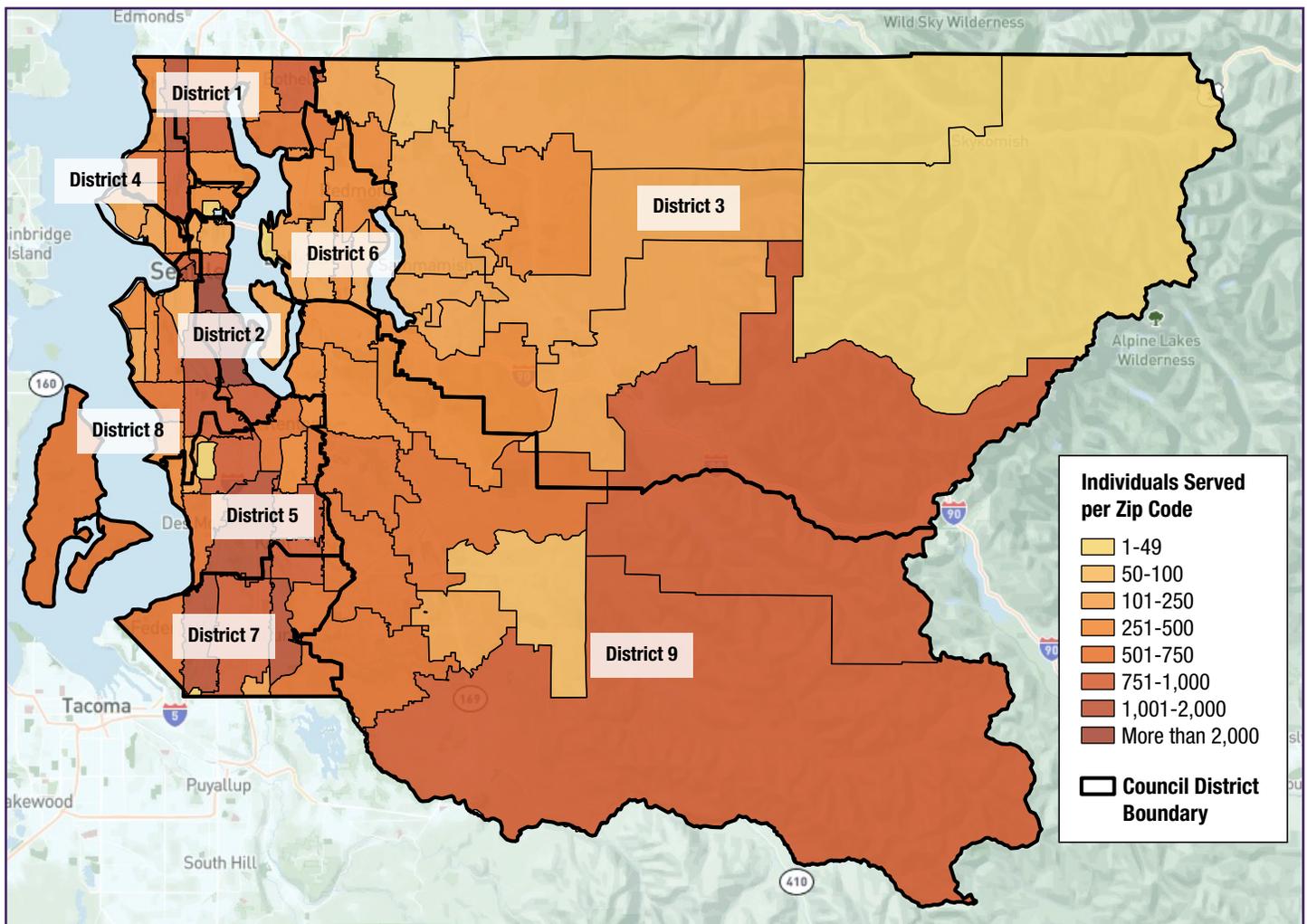
- Vets Engaged, [SE 4B | Community Building](#)
- South King County Senior Centers and Resources Hub, [SE 3 | Senior Hubs](#)

District 8

- Vashon Maury Community Food Bank, [SS 2D | Remote Access from Rural Food Banks Pilot](#)
- South Park Senior Citizens, [HL 2A | Evidence-Based Senior Health Promotion](#)

District 9

- Plateau Outreach Ministries, [FS 1C | Leverage Government Benefits](#)
- Hitching Rail Wellness Center and Retreat, [SE 4B | Community Building](#)

Distribution of VSHSL Service Participants by Zip Code

The map includes council district boundaries to aid understanding of the distribution of VSHSL services across council districts.

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Performance Measurement and Fiscal Management



The VSHSL and the Department of Community and Human Services' Performance Measurement and Evaluation (PME) team continues to collaborate with providers and other stakeholders to strengthen the use of data. The team seeks to advance equity through every aspect of the VSHSL evaluation process. To that end, the PME team has embraced complexity, humility, and transparency, with a primary goal of providing useful information to the community, enabling programs to highlight what is working, and identify opportunities to improve VSHSL services.

PME partners with providers to create meaningful performance measures based on the Results Based Accountability (RBA) framework. PME Evaluators engage with providers to explain the RBA framework, understand their program model, and learn how they expect their program to impact participants. These conversations result in a shared vision of what quantitative data is best to collect and report to determine the program's impact and improve program effectiveness.

To ensure those utilizing services have a voice, the PME team launched the first VSHSL Service Satisfaction Survey across more than 140 levy funded programs. Evaluators shared aggregate program-level reports with providers so they could acknowledge and celebrate positive results, but also identify areas for improvement. In several cases, participant feedback was identified as a performance metric for the program within the RBA framework.

In 2021, PME and VSHSL staff continued to support providers to improve the utilization of the online Client Outcomes Reporting Engine (CORE) data system. While providers have been successful in uploading their individual-level data since CORE'S 2020 launch, PME continues to provide one-on-one technical assistance and training. This engagement enables the PME team to build and share accessible reports and interactive, online dashboards with partners and the County. This provides further insight on program performance and where programs can improve. This work to develop and share rich data on programs' impact is particularly important for programs and partnerships that seek explicitly to deliver services to historically underserved and marginalized communities so they can remain nimble and responsive to the needs of those they serve.

2021 Performance Measurement Tables

The Performance Measurement Tables provide an overview of the impacts of all the levy's program in 2021. For more in-depth information and stories about program impact, please see the complete [2021 VSHSL Annual Report, available online](#).

Visit our interactive [VSHSL Data Dashboard](#) to explore VSHSL participant demographics and performance data for each strategy.



Performance Measurement: Housing Stability

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2021 Program Notes
HS 1 Build, Preserve & Operate Affordable Housing and Navigation Centers: Capital Funding	Awarded funding to support development of a project that will create 76 units of housing for veterans Two housing projects, offering a total of 193 units, completed construction and opened	Due to nature of programming, measure is not applicable	Due to nature of programming, measure is not applicable	Confluence TOD Apartments and Othello Park Apartments opened and began leasing units to VSHSL populations.
HS 1 Build, Preserve & Operate Affordable Housing and Navigation Centers: Navigation Centers Cells	203 individuals served	96% of those exited remained in permanent housing for at least 6 months	43 individuals exited to permanent housing	Operations continued as expected.
HS 1 Build, Preserve & Operate Affordable Housing and Navigation Centers: Operating Services	1,225 households served in permanent supportive housing 1,914 individuals served in Jefferson Day Center	100% of those exited remained in permanent housing for at least 6 months	92% of households either exited to or remained in permanent housing	Operations continued as expected.
HS 2A Master Leasing	5 project funded to offer a total of 88 affordable housing units with another 17 units awarded in late 2021	137 households served	100% of households remained housed and 34 households were able to move to other 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?	2021 Program Notes
HS 2B Shallow Rent Subsidies	Shallow rent subsidies were not deployed in 2021.	Shallow rent subsidies were not deployed in 2021.	Shallow rent subsidies were not deployed in 2021.	In 2022 King County will launch a procurement to award funds.
HS 3A Senior Home Repair Program and Age-in-Place Home Modifications	63 households served	On average, households received approval for repairs/modifications within 5 months of initial application	Modifications or repairs completed on 39 homes	Operations continued as expected.
HS 3B Adaptive Devices, Training and Counseling	326 individuals served	94% of individuals served were part of programs' focus population	88% of the individuals received technology or tools enabling them to adapt their environment, improve their communication, and/or navigate their daily living	Operations continued as expected.
HS 4 Navigate Homeless Veterans to Housing	85 individuals served	Due to data collection shift, measure will be reported in 2022	53% of individuals exited to permanent housing	Operations continued as expected.
HS 5A Housing Counseling & Foreclosure Prevention	558 households served	On average, individuals' length of enrollment was 18 days	192 households had a positive case outcome	Operations continued as expected.
HS 5B Alternative Dispute Resolution	1,673 households served	On average, households were connected to services within 1 day of first contact with the program	All households received rental dispute assistance, such as de-escalation coaching, third party mediation and/or intensive support referrals	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?	2021 Program Notes
HS 5C Civil Legal Eviction Prevention	1,113 individuals served	On average, individuals were first contacted in less than 10 days from initial outreach	82% of individuals had a positive housing retention outcome at program exit	Operations continued as expected.
HS 5D Housing Stability Program	346 households served	100% of households that exited to permanent housing did not enter the homeless system within 6 months of exiting the program	100% of households remained in permanent housing at program exit	Operations continued as expected.
HS 6 Promote Home Ownership	Two projects worked with municipalities to secure site details and permits for affordable housing construction projects	Not measured in 2021 due to status of projects		Implementation is under way.
HS 7A Forensic Supportive Housing Models (Vital Program)	69 individuals served	59% of the individuals received case management	75% of the individuals saw a reduction in King County Jail bookings between 1 year prior to program and at least 6 months of tenure in program	Operations continued as expected.
HS 7B Passage Point	52 households served	100% of households that exited to permanent housing did not enter the homeless system within 6 months	100% of households remained housed at Passage Point and 15 households were able to move to other permanent housing	Operations continued as expected.

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Performance Measurement: Financial Stability

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2021 Program Notes
FS 1A Employment Training, Placement and Supports: New Family Services	114 individuals served	On average, individuals engaged with services for 7.5 months	Of those who completed the program, 74% gained employment Of those who were employed at enrollment, 100% increased their work hours or wages at completion of program	Operations continued as expected.
FS 1A Employment Training, Placement and Supports: New Workforce System Investments	716 individuals served	On average, individuals engaged with services for 6 months	88% of exited individuals obtained employment, a credential, or completed training	Operations continued as expected.
FS 1B King County Veterans Fellowship (VETS 4 HIRE)	10 fellowships awarded	100% of fellows were in a placement that aligns with their career goals	100% of fellows placed for at least 6 months were employed, received an extension, or enrolled in higher education 100% of those who exited the program indicated the fellowship improved their career trajectory	Operations continued as expected.
FS 1C Leverage Government Benefits	2,357 individuals served	1,880 individuals appealed or applied for benefits	Of those who received assistance in appealing or applying for benefits, 60% were successful within 2021	COVID-19 impacts created challenges in accessing benefits virtually. Also, the Veterans Administration and other entities did not process applications in 2021.

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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?	2021 Program Notes
FS 2 Promote Financial Literacy\	175 individuals attended financial literacy workshops 303 individuals received one-on-one support to help them with their financial goals	98% of survey respondents reported staff treated them with respect while accessing services	97% of participants increased their knowledge or ability to navigate financial systems 87% of participants receiving individualized support reported making progress on one or more of their personal financial goals	Operations continued as expected.
FS 3A Vet Corps	22 Vet Corps members enrolled 123 student veterans enrolled	55% of Vet Corps members completed their service 63% of student veterans achieved at least one goal on their personal goal plan	45% of Vet Corps members reported believing this program will enhance their future employment or education 20% of student veterans reported this program enhanced their enrollment and retention in higher education	Transitioning to virtual learning during COVID-19 created challenges for the program in reaching and connect with student veterans.
FS 3B Student Veteran Child Care Pilot	17 children received care via a program child care subsidy	On average, it took 14 days from application to program enrollment when a subsidy was distributed	100% of individuals surveyed reported feeling more able to pursue their education goals because of the program	Operations continued as expected.
FS 4 Enhance the King County Veterans Program	2,010 individuals served	1,545 individuals received case management to assist with accessing services such as housing, education, and employment resources	52% of the individuals who established a job search plan obtained a new job	Operations continued as expected.

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Performance Measurement: Healthy Living

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2021 Program Notes
HL 1A Senior Depression Intervention (PEARLS)	115 individuals served	69% of the individuals who exited completed the full program	95% of the individuals who completed the full program saw improvements in their depressive symptoms	Operations continued as expected.
HL 1B Maternal Depression Reduction	335 individuals served	67% of those individuals engaged in mental health treatment received an early treatment intervention	73% of the individuals whose screening met the definition of clinical depression, showed a greater improvement in either depressive or anxious symptoms*	Operations continued as expected.
HL 1C Veteran PTSD, MST and End of Life Counseling	248 individuals served	On average, an individual received 22 hours of counseling	50% of individuals reported reduced PTSD symptoms**	Participants themselves, rather than clinicians, completed assessments.
HL 1D Military Family Counseling	30 individuals served	On average, an individual received 24 hours of counseling	46% of individuals reported reduced PTSD symptoms**	Participants themselves, rather than clinicians, completed assessments.
HL 1E Sobering and Emergency Services Patrol	21,335 contacts made	Due to nature of programming, measure is not applicable	13,463 transports to stabilization services such as enhanced shelters, recovery centers, and the Crisis Solutions Center	Operations continued as expected.
HL 1F Veterans Court Clinician and Mentor Coordinator	53 individuals referred to Veterans Court 11 individuals worked with a veteran mentor	Due to COVID-19 restricting programming, measure not reported for 2021	75% of individuals who were enrolled in Veterans Treatment Court graduated	Due to COVID-19, access to courts were limited, impacting service delivery.

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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?	2021 Program Notes
HL 1G Behavioral Health Integration	952 individuals served	79% of those engaged in mental health treatment received an early treatment intervention	69% of the individuals whose screening met the definition of clinical depression, showed a greater improvement* in either depressive or anxious symptoms	Operations continued as expected.
HL 1H Geriatric Regional Assessment Team (GRAT) 2.0	419 individuals referred for services Of those, 134 individuals enrolled	On average, there were 10 days between referral to GRAT and initial assessment	92% of individuals who exited services had met at least one of their care plan goals	Operations continued as expected.
HL 2A Evidence-Based Senior Health Promotion	2,201 individuals served	94% of survey respondents reported they were satisfied with the program	71% of individuals experienced improvements in their overall health and wellness	Operations continued as expected.
HL 2B Housing Health Outreach Team	1,666 individuals served	Of those who were provided outreach, 573 were referred to behavioral or physical health services	Of those individuals referred to behavioral or physical health services, 98% completed the referral and were connected to services	Operations continued as expected.
HL 2C Mobile Meal Delivery for Seniors	199,059 meals provided to 2,490 homebound seniors	82% of survey respondents reported they were satisfied with the quality of the meals	68% of survey respondents reported improved food security	Operations continued as expected. Data disaggregated this year to reflect VSHSL meals only.
HL 2D Connections to In-Home Care	235 individuals served	71% of individuals remained connected to their qualified caregiver after 3 months	18 individuals were connected to a caregiver	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?	2021 Program Notes
HL 3A Countywide SA/DV/CSE*** Prevention Pilot		Awarded in 2021; performance measures in development for 2022		Implementation is under way and progressing as expected.
HL 3B Elder Abuse Multi-Disciplinary Team	25 individual cases reviewed	Of the 9 cases with data available, 100% saw a reduction in overuse of emergency services or adult protective services	7 cases were resolved by year end, 70% of those received additional safety protocols put in place to protect from future harm or abuse	Operations continued as expected.
HL 3C Support Community Strategies to Address Gun Violence		Awarded in 2021; performance measures in development for 2022		Implementation is under way and progressing as expected.
HL 4A Nurse Family Partnership		These program are administered by Best Starts for Kids. See Best Starts for Kids annual report for information.		
HL 4B Healthy Start				
HL 4C Parent Education and Support				

* Greater improved defined as having a PHQ-9 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.

** Reduced symptoms defined as gain of 14 points or more on their [OQ 45 assessment](#).

*** Sexual Assault/Domestic Violence/Commercial Sexual Exploitation



Performance Measurement: Social Engagement

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2021 Program Notes
SE 1A Incarcerated Veterans Case Management	139 individuals served	On average, there were 6 days between referral to provider enrollment	83% of individuals who exited the program met at least one case plan goal 95% of individuals reentering the community remained engaged in services up to 120 days	Operations continued as expected.
SE 1B MRJC Veterans Program and Community Reentry Spanning Supports	42 individuals served	95% of individuals created a case plan within two weeks of program enrollment	41 individuals made progress on at least one case plan goal, of those 48% had already reached their goal by end of 2021	Jail access continued to be restricted due to COVID 19.
SE 1C Vulnerable Population Reentry Spanning Supports	337 individuals served 55 outreach events and/or activities held	95% of survey respondents reported they are getting the help or support they need from this program	Of the individuals who have engaged for at least 3 months, 65% had at least one barrier removed to help with reentry to community such as stable housing, employment, and/or meeting basic needs such as food and clothing	Operations continued as expected.
SE 2A Caregiver Community Building	531 individuals served 81 drop-in social and educational events provided for people with disabilities and their caregivers	97% of survey respondents reported they received support tailored to their individual needs	81% of survey respondents reported they feel connected to the caregiver community after engaging with the program	Operations continued as expected.

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This document is a report summary; for the comprehensive **2021 VSHSL Annual Report**, including an interactive data dashboard, program summaries, and personal narratives, please click the blue button.

2021 VSHSL Annual Report

Performance Measurement: Social Engagement *Continued*

Strategy & Program	How much did we do?	How well did we do it?	Is anyone better off?	2021 Program Notes
SE 2B Caregiver Respite	359 caregivers served	77% of survey respondents reported they received support tailored to their individual needs	89% of surveyed respondents reported they feel connected to a support network after engaging with the program and 95% also reported having reduced stress	Operations continued as expected.
SE 2C Kinship Care Supports	108 caregivers served	88% of caregivers served are in informal caregiving arrangements which have less access to resources than those provided to caregivers involved with the child welfare system	89% of survey respondents reported being more connected to their peers/community	Operations continued as expected.
SE 3 Transform Senior Centers	29,172 individuals served	97% of survey respondents reported staff treated them with respect while accessing services	56% of the individuals have at least two social connections through a senior center a year	Operations continued as expected.
SE 4A Senior Virtual Villages	670 individuals served	99% of survey respondents would recommend the program to a friend or family member	93% of the individuals have at least two social connections through a virtual village a year	Operations continued as expected.
SE 4B Major Pete von Reichbauer VSO Grant Program: Veterans, Servicemembers and Family Community Building	22 veteran service organizations awarded	Due to nature of funding, programs report via narrative form only		Operations continued as expected.
SE 4B Vets Engaged: Veterans, Servicemembers and Family Community Building	1,830 individuals served through 17 organizations	Due to nature of funding, programs report via narrative form only		Operations continued as expected.

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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?	2021 Program Notes
SE 5 Understanding Community Priorities	8 funded agencies developed, conducted, and began analyzing assessments of their communities and groups	Due to nature of programming, measure is not applicable		Implementation is under way and progressing as expected.
SE 6 Support Local Services for King County Residents who are Immigrants and Refugees (Expanded Legal Defense Network)	468 individuals served	99% of survey respondents reported they were getting the help they needed	228 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?	2021 Program Notes
SS 1A Pathfinder Coordination and Training	12 pathfinder coordination meetings held 8 trainings and an annual retreat provided	Due to nature of funding, program reports via narrative form only		Operations continued as expected.
SS 1B Pathfinders: Women and Transgender Veterans	106 individuals served	100% of those served by providers doing outreach to transgender veterans were from the focus population 60% of those served by providers doing outreach to women veterans were from the focus population	On average, individuals received 4 services such as referrals, meeting immediate basic needs, or accessing other social service systems	Operations continued as expected.

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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?	2021 Program Notes
SS 1C Pathfinders: Veterans of Color	208 individuals served	59% of those served by providers doing outreach to veterans of color were from the focus population	On average, individuals received 3 services such as referrals, meeting immediate basic needs, or accessing other social service systems	Operations continued as expected.
SS 1D Pathfinders: Veteran and Military Families	66 individuals served	98% of those served by providers doing outreach to veteran and military families were from the focus population	On average, individuals received 13 services such as referrals, meeting immediate basic needs, or other service system access assistance	Operations continued as expected.
SS 1E Pathfinders: Native American Veterans	68 individuals served	91% of those served by providers doing outreach to Native Americans were from the focus population	On average, individuals received 10 services such as referrals, meeting immediate basic needs, or other service system access assistance	Operations continued as expected.
SS 1F Pathfinders: Persons Experiencing Unsheltered Homelessness	903 individuals served	100% of individuals served were from focus population of unsheltered veterans, seniors, and/or vulnerable populations	100% of individuals received immediate basic needs and/or services system access assistance. Of those, 399 received referrals to additional services.	Operations continued as expected.
SS 2A Mobile Medical Outreach	1,175 individuals served	670 individuals were referred to additional resources or services	84% of those referred successfully accessed the resources and/or services	Operations continued as expected.

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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?	2021 Program Notes
SS 2B Countywide Information and Referral	51,066 individuals served HealthierHere continued development of the community network information exchange with community partners	95% of callers in follow up surveys reported being satisfied with information received	48% of 211 callers during follow up contact reported they successfully received services based on the referral	Operations continued as expected.
SS 2C Consolidated Domestic Violence Hotline	5,919 calls and texts received	85% of callers in follow up surveys reporting being satisfied with information received	2,705 contacts received a referral for additional services	Hotline launched in July 2021.
SS 2D Remote Access from Rural Food Banks Pilot	Awarded in 2021; measures in development for 2022			Implementation is under way and progressing as expected.
SS 3A Countywide CSE Survivor Case Management Collaborative	1,170 individuals served 379 of those individuals enrolled with ongoing supports	On average, the time between first contact with a survivor to enrollment in services is less than one day	89% of individuals enrolled in ongoing supports made progress or met their self-identified goals	Operations continued as expected.
SS 3B Survivor-Centered Mobile Advocacy for Survivors of Sexual Assault and Domestic Violence	594 individuals served	78% of individuals were connected to services within 1 day	91% of individuals made progress or met their self-identified goals	Operations continued as expected.

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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?	2021 Program Notes
SS 3C System Navigation for Persons with Disabilities and their Caregivers	2,363 individuals trained 118 enrolled in individualized support	96% of individuals reported their access needs were met	96% of training individuals reported their knowledge increased as a result of the workshop 42 of those enrolled in individualized supports accessed a new system or service	Operations continued as expected.
SS 3D Cultural Navigator	564 individuals served	99% of individuals were served in their preferred language	52% of those referred successfully accessed the resource	Operations continued as expected.
SS 4A Veterans Training Support Center	1,204 individuals attended across 75 trainings held for direct service providers to better support veterans and their family members	Due to data collection irregularities survey results not available in 2021		Due to misunderstanding with survey scale, results are not available for 2021. The survey was updated for clarity in late 2021 and results will be reported in 2022.
SS 4B Levy Core Competency Training	433 individuals from 90 different VSHSL-funded agencies attended cultural competency trainings	85% of survey respondents felt the facilitator was clear and understandable	91% of survey respondents reported the workshops gave them additional tools that are applicable to their work	Operations continued as expected.

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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?	2021 Program Notes
SS 4C Countywide Nonprofit Wage Survey	Administered the King County Nonprofit Wage & Benefits survey	More than 230 nonprofits responded to the wage survey; more than 1,200 King County employees, representing over 250 service providers, participated in the employment engagement survey	Survey report findings were published in early 2022 providing valuable data on the nonprofit wage disparity in King County	Operations continued as expected.
SS 4D Translate Levy Provider Materials and Interpreter Services	220 requests for translation and interpretation were fulfilled for 28 VSHSL-funded providers	Interpretation and translation services were provided in 35 languages	100% of survey respondents reported being satisfied with translation 98% of survey respondents reported being satisfied with interpretation	Operations continued as expected.

2021 Financial Report

The following tables reflect year-end 2021 expenditures by strategy as compared to funding allocations. Due to pandemic-related delays in implementation and revised award timelines, some awarded providers used reappropriated 2020 funds in 2021. All unallocated 2021 funds will be managed in accordance with the reallocation process outlined in the VSHSL Implementation Plan.

Financial Report: Housing Stability

Strategy & Program	2021 Budget	2021 EXPENDITURES			
		Veterans	Seniors	Vulnerable Populations	Total
HS 1 Build, Preserve and Operate Affordable Housing and Navigation Centers: Capital Funding	\$1,596,765	\$1,521,991	\$74,774	\$0	\$1,596,765
HS 1 Build, Preserve and Operate Affordable Housing and Navigation Centers: Operating Services*	\$5,855,708	\$1,378,573	\$2,098,642	\$2,378,493	\$5,855,708
HS 1 Build, Preserve and Operate Affordable Housing and Navigation Centers: Navigation Centers	\$2,825,000	\$2,325,000	\$250,000	\$250,000	\$2,825,000
HS 2A Master Leasing	\$3,298,000	\$1,064,210	\$1,163,906	\$1,064,039	\$3,292,155
HS 2B Shallow Rent Subsidies	\$1,043,000	\$0	\$0	\$0	\$1,043,000
HS 3A Senior Home Repair and Age-in-Place Modifications	\$1,601,000	\$25,000	\$1,542,763	\$0	\$1,567,763
HS 3B Adaptive Devices, Training and Counseling	\$312,000	\$0	\$104,000	\$208,000	\$312,000
HS 4 Navigate Homeless Veterans to Housing	\$608,000	\$589,034	\$0	\$0	\$589,034
HS 5A Housing Counseling and Foreclosure Prevention	\$306,000	\$94,320	\$94,320	\$94,320	\$282,960
HS 5B Alternative Dispute Resolution	\$334,000	\$74,000	\$186,000	\$74,000	\$334,000
HS 5C Legal Aid	\$1,300,000	\$361,961	\$367,962	\$416,953	\$1,146,876
HS 5D Housing Stability Program	\$898,000	\$129,180	\$178,807	\$479,009	\$786,996
HS 6 Promote Home Ownership	\$800,000	\$400,000	\$0	\$400,000	\$800,000
HHS 7A Forensic Supportive Housing Models (Vital Program)	\$1,062,000	\$0	\$0	\$1,032,673	\$1,032,673
HS 7B Passage Point	\$582,000	\$0	\$0	\$582,000	\$582,000
HS 8 Support Local Solutions	\$500,000	\$0	\$0	\$500,000	\$500,000
HOUSING STABILITY TOTAL	\$22,921,473	\$8,240,276	\$6,337,905	\$7,958,768	\$22,536,949

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Financial Report: Financial Stability

Strategy & Program	2021 Budget	2021 EXPENDITURES			
		Veterans	Seniors	Vulnerable Populations	Total
FS 1A Employment Training, Placement and Supports					
New Family Services	\$59,200	\$0	\$0	\$59,200	\$59,200
New Workforce System Investments**	\$1,590,800	\$0	\$352,626	\$414,592	\$767,218
FS 1B King County Veterans Fellowship (Vets 4 HIRE)					
FS 1B King County Veterans Fellowship (Vets 4 HIRE)	\$175,000	\$65,624	\$0	\$0	\$65,624
FS 1C Leverage Government Benefits					
FS 1C Leverage Government Benefits	\$936,000	\$520,000	\$208,000	\$208,000	\$936,000
FS 2 Promote Financial Literacy					
FS 2 Promote Financial Literacy	\$400,000	\$0	\$200,000	\$200,000	\$400,000
FS 3A Vet Corps					
FS 3A Vet Corps	\$450,000	\$302,770	\$0	\$0	\$302,770
FS 3B Student Veteran Child Care Pilot					
FS 3B Student Veteran Child Care Pilot	\$250,000	\$137,859	\$0	\$0	\$137,859
FS 4 Enhance the King County Veterans Program					
FS 4 Enhance the King County Veterans Program	\$4,350,000	\$4,245,366	\$0	\$0	\$4,245,366
FINANCIAL STABILITY TOTAL	\$8,211,000	\$5,271,619	\$760,626	\$881,792	\$6,914,037

A representative from the Pike Market Senior Center leads King County staff on a tour during a VSHSL provider site visit.



The Pike Market Food Bank makes food available for those in need in downtown Seattle.



Food is prepped and packed at Pike Market Senior Center for those facing food insecurity.

SE 3 | Transform Senior Centers

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Financial Report: Healthy Living

Strategy & Program	2021 Budget	2021 EXPENDITURES			
		Veterans	Seniors	Vulnerable Populations	Total
HL 1A Senior Depression Intervention (PEARLS)	\$389,000	\$0	\$372,876	\$0	\$372,876
HL 1B Maternal Depression Reduction	\$660,000	\$0	\$0	\$660,000	\$660,000
HL 1C Veterans PTSD, MST and End of Life Counseling ^{††}	\$582,000	\$582,000	\$0	\$0	\$582,000
HL 1D Military Family Counseling	\$104,000	\$104,000	\$0	\$0	\$104,000
HL 1E Sobering and Emergency Services Patrol	\$218,000	\$0	\$0	\$218,000	\$218,000
HL 1F Veterans Court Clinician and Mentor Coordinator	\$290,000	\$135,804	\$0	\$0	\$135,804
HL 1G Behavioral Health Integration	\$525,000	\$0	\$97,932	\$375,000	\$472,932
HL 1H Geriatric Regional Assessment Team (GRAT) 2.0	\$395,000	\$0	\$395,000	\$0	\$395,000
HL 2A Evidence-Based Senior Health Promotion*	\$1,742,038	\$0	\$1,742,038	\$0	\$1,742,038
HL 2B Housing Health Outreach Team	\$1,275,000	\$0	\$669,000	\$364,999	\$1,033,999
HL 2C Mobile Meal Delivery for Seniors	\$400,000	\$0	\$400,000	\$0	\$400,000
HL 2D Connections to In-Home Care	\$450,000	\$0	\$450,000	\$0	\$450,000
HL 3A Countywide SA/DV/CSE Prevention Pilot ^{††}	\$900,000	\$0	\$0	\$900,000	\$900,000
HL 3B Elder Abuse Multi-Disciplinary Team	\$335,000	\$0	\$330,669	\$0	\$330,669
HL 3C Support Community Strategies to Address Gun Violence ^{***}	\$363,065	\$0	\$0	\$1,652	\$1,652
HL 4A Nurse Family Partnership	\$582,000	\$0	\$0	\$582,000	\$582,000
HL 4B Healthy Start	\$306,000	\$0	\$0	\$306,000	\$306,000
HL 4C Parent Education and Support	\$248,000	\$0	\$0	\$248,000	\$248,000
HEALTHY LIVING TOTAL	\$9,764,103	\$821,804	\$4,457,515	\$3,655,651	\$8,934,970

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Financial Report: Social Engagement

Strategy & Program	2021 Budget	2021 EXPENDITURES			
		Veterans	Seniors	Vulnerable Populations	Total
SE 1A Incarcerated Veteran Case Management	\$78,000	\$78,000	\$0	\$0	\$78,000
SE 1B MRJC Veterans Program and Community Reentry Spanning Supports	\$250,000	\$198,544	\$0	\$0	\$198,544
SE 1C Vulnerable Population Reentry Spanning Supports ****	\$360,000	\$0	\$0	\$360,000	\$360,000
SE 2A Caregiver Community Building	\$630,000	\$127,091	\$204,039	\$249,999	\$581,129
SE 2B Caregiver Respite	\$620,000	\$132,964	\$204,962	\$198,000	\$535,926
SE 2C Kinship Care Supports	\$250,000	\$0	\$249,900	\$0	\$249,900
SE 3 Transform Senior Centers†	\$4,749,998	\$511,786	\$4,158,953	\$0	\$4,670,739
SE 4A Senior Virtual Villages	\$750,000	\$0	\$750,000	\$0	\$750,000
SE 4B Veterans, Servicemembers and Family Community Building	\$204,000	\$194,990	\$0	\$0	\$194,990
SE 5 Understand Community Priorities*	\$360,000	\$108,647	\$120,000	\$120,000	\$348,647
SE 6 Support Legal Services for King County Residents who are Immigrants and Refugees (Expanded Legal Defense Network)	\$820,000	\$0	\$0	\$820,000	\$820,000
SOCIAL ENGAGEMENT TOTAL	\$9,071,998	\$1,352,022	\$5,687,854	\$1,747,999	\$8,787,875

VSHSL and Central Area Senior Center staff pause for a picture during a partner site visit.



Central Area Senior Center photo wall.

SE 3 | Transform Senior Centers

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Financial Report: System Service Access and Improvements

Strategy & Program	2021 Budget	2021 EXPENDITURES			
		Veterans	Seniors	Vulnerable Populations	Total
SS 1A Pathfinder Coordination and Training	\$308,000	\$156,000	\$0	\$152,000	\$308,000
SS 1B Pathfinders: Women and Transgender Veterans	\$233,000	\$168,997	\$0	\$0	\$168,997
SS 1C Pathfinders: Veterans of Color	\$372,000	\$372,000	\$0	\$0	\$372,000
SS 1D Pathfinders: Veteran and Military Families	\$183,000	\$183,000	\$0	\$0	\$183,000
SS 1E Pathfinders: Native American Veterans*	\$237,666	\$158,367	\$0	\$0	\$158,367
SS 1F Pathfinders: Persons Experiencing Unsheltered Homelessness	\$577,000	\$231,000	\$82,000	\$264,000	\$577,000
SS 2A Mobile Medical Outreach	\$1,050,000	\$0	\$529,000	\$428,591	\$957,591
SS 2B Countywide Information and Referral	\$455,000	\$160,000	\$160,000	\$135,000	\$455,000
SS 2C Consolidated Domestic Violence Hotline	\$740,000	\$0	\$0	\$310,355	\$310,355
SS 2D Remote Access from Rural Food Banks Pilot**	\$120,000	\$0	\$0	\$0	\$0
SS 3A Countywide CSE Survivor Case Management Collaborative ††	\$360,000	\$0	\$0	\$360,000	\$360,000
SS 3B Survivor-Centered Mobile Advocacy for Survivors of Sexual Assault and Domestic Violence	\$825,000	\$36,667	\$0	\$723,046	\$759,713
SS 3C System Navigation for Persons with Disabilities and their Caregivers	\$277,000	\$0	\$0	\$271,999	\$271,999
SS 3D Cultural Navigator	\$94,000	\$0	\$0	\$94,000	\$94,000
SS 4A Veterans Training Support Center	\$275,000	\$234,229	\$0	\$0	\$234,229
SS 4B Levy Core Competency Training*	\$33,301	\$8,867	\$15,567	\$8,867	\$33,301
SS 4C Countywide Nonprofit Wage Survey	\$60,000	\$13,200	\$13,200	\$13,200	\$39,600
SS 4D Translate Levy Provider Materials and Interpreter Services*	\$118,379	\$5,795	\$50,539	\$62,045	\$118,379
SYSTEM SERVICE ACCESS AND IMPROVEMENTS TOTAL	\$6,318,346	\$1,728,122	\$850,306	\$2,823,103	\$5,401,531

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Financial Report: Administration and Community Supports

Program	2021 Budget	2021 EXPENDITURES			
		Veterans	Seniors	Vulnerable Populations	Total
Community Partnership and Communications	\$480,000	\$112,409	\$106,509	\$106,752	\$325,670
Evaluation	\$1,521,000	\$267,722	\$372,828	\$326,118	\$966,668
Planning and Administration*	\$3,051,117	\$978,539	\$1,071,937	\$1,000,641	\$3,051,117
Technical Assistance / Capacity Building*	\$813,134	\$0	\$0	\$0	\$813,134
ADMINISTRATION AND COMMUNITY TOTAL	\$5,865,251	\$1,358,670	\$1,551,274	\$1,433,511	\$5,156,589

Financial Report: Grand Total

Program	2021 Budget	2021 EXPENDITURES				
		TACB	Veterans	Seniors	Vulnerable Populations	Total
GRAND TOTAL	\$62,152,171	\$813,134	\$18,495,506	\$19,368,749	\$18,021,543	\$56,698,932

* These funds include 2020 funds that were carried forward for use in 2021.

** These funds reflect year-end 2021 funding allocations and commitments. Remaining 2021 funds are expected to be spent in 2022, based on 2021 commitments.

*** VP Vulnerable Populations funds were reallocated to this program via the reallocation process for underspend and uncommitted funds described in the VSHSL Implementation Plan. These funds reflect year-end 2021 allocations and commitments. Remaining 2021 funds are expected to be spent in 2022, based on 2021 commitments.

**** Funds were reallocated to this program via the reallocation process for underspend and uncommitted funds described in the VSHSL Implementation Plan.

† These funds include \$1,500,000 used to contract for services with 13 entities that were originally awarded one-time funding under the VSHSL strategy SE 3 | Transform Senior Centers in 2020, but were not initially selected as ongoing award recipients. The King County Council directed this additional \$1,500,000 allocation by Ordinance 19210, Section 70, Expenditure Restriction ER5. This funding was and is not included the original VSHSL Implementation Plan allocation estimates.

†† Acronym guide: CSE refers to commercial sexual exploitation; DV refers to domestic violence; MST refers to military sexual trauma; PTSD refers to post-traumatic stress disorder; SA refers to sexual assault; TACB refers to technical assistance and capacity building.

Alternative formats available.

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