

Seattle Human Services

Annual Report

2023



Seattle
Human Services
Equity • Support • Community





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COVID-19 Response Tribute



Highlighting HSD Aging and Disability Services and other service providers during the COVID-19 pandemic (King County, 12:08)



Farm to Preschool Videos



Highlighting HSD-funded Farm to Preschool Program education (Seattle Farm to Preschool, videos range 5.5–7.5 minutes).



Margaret Boddie Profile



Highlighting the origin of the African American Elders Program and its accomplishments (Catholic Community Services, 10:12)



One Seattle Day of Service



Highlighting Mayor Bruce Harrell's One Seattle Day of Service—4,000 volunteers at 160 events (Seattle Channel, 2:04)



Hero of The Deep



Highlighting HSD's Health One partnership with Seattle Fire (Seattle Kraken, 1:28)

Tanya Kim
HSD Director



Anne Lee*
Deputy Director



Kamaria Hightower
Legislative and External Affairs
Director



Chris Klaeyesen
Homelessness Division
Director



Erika Pablo
Safe and Thriving Communities
Division Director



Natalie Thomson
Business Operations Director



Kimberly Patterson
Senior Executive Assistant



Terry McLellan
Human Resources Director



Mary Mitchell
Aging and Disability Services
Division Director



Dr. Shukri Olow
Youth and Family Empowerment
Division Director



Dee Dhlamini
Chief Financial Officer



Seattle
Human Services
SENIOR LEADERSHIP TEAM

For more information, visit Seattle.gov/human-services/about-us/leadership — * has since transitioned from HSD

Connecting people with resources and solutions during times of need ...

With an annual budget of more than \$300 million, the Seattle Human Services Department (HSD):

- **Funds 200+ community-based organizations and programs** that support strong and healthy communities
- **Provides direct services** that empower individuals and communities.
- **Convenes policy makers and thought leaders** to share and develop solutions to complex human service challenges.

In 2023, HSD had four divisions, employing more than 400 professionals who work together to deliver on our promise to Seattle residents*:

- **Aging and Disability Services (ADS)** provides support and services for seniors and people with disabilities, including serving as the Area Agency on Aging (AAA) for Seattle and King County.
- **Leadership and Administrative Division (LAD)** provides the leadership, administrative support, and financial management that help the department run smoothly.
- **Safe and Thriving Communities (STC)** invests in efforts to end homelessness and promote public safety in the community.
- **Youth and Family Empowerment (YFE)** invests in the growth and development of youth and families through programs and services.

* Homelessness was added as a division in 2024.

... so we can all live, learn, work, and take part in strong, healthy communities

“

It's my mission to ensure that the services and the funding that we provide are done with integrity, and we're strong public stewards. At the same time, we can multi-task and work upstream so our services are no longer needed. We need that aspirational goal to make sure that we're grounded and not self-preserving the work that we're currently doing.



—TANYA KIM

Director, Seattle Human Services

”



“Meet Tanya Kim, Director of the Seattle Human Services Department” (Seattle Channel, 2:17)

Funder, convener, and direct service provider

Through the lens of racial equity, HSD provides direct services and contracts with more than 190 community-based providers in six impact areas.



Our equity goal: All people will thrive

In alignment with the City of Seattle’s Race and Social Justice Initiative (RSJI), which was officially codified as law in 2023 ([CB 120525](#)), HSD is committed to advancing racial equity and social justice in all aspects of our work, ensuring that our funding processes, programs, and policy decisions foster accountability and trust among the diverse communities we serve.

HSD Change Team

Our dedicated RSJI Change Team and long-standing African Descent, Asian and Pacific Islander, Latinx, and White caucuses collaborate with City staff and community advocates to address internalized racial oppression and racial superiority. Staff strive to build a relational culture that mitigates the impact of racism on our lives and in our daily interactions.

2023 accomplishments include involvement of a record number of HSD staff in Undoing Institutionalized Racism workshops and other RSJI events; an updated HSD Language Access Plan; a successful Change Team staff retreat; Latinx Caucus partnerships with LGBTQIA+ Affinity Group; and frequent discussions of intersectionality.

2023 AT A GLANCE

Preparing Youth for Success

- **2,841** unduplicated families were served by Family Support Programs focusing on System Navigation and Child Development
- **295** youth participated in paid opportunities through the Seattle Youth Employment Program

Supporting Affordability & Livability

- **36,145** Utility Discount Program (UDP) customers enrolled—**8,353** new to the program
- **2,262,080** community meals served to low-income and vulnerable populations

Promoting Public Health

- **774** individuals received medical care through the Mobile Medical Van
- **326,728** dental and/or medical visits provided to low-income and vulnerable populations

Supporting Safe Communities

- **7,294** survivors received domestic violence, sexual assault, and/or gender-based violence services
- **1,391** Limited English Proficient (LEP) hotline callers were assisted with accessing advocacy services

Addressing Homelessness

- **\$135.5M** in funding to King County Regional Homelessness Authority for **140+** contracts
- **\$3.4M** in funding to open Raven Village and Salmon Bay Village RV Safe Lot
- **5,693** offers of shelter extended; **2,204** were accepted

Promoting Healthy Aging

- **418,461** congregate meals served to **8,166** individuals
- **485,806** home-delivered meals served to **2,309** individuals
- **21,037** people contacted Community Living Connections
- **14,124** people received long-term care assessments



The Dare2Be Project's partnership with Seattle Human Services has been integral to supporting the young people we serve, not only the opportunity to learn and employ sorely needed career readiness skills and life skills to enter the workforce with confidence and an acumen towards success, but also the agency necessary to address disparities and inequities within their own community.



—CHERRYL JACKSON-WILLIAMS
Dare2Be Project



Learn more about HSD Youth and Family Empowerment programs and services.

Preparing Youth for Success

Goal: All youth in Seattle transition to adulthood.

Dare2Be builds skills, resilience

HSD partnered with The Dare2Be Project to provide an array of supportive and pre-employment services that increased protective factors and job readiness skills for 162 young people in Seattle. Services and activities were delivered through a combination of internships, externships, group sessions, workshops, trainings, project-based learning opportunities, group-based mentoring, and one-on-one coaching.



"No More Processed" is one of 12 Dare2Be digital stories in 2023 (YouTube, 3:36).

Strengthening family support in culturally responsive ways

In May 2023, HSD announced over \$3.8 million in awards to 22 organizations to provide services for low-income families. Services focus on learning, healing, and fostering connections. Thirty-five agencies applied for family support funds, a 37 percent increase in applications from 2018. Fifteen of the 22 awarded agencies had never received HSD family support funding before. These agencies celebrate the unique aspects of culture to build strength and resilience within families and the community.

SYEP celebrates 50th anniversary and another successful summer



SYEP interns work with the Seattle Fire Department

The Seattle Youth Employment program celebrated 50 years of offering Seattle youth internships. In August, SYEP celebrated the end of the six-week internship program at a capstone event at El Centro De La Raza. Mayor Bruce Harrell presented a proclamation declaring 2023 “The Year of Youth Development in Seattle.”

In 2023, 295 youth were placed in paid opportunities (internships and stipends

during the school year) within City departments and organizations across Seattle, collectively serving more than 23,000 hours and gaining important employment and life skills.



“Seattle Youth Employment Program marks 50 years of empowering tomorrow’s leaders” (Seattle Channel, 1:53).

CoRe Therapeutic Video Gaming Group supports youth development



Facilitator and students play a game used for Distress Tolerance and Interpersonal Effectiveness lessons. Together, players revive teammates, and defeat enemies.

HSD’s youth and young adult behavioral health portfolio funds eight agencies to provide behavioral health support to youth and young adults ages 8–24. One program, Atlantic Street Center’s CoRe Therapeutic Gaming Group, engages middle-school students, using video games as a therapeutic tool to teach interpersonal skills, distress tolerance, and emotional regulation and to instill the values of courage, cooperation, respect, and resourcefulness. Youth learn and practice dialectical behavioral therapy skills that help them stay safe,

remain calm under pressure, communicate respectfully and persuasively, expand their connection to their family and community, make lasting friendships, and develop goals for themselves and their communities.

Teletherapy supports youth mental health

In response to youth and agency feedback, HSD funded a pilot program to offer telehealth counseling to youth. From September to December, Joon Care served 15 youth and has ramped up teletherapy services. Once a referral or self-referral is made, the care team contacts the client within one business day. A short referral form completed by the client helps customize therapist recommendations. An initial 50-minute intake session occurs within one week so the client and therapist get to know each other. Clients then receive a personalized roadmap that describes the evidence-based skills practice they will learn in one-on-one therapy sessions and web-based treatment modules. Upon completion of the roadmap, youth are referred to additional services if necessary. Among clients they are funded to serve, Joon Care has seen a 25 percent reduction in depression and a 41 percent symptom reduction for anxiety.

Allen Family Center reopens in South Seattle

The Allen Family Center, a centralized hub for families experiencing homelessness or housing instability, reopened in September 2023



"Allen Family Center celebrates reopening in South Seattle" (KING 5, 1:44).

following water damage from a fire. With City of Seattle support, the center offers mental health support, shelter and housing referrals, emergency assistance, childcare referrals and subsidies, navigation to community resources, and much more. Several HSD partners offer services onsite, including Chief Seattle Club, Mercy Housing, and Mary's Place. The reopening restored vital services that had paused during the closure.

Child Care Bonus Fund supports new Denise Louie Education Center



In June, the Denise Louie Education Center (DLEC) and its development partners celebrated the opening of a new affordable housing development called 13th & Fir, which combines family living, early learning, and retail business space. HSD provided DLEC \$2.5 million in Seattle Child Care Bonus Program money. The center is licensed to serve 97 children (infant

through preschool), prioritizing special needs, foster, and formerly homeless children in their enrollment. Since the center is located within an affordable housing complex, it provides low-income families with access to high quality, culturally responsive child care, improving outcomes for all.

Preparing youth for success—By the numbers



36,048
lunches

13,996
breakfasts

28,356
healthy snacks

provided to children by the Summer Meals Program at

62
Seattle locations



2,841
families were served by Family Support Programs focusing on system navigation and child development



295
youth participated in paid opportunities through the Seattle Youth Employment Program



667
youth were supported through HSD's behavioral health investments



“

Our partnership with the City’s Human Services Department is a powerful asset for both children and families in our care. HSD programs provide vital support, ensuring children receive nutritious meals that fuel their healthy development. They also offer valuable training and guidance for childcare providers like ourselves. In addition, the HSD can also connect families with essential resources.



—VIJAYA SONI

Owner, Little Galaxy Child Care

”

Supporting Affordability and Livability

Goal: All people living in Seattle are able to meet their basic needs.

Seattle Farm to Preschool receives national recognition

The Harkin Institute for Public Policy and Citizen Engagement recognized Seattle’s Farm to Preschool program as “one of the top wellness and nutrition initiatives in the country” in the [Harkin on Wellness 2023 Report](#). The program celebrates food cultures, provides preschool children and families access to fresh, local food, and invests in the local food economy. Through nutrition education and family food bags, the program teaches cooking skills and promotes health equity by supporting good eating habits that can prevent diet-related diseases. Young children are introduced to farming practices and participating farmers benefit from additional income.



Photo courtesy of Seattle Farm to Preschool.

Innovating access to healthy, affordable food

HSD works to ensure that households experiencing food insecurity have access to nutritious, culturally specific food, despite high inflation and the end of pandemic benefits. In 2023, greater innovation (e.g., more home delivery, mobile food markets, local food partnerships), intentional outreach to new partner sites, and a focus on culturally responsive food improved the accessibility of food for those who needed it.

In August, the Seattle Food Committee, a coalition of local food banks, hosted an all-day van tour focused on food security. Stops included Ballard Food Bank, FamilyWorks Mobile Food Bank, Rainier Valley Food Bank, Rainier Beach Urban Farm & Wetlands, and Food Lifeline. Participants saw firsthand the diverse, impactful food security work happening in Seattle.

Clean Greens Farm Market and Youth Program gives to the community

Black Dollar Days Task Force was founded to facilitate the economic well-being of the African American community. In 1988, healthy food advocate Lottie Cross eagerly took on a volunteer role directing the Clean Greens Farm Market and Youth Program. The nonprofit farm distributes fresh food at community sites, helps the community understand how food is grown, and provides experiences for people to learn gardening and farming, deepening understanding of food’s impact on health and fostering healthier daily practices.

In 2022, the City Council provided funding for Clean Greens, including a Youth Farm at Seattle’s Amy Yee Park that provides experiential learning for children and youth around food production, nutrition, food justice, and sustainability practices. In 2023, more than 27 young people were involved in planning, soil preparation, planting, harvesting, tool and equipment care, composting, marketing, distribution, and business practices. The program hosted a Season Opening Block Party, providing the first harvest to community, and a Harvest Dinner that marked the end of the growing season and showcased youth and adult farm volunteers’ accomplishments, community recipes, nutrition information, and other resources.



“Child Care Nutrition Program” is a new video by Jui Datey (Communication Leadership, University of Washington) featuring local child care providers as well as Tina Skilton, HSD Food and Nutrition Unit (YouTube, 2:53).

Need help paying utility bills?

HSD administers a Utility Discount Program on behalf of Seattle City Light (SCL) and Seattle Public Utilities (SPU) that offers significant savings for eligible households. In 2023, 36,145 households were enrolled in the program, including 8,353 new applicants.

Utility Summit returns

To increase community awareness of Seattle’s utility assistance programs, HSD, SCL, and SPU hosted the 2023 Energy, Utility & Resource Summit in October. This annual event was on hiatus due to the COVID-19 pandemic. The 2023 focus was on healing, reconnection, and building community. A diverse group of 127 service providers, advocates, and others joined program representatives from HSD, SCL, SPU, Affordable Seattle, and other organizations to hear presentations and pick up materials at resource tables. Attendees learned and shared information about energy and utility assistance programs, conservation efforts, housing resources, support services, and health and wellness programs.



36,145
Utility Discount Program
customers enrolled—
8,353
new to the program



“Need Help Paying Utility Bills?” is a new video by Jui Datey, Communication Leadership, University of Washington, 2023 (YouTube, 0:39)



Support for displaced South Park families

On December 27, 2022, the Duwamish River flooded the South Park neighborhood damaging homes and businesses. For several months extending into 2023, HSD joined Seattle Public Utilities, Office of Housing, Department of Neighborhoods, Duwamish River Community Coalition, Sea Mar Community Health Centers, and many other City departments and non-governmental organizations to help impacted residents with food, shelter, housing, and community resources.

Through expanded City partnerships with Villa Comunitaria, Cultivate South Park, and Khmer Community of Seattle King County, South Park residents received culturally specific meals and groceries, referrals to Airbnb temporary housing, and resource navigation for other basic needs.

Reflecting on the City’s response, a South Park family shared, “We feel that you all truly took care of us—we would not have been able to keep up during and after the flood situation without the ways you supported us.”

Supporting affordability — By the numbers



487,297
meals were served at
115
Child Care Nutrition
Program sites



2,262,080
community meals served
to low-income and
vulnerable populations



756,351
food bank visits



3,744
individuals (unduplicated)
were supported by
Community Connectors,
completing
3,922
applications for beneficial
programs



1,547
individuals (unduplicated)
contacted HSD-funded
Helplines, receiving rental
assistance, utility shut-off
prevention, and move-in
assistance



2023 Highlights

- Opened Seattle’s first RV Safe Lot since 2016
- Opened two new Tiny House Villages plus successfully relocated two existing THVs

2024 RSJ Goal

- Connect unsheltered individuals to shelter with the Unified Care Team (2,204 shelter referrals in 2023)

Success Measurement

- Utilization of homeless programs held steady or improved in nearly all categories
- Enhanced Shelter: 79% (2021); 81% (2022); 94% (2023)



Learn more about local efforts to reduce homelessness.

Addressing Homelessness

Goal: All people living in Seattle are housed.

In January 2022, HSD staff transferred the majority of City-funded homelessness investments to the King County Regional Homelessness Authority (KCRHA) for their funding and oversight for emergency shelter, tiny house villages, rapid rehousing, and permanent supportive housing. Per the HSD/KCRHA Master Services Agreement, HSD and KCRHA collaborate on outreach to people living unsheltered.

HSD contributes to City’s Unified Care Team

HSD regional coordinators participate in the City’s Unified Care Team, an interdepartmental team led by the Mayor’s Office that pulls together City departments and community partners to support Seattle’s housed and unhoused residents and ensure its public spaces remain open and accessible to all.

New transitional site for people living in RVs

Salmon Bay Village, a new transitional hub for people living in recreational vehicles (RVs), opened in December in Seattle’s Interbay neighborhood, with space for 26 RVs and nine tiny homes. In addition to funding the program from the King County Regional Homelessness Authority (KCRHA), HSD assisted the provider—the Low Income Housing Institute (LIHI)—in identifying suitable land parcels for this program and working through permitting challenges associated with the development of the site. The goal of the program is for at least 40% of enrolled households to exit to permanent housing within the first year of operations.





Chief Seattle Club opens Raven Village

HSD negotiated the use of vacant Seattle City Light-owned property in the Ballard area to site 22 heated, insulated and air-conditioned tiny houses that will provide privacy, dignity, and safety for 25–28 people. Raven Village opened on August 11. Thirty-nine people were served at the village between its opening and the end of the year. The City conducted extensive hazardous substance mitigation on the property to enable safe development by Chief Seattle Club (village operator) and the Low Income Housing Institute (development partner). HSD funds Chief Seattle Club’s operations and services of the village through KCRHA. Raven Village serves predominantly American Indian and Alaskan Native individuals, couples, and people with pets who are experiencing homelessness. American Indian and Alaskan Native people represent 1% of King County residents but 9% of those experiencing homelessness in the county.

Junction Point Pallet Village opened in June

HSD negotiated the use of vacant City-owned property in the Bitter/Haller Lake area to site a 49-unit, non-congregate pallet shelter village for adults, which opened in June. Funded by HSD through KCRHA, Catholic Community Services oversees operations and services at the village. From June through year-end, 101 individuals were served. More than 40% exited to stable housing a source of stable income. Black, Indigenous, and other people of color—disproportionately impacted by homelessness—are served at higher rates at Junction Point than their percentage of the general population.

Providing shelter during severe weather

The City of Seattle supports the King County Regional Homelessness Authority’s (KCRHA) severe weather response for people experiencing homelessness in Seattle. Response is tiered by criteria that includes daily high temperatures predicted at or below 35 degrees, daily low temperatures predicted at or below 30 degrees, or snow and rain accumulation greater than four inches. HSD facilitates activations, initiating the temporary conversion and usage of City facilities (e.g., Seattle Center and City Hall) for short-term and low-barrier shelter for those seeking respite from hazardous outside conditions.

HSD coordinated the stand up of Tier 3 overnight shelter on eight separate occasions in the first two quarters of 2023. This represented a total of 52 days and more than 500 beds of severe weather shelter.

Addressing homelessness — By the numbers



5,693
offers of shelter were
extended



2,204
shelter offers were
accepted



970
shelter enrollments were
confirmed



Promoting Public Health

Goal: All people living in Seattle experience optimum health conditions.

A \$21 million investment in public health

In 2023, HSD invested in comprehensive healthcare services for people experiencing homelessness and those seeking drug treatment strategies to reduce overdoses and deaths, as well as mental health services, violence prevention services, environmental health services, and access to public benefits. These investments aim to create the conditions that improve health of all communities, eliminate disparities, and maximize the number of healthy years lived by each person by promoting preventive care and ensuring access to care.

Included is our focused response for individuals experiencing behavioral health crises. This work includes outreach efforts, mobile medical services, access to services and supplies that reduce overdoses and overdose deaths, and immediate access to low-barrier treatment options including medications for opioid use disorder.

By the numbers



774

individuals received medical care through the Mobile Medical Van, visiting the van

1,992
times



226,980

primary care medical visits were provided to low-income Seattle residents

Of the visits listed above, 33,237 were by individuals experiencing homelessness



99,748

dental visits were provided to low-income Seattle residents



Thanks to Healthcare for the Homeless Network funding from Seattle Human Services and King County, we're able to connect our patients to a network of wrap-around community services to support their whole health and housing stability.



—HAYLEY NICHOLAS, RN
Housing Health Outreach Team,
Neighborcare Health



HSD serves on the HealthierHere governing board, supporting work to eliminate health disparities and improve the health and well-being of all people in King County.



Mobile Integrated Health making a difference

Our nationally recognized Mobile Integrated Health partnership with the Seattle Fire Department (SFD) serves people who call 9-1-1 for issues like substance abuse treatment, non-emergency medical care, and a need to access services. Health One is dispatched through SFD's 9-1-1 Fire Alarm Center and provides an immediate response for medical help and alternatives to transporting individuals to hospital emergency rooms.

In 2023, Health One responded to 2,968 referrals. High utilizers of emergency medical services accounted for 1,948 (66%) of these referrals. In total, Health One crews completed 1,115 responses, plus 255 HEALTH99 (Overdose Team) responses. HEALTH99 was piloted in 2023 in response to the growing opioid crisis, largely due to the consumption of fentanyl.

Client demographics indicate that 91% of clients had public insurance and that approximately 48% were unsheltered. Racial and ethnic minorities were disproportionately represented among Health One's clients.

On-scene Health One services in 2023 included wellbeing checks, aging in place/falls/vulnerability responses, counseling, rapport building, shelter/housing/homeless needs, assistance with social services, and behavioral health response.



MIH Team wins SMA Award

Members of the Mobile Integrated Health Team received a Seattle Management Association 2023 City Government Service award for exceptional dedication, innovation, and public service.



1,115

people received a Health One response

255

people received a H99 (Overdose Team) response & followup

Supporting Safe Communities, Safe Lives

Goal: All people living in Seattle are free from violence and harm.

Victim Support Team advocates in times of crisis

HSD’s Victim Support Team (VST) specializes in offering time-sensitive resources to meet the crisis needs of survivors. Community volunteers serve on the VST, as well as staff. All receive comprehensive training and mentorship so they can provide short-term advocacy, safety planning, and referrals to culturally specific resources to survivors of sexual assault, commercial sexual exploitation, elder abuse, and other violent crimes.

One example among many in 2023, VST collaborated with partners to provide a confidential hotel stay to a pregnant victim of domestic violence during a period of escalated violence. Advocates provided food, urgent supplies, and in-depth safety planning regarding the survivor’s other young children and the imminent birth of a new baby. Without this collaborative effort, the family faced barriers to safe housing, transportation, and childcare amidst the unpredictable nature of labor and the danger of additional violence. The survivor



VST graduating class of 2023

spent the last few days of her pregnancy and the first days of postpartum recovery in a safe and stable environment.

Support for victims of labor trafficking

HSD Crime Victim Advocates and Victim Support Team volunteers were asked by the Seattle Police Department Human Trafficking Unit to assist a large-scale operation on Vashon Island that was linked to a federal grand jury indictment with crimes related to human trafficking. The charges included forced labor, involving serious harm or threats of harm to the victims; transporting and harboring undocumented persons for financial gain; and bringing undocumented persons into the United States for financial gain.

Five Crime Support Services staff and volunteers helped by providing food, trauma informed services, and transportation, and connected the individuals with victim services.



Learn about HSD’s Safe and Thriving Communities division

Safe, Healthy and Empowered (S.H.E.) Clinic provides accessible, quality health care



*Dr. Shireesha Dhanireddy,
photo courtesy of Aurora
Commons/Grace Beck*

Aurora Commons, a nonprofit pillar of support in North Seattle, provides a welcoming space for those involved in the sex trade to rest, prepare a meal, connect to resources, and foster a sense of belonging and community.

Aurora Commons has operated the Safe, Healthy and Empowered (S.H.E.) Clinic since 2018, to provide accessible, quality health care to unhoused women and female-identified, street-based sex workers. The clinic hosts walk-in hours each week. Patients are served by a doctor, a nurse, and a medical social worker who is available throughout the week, helping to ensure seamless

care coordination and support patient enrollment in Medicaid. This approach ensures that women have access to quality health care and social services in an environment free from cost and stigma.

The SHE clinic model integrates medical care, reproductive health, prevention (e.g., PrEP), social services, addiction medicine, and referrals for substance use treatment and housing, as well as wound care, screenings, vaccinations, and other comprehensive health services.

A long-time patient of the SHE clinic gave birth and celebrated six months of sobriety in early June, when she graduated from a sober-living program for parents.

In the first quarter of 2023 contract, the SHE clinic saw 82 unique patients for 117 visits. Twenty-five patients were seen at at least one follow-up visit.

Domestic Violence Intervention Project coordinates DV misdemeanor response

The Domestic Violence Intervention Project (DVIP) in the Mayor's Office on Domestic Violence and Sexual Assault builds on promising practices and aims to design, implement, and evaluate individually focused interventions that account for varied needs. The project provides tools to disrupt a pattern of violent behavior and addresses behavioral change and accountability from multiple perspectives. The collaborative nature of the program infuses accountability among service providers and court representatives, incorporates victims' voices, and uses a research-informed and data-driven approach.

DVIP is a coordinated intervention response to DV misdemeanor offenses that include a thorough risk and needs assessment utilizing a standardized assessment tool. Individuals are assigned to one of three treatment levels based on DV risk and other ancillary treatments as needed. Assessment of treatment progress utilizes the strengths of a multi-disciplinary team. DVIP aims to address how individual risk and needs hamper successful completion of DV intervention.

Measures of success include meeting core competencies and increased victim safety. The program looks for progress on these measures and emphasizes timely and creative sanctions to facilitate forward movement and seeks to establish a sustainable and feasible cross-system coordination.





HSD staff wore denim to work on Denim Day (April 24, 2023) in recognition of a 1999 Italian Supreme Court ruling that overturned a rape conviction because the victim was wearing tight jeans. We believe survivors and we believe gender-based violence must end.

Return of Rainier Beach Safeway parking lot outreach events after shooting

On July 28, the Boys & Girls Clubs (BGCKC) SE Network set up their Friday evening “pop-up” event in the Rainier Beach Safeway parking lot, as they had for several years. These events cultivate a sense of togetherness and community presence. Unfortunately, on that night, two people opened fire and wounded five people, including two from the SE Network. The Network took time to regroup and heal following the traumatizing incident but resumed their pop-up events in the parking lot just one month later. Several members of the Community Safety Investments team visited the pop-up event on September 15, and it was great to see partner organizations like the YMCA and Urban Family in attendance to show support. The feeling of community was palpable.

Safe communities — By the numbers



1,391
Limited English Proficient (LEP) hotline callers were assisted in accessing advocacy services



7,294
survivors received domestic violence, sexual assault and/or gender-based violence services



3,649
survivors and/or surviving family members of violent crimes received direct services, systems-based navigation, and safety planning by the Crime Survivor Services team



460
shots fired incidents received responses from the Seattle Community Initiative



Promoting Healthy Aging

Goal: All older adults experience stable health and are able to age in place.

Providing access to high-quality nourishing foods

In August, ADS announced new funding for community providers to help provide adequate nutrition for older adults, including:

- Home-delivered meals for older adults who are unable to leave their homes unassisted and/or unable to prepare meals for themselves, and who do not have a social support system to help them.
- Congregate meal programs at community sites that offer unique meals, nutrition education, and activities.
- First-ever funding for culturally nourishing foods for older adults, made possible in large part by the Seattle Sweetened Beverage Tax, which allows for increased access to healthy food and investments in communities most impacted by health inequities.



Photo courtesy of South Park Seniors.

All three awards processes emphasized the importance of providing a variety of culturally and nutritionally appropriate meal options and increasing access to healthy food among communities of color, immigrant communities, and among people with low incomes.



The African American Elders Program has been a proud partner with ADS for almost 30 years, ensuring Black and African-American elders are able to age with dignity in their homes and communities by providing culturally relevant nursing and care coordination services. Before this program, many Black elders in Seattle and King County ended up in nursing homes who didn't really need to be there.



—MARGARET BODDIE
Manager, AAEP



HSD's Aging and Disability Services division is the Area Agency on Aging for Seattle and King County. See the Area Plan 2024–2027, developed in 2023, outlining their services, goals, and objectives. AgingKingCounty.org/area-plan/



Age Friendly candidate forums focused on City Council races

For the first time ever, Age Friendly Seattle organized public forums for Seattle City Council candidates to share their plans for supporting older adults in our community. Four events in districts across Seattle, featuring eight candidates, drew in total more than 100 participants. Audience members learned about the candidates' positions on a range of issues, helping them make informed choices about who to support. In addition, attendees were encouraged to use their democracy vouchers and/or receive replacement vouchers.



Get involved!

E-mail AgeFriendly@seattle.gov and ask to be added to their mailing list.

Age Friendly Civic Coffees prioritize inclusivity

In 2023, Age Friendly Seattle, in collaboration with Seattle Public Library, hosted 11 Civic Coffees for older adults and their families to gather, meet local government and community leaders, learn about key issues, and ask questions and provide feedback. The topic for each event was tailored to local need and interest, and included falls prevention, assistive technologies for combating social isolation, and more. Each event offered in-person and online options for participation.



Throughout the year, 282 people attended in person (three times more than the previous year), 124 participated via Zoom and Facebook Live, and video recordings of the events on our YouTube channel drew more than 3,000 viewers. Intentional partnering with senior and community centers improved access for Black, Indigenous, and other communities of color. Seattle Department of Neighborhoods provided translation and interpretation support through their Community Liaison program to ensure that language access was not a barrier.



Growing participation in Senior Farmers Market Nutrition Program

Thanks to increased state funding for the Senior Farmers Market Nutrition Program (SFMNP) in each of the last two years, more older adults enjoyed fresh, nutritious locally grown fruits and vegetables in 2023.

The SFMNP offers an \$80 benefit card—new in 2023—for use at local farmers markets. HSD's Aging and Disability Services division was able to provide \$857,840 in farmers market benefits, supporting 10,722 low-income older adults as well as local farmers who produce the food.

The program was promoted in 13 languages, with both online and paper applications.



10,722

low-income older adults received farmers market benefit cards

Who doesn't like a good discount?

In 2023, thanks to a partnership with University of Washington students, Age Friendly Seattle made significant upgrades to its online Discount Program [directory](#), which lists discounts for Gold Card holders (available to anyone aged 60+) and FLASH Card holders (available to anyone aged 18–59 with a qualifying disability).



Click on the image above to open the Age Friendly Consumer and Business Outreach Video (YouTube, 2:24), available in Amharic, Cantonese, English, Spanish, and Vietnamese.

Age Friendly Seattle staff have focused on increasing equitable access to discounts around the city. Promotional videos are available in multiple languages. Staff reach out to local businesses and organizations to invite program participation, focusing outreach efforts in neighborhoods where, historically, there have been fewer discounts listed and where older Black, Indigenous, and other people of color live, work, play, and shop. Seattle Department of Neighborhoods' Community Liaisons conducted culturally appropriate in-language outreach.

Three flagship partners are Seattle Animal Shelter (50% off adoption and licensing fees), Seattle Aquarium (free admission), and Woodland Park Zoo (75% off admission). Gold and FLASH Card use at these three establishments now surpasses pre-pandemic levels, with a total of 10,347 uses in 2023.



Among other Gold Card activities in 2023, Age Friendly Seattle co-hosted a Senior Center of West Seattle outing to the Seattle Aquarium using public transportation, helping participants become familiar with transit options and using their Gold Cards for free admission at the aquarium.



Click on the image above to open the Age Friendly Seattle Anti-Ageism Training Promo (YouTube, 0:41)

Combating ageism: Trainings for City staff complete, new modules in the works

Ageism harms older adults in many ways: it contributes to poor health, limits employment opportunities, and reduces social engagement. To address this, Age Friendly Seattle created a three-part anti-ageism training that was rolled out to all City of Seattle employees mid-year.

The three modules explore the impacts of ageism as well as strategies and tools that City employees can use in their personal and professional lives to be anti-ageist.

Planning is underway for a training module for community use, anticipated for completion in mid-2024.

Promoting healthy aging — By the numbers



418,461
congregate meals
served to
8,166
individuals



485,806
home-delivered meals
served to
2,309
individuals



21,037
people contacted
Community Living
Connections
for information
and referrals



14,124
people received long-
term care assessments



225
clients received
Care Transitions services
for efficient discharge
to home or other care
settings

2023 Aging Network Conference features pearls of wisdom

On October 5, Aging and Disability Services convened the 2023 Aging Network Conference, featuring a keynote speaker on community resilience, recognizing the creative ways that Aging Network providers met community needs during the COVID-19 pandemic, and hearing pearls of wisdom from retired and soon-to-be retired leaders in aging.



Care Transitions program improves efficiency and health outcomes

When COVID-19 pandemic emergency orders temporarily restricted non-urgent health services, procedures, and surgeries performed in hospitals, Area Agencies on Aging in Washington state, including ADS, were given funding to help ensure patients could be discharged to home or other care settings efficiently. ADS care coordinators helped expedite discharges, avoid unnecessary rehospitalizations, and free up hospital bed capacity by assessing an individual's needs and goals, developing a service plan, and coordinating and monitoring service delivery.

HSD continues to receive funding for a small team of care coordinators across HSD/ADS, Chinese Information and Service Center, and Neighborhood House. In 2023, 225 participants received Care Transitions services. Approximately 50% live alone, 51% live in south King County, 43% are at or below the 100% federal poverty level, at least 46% have a disability, 56% are male, and 35% are people of color.

2023 HSD Budget

Serving community, achieving results, stewarding resources

HSD focuses its funding investments, grantmaking, and direct services in six key impact areas. For the purposes of this report, individual program investments may be combined, representing multiple local, state, and federal fund sources that have been identified in support of these six impact areas. Other City reports may account for this funding by other names. The projects listed on individual pages are representative, and may not total the entire amount listed.

By the numbers

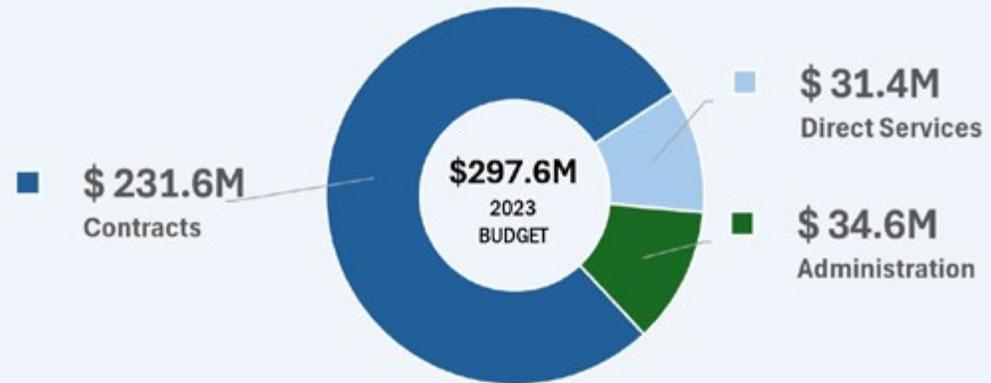
Employees: 400+

Contracts: 190+ community-based organizations *(80% of budget)*

Funding sources:

- City General Fund
- Sweetened Beverage Tax Fund
- Short Term Rental Tax revenues
- Payroll Tax Fund
- Federal, state, and interlocal grants *(25% of budget)*

Budget By Category



Contracts & Direct Service Investments



*Amounts represent contracts and services only, and not any administrative support functions in the six impact areas.

Federal grants administration results in wide array of community resources

In 2023, HSD's Federal Grants Management Unit (FGMU) administered \$17,747,758 in 2023 federal funding dollars obligated by the federal Department of Housing and Urban Development (HUD) and millions more in federal funding Seattle received from HUD in past years.

HUD requires federal fund recipients to account for all planned use of HUD funding in advance, so HSD submitted a 2024–2028 Consolidated Plan to HUD, detailing how we will allocate approximately \$18 million each year (\$90 million over five years) from four different federal fund sources, along with roughly four times that amount in matching funds from other sources, all for the public's benefit. Furthermore, the FGMU:



Groundbreaking at El Centro de la Raza's "Four Amigos—Beloved Community"

- Recaptured \$7 million in Community Development Block Grant (CDBG) dollars to fund construction of a Post-Overdose Stabilization and Outpatient Treatment Facility and a related treatment center.
- Partnered with the King County Regional Homelessness Authority to administer over \$3 million in CDBG funding to provide indi-

viduals and families experiencing homelessness with shelter, crisis management, mental health and chemical dependency treatment planning, one-on-one and group counseling, assistance in securing entitlement income and other financial resources, coordination of health care services, and more essential supports.

- Collaborated with the Office of Housing to administer approximately \$1 million in CDBG funding for homebuyer assistance to low- and moderate-income households, and loans for critical home repairs to low-income households.
- Administered \$500,000 in CDBG funding to provide necessary repairs to the homes of eligible lower income persons. The repairs or upgrades were both urgent and directly related to preventing physical harm to the resident or to the public or allowed the elderly or disabled resident to remain in their home.

- Partnered with the Seattle Office of Immigrant and Refugee Affairs to administer \$650,000 in CDBG funding for the Ready to Work Program, which helps local immigrants and refugees develop employment and/or livelihood plans, improve their English language proficiency, and increase their digital and financial literacy.
- Directed \$100K in CDBG money to The Allen Family Center to fund professional services and staff salaries. The Center is a safe, community-based environment for families living in or near poverty and provides them with a wide array of services and supports to shorten and prevent homelessness.
- Funded capital improvements at Oxbow Park in the Georgetown neighborhood to improve ADA accessibility with new lighting, plantings, and improved irrigation, with \$90K in CDBG money.
- Awarded over \$4.5M in U.S. Treasury Coronavirus Local Fiscal Recovery funds (announced in late 2022) to expand childcare access through the expansion or renovation of childcare facilities adding approximately 300 additional childcare spaces in Seattle.



Groundbreaking at the Refugee Women's Alliance (ReWA) Nook at Northaven

HSD is thankful for a multitude of community partners, subcontractors, and other organizations working to build strong, healthy communities in the greater Seattle area, including ...

7750 28th Ave LLC	Community Lunch on Capitol Hill	Habitat for Humanity Seattle-King & Kittitas Counties	Mayor's Council on African American Elders	Progress Pushers	Southeast Seattle Senior Center
AARP Washington	Community Passageways	Harborview Medical Center	The Memory Hub	Public Defender Association	Southeast Youth & Family Services
Abundance Health LLC	Consejo Counseling & Referral Service	Hearing Speech & Deaf Center	Mentoring Urban Students and Teens	Public Health—Seattle & King County	Southwest Youth & Family Services
Abused Deaf Women's Advocacy Services	Crisis Connections	Hopelink	Mercy Housing Northwest	Puget Sound Labor Agency, AFL-CIO	STEM Paths Innovation Network
ACT&T	Cultivate South Park	Horn of Africa Services	Millionair Club, Inc - Uplift NW	Puget Sound Regional Council	SWOP Behind Bars
African American Elders Program, Catholic Community Services	Dare2BeProject	Hummingbird Indigenous Family Services	Mother Nation	Queen Anne Helpline	Therapeutic Health Services, Inc.
Adult Protective Services	DeafBlind Service Center	Hunger Intervention Program	Mount Si Senior Center	Rainier Beach Community Empowerment Coalition	Tilth Alliance
African American Leadership Forum	Dinner Table Ideas LLC	Indian American Community Services	Mt. Calvary Christian Center	Rainier Valley Food Bank	Ukrainian Community Center of Washington
African American Reach & Teach Health (AARTH)	Divine Alternatives for Dads Services (DADS)	Intentional Futures LLC	Muckleshoot Indian Tribe	Real Escape from the Sex Trade Reclaim	Unified Outreach-Concepts Offering
African Community Housing & Development	Domestic Abuse Women's Network	Intercultural Children & Family Services	Multi-Communities	Recovery Café	United Indians of All Tribes Foundation
Aging in Place Washington	Downtown Emergency Service Center (DESC)	Interim CDA	Multicultural Self-Sufficiency Movement	Refugee Women's Alliance (ReWA)	United Territories of Pacific Islanders
Alzheimer's Disease & Related Disorders	Duwamish Tribal Services	International Community Health Services	Multi-Service Center	Rise Above	United Way of King County
API Chaya	East African Community Services	International District Emergency Center	Naah Illahee Fund	ROOTS Young Adult Shelter	University District Service League
Arms Around You Foundation	Eastside Legal Assistance Program	International Drop-In Center	Native Family Learning Lodge	RVC Seattle	University Heights Center for the Community
Asian Counseling & Referral Service (ACRS)	El Centro de la Raza	Jewish Family Service of Seattle	Neighborcare Health Center	SafeFutures Youth Center	Urban Family Center Association
Atlantic Street Center	Emergency Feeding Program of Seattle & King County	Joon Care	Neighborhood House	Salvation Army	Urban League of Metropolitan Seattle
Aurora Commons	Empowering Youth and Families Outreach	Kandelia	New Beginnings	Scholar Fund	Villa Comunitaria
Backpack Brigade	Entre Hermanos	Encompass Northwest	North Helpline	Sea Mar Community Health Center	Virginia Mason Medical Center
Ballard Food Bank	Equity in Education Coalition	Khmer Community of Seattle King County	Northshore Senior Center	Seattle Cares Mentoring Movement	Voices of Tomorrow
Bellwether Housing	Eritrean Association in Greater Seattle	Kin On Health Care Center	Northwest Credible Messenger	Seattle Childrens Hospital	Wallingford Community Senior Center
Black Dollar Days Task Force	Evergreen Goodwill of Northwest Washington	King County Department of Community & Human Services	Northwest Family Life Learning Project	Seattle Department of Neighborhoods	Washington Asian Pacific Islander
Black Star Line ACFC LLC	Evergreen Treatment Services	King County Elder Abuse Multidisciplinary Team	Northwest Justice Project	Seattle Fire Department	Washington Association of Area Agencies on Aging (W4A)
Boys & Girls Clubs of King County	Families of Color Seattle	King County Housing Authority	NW Network of Bisexual, Trans, Lesbian & Gay Survivors of Abuse	Seattle Indian Center	Washington State Department of Social and Health Services
Bridging Cultural Gaps	FamilyWorks Seattle	King County Mobility Coalition	Northwest Universal Design Council	Seattle Indian Health Board	Washington State Senior Citizens Lobby
Byrd Barr Place	FareStart	King County Regional Homelessness Authority	Open Arms Perinatal Services	Seattle Neighborhood Group	Washington Therapy Fund Foundation
Casa Latina	Fathers and Sons Together (FAST)	King County Sexual Assault Resource Center	Open Doors for Multicultural Families	Seattle Parks and Recreation	Wayfind
Center for Multicultural Health	FEEST Seattle	Korean Women's Association	Operation: Sack Lunch	Seattle School District #1	We Deliver Care
Central Area Senior Center	Filipino Community of Seattle	Lambert House	Organization for Prostitution Survivors	Seattle School District #1 Senior Center of West Seattle	West Seattle Food Bank
Chief Seattle Club	Food Bank @ St. Mary's	Lao Community Service Center	Passian Center	Sexual Violence Law Center	White Center Emergency Food Association
Childhaven	Food Lifeline	Legal Counsel for Youth and Children	People of Color Against AIDS Network	Social & Environmental Entrepreneurs, Inc.	World Mind Creation Academy
Childrens Home Society of Washington	Freedom Project	Leika Suzumura	Phinney Neighborhood Association	Society of St. Vincent de Paul	YMCA of Greater Seattle
Chinese Information & Service Center (CISC)	Friendly Vang-Johnson	Life Enrichment Group	Pike Market Senior Center	Solid Ground Washington	YouthCare
Coalition Ending Gender-Based Violence	Full Life Care	Lifelong Health for All	Pike Place Market Foundation	Somali Community Services of Seattle	YWCA of Seattle-King-Snohomish
Communities of Rooted Brilliance	Gay City Health Project	Low Income Housing Institute	Pike Place Market PDA	Somali Family Safety Task Force	... and many more!
Community House Mental Health	Geeking Out Kids of Color	Mary's Place	Powerful Voices	Sound Generations	
Community Leaders Roundtable Seattle	GenPride			South Park Senior Center	
	Greater Maple Valley Community Center			South Seattle Emerald	



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