



# QUARTERLY REPORT

Q1 2023 • JANUARY-MARCH

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SOUTHWEST DELRIDGE



[LEADKINGCOUNTY.ORG](http://LEADKINGCOUNTY.ORG)  
[WEAREPDA.ORG/COLEAD](http://WEAREPDA.ORG/COLEAD)

# SUMMARY

CITY-WIDE, YEAR-TO DATE

## 950

### CLIENTS

At the end of Q1 2023, LEAD/CoLEAD's Seattle roster contains 950 clients.\*

## 3,327

### SUBSTANTIVE MEETINGS

LEAD case managers conducted 3,327 meetings with LEAD clients to address unmet needs and work towards client goals.\*\*

## 124

### REFERRALS

LEAD/CoLEAD received 124 referrals for individuals needing support.



### A CLOSER LOOK

\* This includes active clients who are working with case managers on goals, as well as a smaller number of outreach clients who are in a rapport-building process with case managers. It also includes a small number of alumni clients who may be largely stabilized and self-sufficient, but for whom continued case manager support is beneficial as they set up their lives – even if it's just a few check-ins per year.

\*\* LEAD has undergone a series of [performance evaluations](#) to test client outcomes, recidivism, and other metrics. One study found that each meeting between a LEAD client and LEAD case manager increases that client's likelihood of gaining shelter by 2%, and their likelihood of gaining permanent housing by 5%. The actual likelihood of gaining these resources depends on many factors, including the regional supply of shelter and housing.



# ACCOMPLISHMENTS

CITY-WIDE FOR THE QUARTER

**130** Connections to behavioral health programs

**224** Connections to substance use treatment

**277** Connections to legal services

**104** Clients establishing a stable income source



## A CLOSER LOOK

For some LEAD clients, any substantive engagement with a case manager is a huge win. For all LEAD clients, every substantive meeting with a case manager is one step closer to stability.

LEAD clients often face additional barriers to housing, shelter, and other resources. For many LEAD clients, a LEAD case manager is the first form of interpersonal support in years. As a result, LEAD case managers are often required to engage in the slow task of building rapport and trust with LEAD clients before the arduous work of resource acquisition begins.



# COMMUNITY IMPACT

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## TRACKING IMPROVEMENTS IN WEST SEATTLE



Based on community feedback, LEAD learned that there was a perceived reduction in crimes and that community members felt safer and more comfortable walking around.

LEAD's recent focus in West Seattle stretches back to a project in 2022, which involved a condemned apartment building and a number of people living in it who were set to be evicted without a plan. Realizing that many of the people living in the building were people who experienced chronic homelessness, LEAD service providers collaborated with the building owners, community, SPD, the Seattle City Attorney's Office, and brought more than 20 individuals indoors and into long-term case management.

Based on community feedback, LEAD learned that there was a perceived reduction in crimes and that community members felt safer and more comfortable walking around. Knowing that there are many more people in the area who lack stable lodging, case management, and other resources, LEAD project management has maintained close contact with community stakeholders, like the Highline Park Improvement Club and the Highland Park Action Coalition, and law enforcement, in order to track and respond to issues as they arise.

# ONE CLIENT'S JOURNEY

Our stories are unique and are shaped by the resources available and barriers we face. This is one Seattle LEAD client's story.

Our client, “Ben,” is a veteran in King County experiencing homelessness. With the support of his LEAD case manager, he was able to complete his paperwork and was approved for a federally funded veteran’s housing subsidy. To qualify, one must be honorably discharged, have appropriate documentation and a source of income, be disabled, and meet the federal designation for chronic homelessness – defined as homelessness spanning at least 12 months. For many, the nuanced rules of the chronic homelessness designation pose a barrier to accessing resources. For example, if someone is in jail, at an inpatient hospital, a mental health facility, or a substance use disorder treatment facility for at least 90 days, they lose their chronic homelessness status and become ineligible for housing types that require it.

Having applied and met the requirements, Ben is now on the waitlist for housing and will be able to move in once a unit becomes available, but the application process took years. Although case managers can assist clients, the process still requires consistent

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engagement and organization on the part of the client. Like many other eligible people, Ben, who has PTSD and significant memory challenges in addition to living unsheltered, found this process to be a serious barrier.

While waiting for a housing spot, Ben’s LEAD case manager has been working to assist him with immediate needs, including helping him get into a shelter in the colder weeks at the start of the year. Historically, cohabitation within a shelter and navigation to and from a shelter has been an issue for this client, in large part due to his PTSD and memory challenges. His case manager has also been working to support him by creating prevention plans, helping him reconnect with the shelter, and assisting him with renewing his reduced fare bus pass before it expired.



## ABOUT LEAD & COLEAD

Law Enforcement Assisted Diversion (LEAD) is a widely replicated community-based, pre-booking diversion model that was designed and first implemented in Seattle/King County. CoLEAD utilizes the model and lessons learned from LEAD to provide temporary lodging and intensive case management.

## PARTNERS

LEAD is governed under an interjurisdictional memorandum of understanding by a Policy Coordinating Group (PCG), to which the project management team reports. The PCG sets policy and approves all operational protocols for LEAD work.

PDA provides project management for Seattle LEAD and subcontracts with REACH, a program of Evergreen Treatment Services, to provide LEAD's outreach and case management services.

ACLU OF WASHINGTON  
KING COUNTY COUNCIL  
KING COUNTY PROSECUTING ATTORNEY'S OFFICE  
KING COUNTY SHERIFF'S OFFICE  
KING COUNTY EXECUTIVE'S OFFICE

SEATTLE CITY ATTORNEY'S OFFICE  
SEATTLE CITY COUNCIL  
SEATTLE MAYOR'S OFFICE  
SEATTLE POLICE DEPARTMENT