



SEATTLE · KING COUNTY



QUARTERLY REPORT

Q3 2024 • JULY - SEPTEMBER

CITYWIDE

Supported by



Purpose.
Dignity.
Action.

LEADKINGCOUNTY.ORG
WEAREPDA.ORG/COLEAD

SUMMARY

CITYWIDE, YEAR-TO-DATE

1,266

CLIENTS

At the end of Q3 2024, LEAD/CoLEAD's Seattle roster contains 1,266 clients.*

27,196

SUBSTANTIVE MEETINGS

LEAD case managers conducted 27,196 meetings with LEAD clients to address unmet needs and work towards client goals.**

682

REFERRALS

LEAD/CoLEAD received 682 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

CITYWIDE, YEAR-TO-DATE

582 Connections to behavioral health programs

1,691 Connections to substance use treatment

3,050 Connections to legal services

578 Steps taken toward financial self-sufficiency



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.

MAKING PLANS FOR PEOPLE

LEAD'S ROLE IN PUBLIC SAFETY

In Q3 2024, LEAD continued to receive law enforcement referrals, many of which arose from Seattle's 2023 public use ordinance. LEAD has also continued to take high-priority referrals from the community, including community-based public safety teams like We Deliver Care (WDC), the U-District Ambassadors, the Ballard Ambassadors, and more. As these various partners work to provide fast responses to community concerns, LEAD case managers work to provide the long-term portion: intensive case management support. LEAD case managers specialize in building relationships with clients, creating plans to address their unmet needs, and walking alongside them through ups and downs. In the course of these long-term plans, LEAD case managers collaborate on an ongoing basis with law enforcement and community partners to improve outreach efforts and more effectively provide wraparound support, with the ultimate goal of helping LEAD clients achieve safety, stability, and behavior change.

As Seattle looks to activate public spaces and revitalize neighborhoods, particularly throughout the City's downtown, LEAD's collaboration with law enforcement and community partners is particularly beneficial. For example, through the Third Avenue Project (TAP), WDC has been able to generate never-before-seen data about which individuals frequent the TAP area. They've found that, of the over 1,400 unique individuals encountered, a cohort of under 200 people comprise the majority of their encounters. This data has allowed LEAD to focus its efforts on individuals whose increased stability and behavior change would have the greatest benefit to the community, and who would benefit from LEAD's intensive case management. As WDC works to provide de-escalation and milieu management to make Third Ave a safer place, LEAD works with the individuals most often seen and encountered on Third Ave, ensuring that they get to a safer place too.

Planning for places won't work without planning for the people in those places – especially the sort of person-centered plans that LEAD case managers are adept at devising and implementing. As the City ramps up its revitalization efforts in 2025, LEAD looks forward to focusing on these sorts of collaborative strategies in order to Seattle's communities get the care they deserve.

ONE CLIENT'S JOURNEY

Tilly, a Filipina immigrant in her 60's, became unhoused in Seattle during the height of the COVID-19 pandemic in 2020. Living on Seattle's Third Avenue and engaged in daily use of methamphetamine and fentanyl, she became estranged from her community. Without family and friends, with English as a second language, and as an undocumented immigrant who came to the United States in 1978, Tilly had extremely limited access to support. Tilly's circumstances came to a head with the tragic death of her son in 2022, motivating her to make a change.

On Third Ave, Tilly met the We Deliver Care team, and then the CoLEAD team. She began working with CoLEAD in 2023. CoLEAD, which comes with temporary lodging, intensive case management, and legal coordination, provided her with a stable roof over her head for the first time in years. She was reserved at first, but as CoLEAD case managers got to know her, they began to see her warmth and charisma. Tilly expressed a desire to achieve stable housing, find employment and to reconnect with her family. Her case managers noted that Tilly understood that it was her responsibility to make these changes and was motivated to do so, but still needed support to make real progress.

Tilly's case managers assisted her with finding her family and helped her to enroll in the ANEW apprenticeship training program. At ANEW, she received the training and certifications needed to become a forklift operator.

“ Her case managers noted that Tilly understood that it was her responsibility to make these changes and was motivated to do so, but still needed support to make real progress.

At the same time, the LEAD Legal team helped Tilly get the documentation she needed to begin working, a cumbersome process that would be nearly impossible to complete alone. At her apprenticeship graduation ceremony, she proudly introduced her children and grandchildren to the CoLEAD staff who had supported her along her journey to achieve her goals. Tilly completed her initial goals and moved into permanent housing in early 2024. For a while after having moved on, Tilly continued returning to her former CoLEAD housing to cook meals for residents and staff 2-3 days a week.

CoLEAD's combination of lodging and support was an invaluable resource for Tilly as she worked to gain stability and work towards accomplishing her goals. Even though her life is unrecognizable from where she was a couple of years ago, Tilly is still motivated by the memory of her lost son and a desire to make her children and grandchildren proud.



ABOUT LEAD & COLEAD

Law Enforcement Assisted Diversion (LEAD) is a widely replicated community-based, pre-arrest 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

KING COUNTY BEHAVIORAL HEALTH & RECOVERY DIVISION

RECOVERY NAVIGATOR PROGRAM

SEATTLE CITY ATTORNEY'S OFFICE

SEATTLE CITY COUNCIL

SEATTLE MAYOR'S OFFICE

SEATTLE POLICE DEPARTMENT

