LEAD SEATTLE · KING COUNTY | COLEAD

QUARTERLY REPORT

Q4 2024 • OCTOBER - DECEMBER

CITYWIDE

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SUMMARY

CITYWIDE, YEAR-TO-DATE

1,240 CLIENTS

At the end of Q4 2024, LEAD/CoLEAD's Seattle roster contains 1,240 clients.*

38,656 SUBSTANTIVE MEETINGS

LEAD case managers conducted 38,656 meetings with LEAD clients to address unmet needs and work towards client goals.**

841 REFERRALS

LEAD/CoLEAD received 841 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

721 Connections to behavioral health programs

2,417 Connections to substance use treatment

4,288 Connections to legal services

778 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

Since the Third Ave Project (TAP) began at the end of 2022, it has become an instrumental part of vitalizing downtown. Although there remains a huge amount of human need, the We Deliver Care (WDC) team has been able to deescalate and support businesses in order to support the area's vitalization. At the same time, LEAD and WDC have been able to work together to systematically identify people most frequently encountered or deescalated in the Third Ave area, whose complex barriers to stability require LEAD's intensive case management. Once in LEAD, participants receive wraparound support from case managers, housing navigation teams, and liaisons in the criminal legal system collaborate to work with them towards stability, safety, and, ultimately, towards a reduction in their impact on the community.

In 2022, PDA also identified Little Saigon as another area experiencing similar conditions to those on Third Ave., needing a robust TAP-like public safety response. Since that point in time, PDA has worked with partners from the Little Saigon community to design solutions and apply for funding streams. We're excited to announce that Little Saigon, as well as the larger CID neighborhood, will soon benefit from a TAP-like framework, thanks to federal community project funding from Representative Adam Smith and local funding legislated by the Seattle City Council. This funding is anticipated to allow operations to begin in the first quarter of 2025. LEAD looks forward to partnering with WDC's new Little Saigon/CID teams in order to provide a deeper response to the community's public safety concerns.

At the same time, LEAD continues to use its extremely limited community referral capacity to support neighborhood-level case conferences in Ballard and the U-District. In partnership with ambassador teams housed within the neighborhoods' respective business interest areas, outreach teams, and other case management teams, LEAD works to identify resources for individuals who the community identifies to be high-impact, designs plans to reduce impact, and works between case management, ambassadors, and outreach teams to implement those plans.

Looking to 2025, there are reasons to be concerned and there are reasons to be excited. Concerns: LEAD's ever-limited caseload capacity poses a vulnerability in neighborhood public safety systems, in that individuals having the greatest public safety impact often require intensive support, like LEAD case management, to have a chance at stabilizing. Once in LEAD, clients still face bottlenecks due to regional shortages in housing and other critical resources. The bright side: the work is happening smarter and with more partners than ever before. LEAD is proud to work alongside its many partners in designing new frameworks for public safety, wherein each team contributes its unique piece — be it intensive case management, outreach, or milieu management and immediate response — and collaborates with each other to assist in vitalizing Seattle's many neighborhoods.

ONE CLIENT'S JOURNEY

Rosetta, an African American woman in her 50s, was a familiar face outside of ROSS on Third Avenue for over a year and a half. Her physical health challenges resulted in mobility issues and difficulties maintaining proper hygiene. Due to her vulnerable state, she was often a target for theft, with personal items (particularly her walker) being stolen from her. Although she wanted her life to change, the fear of the unknown was debilitating. Thoughts of being in an unfamiliar environment where she didn't know anyone kept her from pursuing treatment. Furthermore, she was worried she'd relapse after treatment and return to Third Avenue. The fear of failure prevented her from accepting help for months.

That all started to change when she connected with the We Deliver Care (WDC) Community Safety Ambassadors. They frequently checked in on her and provided resources and support. As trust was built, she didn't feel like she was surviving alone. After two and a half months of consistent engagement, WDC referred Rosetta to LEAD for long-term intensive case management. Once her referral was approved, she was assigned to a LEAD case manager at REACH. LEAD's skilled housing specialists also got to work on finding an appropriate housing placement to meet her needs. Motivated to change, she consistently engaged with her LEAD Case Manager.

> "As often happens once someone obtains housing, Rosetta was regularly seen on 3rd Avenue for a while, but eventually she vanished. Nearly two months passed before WDC saw her again. When they did, she told them she was happy – and that she loved her home.

About six months after her first encounter with WDC, LEAD supported Rosetta in moving into a permanent supportive housing unit. This was a huge turning point in her life as having a stable place to live gave her a chance to focus on things that had once felt out of reach: her health, her legal matters, and, most importantly, her family. Prior to her work with LEAD, for over a decade Rosetta had only been in sporadic communication with her mother who was also the person raising her children. As a result, her kids grew up without her. Nowadays, Rosetta talks to her mom daily, sometimes for hours. She's been able to start rebuilding relationships with her children who are now in college. Her LEAD case manager continues to meet with her to support her as she addresses her health, legal issues, and paves a path to her future.



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.

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