

Letter from the Executive Director

Daniel Malone

recognize it seems strange writing about 2020 when so much of 2021 has already passed. These annual reports often come out long after the year has ended mostly due to the amount of time it takes for the completion of our audited financial statements. It is worth saying a bit about 2020, though, given how momentous it was. And how much we couldn't wait to put it in the rearview mirror.

DESC had important ideas going into 2020, especially with regard to how to better configure our survival services—shelters—to meet the needs of the highly vulnerable people we prioritize. The COVID-19 pandemic effectively upended just about everything we were doing, but in some ways it also accelerated progress that had been slow or elusive to that point.

Everyone reading this can relate to the struggles brought on by the pandemic, so I won't dwell on them too much. Suffice it to say we had to adjust nearly all aspects of our services, then readjust as we learned and discovered new hurdles to clear.

The great news is that our swift and sustained focus on COVID prevention and response gave us a lower infection and illness rate than in the King County community as a whole. And I can't say strongly enough how worried we were about the high risk of severe illness and death the virus posed to our clients, a large portion of whom live with significant underlying health complications. We are glad for the pandemic success we have had, but it has come at a cost. Lots of people are struggling.

Throughout it all, our dedicated DESC staff quickly adjusted, stepping up to meet new challenges and creatively solve problems, to benefit our clients.

Within all this we found some opportunities. We were quickly able to shift from operating our largest shelter program (and the original DESC) from a crowded congregate setting to a hotel environment with much more appropriate and private accommodations for people. That proved to be both a great response to the pandemic, and a great improvement in how we can meet the survival shelter needs of people who need substantial care and support. That new way is going to be the norm going forward.

In 2020 we were also able to complete the first phase of Hobson Place, our newest permanent supportive housing program, with the second phase including more supportive housing, and an innovative integrated physical and behavioral health care clinic well underway.



DESC Executive Director Daniel Malone talks about DESC and Hobson Place Phase 2 during a visit from the chair of the White House Council of Environmental Quality Brenda Mallory. Mallory learned how DESC is building a permanent supportive housing project that will earn Passive House certification.—DESC photo

At the same time we are developing four more supportive housing programs, a pace we haven't previously been able to achieve, but which is absolutely critical to solving our region's homelessness crisis. And we continued to expand our behavioral health services during the pandemic.

A major advance for us this year has been progress on our commitment to making DESC the most equitable and just place it can be, for our clients and staff alike. We completed an equity audit and brought into our leadership structure our first Director of Organizational Equity and Inclusion.

All of this is possible thanks to the support and generosity of you and all of our partners, including our staff. Thank you for helping ensure we can succeed in these difficult times and beyond!

Oct. 13, 2021



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Thank You

hank you for volunteering your time and talents, and donating goods, services and funds.

Our Mission Statement

DESC helps people with the complex needs of homelessness, substance use disorders, and serious mental illness achieve their highest potential for health and well-being through comprehensive services, treatment, and housing.

All numbers cited in this report are annual totals from 2020 unless otherwise stated.

DESC is a 501(c)(3) nonprofit, Tax ID: 91-1275815

DESC's 2020 Work at a Glance

7,921

clients served

1,488

supportive housing tenants

2,699

new clients

262

people connected to housing from homelessness



This hummingbird mural by artist and founder of 8th Generation Louie Gong will be displayed at Hobson Place.—
DESC photo

Housing + health care

obson Place Phase 1, 85 studio apartments with wrap-around supportive services opened on Oct.7, 2020.

DESC began Phase 2 construction in May 2020. The new wing will offer 92 units of supportive housing and a unique partnership with **Harborview Medical Center**—to provide the first local, full-scale, health care clinic specifically designed to meet the complex needs of people living with disabilities who have experienced chronic homelessness. The clinic, to open in early 2022, will serve DESC's clients and the broader community.

Housing First



DESC helped pioneer the Housing First movement. We continue to develop the housing Seattle needs, from the ground up.

Housing is health care. Once people have safe housing, they're able to recover from trauma and make good use of treatment resources. Over decades we have learned again and again that housing is a first step toward effective treatment for behavioral health or substance use disorders. Learn more at desc.org/what-we-do/housing.



Hobson Place— 85 new homes Integrated Clinic & 92 new homes

{Phase 1

{Phase 2

3

Supportive Housing Program

1811 Eastlake

Aurora House

Canaday House

Clement Place

Cottage Grove Commons

The Estelle

Evans House

Hobson Place

Interbay Place

Kerner-Scott House

Keys to Home

Lyon Building

The Morrison

Rainier House

The Union Hotel

Scattered Sites

Learn more about Housing First at desc.org/what-we-do/housing/housing-first.

Today

14

buildings

481,891

nights of supportive housing provided

1,488

tenants in DESC housing



Tomorrow

92

homes in Hobson Place Phase 2 open January 2022 100

homes in Bitter Lake open 2022 125

homes in Green Lake open 2022 95

homes in Burien open 2023 95

homes in Woodland open 2023



DESC wrap-around services

Teams of mental health, substance use disorder and medical professionals work together to meet each client's unique needs in order to interrupt cycles of homelessness and instability. They help people make smooth transitions to services and housing, and give them access to the tools they need to stay housed.



Direct Outreach & Clinical Programs

2,874

people served

Outreach programs

DESC's outreach programs deliver survival and support services directly to the residents of the city who most need help to organize their lives and receive health care services.

We help people who are experiencing homelessness in conjunction with conditions such as untreated schizophrenia, bipolar disorder and other serious mental illnesses, and who frequently suffer from coexisting substance use disorders. We go to them wherever they are in the city, building trust and connecting them to resources.

Clinical care

We also offer outpatient mental health care with low barriers to entry. Case managers provide counseling, manage medication and coordinate each person's care across DESC programs and with other agencies.

Health Services

Learn more at desc.org/what-we-do/health-services.

- COAT (Community Outreach and Advocacy Team)
- HOST (Homeless Outreach Stabilization and Treatment)
- · Onsite medical services
- PACT (Program of Assertive Community Treatment)
- SAGE (Support, Advocacy, Growth and Employment)
- SHARP (Services and Housing to Access Recovery)
- Substance Use Disorder Treatment
- Supported Employment
- BAT & OTN Team (Buprenorphine Assisted Treatment & Opioid Treatment)
- Street medicine
- Pathfinder
- · CRP (Crisis Respite Program)





Behavioral Health Crisis Response, MCT, CSC

Mobile Crisis Team

Our Mobile Crisis Team (MCT) of 43 mental health and substance use disorder professionals has extensive training in crisis de-escalation and response. The MCT accepts referrals from first responders throughout King County, including police, firefighters and EMTs. When MCT receives a referral, they travel to the individual from our locations in Seattle's Central District, Kent or Bellevue, to connect the person in crisis to other services.

Crisis Solutions Center

One option is to offer treatment and support at DESC's Crisis Solutions Center (CSC). While there, a person can stabilize and be connected to longer-term services that will meet their needs. The CSC's goal is to reduce chronic homelessness and unnecessary involvement in the criminal legal and emergency medical systems.



At the Crisis Solutions Center, nurses, psychiatrists, peer providers, social workers and substance use disorder specialists work together to provide trauma-informed care.

2,657
Mobile Crisis Team outreach referrals



Survival Services

The best intervention for a person experiencing chronic homelessness is supportive housing. As we create a city where enough affordable housing is available, emergency shelters can save lives by providing safe indoor spaces and connecting people to other resources and services.

During the pandemic we learned that our shelter guests are much better able to stabilize and make progress when given access to their own rooms. We moved hundreds of guests out of congregate settings and into hotels in Seattle and Renton. Now that we know how much better people's needs are met in non-congregate settings, we don't ever want to go back.

We're working with King County to find and purchase hotels for this purpose. People in crisis deserve enough privacy, stability and care to be able to heal.



169,561 bed nights

in shelter and hotel programs

Emergency Shelter

In 2020, several programs were moved to Exhibition Hall at Seattle Center and a hotel in Renton.

Exhibition Hall (COVID response: March 2020 – June 2021) Renton hotel (COVID response: March 2020 – present)

- Main Shelter closed, program moved in April 2020 due to COVID risk
- Queen Anne Shelter closed, program moved in April 2020 due to COVID risk
- Kerner-Scott Women's Shelter
- Navigation Center
- West Wing Shelter

Learn more at www.desc.org/what-we-do/survival-services/.



Leadership | Board of Directors

As of June 1, 2021

Clark Kimerer, Chair

Assistant Chief, Retired Seattle Police Department

Veronica Kavanagh, Vice Chair

Informatics Analyst, Swedish Medical Center

Sandeep Kaushik, Treasurer

Partner, Sound View Strategies

Nina Maisterra, MD, Secretary

Family Medicine, UW Medicine

Derrick Belgarde

Executive Director, Chief Seattle Club

Karen Breckenridge

Principal, Breckenridge Consulting Services

Susan Byrnes

Chief Communications Officer
Bill & Melinda Gates Foundation

Terrence Carroll

Distinguished Jurist in Residence, Seattle

University School of Law

Patti Cole-Tindall

Undersheriff, King County Sheriff's Office

John Hayes

Captain, Audit, Policy and Research Section Seattle Police Department

Laura Inveen

Judge, Retired, King County Superior Court

Nico Lovejoy

Head of Product, Ondema

Peter McGough, MD

Medical Director, retired, UW Neighborhood Clinics

Jon Scholes

President and CEO, Downtown Seattle Association

Larry Smith

Attorney

Brian Surratt

Assistant Vice President, Real Estate Development and Community Relations, Alexandria Real Estate

Ron Wright, AIA

Principal, Ron Wright & Associates/Architects, PS

Thank you, 2020 volunteers!

You helped keep us safe Mask-

COVID forced us to make many changes in order to limit transmission of the virus and protect our clients and staff.

The need for personal protective equipment was one major change. At the start of the pandemic, we relied on many wonderful volunteers to create cloth facial coverings from basic supplies we provided. The masks were distributed to staff and clients throughout DESC.

Nathan Sawyer, DESC's Pioneer Thrift manager, coordinated all of the deliveries of mask supplies to volunteers, and the pickups of completed masks.

"It was so amazing how hundreds of people in the community volunteered thousands of hours and so many mask-making supplies to keep our clients and ourselves safe," Nathan says. "Over 10,000 hand-sewn masks were donated to us!"

making volunteers

Tiffany Acker
Allison Adams
Mary Ellen Anderson
Melinda Anderson
Lisa Bade
Pauline Bariola
Kelly Burke
Heidi Bush
Taylor Carlson

Avery Cherie
Carol Chin

Alicia Chou Emily Chou Lee

Julie Cwiner

Marie Dunn

Kymberly Evanson Cayla Fezzie

Candace Fields Courtney Golden

Dorothea Harding Rachel Harrison Paula Hemp
Jannah Horvath
Catherine Hughes
Cassie Hunter
Jennifer Ingalls
Debbie Inglis
Annie Johnson
Malia Keene
Thao Le
Elise Leahy
Chloe Lewis
Eleanor Malone
Jody Mawa

Lisa Maynard

Beth McAlpine **Emily Miller** Anne Neely Jill Newton Leilani Nussman Abby Oster Brett Pepowski Kati Peters Nancy Raiken Rachel Self Emma Shafer Liz Siska Susan Springer Laura Stocker Tacoma Group Michelle Tonneslan Madeleine Winward Ariel Zaslav



Ongoing volunteers

Landon Allred Grea Anacker Virginia Anderson Todd Archibald Sarah Austin Wesley Austin Sarah Bak Tommy Barquinero Karen Bidwell **Christine Bompous** Amy Bosch Phil Boyer Eric Brandon Karen Breckenridge Don Brown Nadine Brumbaugh **Brook Buettner** Jana Buss Peter Caron Lois Cassidy Natalie Castillo Elise Chayet Alison Christie James Clark **Brad Conner** Colleen Cooke John Cram **Doris Devries** Marie Dunn Richard Eastlick Sheila Eastlick Lynn Frasier Rebecca Fraser Christoph Gaebler Candace Gnyp Peggy Greenwood Steve Grey Avery Guilbert Mary Louise Halm Lance Hand Judith Hatch **Brendan Hennessey** Elmie Hill Sarah Hill Chris Hollinger Angella Hould Connie Huffine Rachel Hutchings David Irwin Kasia Jarmolowicz **Emilia Jones** Manya Jones Louise Kato Lee Kellogg Margaret Klockars

Laura Larson Agnes Lee Margot Lewis Susan Lin Richard Lippold Juan Martinez Marcia Mason Scott Mayhew David McCracken Marcia McCracken Rob McGuire-Dale Cara McGough Gayle McKool Juanita McLaughlin **Donald Mitchell** Matthew Mitchell Carol Mooney Fiona Morgan Chris Murray -V- Nace Katharine Nyden Matthew Offenbacher Christen Offner Debbie Palmer Sarah Parkhurst Claudia Patton Michael D. Pierson Suzie Poffenbarger Pat Prentice Danie Quinn Adele Reynolds Kate Rheta Sheila Richardson Kaitlynn Riddle Rebecca Roth Fablina Sahara Steven Seick Anne Seiler Davis Katherine Seymour Alex Siciliano Jeffrey Smith Mark Smith Maria Spear **Andrew Tait** Hannah Tait Candida Taylor Julie Taylor Adam Templeton Shelli Todd Matthew Van Duyn Kimberlie Vaughn Corie Walsh Michele Wang Leah Watkins Veronica Ward Jeremy Weatherly Philip White Janetmarie Wolfe

Groups

Horizon Realty

Anne Asman Nicole Persons Cassidv Smith **Emmett Maki** Laura Hoelzl **Brandon Thomas** Caanan Adams Nolan Lechner Erica Murray Kerrig Murray Vanessa Bartlett Aisha Martin Ben Niese Collin Marshall **Gregory Gilson** Sophia Engle Jenna Beckel Drew Geiger

MAC Cosmetics

Bethany Bunce Belinda Garcia Cynthia Hernandez Joanna Hubbard Amanda Lampert Jesse Pyle Megan Ridenour

Paychex Destine Bailey Kirsten Bolden Kendal Detrick Jessica Dunson **Brittany Foster** Errol Franada Mike Gerlitz Jeff Hunlock Rebecca Kerin Sam Khounnala Gina Leonard Lindy Lindquist Jennifer Mapes Michael Marques Jamie Martinez Jeniphr Moxley Michelle Nagy Mark Padgett Shon Roe Alix Sappington Kati Saunderson Ashley Sokel **Christopher Thrower**

Phi Alpha Delta

Krithi Basu Cooper Dincu Hannah Elzig Joey Golden Audrey Koreski Callista Ordonez Ethan Silver **Daniel Simic** Zoe Toupin Gabby Vanderlaan Lauren Watkins

Puget Sound Oncology **Nursing Society**

Joel Beckerman Lily Beckerman Dennis Bigelow Lolinda Bigelow Denae Davis Steve Grey Anthony Indelicato Jennifer Lynch Sandra Olson Carol Oshima Laurie Thibert Nancy Thompson Kay Walz Lisa Westmoreland Javiera Zambrano

UW: Law, **Societies**

and Justice **Program** Gabriel Adler Rebecca Andrews Katherine Beckett\ Rebecca Branch Akvile Bukauskaite Lindsay Cael Stephanie Chavez Denise Chen Madeline Coke Sabrina Commons Nardia Duarte Nadra Fredi Steve Herbert Matthew Huang Sam Hunt Kathryn Joy Shayla Kline William Langevin Alex Lynch Clara Manahan Noe Merfeld Mindy Nan



Sabrina Page Zulen Pantoja-Ortega Medha Raman Ruby Rawlinson Jaden Ravl Lauren Rosen Mandeep Sandhu Tamsin Teague Lindsey Townsend Mackenzie Wamble Katherine Yamamoto Emma York

Walsh Construction

Eric Brandon Angella Hould Lee Kellogg Juan Martinez Juanita McLaughlin Mark Smith

Washington for Pete

Carrie Barnes Kaitlyn Barnes Nathaniel Barnes Barry Barnes Abigail Barnes Ayden Duchouhay Luisa Grutz-Bianchi Krista Painter Aviva Richman

Zillow

Rachel Blaine Kyle Carmack Jess Gandy Abigail McCarthy Robvn O'Brien Linda Ouk Alex Phav Terry Pooler

Ongoing

Holy Rollers Awake in Action Casting Forward **Ordinary Efforts**

DESC 2020 ANNUAL REPORT

Lorraine Kunimoto

Julie Zander

Bill Zook

You have donated \$5,352,819 in in-kind gifts

in warm meals, clothing, furnishings, stock and so much more.

These are sometimes lifesaving items and always appreciated!



Volunteers from the Puget Sound Oncology Nursing Society sorted donated clothing.

14,707 hours ÷361 volunteers =41 hours of time each donated

Even though COVID reduced options for volunteering



Thank you, interns

Megan Bagley Randy Foss Adrienne Burrington Julia Durant-Storey Laura Wittmann Elias Daniels Ivy Kim-Aguilar Liam Malpass Pam DeKeyser Jong Oh Allison Covey
Tabitha Brown
Tristin Pendergrast
Elliott McMurray
London
Rachel Hernandez
Zaryn Averan
Vincent Davis
Kyle Ward
Jessica Kalvig
Espi Garcia

Valerie Garibay Zenith Savery Ashley Perkins Steve Schrock Lizzy Chao Elena Lecoq

Research & Innovation

Characteristics of COVID-19 in Homeless Shelters—A Community-Based Surveillance Study

Announced: Sept. 15, 2020

A University of Washington study of 1,434 residents and staff at 14 adult and family homeless shelters in King County showed the need for routine viral testing outside of clinical settings for those experiencing homelessness. It also showed that people in shelters may be at greater risk for outbreaks due to overcrowding and shared bathrooms.

The study appeared in a peer-reviewed article in Annals of Internal Medicine in January 2021.

The study, conducted from January through April 2020, began as an "offshoot" of the November 2019 Seattle Flu Study conducted at various community locations, including DESC's main shelters. That study researched the trial of onsite testing and treatment to manage flu outbreaks in a setting where they could easily spread.

Read the study at https://bit.ly/3k6hUBr.

Combining behavioral harmreduction treatment and extended-release naltrexone for people experiencing homelessness and alcohol use disorder

Published: March 2021

n a new study, people experiencing homelessness and alcohol use disorder saw improved health while receiving both behavioral and medication treatment. During the three-month treatment, participants reported using less alcohol, suffering less harm from alcohol use and enjoying better physical health quality of life, according to the paper published March 10 in "Lancet." Results plateaued when treatment ended.

The study originated at DESC in partnership with the UW. The study's lead author, Susan Collins, co-directs the Harm Reduction Research and Treatment (HaRRT) Center at the University of Washington School of Medicine.

Read the study at https://bit.ly/3kamv5w.

DESC participated in the research on this page. We rigorously evaluate our work to find evidence-based solutions for people who experience chronic homelessness.

Impact of Hotels as Non-Congregate Emergency Shelters

Published: November 2020

n April 2020, our community responded to the COVID-19 pandemic by relocating over 700 people from crowded congregate emergency shelters into hotel settings. By November 2020, over 1,100 people had been temporarily sheltered in hotels.

DESC had been calling for these measures to protect our vulnerable clients. We shifted major operations from congregate to non-congregate settings.

The county, and the region, aimed to reduce transmission of the virus and protect vulnerable people experiencing homelessness by putting fewer people together in shelter situations. King County, the City of Seattle and homeless service providers alleviated crowding by opening new congregate shelters in spaces that were big enough to allow for physical distancing.

Researchers from the University of Washington and the King County Department of Community and Human Services studied the effects and results of these actions. The data showed that the moves limited COVID-19 spread among those in hotel rooms versus those in congregate shelters.

The study also found additional positive results for people staying in hotel rooms. Thanks to having consistent, clean private rooms with bathrooms, they experienced:

- feeling more stable;
- improved mental and overall health and well-being, shown through better sleep and hygiene;
- less interpersonal conflict, due to lower anxiety, and subsequently, fewer emergency 911 calls;
- more time to plan for future goals such as finding permanent housing, a job or more education;
- more people leaving temporary shelter to live in permanent housing, and greater participation in homeless housing services.

Read the study at https://bit.ly/3hzFJ2R.

Financial Summary

For the year Jan. 1-Dec. 31, 2020

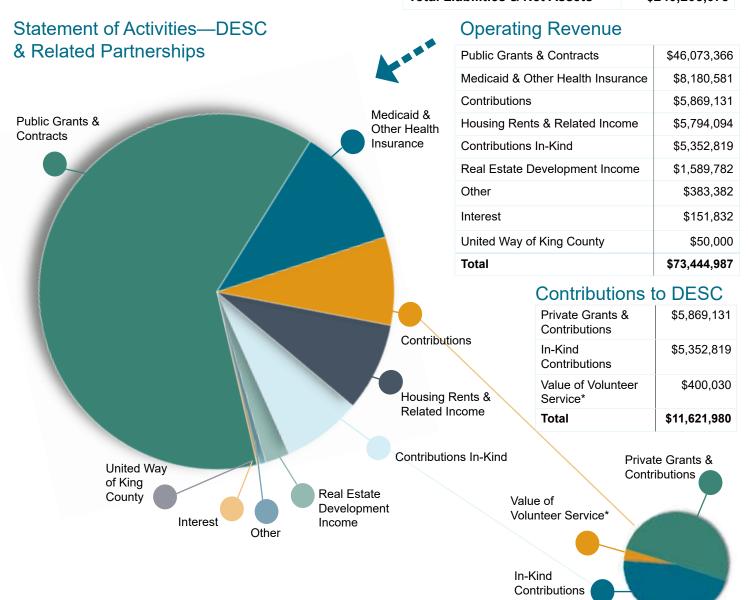
Consolidated Statements

Statement of Financial Position—DESC & Related Partnerships

Total Assets	\$240,208,078
Notes Receivable, Construction in Progress & Other Assets	\$36,821,633
Land, Buildings, Furnishings & Leasehold Improvements (Net)	\$168,219,992
Restricted Assets & Housing Reserves	\$19,098,808
Accounts Receivable & Prepaid Expenses	\$9,939,102
Cash & Cash Equivalents	\$6,128,543
Assets	

Total Liabilities & Net Assets	\$240,208,078
Net Assets	\$86,552,499
Total Liabilities	\$153,655,579
Notes Payable	\$132,158,907
Client Custodial Accounts & Other Liabilities	\$6,566,580
Deferred Revenue	\$8,783,358
Accounts Payable	\$6,146,734
Liabilities	

Liabilities



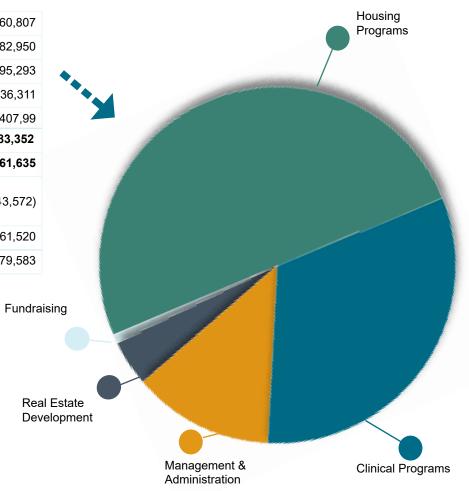
^{*} Value assessment from independentsector.org; not part of audited financials

Statement of Activities—DESC & Related Partnerships (continued)

Operating Expenses

Housing Programs	\$32,560,807
Clinical Programs	\$20,682,950
Management & Administration	\$8,295,293
Real Estate Development	\$2,736,311
Fundraising	\$407,99
Total	\$64,683,352
Operating Surplus (Deficit)	\$8,761,635
Operating Surplus (Deficit) Non-Operating Revenue & Expense Depreciation, Amortization & Accrued Interest	\$8,761,635 (\$7,943,572)
Non-Operating Revenue & Expense Depreciation, Amortization & Accrued	
Non-Operating Revenue & Expense Depreciation, Amortization & Accrued Interest	(\$7,943,572)

This information is based on DESC's 2020 audited financial statements. Please contact Director of Fund Development Megan Mayes at mmayes@desc.org with questions or for a copy of the full report.



















And a very big thank you to Alexi, Bill, Mario and Vernon, whose photos grace these pages.