

2009 ANNUAL REPORT

DOWNTOWN  
EMERGENCY  
SERVICE  
CENTER



DESC

**30 YEARS OF OPENING DOORS  
TO END HOMELESSNESS**



*Staff assist clients with laundry each day at DESC's Connections program.*

## OUR MISSION

**DESC works to end the homelessness of vulnerable people, particularly those with serious mental and addictive illnesses. Through partnerships and an integrated array of comprehensive services, treatment and housing, we give people the opportunity to reach their highest potential. At DESC, uncommon efforts produce uncommon results that eliminate homelessness, one person at a time.**

**DESC depends upon the strong support it receives from the community. If you would like to help by making a donation, volunteering your time, or providing specific types of in-kind assistance, please call (206) 515-1538, or email [mmillican@desc.org](mailto:mmillican@desc.org).**

**Thank you.**

## 1979

**ON NOVEMBER 19, DESC OPENS ITS DOORS AS AN OVERNIGHT EMERGENCY SHELTER IN THE BALLROOM OF PIONEER SQUARE'S MORRISON HOTEL.** From 7 p.m. to 7 a.m., a staff of 14 welcomes nearly 200 homeless adults to a new kind of shelter for Seattle's most difficult-to-serve population. Ahead of its time from the very beginning, DESC embraces a "low demand model" of service where rules do not constitute a barrier to access. DESC begins as a partnership between the City of Seattle, the Greater Seattle Council of Churches, and WAMI (Washington Advocates for the Mentally Ill).

## 1980

**DESC IS GRANTED A LICENSE BY THE STATE TO DELIVER MENTAL HEALTH CARE,** the first step in the development of a full continuum of care for clients.

## 1981

**DESC EXTENDS ITS HOURS, DUE TO INCREASED DEMAND FOR SERVICES.** The shelter is now open from noon to 7 a.m.

## 1983

**WITH LONG LINES AT THE SHELTER RESULTING IN PEOPLE BEING TURNED AWAY,** DESC develops a lottery system to replace the former first come, first served method.

## 1984

**DESC CLIENTS AND STAFF ARRIVE EN MASSE AT SEATTLE'S PUBLIC SAFETY BUILDING TO PUBLICLY PROTEST THE LACK OF SHELTER BEDS.** The act results in new community shelters, including the first severe weather overflow shelter opened by the City and King County

**DESC IS FEATURED IN THE NATIONALLY BROADCASTED PBS DOCUMENTARY, "SHELTER,"** produced by Seattle station KCTS.

## 1989

**DESC BEGINS COORDINATING DOWNTOWN STREET OUTREACH WITH DAETN** (Downtown Access, Engagement & Transition Network) to establish first contact with Seattle's most vulnerable homeless adults. This eventually leads to DESC being selected for the Federal Demonstration program, ACCESS, and the current HOST program.

## 1990

**DESC'S SHELTER EXPANDS OPERATIONS TO 24 HOURS DAILY.**

**DESC BECOMES THE FIRST AGENCY TO PARTNER WITH COMMON MEALS** (now Farestart), to serve weekend meals to its shelter clients.

## 1992

**DESC PRIORITIZES OVERNIGHT BEDS FOR THOSE INDIVIDUALS MOST VULNERABLE ON THE STREETS** - those living with disabilities, women, and elderly men - thereby replacing the former lottery method.



UNION HOTEL

## 1994

**THE UNION HOTEL OPENS,** DESC's first supportive housing program featuring 24/7 on-site clinical and support staff for 52 previously homeless residents.

**DESC DEVELOPS A SCATTERED SITE HOUSING PROGRAM**, to assist homeless clients enrolled in DESC's new SAGE program in renting affordable apartments while receiving on-going care.

## 1995

**DESC ESTABLISHES SAGE**, a program delivering Medicaid-funded mental health treatment to clients. This marks DESC's inclusion into the mainstream mental health service community.



LYON BUILDING

## 1997

**DESC ASSUMES MANAGEMENT OF THE LYON BUILDING**. A 64-unit facility owned by AIDS Housing on Washington (now Building Changes). As DESC's first Harm Reduction Housing model, the program focuses on homeless adults affected by the HIV/AIDS, mental illness, and/or addiction.

**DESC INTRODUCES TO THE REGION THE CONCEPT KNOWN TODAY AS HOUSING FIRST BY OPENING KERNER-SCOTT HOUSE**, which uses housing as a way to engage people into services. Its 40 apartments are designed to provide stability for homeless, mentally ill, and/or addicted adults with no previous connection to services.



KERNER-SCOTT HOUSE

## 1999

**DESC BECOMES A LICENSED CHEMICAL-DEPENDENCY PROVIDER**, allowing both emergency shelter and housing clients with co-occurring mental health and chemical dependency problems to receive critical services.

**DESC BEGINS THE CRISIS RESPITE PROGRAM (CRP)** Working in partnership with Harborview Medical Center and King County Medical Health Court, CRP provides shelter and case management for mentally ill homeless adults still emerging from a recent crisis or jail.

## 2000

**DESC LAUNCHES CHASERS**, its internally developed electronic data system that enhances the agency's emphasis on highly integrated services and housing. The system is later adopted by other human services agencies.

## 2002

**DESC'S KERNER-SCOTT HOUSE WOMEN'S SHELTER OPENS**, providing 25 beds for Seattle's most vulnerable mentally ill homeless women.

## 2003

**A \$27 MILLION RENOVATION OF THE MORRISON BEGINS**, resulting in a state-of-the-art shelter and day center, centralized administrative offices, and five floors of supportive housing. The Morrison becomes DESC's largest housing project, marking the turning point at which DESC houses more people than shelters them.



THE MORRISON

# DESC 1970-2009

**DESC EXTENDS ITS PRIORITIZATION OF VULNERABILITY TO DAYTIME SERVICES**, and implements an evaluation tool to objectively measure a client's vulnerability based on his/her health, disability, and level of functioning.

## 2005

**AFTER TWO YEARS OF CONTROVERSY AND LAWSUITS SURROUNDING THE PROJECT, 1811 EASTLAKE OPENS**, providing 75 units for chronically homeless people with severe alcohol problems who, previously, were the community's high utilizers of public services. In 2009, The Journal of the American Medical Association publishes a study revealing that 1811 Eastlake annually saves taxpayers \$4 million dollars.



1811 EASTLAKE

## 2006

**DESC LAUNCHES THE CONNECTIONS PROGRAM**, establishing a center where non-disabled clients can access showers, computers, job-counseling and other services to help them find employment, housing and independence.

## 2007

**DESC LANCHES PACT**, a nationally recognized program that works with people with serious and persistent mental illness. The PACT model is distinguished by its intensive outreach and team-oriented, trans-disciplinary approach.



EVANS HOUSE

**EVANS HOUSE OPENS** with 75 supportive housing units on Capitol Hill, marking DESC's first housing program to extend beyond downtown Seattle.

## 2008

**AN INNOVATIVE EMPLOYMENT PROGRAM IS ESTABLISHED TO MATCH DESC CLIENTS WITH LOCAL EMPLOYERS**. DESC's thrift store serves as a valuable training tool to enhance clients' basic job skills and prepare them for retail employment.

## 2009

**RAINIER HOUSE OPENS**, providing an additional 50 supportive apartments in the Columbia City neighborhood.

**DESC BREAKS GROUND ON CANADAY HOUSE**, which will provide 83 supportive apartments, 25 of which will be designated for veterans. Canaday House is scheduled to open in the summer of 2010.

## TOMORROW

**DESC CONTINUES TO EXPAND SUPPORTIVE HOUSING AND CLINICAL TREATMENT UNTIL THERE ARE NO MORE PEOPLE IMPACTED BY HOMELESSNESS IN OUR COMMUNITY.**



*(left) Pioneer Square before DESC. (right) DESC's men's shelter bunks today*

## A LETTER TO THE COMMUNITY

**Dear Friends,**

**1979 was the year that Margaret Thatcher became Prime Minister, John Wayne died, Mother Theresa received the Nobel Prize, and Post-it Notes were invented. It was also the year that the Downtown Emergency Service Center (DESC) opened in the historic Pioneer Square building, once home to the prestigious Arctic Club, as a shelter for 200 of Seattle's most difficult to serve, chronically homeless adults.**

**Fast forward to 2009, and Barack Obama becomes the nation's first black president, Michael Jackson dies, and the I-Pad is invented. And DESC marks 30 years of service to our**

community's most vulnerable men and women by providing not only emergency shelter, but also permanent supportive housing, state licensed mental health, chemical dependency treatment, medical care, street outreach, and employment services. In the vernacular of that popular 1979 commercial, we've "come a long way, baby".

We can't help but be proud of the accomplishments DESC has achieved over the past 30 years and the recognition we've received for our innovative programs and research based practices that help the people we serve end their homelessness and find housing success. We've pioneered the Housing First and Harm Reduction models of service that have proven even chronically homeless persons suffering from mental illness, addictive disorders, and other disabilities can maintain housing and even embrace the services that lead to a more independent and healthy life style.

On a larger scale, DESC has also been a catalyst for change in how our community perceives and addresses issues of chronic homelessness, advocating for increased public funding for those who are most vulnerable, proving that housing homeless adults is more cost effective than warehousing them, and developing service models and tools that agencies across the United States can replicate.

As a friend of DESC and a supporter of our efforts to end homelessness, you are a part of this agency's success. When speaking recently to Gordon, one of our clients who had just moved off the streets and into his own apartment in the Lyon Building, he commented "I don't know why all them folks gave money for me to have something as nice as this, but I sure am glad they did. I feel like I can do anything now. I'm a new man." We think that about says it all.



Bill Hobson  
Executive Director



Clark Kimerer  
President, Board of Directors



*Diane and her brother Billy Joe visit big brother Matthew in his apartment at Evans House*

## EVERYBODY'S BROTHER, BY DIANE LOVEJOY

*Matthew is currently a resident of Evans House. His sister Diane spoke at DESC's 30th Anniversary Gala about her experience with her brother's schizophrenia and his life on the streets before Evans House.*

**For as long as I can remember I've looked up to and admired my brother Matthew.**

**Matt was possibly the perfect son and the perfect brother growing up. He was smart and sweet and beautiful.**

**He got his MBA by the time he was 24 and moved to Seattle that same year. He had already saved up enough money to buy a house.**



Matt didn't drink or smoke. He spent his time exploring the outdoors, traveling the world with a backpack, researching and investing in stocks, and meditating. He had an air of confidence and gentleness about him – like a wise, old soul.

Something started changing in Matt in his early 30's. He began showing signs of mistrust and paranoia and before we knew it, he was in a full-blown paranoid-delusional state. He was certain there was a conspiracy against him, that he was being followed and filmed wherever he went.

Within a few months, Matt's whole world unraveled before our eyes. He lost everything – his house, his friends, his money. He lived in fear, he trusted no one and he flat-out refused help.

*“The merry-go-round of homelessness, jail, emergency room visits, and institutional life went on for 6 years.”*

Matt ended up at Western State Hospital, was eventually put on the right meds and seemed to be doing really well. When he was released, he quickly stopped taking his meds. He fell back into the depths of schizophrenia, and before we knew it, he ended up back in jail, then back at Western, and then on the streets.

The merry-go-round of homelessness, jail, emergency room visits, and institutional life went on for 6 years.

The times that he was on the street were the worst. I can tell you, it's difficult to fall asleep when you're in the throes of a Seattle winter and someone you love is on the streets. It's tough cuddling up under a warm down comforter when you know that your brother is cuddling up with a sidewalk. Especially on those nights when the rain was coming down in sheets, and the thermometer was dropping, and the sun had set at 3:45 in the afternoon, my husband Nicholas and I would set-out to find Matt.

We would drive along slowly, looking at every person huddled in a

*“I remember thinking, if only he were in jail, he would be warm and dry and fed. We would know whether or not he was alive.”*

doorway, digging through the garbage for food, trying to get shelter and warmth under a soggy cardboard box.

We often would find him, we knew his hangouts, and we would put him up in a cheap hotel. But it never lasted for more than a few days—he would get kicked-out for standing in the parking lot making a ruckus in the middle of the night, or for telling the guy at the front desk about his marriage to Madonna, or about Snouty, the mean spirit who lived in his face, or about the bodies he could sell him for a million bucks each.

I didn’t blame them for kicking him out. I just didn’t know where to put him, where to give him warmth and a shower, where to keep him safe. My many attempts to find housing for him failed miserably.

Then one day, everything changed.



*Diane with brother Matthew in his apartment at Evans House*

*“...one day, everything changed. DESC found Matt.”*

DESC found Matt. They found him, and gave him a key to his own studio apartment. Since that day, Matt has been taking his meds consistently. Since that day he has not slept on a sidewalk, he has not spent a night in jail, or Harborview, or Western State. It's been 2 years now. Considering the 6 years prior, to my family, it's a miracle.

A few weeks ago Matt called and invited me up to his apartment for a cup of coffee. He hadn't done that before. For the past two years, he hasn't wanted us to come in, he's always wanted to go out—out for coffee, or dinner or to play pool. This time when I met him on the front porch of Evans House, there was a real sense of belonging in him. As he showed me to his room, he introduced me to his friends along the way, smiling the whole time. Perhaps, after 2 years, it has finally sunk in, that this really is his home. He can relax.

*“Diane, Evans House is wonderful. These are all my brothers and sisters, why would I feel lonely?”*

As we were finishing our visit, I asked him if he likes Evans House, does he ever feel lonely, does he miss his old home, his old life? He looked at me, the beauty of his face buried beneath his overgrown hair, and said, “Diane, Evans House is wonderful. These are all my brothers and sisters, why would I feel lonely?”

That's my brother Matt—a beautiful, gentle soul who has a long history of looking upon each person as his brother or sister. What a lovely world it would be if more people had that vision.



**The Union Hotel**  
204 Third Avenue S. - 206.587.2460  
52 stable, affordable apartments and services for disabled homeless men and women

**Something Old, Something New**  
200 Third Avenue S. - 206.748.9080  
DESC Thrift Store



**The Morrison**  
509 Third Avenue - 206.515.1545  
190 apartments and services for disabled homeless men and women

**Administrative Office**  
515 Third Avenue - 206.464-1570  
info@desc.org

**Main Emergency Shelter**  
517 Third Avenue - 206.464-1570  
A safe place for 204 men and women to stay each night

**Connections**  
505 Third Avenue - 206.515.1555  
Comprehensive daytime service center including vocational training, information and referral, veterans' outreach and hygiene facilities for homeless men and women



**The Lyon Building**  
607 Third Avenue - 206.341.9575  
64 apartments and services for homeless men and women with multiple disabilities, including HIV/AIDS, mental illness and/or chemical dependency

**Clinical Programs**  
216 James Street - 206.464.6454  
Outreach and engagement, case management, chemical dependency treatment and crisis respite



**1811 Eastlake**  
1811 Eastlake Avenue - 206.957.0700  
75 units for chronically homeless adults with severe alcoholism



**Kerner-Scott House**  
510 Minor Avenue N. - 206.621.7027  
25 safe haven apartments for homeless, mentally ill adults; 15 clean and sober apartments for homeless, chemically dependent adults in recovery

**Kerner-Scott Women's Shelter**  
510 Minor Avenue N. - 206.621.7027  
A safe place for 25 mentally ill homeless women to stay each night



**Canaday House**  
424 Minor Avenue N. - 206.682.2376  
85 apartments and services for homeless men and women with 25 units reserved for veterans



**Evans House**  
415 Tenth Avenue - 206.223.1533  
75 apartments and services for homeless men and women disabled by severe and persistent mental illness



**SAGE Belltown**  
2106 2nd Avenue, Suite 100 - 206.441.3043  
Long-term case management for homeless and formerly homeless men and women living with severe and persistent mental illness



**Queen Anne Shelter**  
Sacred Heart Church, 205 2nd Avenue N. - 206.515.1515  
A safe place for 50 homeless men to stay each night

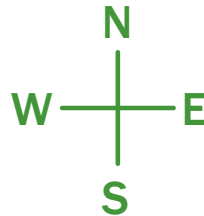


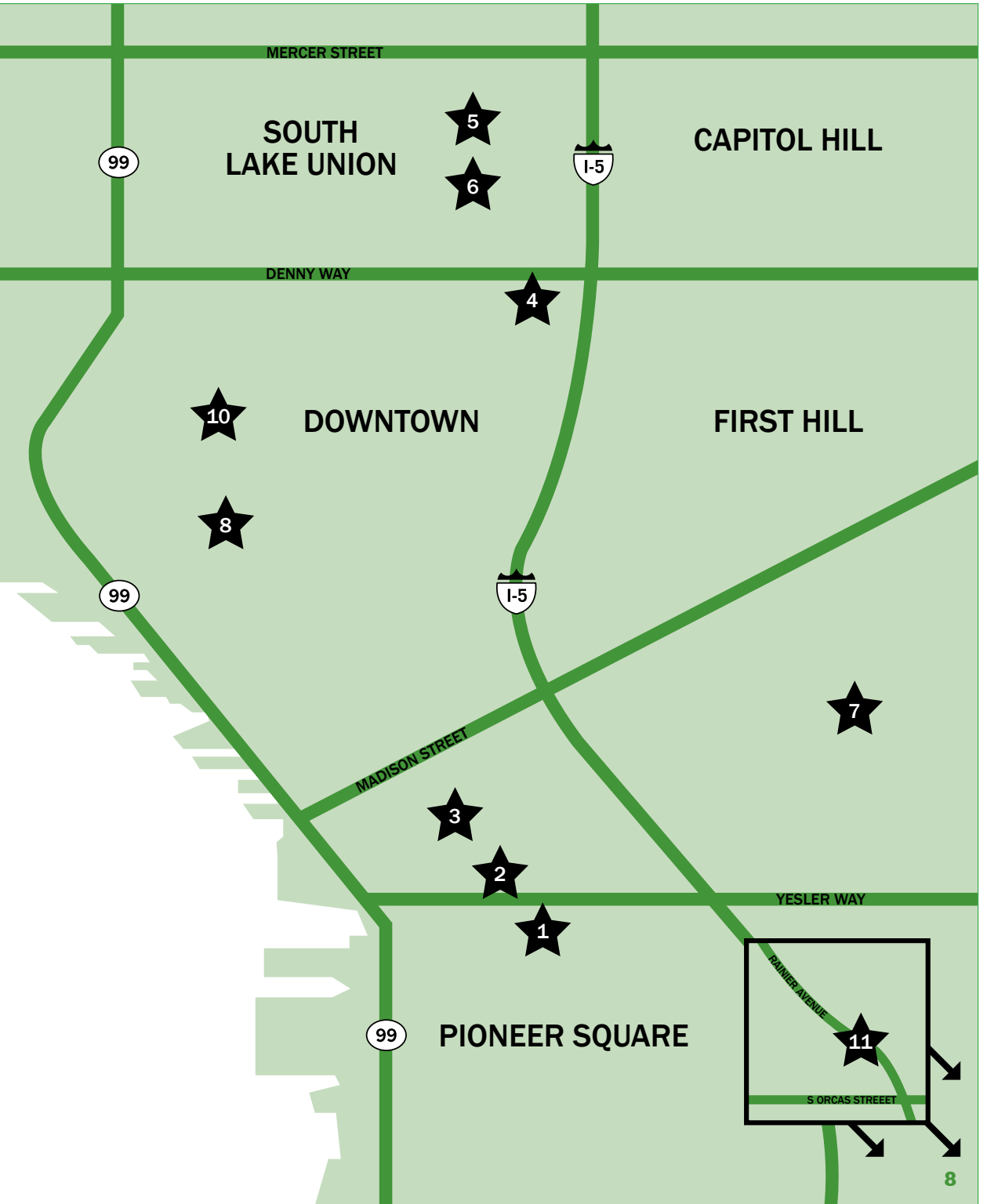
**PACT**  
2225 Fourth Avenue - 206.441.3329  
Program of Assertive Community Treatment for men and women transitioning from long periods of institutionalization



**Rainier House (inset)**  
5270 Rainier Avenue S. - 206.732.1883  
50 apartments and services for homeless men and women disabled by severe and persistent mental illness

# QUEEN ANNE





# FINANCIAL SUMMARY

FOR THE YEAR JANUARY 1 TO DECEMBER 31, 2009

## Consolidated Statement of Activities

### Revenue

Contributions	\$1,399,303
Contributions, In-kind	\$141,844
United Way of King County	\$496,603
Public Grants and Contracts	\$13,588,631
Rents and Fees	\$3,617,556
Interest	\$14,649
Other	\$632,114
<b>Total</b>	<b>\$19,890,700</b>

### Expense

Clinical Programs	\$5,736,849
Housing Programs	\$12,862,074
Fund Raising	\$393,771
Management & Administration	\$1,707,936
<b>Total Expense (including depreciation &amp; amortization)</b>	<b>\$20,700,630</b>
Change in Net Assets as of 12/31/09	(\$809,930)

### Adjustments to Change in Net Assets

Depreciation & Amortization Expense	\$2,554,062
Housing Development Grant	(\$500,000)
Housing Development Fees	(\$671,123)
Receipt of Interest in Partnership	(\$301,067)
<b>Change in Net Assets from Operations</b>	<b>\$271,942</b>

## Consolidated Statement of Financial Position

### Assets

Cash & Cash Equivalents	\$1,301,530
Accounts Receivable	\$1,400,902
Restricted Assets & Housing Reserves	\$4,619,688
Land	\$8,971,963
Buildings, Furnishings & Leashold Improvements (Net)	\$58,333,911
Notes Receivable, Construction in Progress & Other Assets	\$5,987,221
<b>Total</b>	<b>\$80,615,215</b>

### Liabilities

Accounts Payable	\$2,475,005
Client Custodial Accounts & Tenant Security Deposits Payable	\$1,098,799
Notes Payable & Deferred Revenue	\$36,545,011
<b>Total Liabilities</b>	<b>\$40,118,815</b>

<b>Net Assets</b>	<b>\$40,496,400</b>
<b>Total Liabilities &amp; Net Assets as of 12/31/09</b>	<b>\$80,615,215</b>

\* Includes financial activity for DESC, DESC-sponsored low income housing tax credit investment partnerships, and selected financial activity of the Lyon Building supportive housing. Audited financial statements are available upon request. **10**



*DESC supporters celebrate 30 years of service at annual gala*

## THANK YOU 2009 DONORS

*We are deeply grateful for each donor who, through their contributions to DESC, brought vital services to people living with chronic histories of homelessness, mental illness and addictive disorders in Seattle and King County. Please accept our sincere apology if we have inadvertently failed to list your name or have listed it incorrectly.*

### INDIVIDUALS

Anonymous (78)

Barry Aaronson

Kimberley Abbey

Douglas Adams

Elizabeth Adams

Jo Ann Akinniyi

Andrea Akita and Walter Zisette

Kathleen Albrecht

Amanda Allen

Cynthia Allen

Karen Allvin

Terry and Shary Almasi

Humberto Alvarez

Michael Aly

Inger Andersen

Katherine Anderson

Margie Anderson

Monica Anderson and

Margo Burnison

Graydon Andrus and Suji Lee

Shauna Andrus

Iris Antman

Lyle and Betty Appleford

Robin Appleford

Greg Arnold

Nancy Ashley

Monica Atkins

Sharyn Atwood

Duncan Autrey

David and Charlotte Avolio

Claudia Bach and Phil Smart

Charles and Nancy Bagley

Sharon Baker

Beth Bakke

Mark Barbieri

Teresa Barcus

Scott and Janine Barker

Carole Barrer and Lorrie Wallace

Colleen Bartolini

Shawn Baz

Nancy Beaudet

Heather Beaulieu

Anthony and Lizabeth Beaupre

Ambika Beck

Darby Beck

Gary Beem

George Behlmer

Douglas Beighle

Lynn Bekris and Michael Garry

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Merrill Black  
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Roger Atlas  
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Susan Boyle and Scott Fife  
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Frank Brosius  
Frederick Brown  
Joanne Brown and Carl Grote  
Anne Browne  
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Susan Burgess  
Tim Burgess  
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Lori Proulx-Burns  
Kari Burrell

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Kristen Emanuel  
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Ned Friend

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Robert Gay  
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Robert Goldstein  
Donnie Goodman  
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Douglas Hart  
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Edward Helvey  
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Susan Moseley Henry  
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Lydia and Scott Herbert  
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Sam Herring and Lynn Noordam  
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Alison Hill  
Paula Hitchcock  
William Hobson  
Neil Hodge  
Diane Hoff  
Harry Hoffman  
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David Huntington and	Joanne Ko	Richard Groomer
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## IN MEMORIAM

**DESC staff, clients and supporters were saddened by the deaths of two close friends this past year. Mike McGettigan passed away in March 2009. He worked at DESC for nearly 10 years, beginning as a shelter counselor in the 1980s, and returning in 2002 as a residential counselor supervisor at both the Morrison and 1811 Eastlake. Mike's patient, nonjudgmental approach instilled calmness and trust in clients and staff alike.**

**Rick Swenson passed away in January 2010. One of DESC's earliest Clinical Managers, Rick was instrumental in personifying the concepts of creativity and persistence in how we do clinical engagement and which still guide our efforts today.**

**Mike and Rick's compassion and sense of justice for the most disenfranchised members of our community was an inspiration to many, and they are sorely missed.**

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In Memory of: Joseph Burbridge

In Memory of: Nicholas Canaday

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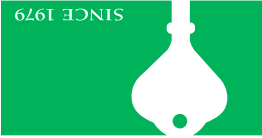
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