

Unified Care Team Overview

April 19

City Council Public Assets & Homelessness Committee



Agenda

1. Intro
2. History & Highlights
3. Transitioning to Neighborhood Teams
4. Site Assessments & Calendaring
5. Q&A

Presentation Result: Collective understanding of what the Unified Care Team (UCT) is, where it's headed, and what we anticipate will change because of the neighborhood teams



Intro

Deputy Mayor Washington

4/20/2023

Unified Care Team



City of Seattle

Unified Care Team Presenters

Presenters

Deputy Mayor Tiffany Washington, Lindsey Garrity, Elena Blackmore, and Maddy Hernandez

Unified Care Team Leads Represented

- Curtis Bright & Lee Momon, SPU Leads
- Donna Waters & Tom Bronkhorst, SPR Leads
- Ross Aitken, SDOT Lead
- Michel Bailey representing Christina Korpi, HSD Lead
- Stephen Barham, IP Lead

What is the Unified Care Team?

The Unified Care Team (UCT) is a coordinating hub for more than a dozen City departments and partner agencies to ensure Seattle public spaces, sidewalks and streets remain open, safe and accessible to all.

The UCT directly *coordinates* activities

- Drawdown of encampments and RV sites
- Enforce 72-hour parking policy
- Clean and beautify public spaces
- Remove public safety and health hazards such as propane tanks and sharps
- Provide referrals to shelter for the unhoused community

The UCT *partners* with others on activities

- Long-term activation with community
- People-related services with KCRHA and contracted outreach
- Cross-jurisdictional agencies

The UCT *triages* issues to the appropriate pathway

- Addressing public safety issues
- Healthcare Access & Behavioral health evaluations
- Emergency Response Services



History & Highlights

4/20/2023

Unified Care Team



City of Seattle

Unified Care Team History

Unified Care Team

The Unified Care Team brings together every City department working on homelessness to define a One Seattle agenda for aligned action.



Acting with urgency and compassion.

The Unified Care Team (UCT) brings together more than a dozen city departments and partners for a coordinated, strategic, and data-driven approach to ensuring Seattle's public spaces, sidewalks, and streets remain open and accessible to all. One of Mayor Harrell's first actions in office, the formation of the Unified Care Team is helping set a new standard for collaboration and data-driven action.

Winter '22 – Unified Care Team (UCT) launches

Spring '22 – One Seattle Homelessness Action plan announced

Fall '22 – Neighborhood Teams concept proposed & Council passes '23 budget

Winter '23 – Neighborhood Team launch announced at the State of the City Address

Spring '23 – NW Neighborhood Team launched

Highlights

- Completed over **200 unique site resolutions**, providing more than **1,800** shelter referrals in 2022
- **93%** of parks were fully accessible and open to the public for their intended use in mid-2022.
- In 2023, received **~9,000** encampment service requests:
 - Nearly **100%** triaged within **3 working days** by our Customer Service Representatives.
 - **~95%** of the time our Maintenance Workers inspect constituent complaints within **10 working days**.

Transitioning to Neighborhood Teams

“When a community is informed, involved, and updated, they will have patience to engage in a person-centered process over time”



Why transition to neighborhood teams?

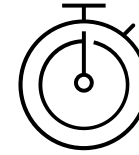
2022 key observations and learnings:



Not enough places for people to go



More sites than resources available



KCRHA needs time to develop a system that works



Limited places to site services that meet the needs of those living in vehicles

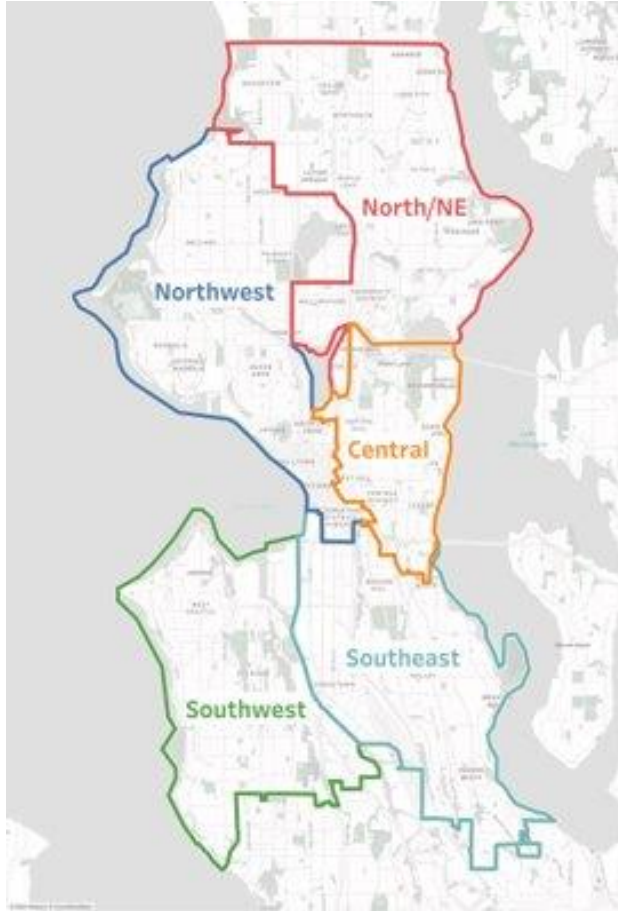


Housed community want to know what's happening and how to help



We need to think outside the box, and incorporate alternatives to site resolution

Neighborhood Teams Overview



- Teams will build relationships with community, neighbors (housed & unhoused), outreach teams, and businesses within their region
- Coordinate deployment of City & partners services such as: outreach, trash mitigation, RV remediation, geo-cleaning, and site resolutions

How We Organize Our Work

We organize UCT operations around the following activities:

① Triage community concerns & respond to changing conditions

② Bring people indoors through outreach & services

③ Mitigate impact of trash, debris & public health hazards

④ Resolve priority encampment sites

⑤ Maintain and restore public space for their intended use

Neighborhood Team Staffing

Regional Manager

Oversees daily activities, daily deployment, responds to on-the-ground needs in coordination with UCT manager.

Regional Coordinator

Acts as the “conductor” to coordinate communication across teams, triages on-the-ground needs and issues. Coordinates contracted outreach and resources for site resolution.

Field Coordinator

Project manages removals through inspections, posting sites, coordinating and storage of personal belongings.

Community Liaison

Engages with neighbors at community meetings, shares updates, and develops community led strategies to re-activate spaces.

Contracted Outreach

Engages people experiencing homelessness through relationship development, offers of shelter, and connections to services.

Maintenance Lead

Leads on-the-ground activities to keep the city clean and accessible.

Maintenance Worker

Performs on-the-ground activities to keep the city clean and accessible (trash mitigation, vegetation management, pressure washing, graffiti removal, etc.).

Neighborhood Team Rollout

Our rollout approach is iterative and leads with continuous quality improvement:

- ① **Planned for Neighborhood Team Launch** – built on lessons learned from the launch of the UCT in '22 to develop the neighborhood team model and approach.
- ② **Launched NW Neighborhood Team** – put the plan into action and pilot operational changes to inform future neighborhood teams.
- ③ **Engage community in NW Neighborhood** – build relationship with community to gauge progress of the NW Neighborhood team and adjust approach as needed.
- ④ **Continue Launching Additional Neighborhood Teams** – leverage learning from each Neighborhood Team launch and communicate results to community.

Neighborhood Teams Goals

Vision: Ensure Seattle public spaces, sidewalks, and streets remain open, safe and accessible to all.

- ① Neighborhood Teams strategically deploy city services to be responsive to the unique needs of communities
- ② Have a comprehensive understanding of what's happening in public spaces
- ③ Outreach builds relationships with people living unsheltered and provides referrals to shelter & services until the site is resolved
- ④ Collaborate with partners to develop an activation plan for ongoing use of public spaces

Who to Contact

A community member has a request



Submit a Service Request through the [Customer Service Bureau](#), [Find It, Fix It](#) mobile app or **206.684.CITY** (2489)

- *You will receive a service ID and notifications until your issue is resolved*

A community member wants to follow up on a report already submitted



Refer to UnifiedCareTeam@seattle.gov

Northwest Region liaisons



NW Team (CM D6 & D7) Community Liaisons

- tom.vanbronkhorst@seattle.gov
- marta.idowu@seattle.gov

Email UnifiedCareTeam@seattle.gov for community liaisons in other neighborhood zones



Site Assessment & Calendaring

4/20/2023

Unified Care Team



City of Seattle

Summary Takeaways

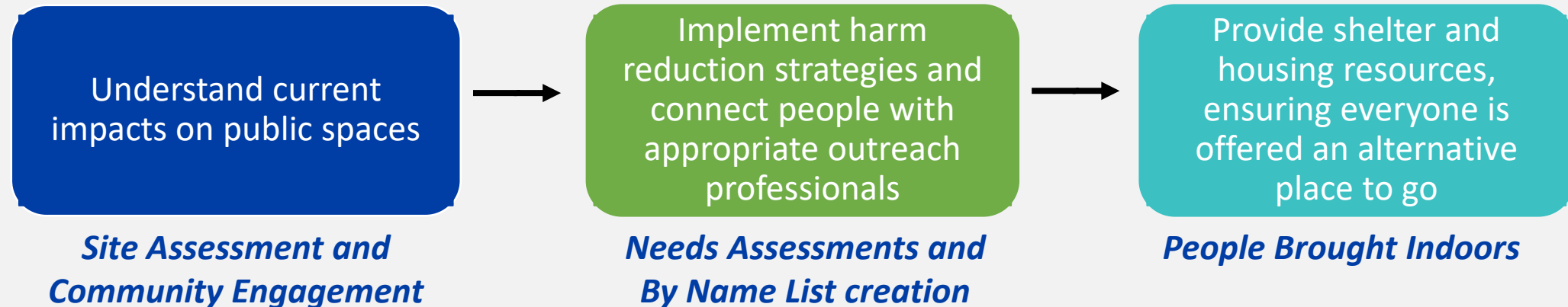
- ① Data is the start of the conversation – it does not dictate a next step.
- ② Prioritization is a multi-step, iterative process that considers a numeric score, information from our teams and partners, and resource availability.
- ③ Conditions on the ground change – our process must be nimble to adjust and respond.
- ④ This is a pilot – we will continue to learn from our work and adjust our approach.

Unsheltered Outreach

Unsheltered outreach connects our unhoused neighbors to services, shelter, and housing.

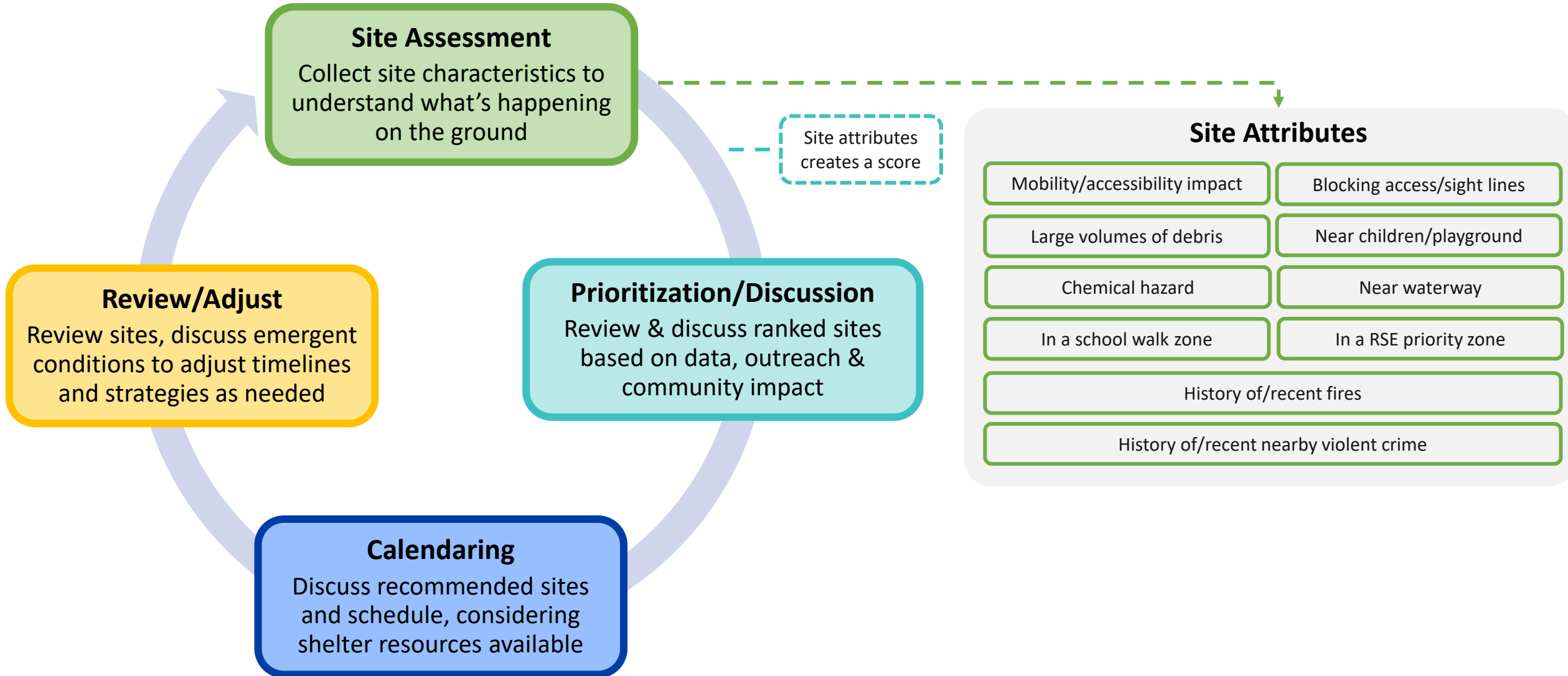
In Neighborhood Teams, we seek to partner with outreach from the beginning – from site prioritization to resolution, to give us a collective understanding of what’s happening on the ground, deploy harm mitigation strategies, and work towards site resolution.

Outreach Coordination:



Prioritization is more than the points

A dynamic, data and people informed approach to site resolution.



Prioritization in Action - Example #1

- Site 2832
- Score of 7
- Site was high on the prioritization list
- Worsening site conditions
- Site scheduled and resolved

2832

S Hill St and 22nd Ave S

1/23/2023

Tents | RVs | Str

Last Inspection 1/6/2023

Current Status: Active – Inspected Location

5 1 1

Score: 7 points

Full Mobility Impact +2

Insuf. clearance for wheelchair +1,

Large amounts of debris +1

RSE Priority Area +1

School Walk Zone +1

Hazardous/Chemicals +1



Prioritization in Action - Example #2

- Site 1060
- Score of 8
- Considerations:
 - In P4Z pilot zone
 - RHA & UCT worked in collaboration
 - Worked with Sound Transit to provide access to the construction site

1060

S Royal Brougham Way from Airport Way S to 4th Ave S

11/10/2022

Tents | RVs | Str

Last Inspection 12/21/2022

Current Status: Active – Inspected Location

42 0 2

Score: 8 points

Full Mobility Impact +2

Large amounts of debris +1

History of nearby encampment fires +1

History of nearby violent crime +1

RSE Priority Area +1

School Walk Zone +1

Hazardous/Chemicals +1



Prioritization in Action - Example #3

- Site 438
- Score of 2
- Considerations:
 - Lack of access to water supply for fire suppression
 - Significant fire hazard
 - Risk of fire spreading rapidly

438

Jackson Golf Course

12/2/2022

Tents | RVs | Str

Last Inspection 10/31/2022

Current Status: Active – Inspected Location

8 0 2

Score: 2 points

Large amounts of debris +1

School Walk Zone +1



Prioritization : Point Assignment (1 of 2)

Draft scoring calculation procedures

Points Assigned by Site Attributes (Inspections)

+2 Full mobility impact	+1 Insufficient clearance for a wheelchair
+1 Partial mobility impact	+1 Near children/playground
+1 Blocking entrance	+1 Within public school walk zone
+1 Large amounts of debris	+1 Chemical/hazard
+1 Blocking site line	+1 Near waterway
+1 Within RSE Priority Area	+1 Per 5 RVs

- ① Points inform a conversation; they do not dictate an action.
- ② Site attributes are focused on mobility and health impacts that impede access to public spaces.
- ③ Trained field staff assess the sites, ensuring data is accurate, and consistent across sites.

Prioritization : Point Assignment (2 of 2)

Draft scoring calculation procedures

Points Assigned by Proximity

+1 History of encampment fires in proximity within the last 6 months

+1 History of violent crime incidents in proximity within the last 6 months

Verified and Confirmed Public Safety

+3 Recent significant violent crime

+2 Recent non-VC shots fired

+2 Recent significant encampment fires

- ① **Reminder:** points inform a conversation; they do not dictate an action.
- ② It's important we understand public safety concerns occurring in proximity or connected to a site. When a site has a high or rapidly increasing score, it's an indication that we need to look further into what's happening there and what action is needed.
- ③ Verified and confirmed violent crime, shots fired, and encampment fires are an indication that the site and surrounding area may be unsafe – for both the unhoused neighbors in the encampment and the surrounding housed community.

QUESTIONS?

