



WE DELIVER CARE

Stephenie Wheeler-Smith, CEO
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History

We Deliver Care (WDC) is a safety company that specializes in non-violent de-escalation through Ambassadors in community.

- Started our public safety work in CoLEAD transitional housing
- Evolved to outreach work in collaboration with TAP to address public safety and public health concerns



TAP

WDC has been contracted to support the efforts of the Mayor, the Downtown Seattle Association and King County Regional Homeless Authority to restore downtown Seattle's vibrant culture of community.

Our focus is to support individuals at the intersection of homelessness, poverty and criminal activity by directing them to organizations prepared to provide support and services.

We aim to create a visible impact between Stewart and University on 3rd Ave.



Presence

WDC Community Safety Ambassadors (CSA's) maintain a consistent presence on 3rd Ave between Stewart and University, Mon - Sun, 6a-9:30p.

Our CSA's ensure safe and positive interactions between individuals and provide de-escalation services as needed to prevent incidents.

Our approach is client centered, trauma informed, relational, empathetic and authentic.



Services Provided

- **Non-Violent de-escalation** & incident stabilization
- Refer individuals to **lawful employment**
- **Reverse opioid overdoses** by administering Naloxone & CPR
- Provide electronic **documentation** of all interactions & incidents
- Redirect individuals to **reduce loitering**
- **Refer** unsheltered individuals to agencies that provide behavioral health, shelter, case management & housing
- Provide businesses with a **non-emergency response** to public safety concerns



Preparation

Community Safety Ambassadors have lived experience, which allows them to understand and identify with the unique experiences of those we serve on 3rd Ave.

- Non-violent De-escalation & Crisis Prevention Strategies
- CPR
- Mental Health First Aid
- Administering Naloxone
- Trauma Informed Care
- Crisis Intervention
- Conflict Resolution
- Breakthrough Action Leadership
- Self-Care, Self-Regulation, Health & Wellness



Partnerships

Local Organizations:

- REACH/LEAD — *housing support, legal coordination, case management*
- CoLEAD — *intensive case management & housing support*
- DSA/MID — *trash mitigation, spot cleanup, biohazard clean up*
- Health One — *post overdose support*
- KCRHA — *coordinated entry to housing resources*
- SPD & EMT's — *emergency response*
- UCT — *shelter referral*
- ...& more

Businesses: Moneytree, International Cigar & Tobacco, Ross, McDonald's, Post Office (3rd & Union), Gilmore Apartments, Melbourne Tower & The Josephinum

Project & Data Management: Purpose Dignity Action (PDA)



Data

Jan 2023 – May 2024

Demographics:

- **% of Individuals Unhoused:** 91%
of 1487 unique participants encountered
- **# of Unique Engagements:** 4083
- **Race:** White - 46.5%, Black 34.5%,
American Indian/Alaska Native - 8.3%
- **Gender:** Male - 71.9%,
Female - 27.3%, Other - .8%
- **Age:** 18-36 - 56%, 37 - 54 - 36%
55 -72 - 8%

Referrals:

- **Housing:** 116
 - 36 have moved into permanent housing through KCRHA's Coordinated Entry process
 - 15 have moved from CoLEAD transitional housing to permanent housing
- **Overdose Reversal:** 151
- **De-escalations:** 261
- **Employment:** 29
- **Case Management:** 675
- **Detox:** 59
- **Family Reunification:** 15



Trends

- Increasing need for de-escalation in summer months
- Increasing requests for detox
- Decrease in 'organized' drug activity

Challenges

- Lack of transitional/permanent housing resources
- Service providers aren't open early/late
- Many TAP participants don't have an I.D.

Successes

- Some individuals have been housed
- TAP participant, Aaron R., has worked for LAZ for 1 year
- The community trusts us



Testimonies

- Michele Clise, *30 year resident (letter)*
- Moneytree, *Business (letter)*
- Trey Kendall, *WDC Supervisor*
- Jon Scholes, *DSA President & CEO*



NEXT STEPS: What's Needed?

- TAP funding was only for 9 months; need October-December in a budget supplemental (\$640K)
- TAP funding for 2025 (\$2.641M)
- Priority access to transitional housing like CoLEAD, permanent supportive housing, shelter, detox beds and treatment facilities
- Mobile medical van
- Local day center and hygiene center
- Mental health support
- Regular inspection and maintenance of existing housing units
- Increased capacity/operating hours of service providers



Any Questions?

