

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



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

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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**.
 - **~80%** of sites are known by the City at all times.



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?

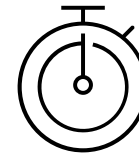
2022 key observations and learnings:



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

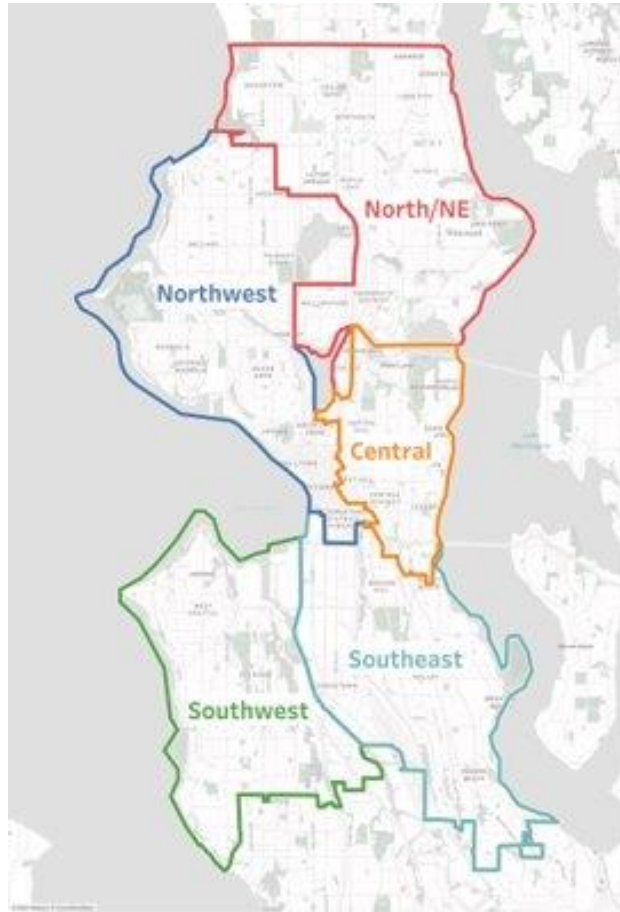


Housed community want to know what's happening and how to help



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.

Contracted Outreach

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

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.

Maintenance Lead

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

Field Coordinator

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

Maintenance Worker

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

Community Liaison

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

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

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4/19/2023

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

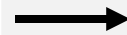
Unsheltered outreach connects our unhoused neighbors to services, shelter, and housing.

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:

Understand current impacts on public spaces

Site Assessment and Community Engagement



Implement harm reduction strategies and connect people with appropriate outreach professionals

Needs Assessments and By Name List creation

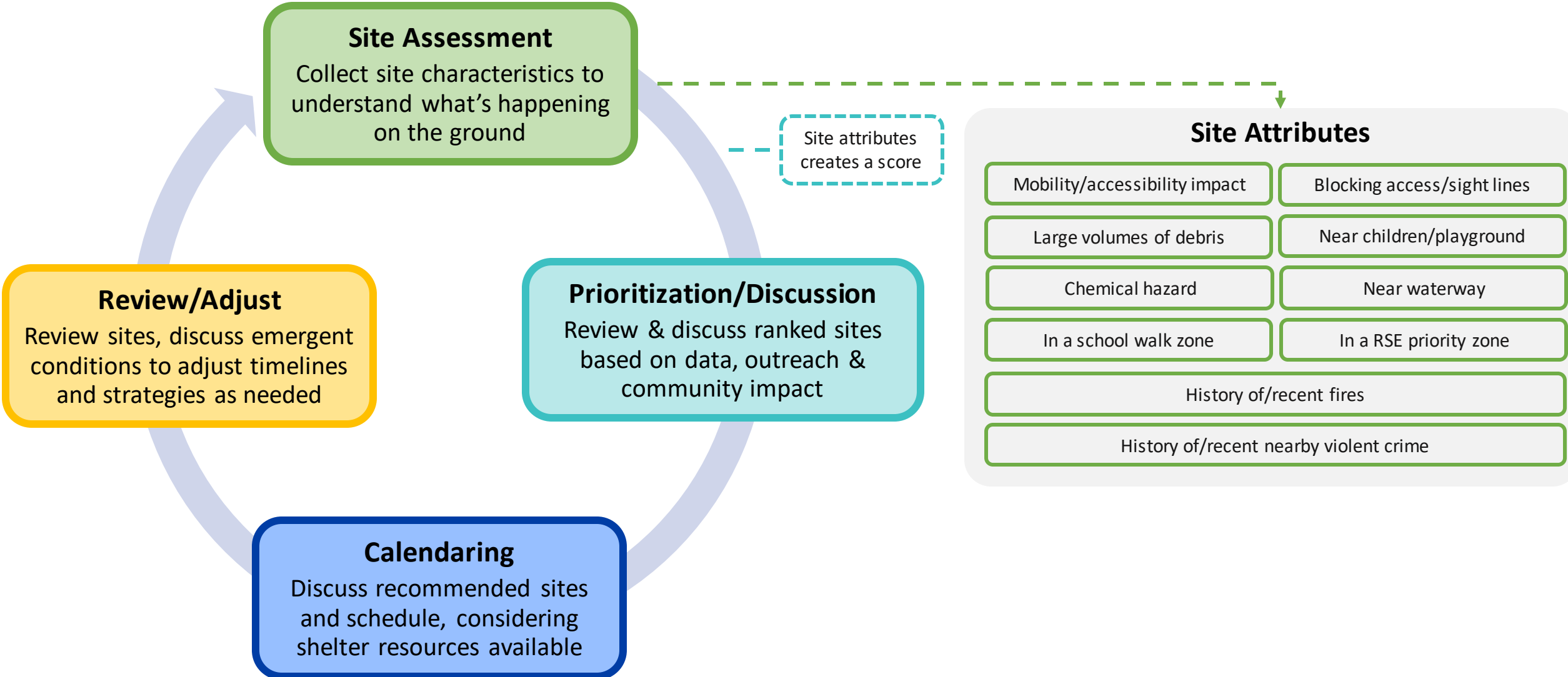


Provide shelter and housing resources, ensuring everyone is offered an alternative place to go

People Brought Indoors

Prioritization is more than the points

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



QUESTIONS?

