

Unified Care Team Update

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Public Assets & Homelessness Committee

8/2/2023

Unified Care Team



City of Seattle

Agenda

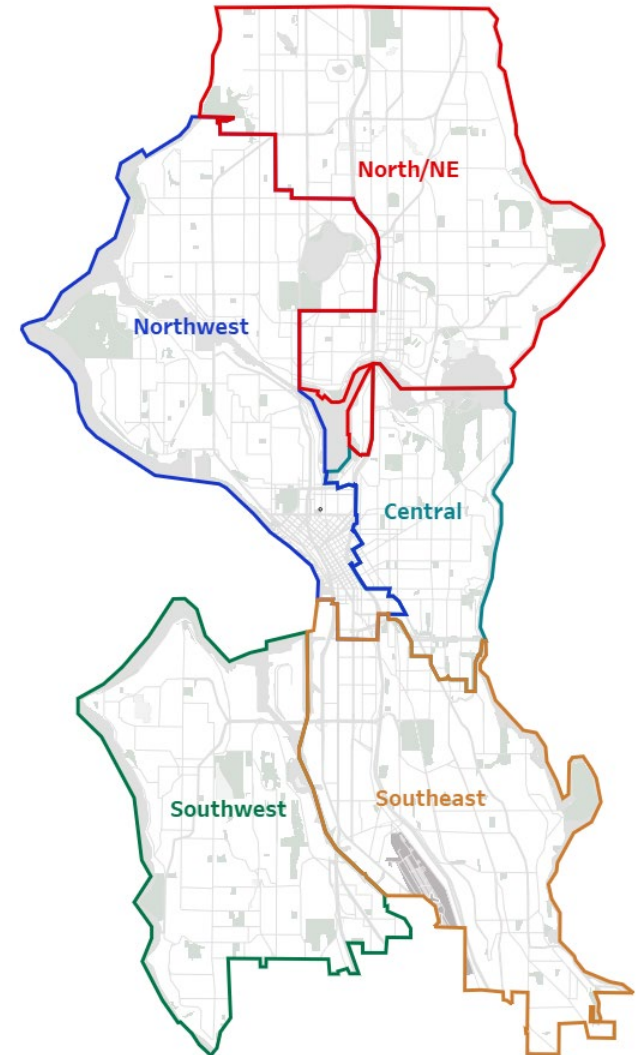
- Neighborhood Teams Approach
- Q2 Performance Metrics
- Questions



Neighborhood Teams Approach

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

- 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



Performance Metrics

SEATTLE
CITY HALL



Key Performance Metrics



Responding to Community Needs



Coordinating Outreach Services



Making Spaces Clean & Accessible

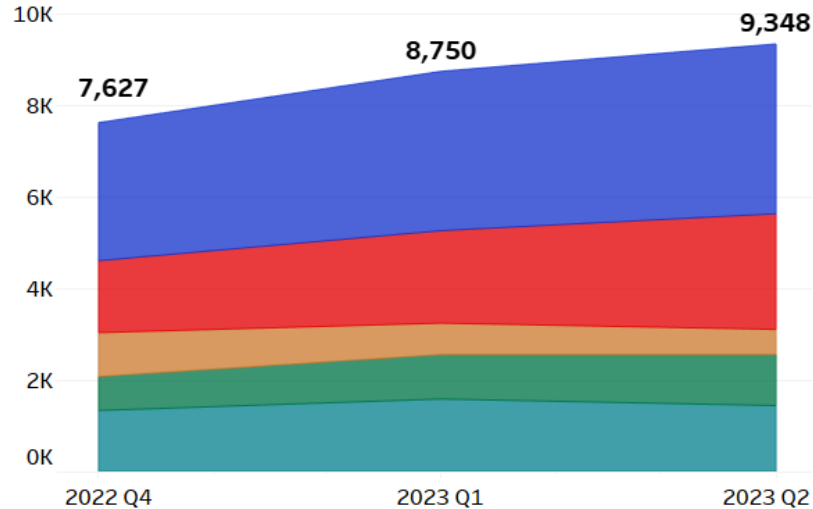


Resolving Priority Encampments



Responding to Community Needs

Providing community with ways to share their needs has worked by showing continuous higher feedback to the city through service requests.



Customer Service Requests

Even with rising requests, UCT provides **timely responses to neighborhood concerns** with 98% of the requests being triaged within 3 days

UCT Region	# of requests received in Q2	% triaged within 3 days in Q2
Northwest	3,713	98%
North/Northeast	2,529	98%
Southwest	550	98%
Southeast	1,115	99%
Central	1,441	98%
TOTAL	9,348	98%



Coordinating Outreach Services

UCT brings people indoors through outreach & service coordination with 15 outreach providers.

More than 550 shelter referrals were accepted in Q2, an increase of 21% year-over-year.

UCT Region	Offers of Shelter	Offers Accepted (Referrals to Shelter)
Northwest	646	305
North/NE	273	101
Southwest	41	10
Southeast	270	84
Central	102	54
TOTAL	1,352	554





Coordinating Outreach Services

- In Q4 2022, UCT began tracking reasons for declined offers of shelter
- UCT captured 676 instances in Q2 when unsheltered individuals shared a reason for declining shelter. Top reasons include:
 1. Wants Tiny House (16%)
 2. Does Not Want Shelter (14%)
 3. Wants Placement With Partner/Family/Friends (10%)
 4. Reports Having Housing/Shelter (9%)





Making Spaces Clean & Accessible

- Trash and debris mitigation is a coordinated multi-departmental strategy to **ensure public spaces are clean and reduce harm** to those unhoused and housed.
- In Q2, the UCT completed over 2,628 visits to sites, **removing over 1.6 million pounds of debris**.
- Programs include:
 - Purple Bag Program
 - Geo Cleans
 - RV Pump-Out Service
- 41 incoming service requests related to trash were added to a regular trash route





Resolving Priority Encampments

In Q2, there were 100% offers of shelter at 62 priority site resolutions and 32 RV Remediations

UCT Region	% of advanced notice removals where 100% of population received a shelter offer
Northwest	100%
North/NE	100%
Southwest	100%
Southeast	100%
Central	100%

QUESTIONS?

