

# UNAUTHORIZED ENCAMPMENT CLEANUP PROCESS IMPROVEMENTS



**City of Seattle**

# THE “MDARs”

- 2008 – City establishes Multi-Department Administrative Rules (MDARs) to outline process for removal of unsanctioned encampments.
- July 2016 – Mayor Murray announces task force to recommend improvements.
- Fall 2016 – Some improved practices begin, including using criteria for prioritizing sites for removal and placing written notice on or near each tent or structure.  
SOCR monitors scheduled encampment removals.
- Jan. 31, 2017 – FAS publishes draft rules for public comment.
- Feb. 20, 2017 – The Navigation Team, offering intensive outreach, is launched.
- Feb. 22, 2017 – Mayor Murray activates the Emergency Operations Center.
- March 15, 2017 – Rules finalized, with improvements from public comment.
- April 3, 2017 – Rules fully implemented, following three-week staff training period.
- July 11, 2017 – First meeting of MDAR Advisory Committee.

# THE NEW “MDARs”

The rules outline the City's process for:

- Prioritizing encampments for removal.
- Providing notice when an encampment is scheduled for cleanup.
- Offering outreach and alternative shelter options.
- Cleaning up an encampment site.
- Collecting, cataloguing and storing personal belongings and how individuals can recover their property.
- Immediately removing obstructions and immediate hazards.
- Identifying and specifying emphasis areas that will be subject to daily inspection and immediate removal of any encampment-related materials.

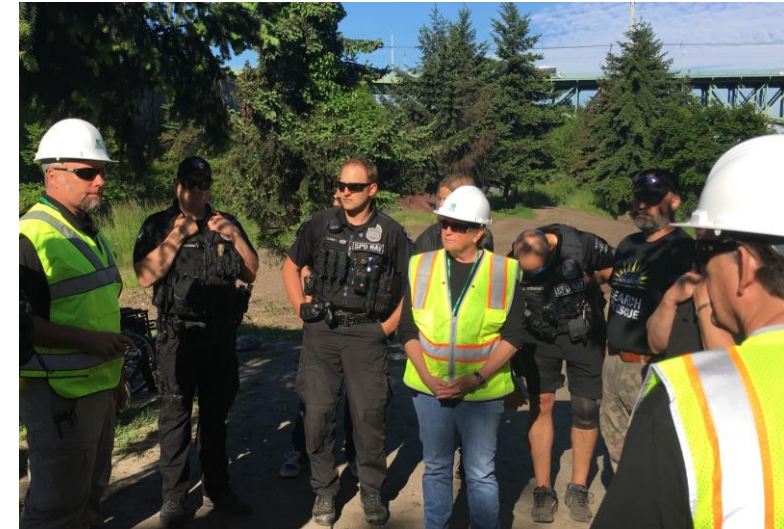
# THE NEW “MDARs”

Compared to the 2008 rules, the new rules:

- Identify specific criteria for prioritizing the removal of encampments.
- Improve protocols around notice of removals.
- Require the offer of a shelter alternative in order to remove many encampments.
- Require the City to deliver materials it stores from encampments to their owners.
- Streamline the process for removing hazardous encampments or those that obstruct the intended use of public facilities like sidewalks and parks.

# THE NEW “MDARs”: IMPROVING CONSISTENCY

- Seven property owner departments – Parks, City Light, SDOT, FAS, DON, OH, Seattle Center – signatories to MDARs.
- All encampment removal steps – site inspection, outreach, storage, cleanup – performed by Navigation Team.
- All Navigation Team members trained on MDARs and applicable procedures.
- All field coordinators received specialized training on storage procedures.
- All City personnel (SDOT, Parks, SPU) who assist with trash removal during cleanups trained in safety and basic protocols.
- EOC activation significantly strengthens cross-department and interagency (WSDOT) coordination.



# THE NEW “MDARs”: CLEANUP CRITERIA

The following criteria will be considered when prioritizing encampments for removal:

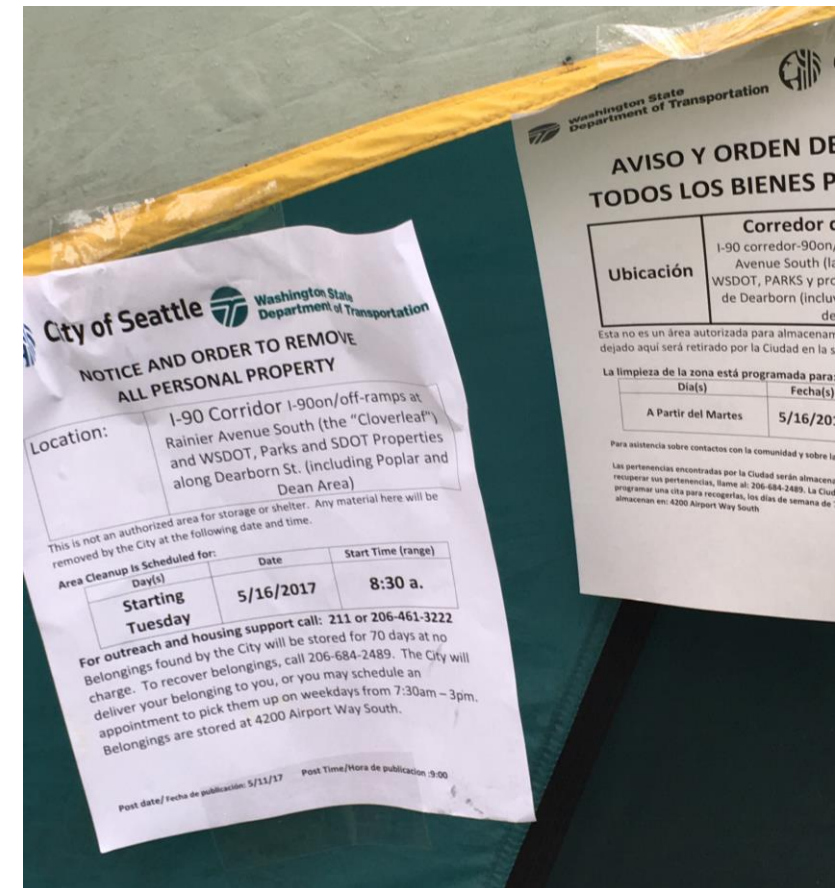
- Objective hazards such as moving vehicles and steep slopes.
- Criminal activity beyond illegal substance abuse.
- Quantities of garbage, debris or waste.
- Other active health hazards to occupants or the surrounding neighborhood.
- Difficulty in extending emergency services to the site.
- Imminent work scheduled at the site for which the encampment will pose an obstruction.
- Damage to environmentally critical areas of the natural environment.
- The proximity of homeless individuals to uses of special concern, including schools or facilities for the elderly.





# THE NEW “MDARs”: IMPROVED NOTICE

- Post no fewer than 72 hours in advance of cleanup.
- Cleanup date must be within seven days of posting.
- Notice includes date posted, date/time of cleanup, contact info about storage and outreach.
- Notices in multiple languages as appropriate posted around site and on every tent/structure.
- Oral notice and outreach offered at time of posting.
- An after-cleanup notice posted at site noting date cleaned and contact info about storage and outreach.



# THE NEW “MDARs”: IMPROVED OUTREACH

## The Navigation Team:

- SPD officers & outreach workers (REACH) – Engage with individuals living unsheltered, before and during cleanups, connect them with alternative shelter and other services that fit their individual needs.
- Outreach coordinator – Tracks outreach contacts/services provided; also Licensed Mental Health Counselor who assumes outreach lead when an individual is presenting with mental health challenges.
- Program manager – Oversees coordination and scheduling of the entire team.
- Field coordinators – Inspect sites, store/deliver personal belongings, document/monitor adherence to protocols, supervise the cleanup crews.





# THE NEW “MDARs”: IMPROVED OUTREACH

Mayor Murray’s activation of the Emergency Operations Center has facilitated or accelerated resources used by Navigation Team for referrals:

- Real-time shelter availability list – available spaces at six shelters and three sanctioned encampments updated daily, Navigation Team uses to make real offers during outreach.
- Additional safer living spaces at new sanctioned encampments:
  - Licton Springs – 70
  - Georgetown – 70
  - Camp Second Chance (Myers Way) – 70
- Additional 24/7 safer spaces coming online this summer:
  - July 12 – Navigation Center, 75 beds, low-barrier.
  - August 2017 – Compass Housing Alliance @ First Presbyterian Church in First Hill, 100 beds.



# THE NEW “MDARs”: OUTREACH RESULTS

Feb. 20-July 7, 2017, the Navigation Team made 3,091 total contacts to a total of 895 individuals:

- 321 relocated to alternate living arrangements:
  - 290 shelter/authorized encampment; with 196 to three new authorized encampments.
  - 18 reconnected with family/support system.
  - 13 motel voucher.
- 598 of 895 accepted some sort of service (67%).

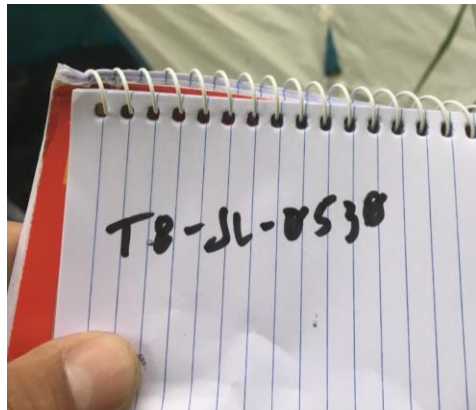
Other services include case management support/referral; mental health support/referral; substance use disorder treatment referral; state ID acquisition assistance; medical support/referral; coordinated entry housing assessment (VISPDAT); King County Housing Authority lottery registration; employment support; benefits activation support; vehicle repairs; and basic needs.

# THE NEW “MDARs”: RECOGNIZING DEMOGRAPHICS

- Homelessness disproportionately affects people of color and the LGBTQ community.
- In Seattle, African Americans (5x) and Native Americans (7x) are more likely to be homeless than their Caucasian counterparts.
- Reflecting the diversity of the population it serves, the Navigation Team includes: African American, Native American, Asian, Caucasian, Latinx and LGBTQ.
- Encampment cleanups are prioritized based on the conditions of the site, not the individuals who are living there.
- The Navigation Team works with individuals one-on-one to determine the services that best meet the need of the individual and his/her circumstances.
- Carefully collecting data, including demographics, and tracking outcomes of individuals. This info will allow us to identify and remedy any disparity in impact of our engagement.

# THE NEW “MDARs”: IMPROVED STORAGE

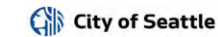
- Offers made during advance outreach, posting and on day of cleanup.
- Staff collect, inventory, photograph and store personal belongings whether or not individual is present.
- Don't store items that are clearly refuse or hazardous.
- Staff deliver items to owner upon request; no ID required.



# THE NEW “MDARs”: INCREASED TRANSPARENCY

New website published April 3, 2017:

- Unauthorized Encampments
  - FAS Encampment Removal Rule and Multi-Department Administrative Rule
  - FAQs
- Encampment Removals
  - Site journals for each scheduled encampment removed over past 70 days. Include information compiled by a field coordinator: site inspection notes, resource planning, pre-cleanup activities, day-of cleanup checklist, photos taken prior to and during cleanup, documentation of items assessed for storage. Also includes outreach reports completed by Navigation Team members.
  - Stored items list, includes dates/locations where items were collected for storage whether owners were present or not.
- Emphasis Map
  - Locations of established emphasis areas. No more than 10 emphasis areas will be designated at any one time.



## SITE JOURNAL Encampment Response Team

### SITE JOURNAL CONTENTS

- Completed Site Journal
- Exhibit A: Site Inspection Photos
- Exhibit B: Site Posting Photos
- Exhibit C: Outreach Report
- Exhibit D: Clean Up & Storage Photos
- Exhibit E: Storage Detail

### A. SITE INSPECTION

To be filled out by the Field Coordinator prior to any Full Encampment Clean Up and as part of any Obstruction or Hazard Removal. Site Journals and photos should be saved in the appropriate folder in the Encampments directory on the G:Drive.

Site Name: Queen Anne Greenbelt - East Date of Inspection: 05/25/17  
Site Address: Queen Anne Greenbelt - East Date of Clean-Up: 05/30/17-06/01/17  
Inspection By: G. Kim / M. Teeters SERIS # 666-05, 480-04, 2267-01, 12-12, 589-04  
Referred By: SERIS, SPD, Community Photos to FAS? ☒ Yes ☐ No

### SITE OCCUPANCY DATA

Tents	Structures	Bed Rolls	Vehicles	TOTAL COUNT
31	0	0	0	31

### SITE CHARACTERISTICS

Park	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Disorganized	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Sidewalk	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Garbage/Bagged	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Within 50ft of a water body or wetland	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Garbage/Loose	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Roadway	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Garbage/Bulky Items	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Within 50ft of a Guardrail	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Garbage/Metal	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Heavy Traffic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Human Waste	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Near Industrial Zone	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Rats/Mice	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Forested Area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Hazardous Materials	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No