

# Seattle Human Services Department

Winter Weather Event - Emergency Response 2019



City of Seattle

# HSD Winter Weather Overview:

- Context on HSD's role
- City Coordination & Agency Partners
- Timeline
- Navigation Team outreach
- Emergency Severe Weather shelters
- Aging and Disability Services & Youth and Family Empowerment
- Resource Fair
- Lessons Learned



# HSD during Severe Weather Events

Work with Office of Emergency Management (OEM) to identify and serve vulnerable populations leading up to, during, and following emergency event. Following activation of Emergency Operations Center (EOC), main objectives for City were:

- Maintain situational awareness on current and forecast impacts to City
- Coordinate actions and resources to maintain City services
- Coordinate support for the community
- Ensure coordinated and consistent messaging with internal and external communities

**HSD work to identify and  
serve vulnerable communities**



**Expanding & opening shelters**  
**Increasing outreach to people living unsheltered**  
**Transportation to emergency shelters**  
**Contacting high-risk case managed clients**  
**Monitoring meal programs and food banks**



# Citywide Coordination | Agency Partners

- Mayor's Office
- Office of Emergency Management
- Parks and Recreation
- Seattle Public Utilities
- Seattle Center
- Seattle Police Department
- Human Resources
- Finance and Administrative Services
- Seattle Public Libraries
- Seattle Department of Transportation
- Seattle Fire Department
- Public Health Seattle King County
- American Red Cross
- The Salvation Army
- Urban League
- United Way of King County
- King County
- FareStart
- Operation Sack Lunch
- REACH
- Full Life Care
- Low Income Housing Institute
- Downtown Emergency Services Center
- LifeLong
- Catholic Community Services
- Solid Ground
- YouthCare
- Metropolitan Improvement District
- Union Gospel Mission
- Court Resource Center
- Chief Seattle Club
- Hepatitis Education Project



# Timeline:

**February 3 through February 22**, HSD's Homeless Strategy and Investments Division (HSI) activates and implements its *Severe Weather Plan for People Experiencing Homelessness*

Navigation Team **emergency outreach**

HSD's Aging and Disability Services Division (ADS) identified and engaged **high-risk case managed clients** to ensure they were safe

**February 3**  
Seattle Center  
Exhibition Hall  
severe weather  
shelter opens

**February 8**  
Mayor Durkan signs  
Civil Emergency  
proclamation and  
activated the EOC and  
Joint Information  
Center for next three  
winter events

**February 8**  
Garfield  
Community  
Center severe  
weather  
shelter opens

**February 11**  
Bitter Lake  
Community  
Center severe  
weather  
shelter opens

**February 15 to February 17**, HSI  
organizes resource fair for  
people staying in severe  
weather emergency shelters

**February 18-22** severe weather  
shelters close



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# Navigation Team Outreach



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# Navigation Team Outreach



Around the clock outreach to people living unsheltered across Seattle

Provided transportation to shelters

Developed needs list, Mayor's Office and EOC coordinated donations to meet needs



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# Severe Weather Shelters





# Severe Weather Shelters

Opened 550 emergency spaces

- Seattle Center Exhibition Hall (2/3), Garfield Community Center (2/8), Bitter Lake Community Center (2/11)
- Additional capacity was opened at Ernestine Anderson Place and the Frye Building

Seattle Parks & Recreation, Public Utilities, Urban League, Salvation Army, REACH, and FullLife Care provided daily staffing, meals, and provided services

Medical care and vulnerability assessments were available and conducted within shelters



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# Aging and Disability Services & Youth and Family Empowerment



ADS called over 700 high-risk case managed clients to ensure they were safe, had sufficient food, and an up-to-date emergency plan

ADS case managers worked with Seattle Housing Authority to engage residents who may be unable to reach or receive services during storms

Youth and Family Empowerment (YFE) identified and coordinated open food and meal program list. Supported Operation Sack Lunch through storm and impacts.



# Resource Fair

Three day resource fair was organized by HSI staff, bringing 20 partners together to offer services in side Seattle Center Exhibition Hall

Transportation, services, assessments, resources, and meals provided

## Outcomes:

- 200+ individuals sought services
- 739 services accessed
- 40 assessments completed
- 5 diversion completed, 1 scheduled
- 1 veteran housed
- 25 referrals to shelter beds
- 45 job applications completed





# Lessons Learned



Shelter - strengthening shelter capabilities with more trained staff, additional support services and deeper bench of support agencies

Resource Fair was a created opportunity to offer resources in a “one-stop-shopping model”

Navigation Team was effective in rapidly deploying life-saving assistance and transportation

Improve process to leverage donations—community donors were willing to help



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