



City of Seattle

Edward B. Murray, Mayor

Human Services Department

Catherine L. Lester, Interim Director

TITLE: City Center Initiative Quarterly Report

DATE: January 1, 2014 – March 31, 2014

BACKGROUND:

As a result of significant challenges occurring downtown, the Center City Initiative (CCI) was launched in 2012. Through a thorough literature review, best practice identification and a community engagement process it was determined that additional outreach capacity was needed downtown if CCI was going to have impact on those in need. Research demonstrates that when conducted consistently, outreach can stimulate behavioral change and increase opportunities for risk/harm reduction modalities among the targeted clients.

The City of Seattle funded an Outreach and Engagement Initiative to support CCI. As a result approximately 150 adults will be served through the Center City Outreach and Engagement Initiative using a multi-disciplinary team approach. The Metropolitan Improvement District (MID) Outreach Team is the service provider tasked with initial outreach and service coordination. The Multi-Disciplinary Team (MDT) will ensure that all parties coordinate efforts and holistically address service gaps and service planning for the target population through intensive coordination and communication. The MID Outreach Team will identify and facilitate necessary service linkages and explore opportunities, while working to maintain engagement with the individual.

SUCCESS STORIES:

Starting in mid-February a male client was identified in one of the downtown parks as being a regular fixture, suffering from mental health issues, developmental disabilities, and illegally selling cigarettes to make a living. Through weekly discussions in the MDT meetings, the team was able to build a personalized outreach plan by sharing information about the male client, specifically his connection to YouthCare, ongoing history with shelters, temperament, and willingness to cooperate.

Initial outreach efforts provided by CCI outreach team, park rangers, and SPD allowed our team to collaboratively and strategically approach the client. In the month following, the CCI outreach team was able to build rapport and trust by providing the client with a coat, clean socks and mental health treatment referral. SPD officers connected with the clients to inform him of the legal consequences he would face if he continued to sell cigarettes. In addition, park rangers continued to monitor the client's behavior and report on his ongoing activity. While, at first resistant to outreach efforts, the client is now engaged with the CCI outreach team, has entered and stayed in shelter while additionally receiving mental health treatment. As a result, the client's negative impact in the park has been noticeably reduced.

ACTIVITIES ACHIEVED:

- *Multi-Disciplinary Team (MDT) Meetings:* Between January 2014 and March 2014 MDT met 10 times to discuss issues related to homelessness occurring in the greater downtown area. Departments and organizations in regular attendance have included: Metropolitan Improvement District (MID), Human Services Dept. (HSD), Dept. of Planning and Development (DPD), City Attorney's Office (CAO), Downtown Emergency Service Center (DESC), Evergreen Treatment Services' (ETS), REACH program, United Gospel Mission (UGM), Seattle Police Dept. (SPD), The Defender Association, and YouthCare. Within these 1 ½ hour meetings, on average, the team addresses roughly 11 currently problematic issues, resulting in about 14 action items. In addition to addressing specific issues, this quarter's MDT meetings have also included discussions regarding the implementation of a locker system, early responses to address street disorder in the summer months, collaborating with animal control, access to health care and basic needs (e.g., identification, hygiene, etc.).
- *Metropolitan Improvement District (MID) Outreach Team:* MID continues to regularly connect with people experiencing homelessness and those with a high street presence to build rapport and establish trust. Most recently MID has been branching its efforts into the International District and are becoming more familiar with that neighborhood's population. Their outreach efforts have provided 67 homeless individuals with services who otherwise were not engaged. Of these individuals, 17 are now enrolled in case management, 18 were referred to support services, 5 have received mental health or chemical dependency treatment, and 32 were referred to shelter or emergency housing.
- *Camping & Encampments:* According to available SERIS data, there have been 62 reports of camping or encampments on 51 unique sites in the West precinct since January 2014. 48 of the reports have been addressed and successfully closed. Of the 14 pending reports, outreach efforts have been made to 9 sites while 3 sites have scheduled clean-ups. This was accomplished through the collective efforts by the MDT outreach teams, SDOT, SPD, WSDOT, and Parks.
- *CCI Program Evaluation:* Starting in February, CCI began developing a program evaluation plan to examine the effectiveness of the CCI program. Potential data and available resources are currently being identified and feasibility is being examined. The current draft of the evaluation plan aims to explore (1) increase efficiency in encampment responses, (2) improved relationship between people experiencing homelessness and those with a high street presence and others (e.g., MID, SPD, SDOT, etc.), (3) Improved physical health and care for people experiencing homelessness and those with a high street presence, and (4) increase sense of community making city center a more welcoming place to visit, live and work.

FIRST QUARTER END REPORT:

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# of Unduplicated Clients Contacted Through Outreach	67
# Engaged In Ongoing Case Management	17
# Referred To Support Services	18
# Receiving Mental Health or Chemical Dependency Treatment	5
# Referred To Shelter or Emergency Shelter	32
# Moved Into Transitional or Permanent Housing	0
# Assisted In Relocating To Point of Origin	7