



Center City Initiative Outreach & Engagement

Response to Green Sheet 70-1-A-2

Wednesday, April 10, 2013 | Seattle Human Services Department | Dannette R. Smith, Director

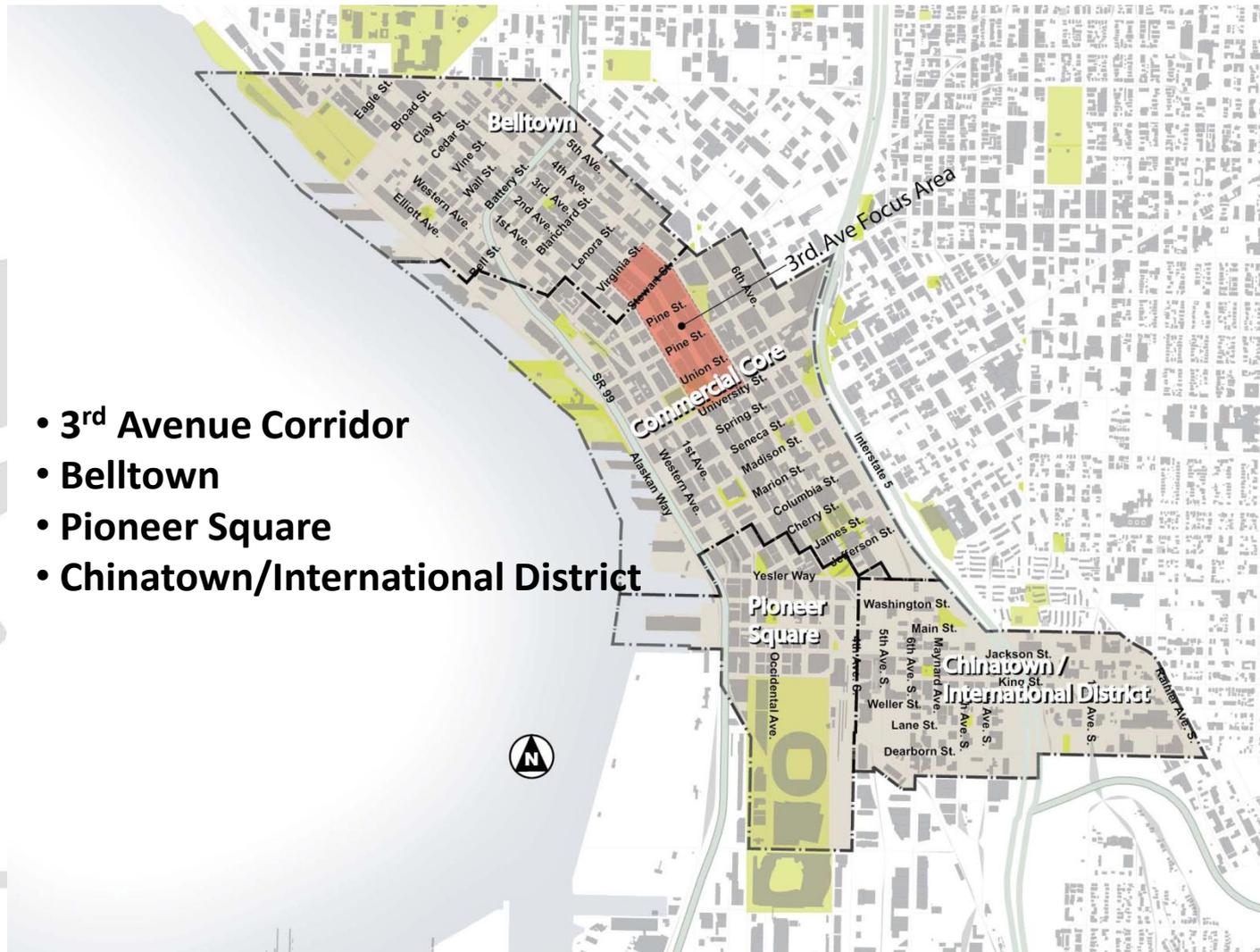
Mayor Mike McGinn
Deputy Mayor Darryl Smith

Proviso Related to CCI Implementation

As part of Green Sheet 70-1-A-2, the Seattle City Council imposed a proviso on the 2013 Adopted Budget for the Human Services Department's (HSD's) outreach effort to be carried out as part of the Center City Initiative (CCI). The Council requested the following information:

- **Number of individuals to be served by CCI and types of challenges they face;**
- **Whether and how these individuals are already receiving services;**
- **A recommendation on whether more funding is needed for outreach, engagement and case management, and/or whether funding services would be preferable.**

CCI Areas of Focus



- **3rd Avenue Corridor**
- **Beltown**
- **Pioneer Square**
- **Chinatown/International District**

Findings: Number of People/Challenges

HSD, joined by Council Central Staff, interviewed stakeholders, including law enforcement and service providers.

Stakeholders identified up to **150** people to be served by CCI.

Common behaviors observed in the CCI target area:

- Loitering
- Panhandling
- Drug/alcohol use and associated behavior
- Mental health issues
- Disability and health issues

Findings: Demonstrating What Works

Best Practices

In other parts of the country, multi-disciplinary outreach and engagement teams have successfully connected people with services.

Current System

In Seattle, there are 17 programs with 30 staff, of which, only 8 provide street – based outreach countywide.

CCI Outreach Steering Committee was established to develop understanding of street population and current resources.

The committee developed a matrix of outreach efforts/day center services and identified gaps and common strategies.

Two primary gaps: 1) lack of coordination among service providers, outreach, and others; 2) limited service hours.

Recommendations

- Expand and intensify current outreach efforts to include CCI Outreach & Engagement Program – with **multi-disciplinary team approach**.
- Team approach builds upon current methodology and collaboration among service providers to identify service gaps and **create a more coordinated effort**. The approach includes:
 - Better coordination with DOC, SPD, other outreach teams
 - Meeting people where they are
 - Multiple interactions at all times of day and week
 - Flexible programs and program spaces where people can go
 - Collection of data to better understand needs

Recommendations (continued)

- **Possible services include:**
 - Low-barrier services for basic needs
 - Housing
 - Transition to residence of origin
 - Possible new array of housing models, e.g., SRO or micro apartments
 - Job training and employment
 - ESL capacity for people who don't speak English
 - Chemical dependency and mental health treatment
- **Increased staffing levels** (\$133K in 2013) to support more coordinated and directed effort in downtown core

Questions and Comments

