Date: December 8, 2023
To: Councilmember Andrew Lewis, Chair, Public Assets & Homelessness Committee
From: Chris Klaeysen, Interim Director, Homelessness and Behavioral Health, Human Services Department
Ali Peters, Director, Unified Care Team, Seattle Mayor's Office
Tiffany Washington, Deputy Mayor, Seattle Mayor's Office
Subject: Response to SLI HSD-301-A-001 - Request that HSD provide a quarterly report on activities responding to unsheltered homelessness

Introduction

Purpose

This report is offered in response to the 2023 Statement of Legislative Intent (SLI) HSD-301-A-001, which requests a quarterly report from the Human Services Department (HSD) providing basic performance metrics and information on the Unified Care Team (UCT) and the collaborating departments and agencies that manage the City's response to unsanctioned encampments.

The UCT is committed to engaging in continuous learning, using quantitative and qualitative data to learn from our efforts and improve our approach. Based on those learnings, we may adjust the items reported in future reports to ensure we are sharing information that provides the most complete picture of our work with Council and our partners.

Elements of the UCT Homelessness SLI Report

This quarterly homelessness report provides a progress update on the City's multi-agency approach, while responding to the SLI's request for metrics. Below you will find an overview of what we are able to report on and how it aligns with UCT's five main areas of work:

1. Customer Service & Responsiveness
2. Outreach Services
3. Mitigation of Trash and Public Hazards
4. Resolution of Priority Encampment Sites
5. Restoration of Public Spaces

SLI request for metrics	Aligned UCT work and Report Section
# of people experiencing unsheltered homelessness who were engaged and connected to services	Outreach Services
# of people experiencing unsheltered homelessness who were engaged and connected to safer spaces, including permanent housing, enhanced shelter, basic shelter, tiny house villages, or motel/hotel rooms	
# of people declining referrals to shelter or housing and, if possible, their stated reason for declining referral	
# of hazardous and unsafe conditions stemming from, and found within, unauthorized encampments and any actions taken to address them.	Mitigation of Trash and Public Hazards
# of people living in an encampment who are displaced during encampment removals or resolutions	Resolution of Priority Encampment Sites
Additional items tracked by UCT and included in this report	Customer Service & Responsiveness

Our quarterly report analyzes the performance of each strategy across the five regions, with the goal of using data-driven insights to inform future decision-making, resource allocation, and enhanced service delivery.

The report includes an explanation of the strategy, performance metrics, a list of the five regions, and the data available for each region in the quarterly homelessness report to provide a comprehensive overview of the City's multi-agency approach to reducing homelessness.

- **Explanation of the strategy -** Each section of the report begins with an explanation of the strategy being implemented. This provides context and helps the reader understand the City's approach to addressing homelessness. It also allows the reader to see how each strategy fits into the larger picture of the City's efforts.
- **Data available for each region -** The report is broken down by region to provide a more granular view of the data. By presenting the data by region, the reader can see how homelessness is affecting different areas of the City.
- **Data on engagement with people experiencing homelessness -** Finally, the report provides data for each region, including the number of individuals experiencing homelessness, the number of individuals served by each strategy, and other relevant data points.

If you have questions regarding the contents of this report, please contact the City of Seattle's Unified Care Team. You can do so by sending an email to: UnifiedCareTeam@seattle.gov.

Regional Layout

The UCT is in the process of standing up regional teams, each with its own geographic focus area. These dedicated teams will coordinate outreach and referrals to shelter, mitigate trash and debris, lead beautification efforts, and work with the community to restore public spaces. This approach will enhance the ability of the teams to build relationships with all the stakeholders in their area — housed residents, businesses, people experiencing homelessness, service providers, etc. Moving to this structure will allow the UCT sub-teams to be nimbler and more responsive to emerging and unique neighborhood needs.

UCT launched its first regional team, the NW Neighborhood Team, in March 2023. Learnings from this first launch are informing planning for subsequent Neighborhood Teams, with the additional regional team launches anticipated by Q4 of 2023.

Unified Care Team Homelessness Statement of Legislative Intent Report

Performance Period
July 2023 – September 2023

Customer Service & Responsiveness (Q3-CY2023)

Focus Area: Triage community concerns and respond to the changing conditions on the ground.

- In Q3, the UCT received over 12,900 service requests (SRs) related to encampments through the Customer Service Bureau's (CSB) service request system, an increase of 38% over Q2. Potential reasons for this increase could include increased community awareness on how to submit service requests and a seasonal increase in encampments, similar to that observed in previous years.
- Ten sites receiving the highest number of service requests account for 36% of all SRs.
- Of the SRs received by UCT and triaged for inspection, 4% resulted in a new site being added to our database, indicating that UCT is already aware of the majority of sites reported to CSB.
- UCT sets a goal of inspecting new sites within 10 business days of receiving a service request. In Q3, 72% of sites citywide were inspected by this target goal. UCT is continuing to adjust staffing allocation to better meet our target goal.

Table 1: Customer Service Requests July 2023 – September 2023 (City of Seattle)
The UCT receives requests related to encampments in public spaces through the City's Customer Service Bureau. Service requests are triaged by UCT customer service representatives to the next appropriate step in our response (inspection, outreach coordination, etc.).

UCT Region	# of requests received	% of requests triaged in target goal of 3 days	% of inspections completed in target goal of 10 days
Northwest	5,129	100%	76%
North/NE	3,705	100%	62%
Southwest	799	100%	90%
Southeast	1,239	100%	82%
Central	2,069	100%	69%
Total	12,941	100%	72%

Outreach Services (Q3-CY2023)

Focus Area: Bring people indoors through outreach and services. Unsheltered outreach allows us to meet the homelessness crisis head-on through connecting our unhoused neighbors to services, shelter, and housing.

- In Q3 2023, the UCT made over 1,800 offers of shelter, an increase of 37% over Q2 2023. This increase in offers to shelter correlates with seasonal increases seen in previous years. During warm months, more individuals choose to live outside.
- The increase of shelter offers in the Southwest and Central UCT Regions is likely a result of our UCT Neighborhood Model rollout and establishing dedicated HSD Regional Coordinators in those areas.
- Q3 shelter offers supported a total of 587 accepted referrals. Table 3 in this report provides information on reasons for declined offers.
- From these referrals, 209 enrollments into the shelter were confirmed.[1]
- All individuals at encampments scheduled for closure received an offer of shelter, and 52% of all shelter referrals were made to people experiencing homelessness who are Black, Indigenous, and People of Color (BIPOC).

Table 2: Offers of Shelter (City of Seattle)

In Q3, UCT extended a total of 1,830 offers of shelter to unsheltered individuals from which 587 offers were accepted and resulted in a referral to shelter. These referrals were made in collaboration with 18 outreach providers, from 129 unique encampment sites, and partially based on 1,079 shelter recommendations from outreach and service providers. As mentioned in prior reports, shelter enrollment tracking is challenging due to the data match required between UCT-collected data and the Homeless Management Information System (HMIS).

UCT Region	Offers Extended (Offers of Shelter)	Offers Accepted (Referrals to Shelter)	Confirmed Shelter Enrollments[1]
Northwest	755	296	108
North/NE	461	127	50
Southwest	101	11	4
Southeast	229	81	25
Central	284	72	22
TOTAL	**1,830**	**587**	**209**

[1] Enrollments are determined via a match between UCT and Homeless Management Information System (HMIS) data. This match is imperfect for several reasons. This includes approximately 25% of enrollments lacking personally identifiable information (PII) due to the HMIS data share; individuals providing different PII (such as a name) to UCT or HMIS; individuals enrolling at a shelter over 48 hours after a referral is made; or individuals enrolling at a different shelter from where they were referred.

Table 3: Provided Reasons for Declined Offers of Shelter (City of Seattle)

In Q3, there were a total of 1,243 offers of shelter for which unsheltered individuals provided a reason for declining the offer. The most common reason provided was "Wants Tiny House" (23%). The next leading reasons for declines included "Does Not Want Offered Shelter" (15%; Note: it is UCT's experience that individuals provide this response due to multiple factors such as a shelter's location, provider, or program model), and "Wants Placement with Partner/Family/Friends" (11%).

Provided Reason	Total	Offered Only Enhanced Shelter Bed	Offered Only Tiny House Village (THV) Bed	Offered Both Enhanced and THV Bed
Does Not Want Offered Shelter	242	167	55	20
Does Not Want Communal Space	6	6	0	0
Wants Permanent Housing	78	75	0	3
Wants Tiny House	227	227	0	0
Vehicle/RV Related Issue	70	56	7	7
Wants Placement with Partner/Family/Friends	132	122	5	5
Other	47	42	2	3
History of Negative Experience with Shelter	43	41	1	1
Shelter Location	67	58	3	6
Reports Having Housing/Shelter	121	111	5	5
Unable/Unwilling to Engage with Regional Coordinator	49	44	0	5
Wants Motel	28	28	0	0
Does Not Qualify for Available Beds[2]	10	6	3	1
Barred	10	9	0	1
Needs Mental Health Resources	3	1	2	0
Storage Issue	1	1	0	0
Uncertain/Wants Time to Consider/Follow Up	82	66	5	11

[2] This reason typically reflects instances in which HSD Regional Coordinators make an offer of shelter to an individual who is subsequently determined to (a) be a sex offender or (b) someone who cannot complete necessary activities of daily living, and thus does not qualify for a particular shelter. HSD continues to refine decline data capture and may adjust this particular reason to enhance clarity.

Doesn't Want to be Alone/Away from Community	8	8	0	0
Needs Recovery Resources	1	1	0	0
Pets Not Allowed	6	6	0	0
Reports Plans to Leave City in the Near Future	8	7	1	0
Unwilling to Engage in Program Expectations	4	2	1	1
TOTAL	**1,243**	**1,084**	**90**	**69**

Table 4: Referral Demographics by Region – Gender (City of Seattle)

For shelter referrals where data on gender was collected (99% of Q3 referrals), 72% were made to Males, 27% to Females and 2% to Transgender Females.

Referral Demographics	Northwest	North/NE	Southwest	Southeast	Central
Male	220	87	9	58	42
Female	71	37	2	22	23
Trans Female	2	2	0	0	5
Trans Male	0	0	0	0	0
Gender Non-Conforming	0	0	0	0	0
Data Not Collected	3	1	0	1	2
Refused	0	0	0	0	0
TOTAL	**296**	**127**	**11**	**81**	**72**

Table 5: Referral Demographics by Region - Race (City of Seattle)
For shelter referrals where data on race was collected (83% of Q3 referrals), 52% were made to people experiencing homelessness who are Black, Indigenous, and People of Color (BIPOC), which is more than in Q2 2023 (47%).

Referral Demographics	Northwest	North/NE	Southwest	Southeast	Central
American Indian or Alaska Native	11	6	0	2	3
Asian	6	0	0	4	2
Black/African American	76	28	2	28	18
White/Caucasian	103	63	5	33	31
Multiracial	33	7	3	4	7
Hawaiian/Other Pacific Islander	5	0	1	4	3
Data Not Collected	62	23	0	6	8
TOTAL	**296**	**127**	**11**	**81**	**72**

Mitigation of Trash & Public Hazards (Q3-CY2023)

Focus Area: Mitigate the impact of trash, debris, and public health hazards. A multi-departmental approach to mitigating ongoing trash and debris impacting access to public spaces.

- In Q3, the UCT completed over 3,030 visits to sites, removing approximately 1,270,630 pounds of debris.
- At the end of Q3, 156 sites were receiving regular trash mitigation services on a scheduled route.
- In support of ongoing operational improvements, the UCT has established a weekly coordinated process for trash mitigation efforts, which provides a comprehensive way to coordinate efforts, track data, minimize duplication and address gaps.
- There are 12 locations across the city that provide either a shower trailer, hygiene station, or both and sharps collection, supporting efforts to improve public health during Q3.

Table 6: Trash and Debris Mitigation (City of Seattle)

Trash and debris mitigation is a multi-departmental strategy to ensure public spaces are clean and reduce harm to those unhoused and housed. Through our customer service reporting methods and inspections, we address locations through regular routes and one-time mitigation.

UCT Region	# of trash-related service requests resulting in site being added to a regular trash route	# of site cleaning visits and estimated volume of debris collected
Northwest	50	Citywide 3,040 visits and 1,270,630 lbs. of debris collected. (Region breakdown coming in future reports)
North/NE	29	
Southwest	14	
Southeast	57	
Central	6	

Table 7: Top 10 Neighborhoods on Trash Routes – June Snapshot (City of Seattle)

Understanding where high concentrations of trash are located ensures that a consistent level of service is provided to the community. This includes a faster response to needs, increasing the level of services for pick-up, and modifying services as needed.

Neighborhoods with the Highest Number of Locations on Trash Routes
1. Duwamish/SODO
2. Ballard
3. Georgetown
4. North Beacon Hill/Jefferson Park
5. Pioneer Square/International District
6. Wallingford
7. Downtown Commercial Core
8. Sunset Hill/Loyal Heights
9. Queen Anne
10. Haller Lake

Table 8: Public Health and Hygiene (City of Seattle)

Providing shower trailers, hygiene stations, and sharps disposal containers contributes to promoting safer and cleaner community spaces. These services support the community and provide those unhoused with service access. Hygiene stations were located at the following sites during Q3.

UCT Region	Locations with a city-sponsored shower trailers, hygiene stations, and sharps containers
Northwest	• 157 Roy Street (shower trailer & hygiene station) • 901 NW Ballard Way (hygiene station)
North/NE	• 5031 University Way NE (shower trailer) • NE 45th St & 7th Ave NE (hygiene station) • 12359 Lake City Way NE (hygiene station)
Southwest	• 44th Ave SW and SW Alaska St (hygiene station) • 9701 Myers Way S (shower trailer)
Southeast	• 9021 Rainier Ave S (shower trailer & hygiene station) • 5972 4th Ave S (hygiene station) • 1st Ave S &S Holgate St (hygiene station) • 8th Ave S & S Massachusetts St (hygiene station) • 3701 25th Ave South (hygiene station)
Central	None

Table 9: Public Safety Incidents Connected to Homelessness (City of Seattle)

Emergency responses to public safety incidents at encampments are coordinated by Seattle Fire Department (SFD) and Seattle Police Department (SPD). UCT collects data related to the number of medical response calls, fires at tent/RV encampments, and shots fired related to encampments or where the victim or offender is experiencing homelessness. We expect the number of public health and safety incidents related to encampments to decrease as sites are addressed across the city.

UCT Region[3]	# of medical response calls resulting in dispatch to individuals experiencing homelessness	# of fires responded to at a tent/RV encampment	# of shots fired near a known encampment site or shootings where the victim or offender is experiencing homelessness
Citywide	3,417	319	22

[3] Data provided to UCT from SFD and SPD is not currently disaggregated by UCT region; we expect to have regional data in future reports.

Resolution of Priority Encampment Sites (Q3-CY2023)

Focus Area: Prioritization of sites for resolution using data received from the community, SPD and SFD, and UCT site inspections.

- Encampment sites are prioritized for resolution based on immediate health, safety, and accessibility hazards identified during site inspections.
- The UCT meets regularly to review priority sites, emergent community impacts, and situational analysis from UCT staff for planning resolutions. The review also considers City resource capacity and shelter availability.
- In Q3, UCT completed 53 priority site resolutions and 36 RV remediations. All individuals residing at these sites received a meaningful offer of shelter.

Table 10: Encampment Resolution Offers

All Q3 priority site resolutions were performed in accordance with the Multi-Departmental Administrative Rule FAS 17-10 (MDAR) ***with all individuals residing at calendared sites receiving a shelter offer.***

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