Date: March 8, 2024
To: Councilmember Cathy Moore, Chair, Housing & Human Services Committee
From: Chris Klaeysen, Director of Homelessness, Human Services Department
Ali Peters, Director, Unified Care Team, Mayor's Office
Tiffany Washington, Deputy Mayor, Mayor's Office
Subject: Response to SLI MO-002S-A - Request that the MO provide quarterly reports regarding activities and performance of the Unified Care Team (UCT) and any other collaborating departments that manage the City's response to unsanctioned encampments

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Introduction

Purpose

This report is offered in response to the Statement of Legislative Intent (SLI) MO-002S-A, adopted with the 2024 Budget, which requests a quarterly report from regarding activities and performance of the Unified Care Team (UCT) and any other collaborating departments 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 UCT's 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 has deployed all five Neighborhood Teams as of Q4 2023 with each team focused on a specific area of the city. These dedicated teams coordinate outreach and referrals to shelter, mitigate trash and debris, lead beautification efforts, and work with the community to restore public spaces.

The rollout of UCT Neighborhood teams is already contributing to a deeper understanding of each area and its unique needs. This enhances our ability to deploy neighborhood specific resources and harm reduction strategies, tailored to the needs of the unhoused community in the respective areas and promotes citywide equity in how we deploy the resources. We are now integrating qualitative insights provided by the teams to enhance our data analysis, allowing for a more holistic and human-centered approach.

Unified Care Team Homelessness Statement of Legislative Intent Report

Performance Period
Q4 & Full Year 2023

Customer Service & Responsiveness (Q4 & FY 2023)

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

- In Q4, the UCT received over 9,000 service requests related to encampments through the Customer Service Bureau's (CSB) service request system, a 28% decrease from Q3. This decrease could potentially be attributed to seasonal factors, with fewer outdoor activities leading to fewer observations and reports. Data from 2022 also suggests a seasonal decrease in service requests during colder months.
- Of the service requests received by UCT and triaged for inspection in Q4, 6% resulted in a new site being added to our database.
- In Q4, 88% of sites citywide were inspected within UCT's target goal of 10 business days from receipt of service request, a 16% increase from Q3. Within the Southwest Neighborhood, realignment of inspection duties for UCT staff contributed to a lower percentage, which we expect to rebound in Q1 of 2024.
- **Year-End:** The UCT received over 41,000 service requests in 2023, averaging about 10,000 per quarter, with 100% triaged within 3 days and 88% inspected within 10 days.

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.).

Table 1: Customer Service Requests October 2023 – December 2023 (City of Seattle)

UCT Region	# of requests received	% of requests triaged in target goal of 3 days	% of inspections completed in target goal of 10 days
Northwest	3,869	100%	97%
North/NE	2,054	100%	88%
Southwest	521	100%	53%
Southeast	1,069	100%	82%
Central	1,804	100%	81%
TOTAL	**9,317**	**100%**	**88%**

Table 2: Customer Service Requests Full Year 2023 (City of Seattle)

UCT Region	# of requests received	% of requests triaged in target goal of 3 days*	% of inspections completed in target goal of 10 days
Northwest	16,650	100%	81%
North/NE	10,672	100%	65%
Southwest	2,612	100%	78%
Southeast	4,476	100%	72%
Central	7,055	100%	70%
TOTAL	**41,465**	**100%**	**73%**

** Data improvements were implemented over the course of 2023 that helped refine these year-end totals.*

Outreach Services (Q4 & FY 2023)

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 Q4 2023, the UCT made 1,228 offers of shelter. This is a decrease of 33% over Q3 2023, likely related to fewer scheduled resolutions in Q4. These offers to shelter are duplicated, meaning an offer may have been made multiple times to the same person over the course of Q4.
- The increase of shelter offers in the Southwest UCT Region continues. This is likely a result of the Southwest Neighborhood Team launch and the establishment of a dedicated HSD Regional Coordinator in those areas.
- Q4 shelter offers supported a total of 462 accepted referrals. Table 5 in this report provides information on reasons for declined offers.
- Q4 referrals were made in collaboration with 17 outreach providers, from 138 unique encampment sites, and partially based on 853 shelter recommendations from outreach and service providers.
- In Q4 2023, 208 enrollments into the shelter were confirmed.[1]
- In Q4 2023, all individuals at encampments scheduled for closure received an offer of shelter, and 50% of all shelter referrals were made to people experiencing homelessness who are Black, Indigenous, and People of Color (BIPOC).

[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; individuals enrolling at a different shelter from where they were referred; or delays in shelter programs entering enrollment data in HMIS.

- **Year-End**: In 2023, the UCT made a total of 5,693 offers of shelter that resulted in 2,204 accepted referrals and 970 confirmed shelter enrollments. Accepted referrals in 2023 increased by 373, or 20%, over 2022. Confirmed enrollments increased by 224, or 30%, over 2022.
- **Year-End**: Referrals were made in collaboration with 39 outreach providers, from 374 unique encampment sites, and partially based on 4,012 shelter recommendations from outreach and service providers.

Table 3: Offers of Shelter October 2023 – December 2023 (City of Seattle)

UCT Region	Offers Extended (Offers of Shelter)	Offers Accepted (Referrals to Shelter)	Confirmed Shelter Enrollments[1]
Northwest	499	276	124
North/NE	250	62	31
Southwest	133	29	11
Southeast	118	30	12
Central	228	65	30
TOTAL	**1,228**	**462**	**208**

Table 4: Offers of Shelter Full Year 2023 (City of Seattle)

UCT Region	Offers Extended (Offers of Shelter)	Offers Accepted (Referrals to Shelter)	Confirmed Shelter Enrollments[1]*
Northwest	2,519	1,226	539
North/NE	1,264	374	173
Southwest	346	81	35
Southeast	836	301	130
Central	728	222	93
TOTAL	**5,693**	**2,204**	**970**

** Data improvements were implemented over the course of 2023 that helped refine these year-end totals.*

In Q4, there were a total of 766 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” (16%), and “wants placement with partner/family/friends” (14%).

For full-year 2023, there were a total of 3,489 offers of shelter for which the UCT recorded a reason for a declined offer. The most common reason provided was “wants tiny home” (26%). The next leading reasons

for declines included "does not want offered shelter" (14%), and "wants placement with partner/family/friends" (9%).

Table 5: Provided Reasons for Declined Offers of Shelter October 2023 – December 2023 (City of Seattle)

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	126	120	6	0
Does Not Want Communal Space	17	17	0	0
Wants Permanent Housing	27	27	0	0
Wants Tiny House	177	175	2	0
Vehicle/RV Related Issue	63	55	7	1
Wants Placement with Partner/Family/Friends	104	103	1	0
Other	26	26	0	0
History of Negative Experience with Shelter	20	19	1	0
Shelter Location	24	17	7	0
Reports Having Housing/Shelter	60	54	2	4
Unable/Unwilling to Engage with Regional Coordinator	20	19	1	0
Wants Motel	16	16	0	0
Does Not Qualify for Available Beds[2]	3	0	1	2
Barred	11	9	2	0
Needs Mental Health Resources	3	3	0	0
Storage Issue	2	2	0	0
Uncertain/Wants Time to Consider/Follow Up	53	50	3	0
Doesn't Want to be Alone/Away from Community	1	0	1	0

[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.

Needs Recovery Resources	1	1	0	0
Pets Not Allowed	8	8	0	0
Reports Plans to Leave City in the Near Future	2	2	0	0
Unwilling to Engage in Program Expectations	2	2	0	0
TOTAL	**766**	**725**	**34**	**7**

Table 6: Provided Reasons for Declined Offers of Shelter Full Year 2023 (City of Seattle)

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	505	427	22	56
Does Not Want Communal Space	100	96	0	4
Wants Permanent Housing	220	198	7	15
Wants Tiny House	914	612	281	21
Vehicle/RV Related Issue	249	166	30	53
Wants Placement with Partner/Family/Friends	329	293	20	16
Other	155	86	19	50
History of Negative Experience with Shelter	122	113	2	7
Shelter Location	133	91	30	12
Reports Having Housing/Shelter	251	199	14	38
Unable/Unwilling to Engage with Regional Coordinator	128	89	7	32
Wants Motel	65	64	0	1
Does Not Qualify for Available Beds[3]	22	8	11	3
Barred	33	25	5	3
Needs Mental Health Resources	9	4	5	0

[3] 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.

Storage Issue	7	5	1	1
Uncertain/Wants Time to Consider/Follow Up	190	146	15	29
Doesn't Want to be Alone/Away from Community	13	12	1	0
Needs Recovery Resources	3	3	0	0
Pets Not Allowed	16	15	0	1
Reports Plans to Leave City in the Near Future	16	12	1	3
Unwilling to Engage in Program Expectations	9	7	1	1
TOTAL	**3,489**	**2,671**	**472**	**346**

In Q4, for shelter referrals where data on gender was collected (97%), 64% were made to Males, 35% to Females and 1% to Transgender Females. In 2023, gender data was collected for 97% of referrals with 68% being made to Males, 29% to Females and 1% to Transgender Females.

Table 7: Referral Demographics by Region – Gender October 2023 – December 2023 (City of Seattle)

Referral Demographics	Northwest	North/NE	Southwest	Southeast	Central
Male	175	33	14	20	44
Female	92	26	13	10	16
Transgender Female	0	3	0	0	2
Transgender Male	1	0	0	0	0
Gender Non-Conforming	0	0	0	0	0
Data Not Collected	8	0	2	0	3
Refused	0	0	0	0	0
TOTAL	**276**	**62**	**29**	**30**	**65**

Table 8: Referral Demographics by Region – Gender Full Year 2023 (City of Seattle)

Referral Demographics	Northwest	North/NE	Southwest	Southeast	Central
Male	873	225	56	197	146
Female	325	132	23	100	63
Trans Female	5	9	0	1	7
Trans Male	1	1	0	0	0
Gender Non-Conforming	0	0	0	0	0
Data Not Collected	22	7	2	3	6
Refused	0	0	0	0	0
TOTAL	**1,226**	**374**	**81**	**301**	**222**

In Q4, 80% of shelter referrals collected data on race and, of those, 50% were made to people experiencing homelessness who are Black, Indigenous, and People of Color (BIPOC), which is less than in Q3 2023 (52%). In 2023, data on race was collected for 83% of shelter referrals and 50% of those were made to people experiencing homelessness who are Black, Indigenous, and People of Color (BIPOC), which is less than in 2022 (53%).

Table 9: Referral Demographics by Region – Race October 2023 – December 2023 (City of Seattle)

Referral Demographics	Northwest	North/NE	Southwest	Southeast	Central
American Indian or Alaska Native	15	5	1	2	3
Asian	4	2	1	1	0
Black/African American	62	13	4	9	15
White/Caucasian	104	29	9	13	29
Multiracial	21	6	8	1	8
Hawaiian/Other Pacific Islander	3	1	0	0	0
Data Not Collected	67	6	6	4	10
TOTAL	**276**	**62**	**29**	**30**	**65**

Table 10: Referral Demographics by Region – Race Full Year 2023 (City of Seattle)

Referral Demographics	Northwest	North/NE	Southwest	Southeast	Central
American Indian or Alaska Native	55	23	2	7	8
Asian	19	2	2	8	3
Black/African American	300	75	12	87	65
White/Caucasian	463	205	38	123	91
Multiracial	115	33	18	32	23
Hawaiian/Other Pacific Islander	16	2	1	2	4
Data Not Collected	258	34	8	42	28
TOTAL	**1,226**	**374**	**81**	**301**	**222**

Mitigation of Trash & Public Hazards (Q4 & FY 2023)

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 Q4, the UCT completed over 3,300 visits to sites, removing more than 1M pounds of debris.
- In Q4, 19 locations across the city provided either a shower trailer, hygiene station, or both – plus sharps collection – supporting efforts to improve public health. This was an increase of 7 stations from Q3, largely attributable to the seasonal placement of stations in parks to mitigate the impact of winter bathroom closures.
- Starting with Q4, UCT is now able to report on trash mitigation and public safety incident data by UCT Neighborhood, rather than a cumulative citywide number. Year-end data for 2023 is reported citywide.
- **Year-End:** In 2023, there was a steady decrease in the poundage of debris removed from encampment sites and public spaces, while the number of cleanings increased, potentially attributable to a shift from large cleanups, including sites with significant illegal dumping, to more regular maintenance. Coordinated trash mitigation efforts help prevent excessive trash accumulation in public spaces and result in a decrease in the amount of trash that needs to be removed during each cleaning.

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.

Table 11: Trash and Debris Mitigation October 2023 – December 2023 (City of Seattle)

UCT Region	# of trash-related service requests resulting in site being added to a regular trash route	# of site cleaning visits	# of estimated pounds of debris collected
Northwest	18	1,399	365,435
North/NE	22	471	150,715
Southwest	2	274	85,585
Southeast	1	966	380,110
Central	12	217	74,225
CITYWIDE	**55**	**3,322**	**1,056,070**

Table 12: Trash and Debris Mitigation Full Year 2023 (City of Seattle)

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	121	Citywide 11,807 visits and 5,985,035 lbs. of debris collected.
North/NE	87	
Southwest	8	
Southeast	16	
Central	27	

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.

Table 13: Top 10 Neighborhoods on Trash Routes – December Snapshot (City of Seattle)

Neighborhoods with the Highest Number of Locations on Trash Routes
Ballard
Duwamish/SODO
Wallingford
Georgetown
North Beacon Hill/Jefferson Park
Fremont
Haller Lake
Columbia City
Mt. Baker/North Rainier
Cascade/Eastlake

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 Q4.

Table 14: Public Health and Hygiene (City of Seattle)

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) • Little Brook Park 14043 32nd Ave NE Seattle WA 98125 (hygiene station)
Southwest	• 44th Ave SW and SW Alaska St (hygiene station) • 9701 Myers Way S (shower trailer) • South Park CC 701 S Sullivan St Seattle WA 98108 (hygiene station) • 4700 Denver Ave S (hygiene station)
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) • Brighton Playground 6000 39th Ave S Seattle WA 98118 (hygiene station) • Othello Playground 4351 S Othello St Seattle WA 98118 (hygiene station)
Central	• Cal Anderson Park 1635 11th Ave E Seattle WA 98122 (hygiene station) • Garfield CC 2323 E Cherry St. Seattle WA 98122 (hygiene station)

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.

Table 15: Public Safety Incidents Connected to Homelessness October 2023 – December 2023 (City of Seattle)

UCT Region	# 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
Northwest	1,705	115	8
North/NE	469	66	2
Southwest	100	17	0
Southeast	332	86	4
Central	489	48	2
CITYWIDE	**3,094**	**332**	**16**

Table 16: Public Safety Incidents Connected to Homelessness Full Year 2023 (City of Seattle)

UCT Region[4]	# 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	12,946	1,351	69

Resolution of Priority Encampment Sites (Q4 & FY 2023)

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 Q4, UCT completed 37 priority site resolutions and 17 RV remediations. This is a decrease from the number of resolutions in Q3, attributable to a reduction in staff during the holiday period and UCT's concentrated effort on resolving larger sites.

[4] Data provided to UCT from SFD and SPD Q1 – Q3 was not currently disaggregated by UCT Neighborhood and thus not able to aggregate for full year.

- **Year-End:** In 2023 UCT completed 197 priority site resolutions and 107 RV remediations.

All Q4 and 2023 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.**

Table 17: Encampment Resolution Offers October 2023 – December 2023 (City of Seattle)

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

Table 18: Encampment Resolution Offers Full Year 2023 (City of Seattle)

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