



Evergreen
Treatment
Services

Transforming the lives of individuals and their communities through innovative and effective addiction and social services.

CLINIC SERVICES



January 10, 2023

Dear Members of the Seattle City Council Public Assets & Homelessness Committee:

As members of the Public Assets and Homelessness Committee, Evergreen Treatment Services is pleased to partner with Friends of Waterfront Seattle as part of our collective public safety approach at the current and future Waterfront Park. Our integrated and humane model, especially for members of our community who are unsheltered and in need of services, has been an incredibly effective and important one.

One of our two service divisions, REACH, cares for and builds relationships in our community with people experiencing unsheltered adversity. Our work connects them to the help they urgently need: food and clothing, medical care, shelter, and mental health and/or substance use treatment. We employ nearly 150 team members, including outreach care coordinators and case managers who touch thousands of lives daily in King County.

Friends of Waterfront Seattle has contracted with REACH since 2020 to provide dedicated outreach teams within the boundaries of the emerging and future Waterfront Park. This partnership is foundational to establishing an environment that will meet the mission and vision of this new civic space.

The park safety model for Waterfront Park has a multi-tiered approach to nimbly respond to various situations in the park with care. This is important to our work and organization. A cohesive public safety team will be formed between the Seattle Center, Friends of the Waterfront, and REACH with a tiered approach to responding to public safety needs. The team will implement a graduated response to incidents, utilizing the most compassionate approach possible in all situations

Tier 1	Social Services	Outreach to assist visitors in need of support resources. This is currently provided by REACH, under contract to Friends.
Tier 2	Park Ambassadors	Customer-focused staff wearing Friends’ branded clothing/uniform. Provides information, directions, verbal reminders re: rules. Friends’ front-line team to ensure a positive visitor experience. Reports issues to enforcement and maintenance teams as needed.
Tier 3	Basic Park Rules Enforcement	City staff that can enforce Waterfront Park Rules
Tier 4	Criminal Enforcement	SPD response to criminal activity or life-threatening situations.

We have seen a significant positive impact from our approach to providing outreach services on the waterfront. In 2022 REACH served 82 unique and known clients and recorded 216 encounters. Over 30% of these clients made progress towards their goals, including 11 clients connecting to temporary housing resources. Over 90% of these interactions are face-to-face on the street. We provide over 30 categories of services, from assistance obtaining legal identification, to clothing, shelter, recovery support, access to legal support, violence disclosure, to simple engagement and rapport, phone and mail services, food and so much more.

One situational example of how the model works is illustrated below:

Situation: A patron has locked themselves in the bathroom trailer on Pier 62:

A **Park Ambassador** knocks after 20 minutes to check on the patron. There is a grumbled response. The Park Ambassador calls **Outreach Services**, who arrive and knock on the door. They recognize the person's belongings from the outside of the door from their previous interactions with them. They call them by name and know their history and know they are a non-threatening individual. They know the individual is living outside. After a few more minutes, the patron still hasn't come out and **Park Ambassadors** call Park Safety Staff. **Park Safety Staff** identify themselves and talk the patron out of the restroom and realize they were trying to cleanse with the sink in the restroom. Outreach Services are able to provide shelter, food, and clothes.

Again, we fully support this integrated and humane approach to public safety in the current and future Waterfront Park and working alongside Friends of Waterfront Seattle, Seattle Center, and the city.

Please be in touch should you have any additional questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steve Woolworth', with a stylized flourish at the end.

Steve Woolworth, Ph.D.
Chief Executive Officer