



# KCRHA

King County Regional Homelessness Authority

## **Housing Command Center (HCC) - FAQ**

Imagine if we lived in a place where no matter what you look like or where you come from, you can count on having a roof over your head. The key to success is collaboration, coordination, and focused deployment of all available resources. When we work together to prioritize housing, then we accelerate the movement from homeless to housed.

### **What is Partnership for Zero, and how does the HCC fit in?**

- Partnership for Zero is the overarching effort by the RHA, the City of Seattle, King County, and business and philanthropic partners to reduce unsheltered homelessness in Downtown Seattle
- The HCC, the System Advocates (peer navigation) team, and the By Name List are all components of Partnership for Zero
- The Housing Command Center is a centralized emergency operations management system that coordinates and streamlines the actions required to house people
- At the invitation of KCRHA, the U.S. Dept. of Housing & Urban Development (HUD) is providing technical assistance to help set up the HCC
- The HCC takes best practices learned from years of emergency response to disasters like floods, fires, hurricanes and other major displacements, and applies them to homelessness
- The HCC ensures that all activities are coordinated and focused on moving people into housing first

### **What does the HCC do?**

- Identify available housing units
- Identify eligible households
- Match households to units, get people housed, with at least a 12-month lease

### **Who is in the HCC?**

- The HCC Leadership Team includes co-directors from the Lived Experience Coalition, the Regional Homelessness Authority, the City of Seattle, and King County
- Lots of partners, including non-profit service providers, are also engaged with the HCC and actively participate in planning activities
- At the invitation of the RHA, the U.S. Dept. of Housing & Urban Development sent in Technical Assistance Providers who specialize in rapid housing after natural disasters like floods, fires, and hurricanes

- The HCC will continue to operate after the HUD team departs, using the same disaster response protocols

### **How does the HCC work?**

- The HCC is designed to treat housing our unsheltered neighbors as the emergency that it is, with an emergency response structure to respond to this humanitarian crisis
- The model is based on the Incident Command System used by our partners in emergency services
- HUD provided their specialized disaster response technical assistance team to help us set up the framework
- This type of response framework has been successfully used after disasters such as Hurricanes Harvey and Florence to quickly house hundreds of people from disaster shelters
- The HCC meets in-person daily at the Seattle Emergency Operations Center, and works on 24-hour cycles to rapidly identify and solve for all the actions required to intentionally house our neighbors
- There are 6 sub-teams, each of which set daily and weekly objectives, and develop plans and tactics for meeting those objectives
  - The sub-teams are: Field Operations, Finance & Administration, Planning & Data Management, Logistics (Housing Acquisition), and Communications
- Participants are empowered to make decisions about resources in real-time
- The HCC model is a rapid, coordinated approach to addressing homelessness

### **Will you be able to house everybody living unsheltered in Downtown Seattle?**

- Yes. It's not a matter of if, but when.
- Using a Housing First model, we are focused on permanent housing, with at least a 12-month lease
- Housing First is an evidence-based approach that recognizes that housing, and the security and stability it offers, is necessary to address any other underlying medical, mental health, or addiction issues a person may be facing
- Housing First is not housing only; Housing First addresses the greatest and most impactful need first—safety and stability—and then facilitates successful use of supportive services

### **Why are you starting in Downtown Seattle, and when will the model expand?**

- The HCC is improving our procedures for housing people, and it's an approach that requires strengthening our coordination and collaboration
- We are focusing on Downtown right now because that's where the highest concentration of people living unsheltered are, which means we can have significant impact by prioritizing resources here
- As we continue to see progress and streamline our processes, we will take this model and apply it across the City and County, with site prioritization as a continuous process
- We will keep working until everybody is housed

### **What is a By Name List?**

- A By-Name List is a data tool that identifies individuals by name and their specific needs and enables more effective case planning, service matching, and housing placement for people experiencing homelessness
- The collection of real-time, accurate data for the By-Name List is facilitated by trusting relationships intentionally build by RHA Systems Advocates and partners in the field
- The concept of a By Name List has been successfully used in other communities in addressing youth homelessness, and by the U.S. Department of Veterans Affairs in addressing veterans homelessness

### **What housing units are you using, and where are they located?**

- Available housing units include:
  - Vacancies in Permanent Supportive Housing
  - Vacancies that have unnecessary barriers or restrictions
  - City, County, and State acquisitions
    - Seattle Office of Housing, King County DCHS, State Dept. of Commerce
  - Private landlords
    - Housing Connector, landlord incentive package
  - Medicaid beds
  - Assisted living
  - Communal and shared housing
- Homelessness affects all of our communities, and housing units may be located anywhere in King County
- People usually become homeless in a place where they have community ties, and those interpersonal connections are important
  - If possible, people should have the opportunity to live in the community of their choice, so that they may be near work, school, health services, and family

### **How are you prioritizing encampments within Downtown?**

- Systems Advocates assess each encampment, and prioritize response based on multiple factors, including size, location, health care needs, and safety

### **How are you prioritizing and matching people to housing?**

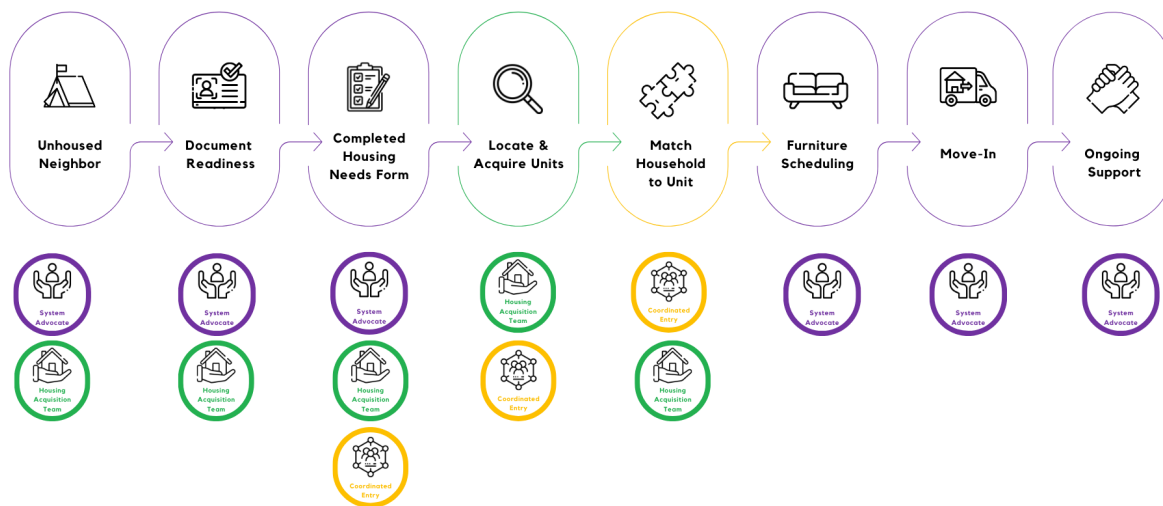
- Systems Advocates assess each person within an encampment, add them to the By-Name List and refer them to the Coordinated Entry team
- The Coordinated Entry team uses [Covid prioritization](#), which is grounded in equity
- Previously, housing placements might depend on an outreach worker making multiple rounds of phone calls; the HCC is meant to consolidate and streamline referral pathways

### **Why do we need a Housing Command Center?**

- To kickstart our housing efforts into high gear.
  - The COVID-19 pandemic and the economic and health impacts exacerbated homelessness and delayed our community response
  - Providing housing to people pushed into homelessness is a proven approach that helps people rebuild their lives.

- To treat an emergency like an emergency
  - This is a proven, evidence-based strategy for delivering on our shared goal of moving people inside.
  - A command center takes best practices learned from years of emergency response to disasters like floods, fires and other major displacements, and applies them to homelessness
- To improve coordination and speed up action
  - Real solutions to homelessness require working across agencies and sectors, breaking down silos to focus on our common goal of moving people inside
  - Because housing people is the top priority, HCC members are empowered to cut through any red tape and make decisions that take effect now
- To ensure that the community sees visible results

## Housing System Process



This has been designed using resources from Flaticon.com