

2019 Good Neighbor Agreement

The City of Seattle Human Services Department and our partner agencies that receive funding to deliver homeless services are committed to being good neighbors. In alignment with the 2019 contract, each program that receives funding from the Seattle Human Services Department has committed to being a good neighbor, as part of the section “Commitment to neighborhood health and safety standards”:

Through tools such as good neighbor agreements, Agency will work with community members, businesses and law enforcement to ensure they can provide a safe, clean environment that supports clients’ rights to receive services as well as provide opportunities to contribute to the community’s overall health and safety. The City of Seattle has an expectation that residents will work with shelters and service agencies in their neighborhoods to maintain a healthy, safe environment for everyone. Good neighbor plans will include a process for communicating with neighboring businesses and residents, policy/ procedure to address neighborhood concerns, written policy concerning the rights and responsibilities of clients, program rules and restrictions, and opportunities for providers, clients and community members to participate in supporting program and client success in healthy and safe neighborhoods.

Below is the good neighbor plan for DESC (agency) at the Seattle Navigation Center (program), located at 606 12th Avenue South (address).

The following pages should include these sections, which make up the 2019 Good Neighbor Agreement:

1. Process for communicating with neighboring businesses and residents
2. Policy/procedure to address neighborhood concerns
3. Written policy concerning the rights and responsibilities of clients, program rules and restrictions
4. Opportunities for providers, clients and community members to participate in supporting program and client success in healthy and safe neighborhoods.
5. Other policies and procedures not specified here but related to a Good Neighbor Agreement.

Project Manager and/or designated program staff attend all local neighborhood and community meetings. Additionally, the Project Manager develops direct relationships and lines of communication with neighbors to address concerns outside of neighborhood meeting forums.

All neighborhood complaints are documented via a designation “neighborhood complaint” in DESC’s internal information system. The Project Manager is responsible for following up with complainant and address concerns. If the concern is not satisfactorily resolved by the Project Manager, the complaint is referred to relevant Senior Program Manager or Housing Director.

All shelter guests review rules and expectations at the time of registration. Violations of these rules are subject to disbarment.

At neighborhood meetings and other community events, community members are welcomed to get involved with the program. Tenants are educated on available programming and events in the community, with project staff facilitating involvement when necessary and/or appropriate.