

EXPANDING ACCESS TO COURT SERVICES IN NEIGHBORHOOD CENTERS

AUGUST 20, 2020



**COMMUNITY
RESOURCE CENTER**

AT SEATTLE MUNICIPAL COURT



Hello!

- CAROL BELL | Programs & Services Manager
- NHI TRAN | Strategic Advisor
- GARY IRELAND | Public Disclosure & Communications Advisor

TABLE OF CONTENTS

- VISION
- PARTNERSHIPS
- GROWTH
- PLANNING, DATA, & EVALUATION
- OUTREACH & MARKETING STRATEGIES
- 2020 & BEYOND
- Q & A

1. VISION

- Increase Accessibility of Court Services for All
- Improve Community Engagement
- Mobilize the Community Resource Center
- Holistically Address the Needs of Individuals



**COMMUNITY
RESOURCE CENTER**

AT SEATTLE MUNICIPAL COURT

BENEFITS

- Better understanding of community needs
- Saves taxpayers money through jail cost savings
- Increased access to social service support
- Expansion of access to SMC services

2.

PARTNERSHIPS

In The Community Outreach Event



**COMMUNITY
RESOURCE CENTER**

AT SEATTLE MUNICIPAL COURT

PARTNERSHIPS

- Cross Jurisdictions
- State Agencies
- City/County Departments
- Social Service Agencies



Seattle
Parks & Recreation



King County
Department of
**PUBLIC
DEFENSE**



SERVICE PROVIDERS



The Seattle Public Library

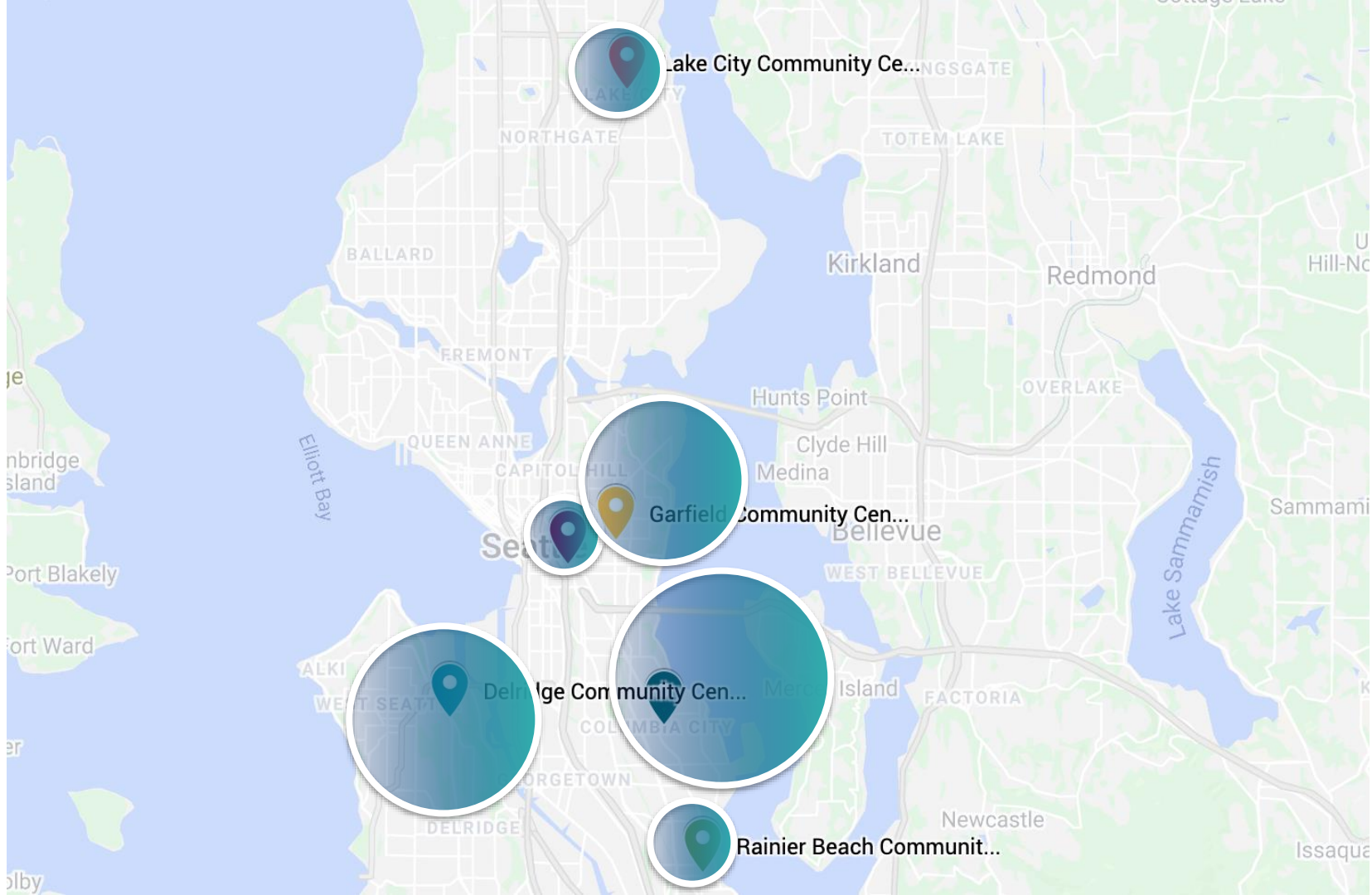


Washington State
Department of Social
& Health Services



COWLITZ INDIAN TRIBE





Lake City Community Ce...

Garfield Community Cen...

Delridge Community Cen...

Rainier Beach Communit...

EXPANSION BY DEMAND

- **Yesler Community Center (November 2017):** 20 participants, SMC staff and defense attorneys
- **Rainier Beach Community Center (April 2018):** 30 participants, SMC staff, defense attorneys, CRC representatives
- **Lake City Community Center (August 2018):** 45 participants, SMC staff, added relicensing and ticketing staff, defense attorneys, CRC representatives
- **Delridge Community Center (November 2018):** 300 participants, SMC staff, added relicensing and ticketing staff, defense attorneys, CRC representatives, King County Up, social service providers
- **Garfield Community Center (May 2019):** 250 participants, SMC staff, added relicensing and ticketing staff, defense attorneys, CRC representatives, King County Up, social service providers
- **Rainier Community Center (October 2019):** 400 participants, SMC staff, added relicensing and ticketing staff, defense attorneys, CRC representatives, King County Up, almost 20 social service providers.

3.

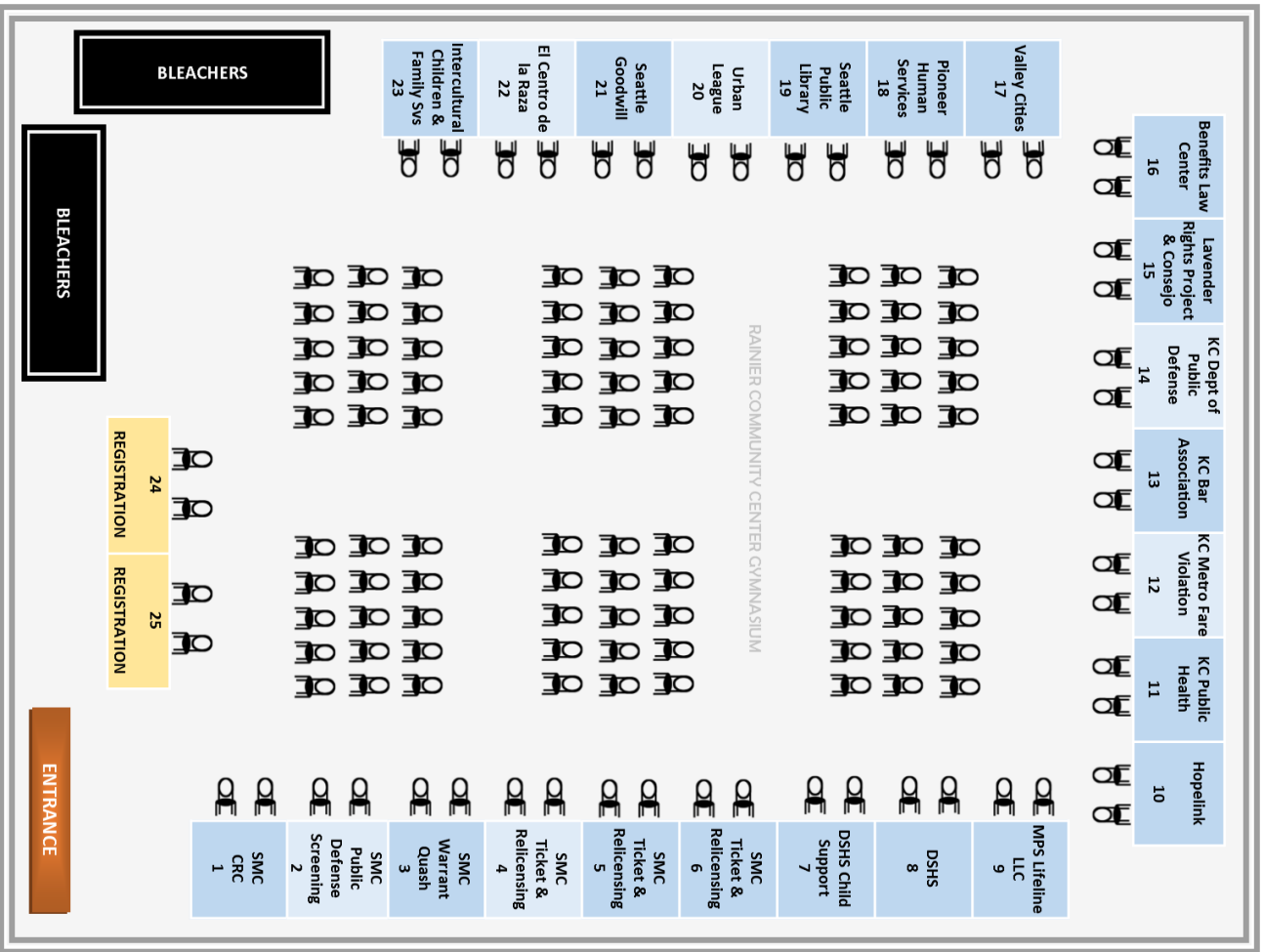
PLANNING, DATA, & EVALUATION

In The Community Outreach Event



**COMMUNITY
RESOURCE CENTER**

AT SEATTLE MUNICIPAL COURT





**WARRANT RESOLUTION,
RESOLVING UNPAID TICKETS,
RELICENSING, AND SUPPORTIVE
SERVICES FROM OUR
COMMUNITY RESOURCE
CENTER OUTSIDE THE
COURTHOUSE.**



SMC OCTOBER 17, 2019 EVENT COORDINATION STAFF ROLES & RESPONSIBILITIES

Betty McNeely, Floater/Oversight	Hannah Winner, Navigator (11-3 PM)
Carol Bell-Daniel, Floater/Oversight	Evan Miyaki, Navigator (1-3 PM)
Nhi Tran, Floater/Logistics	Kaley Oschmann, Navigator (12-5 PM)
Gary Ireland, Registration Lead	Vlora Suma, Navigator (1:30 - 5 PM)
Anna Vann, Registration	Sokpul Chea, CRC
Siobhan Haggerty, Registration	Luisa Gracia, Interpretation Lead (CRC Table)
Brad Nonaka, Registration	Morgann McClarin, Public Defense Screening
David Saelee, Waitlist Navigator (SMC)	Josh Sattler, Warrant Quash/Oversight
Lisa Casterella, Waitlist Navigator (SMC)	Allison Myers, Warrant Quash
Mekka Robinson, Waitlist Navigator (DSHS)	Beth Hawes, Relicensing & Ticketing
Teodor Radauceanu, Waitlist Navigator (DPD)	Lori Krutzsch, Relicensing & Ticketing
Curtis Bright, Navigator Lead	Merci Pizarro, Relicensing & Ticketing
Stephanie Yudy Garcia, Navigator	Lillian Peck, Relicensing & Ticketing
Piano Hhagens, Navigator	Karleasa Mitchel, Relicensing & Ticketing
Rebecca Craig, Navigator (9 to 12 PM)	Angelina Shell, Relicensing & Ticketing
Caroline Shen, Navigator (9 - 11 AM)	Alicia Williams, Relicensing & Ticketing
Fane Llewellyn, Navigator (9-1 PM)	David Shim, Floater/IT
Kay Xian, Navigator (9:30-1:30 PM)	Tyge Spane, Floater/IT

REGISTRATION

1. **Greeters:** Greet clients then distribute ticket numbers and clipboards with Participant Check-In Forms to complete.
2. **Registration Staff:**
 - A. Assist clients with completing Participant Check-In Forms as needed.
 - B. Highlight the services clients selected on the Participant Navigation Form, complete the bottom section then hand the completed Participant Navigation Form to a standby Navigator. Place the completed Check-In Forms in the designated box.

NAVIGATORS

1. Review the Participant Navigation Form to identify client needs and interests.
2. Help the client navigate the event which includes explaining the layout, connecting them to Waitlist Navigators when applicable, and suggesting them to visit other providers while waiting or take a break on the bleachers as needed.
3. Once you've handed off a client to a provider or if the client no longer needs assistance, go back to the registration tables to assist the next client.

WAITLIST NAVIGATORS

1. Start the day as regular Navigators until there is heavy traffic at your designated agencies.
2. For each provider, you'll maintain their waitlist using the Provider Wait List Form and a clipboard.
3. See how long on average it takes the provider to serve a client; and once a client is added to the waitlist, let him or her know the approximate wait time so they can go visit other providers while waiting. Also let them know if they don't come back in time for their turn, they will lose their spot.
4. Survey the area often to see if other providers need anything and let the Floaters know.

INTERPRETATION ASSISTANCE

AVAILABLE IN THE FOLLOWING LANGUAGES

AMHARIC (Demile Selamawit 9 – 1 PM)

CANTONESE (Kay Xian 9:30 – 1:30 PM)

FIJIAN (Fane Llewellyn 9 – 1 PM)

HINDI (Fane Llewellyn 9 – 1 PM)

KHMER (Sokpul Chea)

MANDARIN (Xinyu Pardon, Caroline Shen 9 – 11 AM,
Piano Hhagens, Sally Sun, Kay Xian 9:30 – 1:30 PM)

MIEN (David Saelee)

PUNJABI (Amandeep Kalhar 1:30 – 3:30 PM)

RUSSIAN (Anna Vann)

SOMALI (Ismael Mohamed)

SPANISH (Luisa Gracia, Stephanie Garcia, Vlora
Suma 1:30 – 5 PM, Fane Llewellyn 9 – 1 PM)

VIETNAMESE (James Nguyen, Nhi Tran)

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16

SMC COMMUNITY OUTREACH EVENT



PARTICIPANT PROFILE (PLEASE PRINT)

SERVICES		PROVIDERS	SERVICES	PROVIDERS
1. Basic Needs & Resources	Community Resource Center #1	25. Legal Representation and Advice on Criminal Law	Lavender Rights Project (9 AM to 12 PM only) #15	
2. Free Hygiene Kit				
3. Public Defender Screening	Seattle Municipal Court #2	26. Vacating Records	Consejo Counseling (1:30 - 4:30 PM only) #15	
4. Warrant Quash and Recall & Setting a Future Court Date	Seattle Municipal Court #3	27. Resources for Queer and Trans Individuals		
5. Driver License Relicensing	Seattle Municipal Court #4-6	28. Mental Health	Valley Cities #17	
		29. Substance Use	Pioneer Human Services #18	
6. Resolving an Unpaid Ticket	WA DSHS Division of Child Support #7	30. Domestic Violence and Sexual Assault	Consejo Counseling (1:30 - 4:30 PM only) #15	
7. Child Support Debt, Questions and Other Services		31. Youth Intervention	Benefits Law Center #16	
8. DCS License Suspension	WA Department of Social and Health Services (DSHS) #8	32. Legal Advocacy		Pioneer Human Services #18
9. DSHS Food/ Medical/ Cash Benefits		33. Social Security Benefits		
10. ID Card Voucher/ Replacement	MPS Lifeline LLC #9	34. Job-Readiness Program	The Seattle Public Library #19	
11. Working Connections Childcare		35. Library Card Services		
12. Free Smartphone and Minutes	Hopelink #10	36. Employment, Computer & Skill Development Classes	Urban League #20	
13. Hopelink Mobility Management		37. Business, Finance & Planning		
14. Transportation & Bus Tickets	King County Public Health #11	38. Family History & Genealogy Records	Seattle Goodwill #21	
15. ORCA Lift Reduced Fare		39. Employment and Career Bridge		
16. Medicaid	Seattle City Light Discount Program	40. Adult Basic Education	El Centro de la Raza #22	
17. LIHEAP/ Winter Heating Assistance		41. Cashiering & Writing Classes		
18. Basic Food	KC Metro Fare Violation Program #12	42. Veteran Services	Intercultural Children and Family Services #23	
19. Seattle City Light Discount Program		43. Census Outreach		
20. Fare Violation Resolutions	King County Bar Association #13	44. System Navigators for Families	King County Department of Public Defense #14	
21. Vacating Criminal Convictions		45. Early Learning Education		
22. Vacating Felony or Misdemeanor Convictions	King County Department of Public Defense #14	46. Parent-Child Home Program	47. Parenting Resources	
23. Outstanding LFOs		48. Other (please specify):		
24. Record Expunged or Sealed				

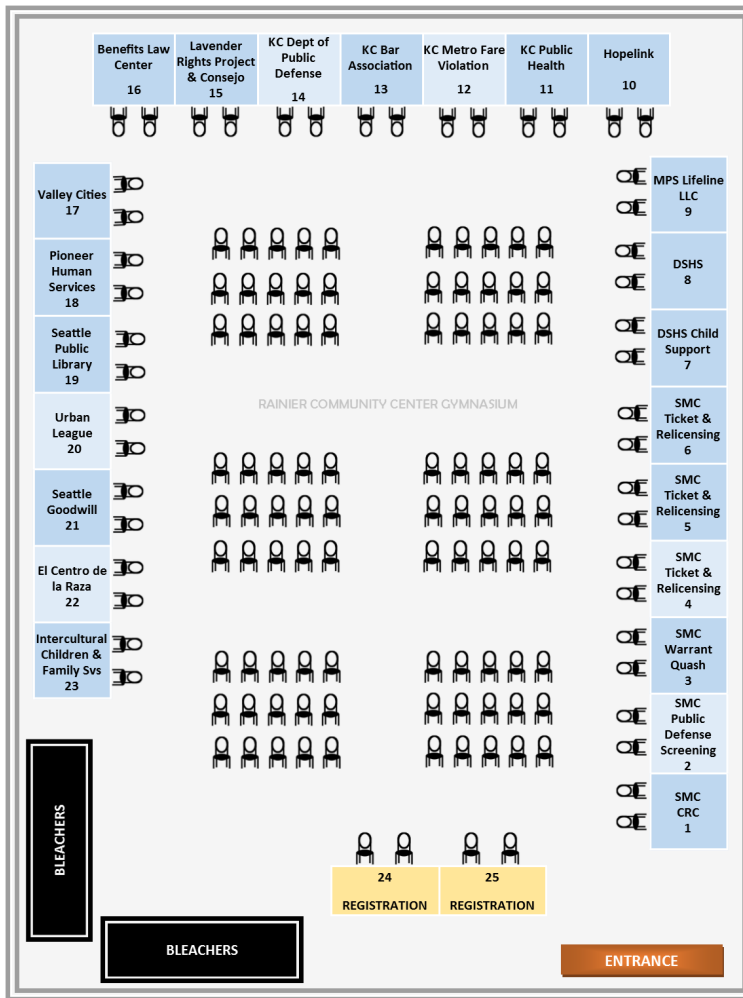
First Name:	Last Name:	Ticket #:
Gender:	Date of Birth:	
Seattle Municipal Court Client? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, case is: <input type="checkbox"/> Open <input type="checkbox"/> Closed		
Which race/ethnicity do you identify with most? <input type="checkbox"/> Asian <input type="checkbox"/> Black/African American/Black <input type="checkbox"/> Caucasian/White <input type="checkbox"/> Hispanic/Latinx <input type="checkbox"/> Multiracial <input type="checkbox"/> Native American/Alaskan Native <input type="checkbox"/> Pacific Islander <input type="checkbox"/> Another race, ethnicity or origin (please specify):		
Primary Language Spoken at Home:		Interpreter needed? <input type="checkbox"/> Yes <input type="checkbox"/> No
Current Phone Number:		
Current Address:		<input type="checkbox"/> I live at this address
City, State, Zip Code:		<input type="checkbox"/> I only receive mail here
Employment: <input type="checkbox"/> Employed Full-time <input type="checkbox"/> Employed Part-time <input type="checkbox"/> Unemployed <input type="checkbox"/> Not Looking for Work		
Homeless/Unstable Housing? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, how long? (months)		
Income less than: <input type="checkbox"/> \$20,000 <input type="checkbox"/> \$30,000 <input type="checkbox"/> \$40,000 <input type="checkbox"/> \$50,000 <input type="checkbox"/> \$60,000 or more <input type="checkbox"/> No income		
Educational Attainment: <input type="checkbox"/> Less than H.S. Diploma <input type="checkbox"/> H.S. Diploma or GED <input type="checkbox"/> Some College <input type="checkbox"/> Associate's <input type="checkbox"/> Bachelor's <input type="checkbox"/> Graduate School <input type="checkbox"/> Other		
How did you hear about this event (select all that apply)? <input type="checkbox"/> SMC Court/Programs/Judges/Staff <input type="checkbox"/> Other Court <input type="checkbox"/> Attorney <input type="checkbox"/> Case Manager <input type="checkbox"/> Navigation Team <input type="checkbox"/> Seattle Police <input type="checkbox"/> Walk-In <input type="checkbox"/> Flyer/Online/Event <input type="checkbox"/> Word of Mouth <input type="checkbox"/> Other (please specify):		

NOTES:

SMC COMMUNITY OUTREACH EVENT



SERVICES		PROVIDERS	SERVICES		PROVIDERS
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2. Free Hygiene Kit		Seattle Municipal Court #2	26. Vacating Records		Resources for Queer and Trans Individuals
3. Public Defender Screening		Seattle Municipal Court #3	27. Resources for Queer and Trans Individuals		Mental Health
4. Warrant Quash and Recall & Setting a Future Court Date		Seattle Municipal Court #4-6	28. Mental Health		Consejo Counseling (1:30 - 4:30 PM only) #15
5. Driver License Relicensing			29. Substance Use		Valley Cities #17
6. Resolving an Unpaid Ticket		WA DSHS Division of Child Support #7	30. Domestic Violence and Sexual Assault		Pioneer Human Services #18
7. Child Support Debt, Questions and Other Services			31. Youth Intervention		Consejo Counseling (1:30 - 4:30 PM only) #15
8. DCS License Suspension		WA Department of Social and Health Services (DSHS) #8	32. Legal Advocacy		Benefits Law Center #16
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14. Transportation & Bus Tickets		King County Public Health #11	38. Family History & Genealogy Records		Intercultural Children & Family Svs #23
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16. Medicaid		Seattle City Light Discount Program	40. Adult Basic Education		Seattle Goodwill #21
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20. Fare Violation Resolutions		King County Bar Association #13	44. System Navigators for Families		Intercultural Children and Family Services #23
21. Vacating Criminal Convictions			45. Early Learning Education		Intercultural Children and Family Services #23
22. Vacating Felony or Misdemeanor Convictions		King County Department of Public Defense #14	46. Parent-Child Home Program		Intercultural Children and Family Services #23
23. Outstanding LFOs			47. Parenting Resources		Intercultural Children and Family Services #23
24. Record Expunged or Sealed			48. Other (please specify):		



SMC OCTOBER 17, 2019 COMMUNITY OUTREACH EVENT

AGENCY NAME: _____

	Client First Name	Client Last Name	Ticket #	Services Provided
1.				
2.				
3.				
4.				
5.				
6.				
7.				

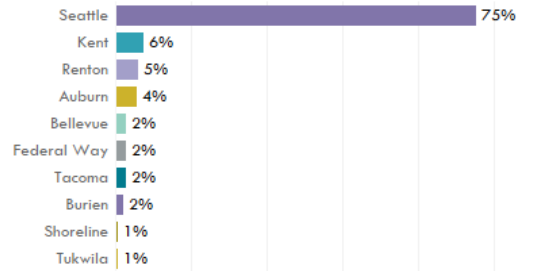
MISCELLANEOUS

- NAME TAGS
- WAIT LIST
- AGENCY SIGNS
- TABLECLOTHS
- CHILDREN'S CORNER
- WATER & LUNCH FOR STAFF & PROVIDERS
- ... AND MUCH MORE.

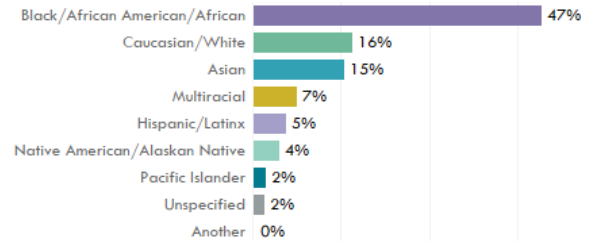
SMC Community Outreach Event

October 17, 2019

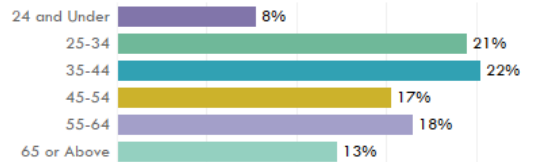
City



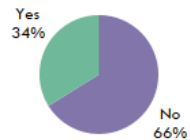
Race/Ethnicity



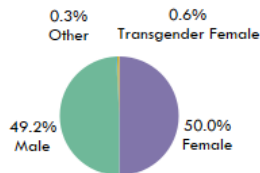
Age at Visit



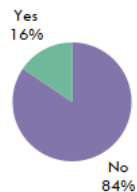
Experiencing Homelessness or Unstable Housing



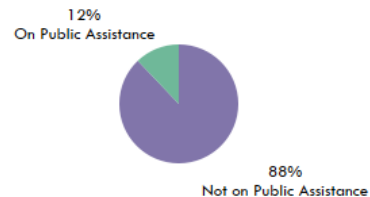
Gender



SMC Client



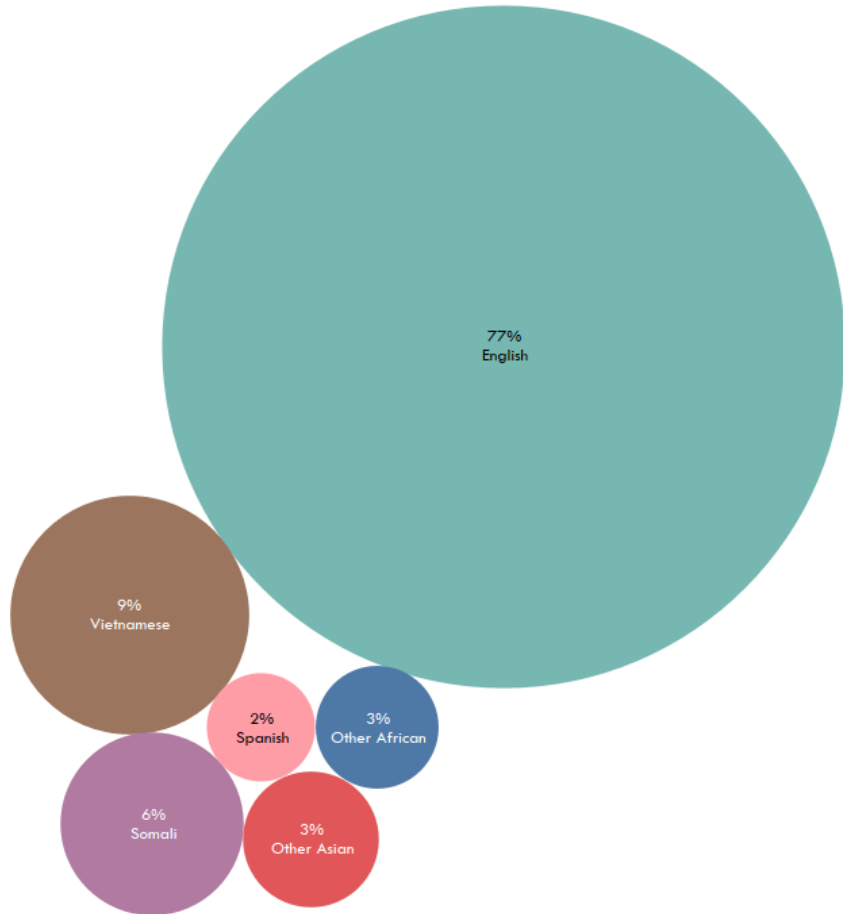
DSHS Benefits



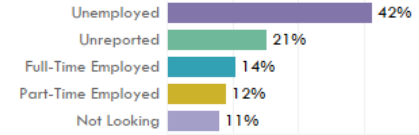
SMC Community Outreach Event

October 17, 2019

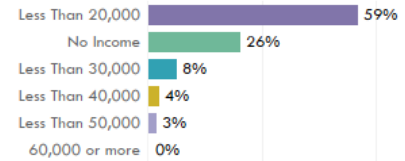
Top Languages



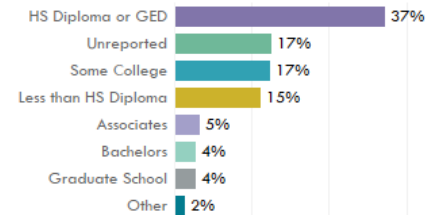
Employment



Income



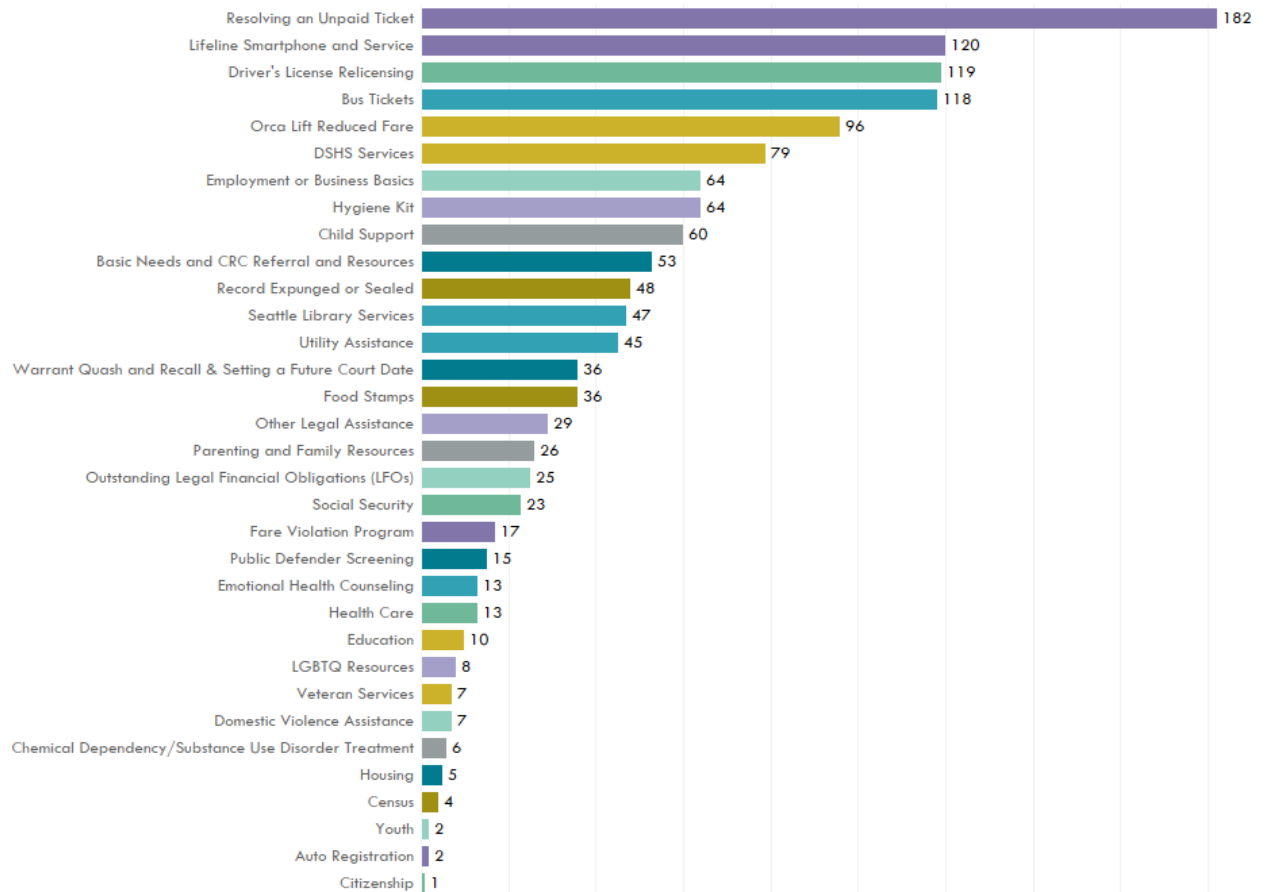
Educational Attainment



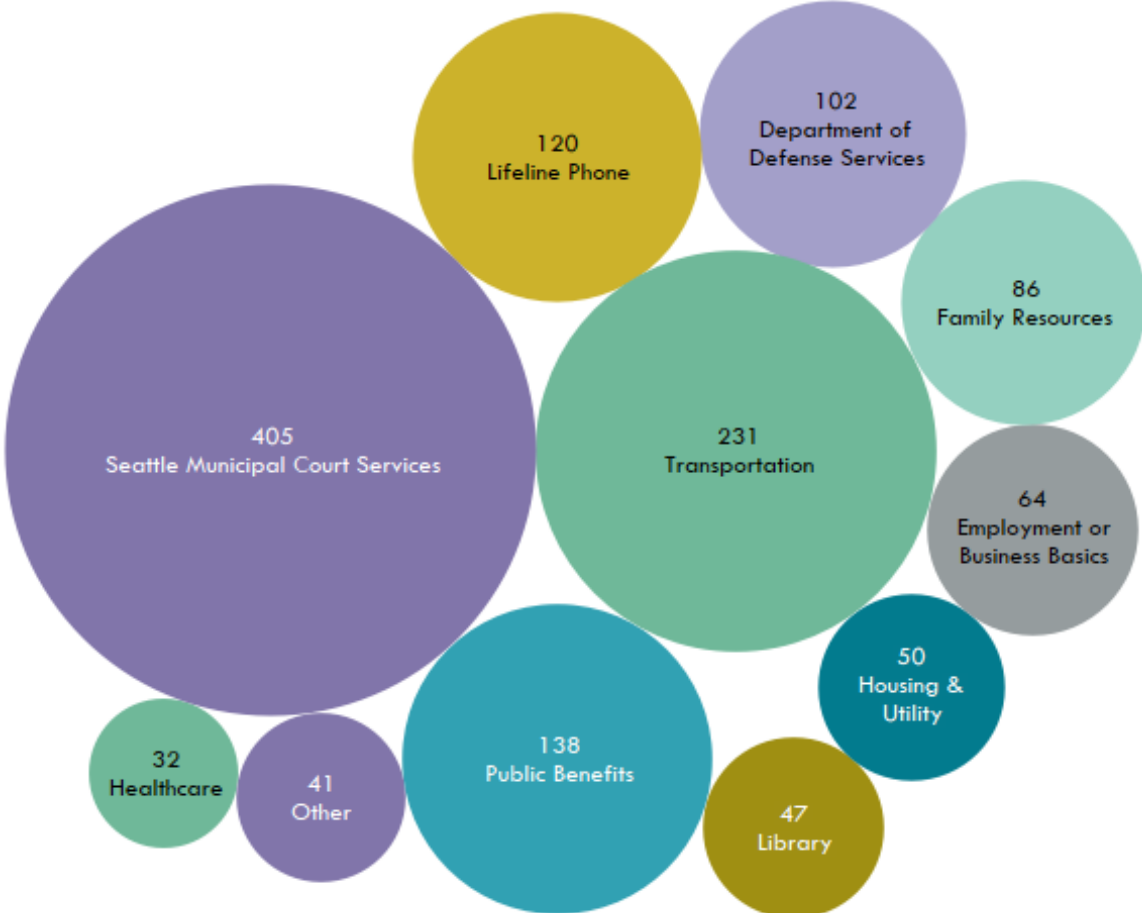
SMC Community Outreach Event

October 17, 2019

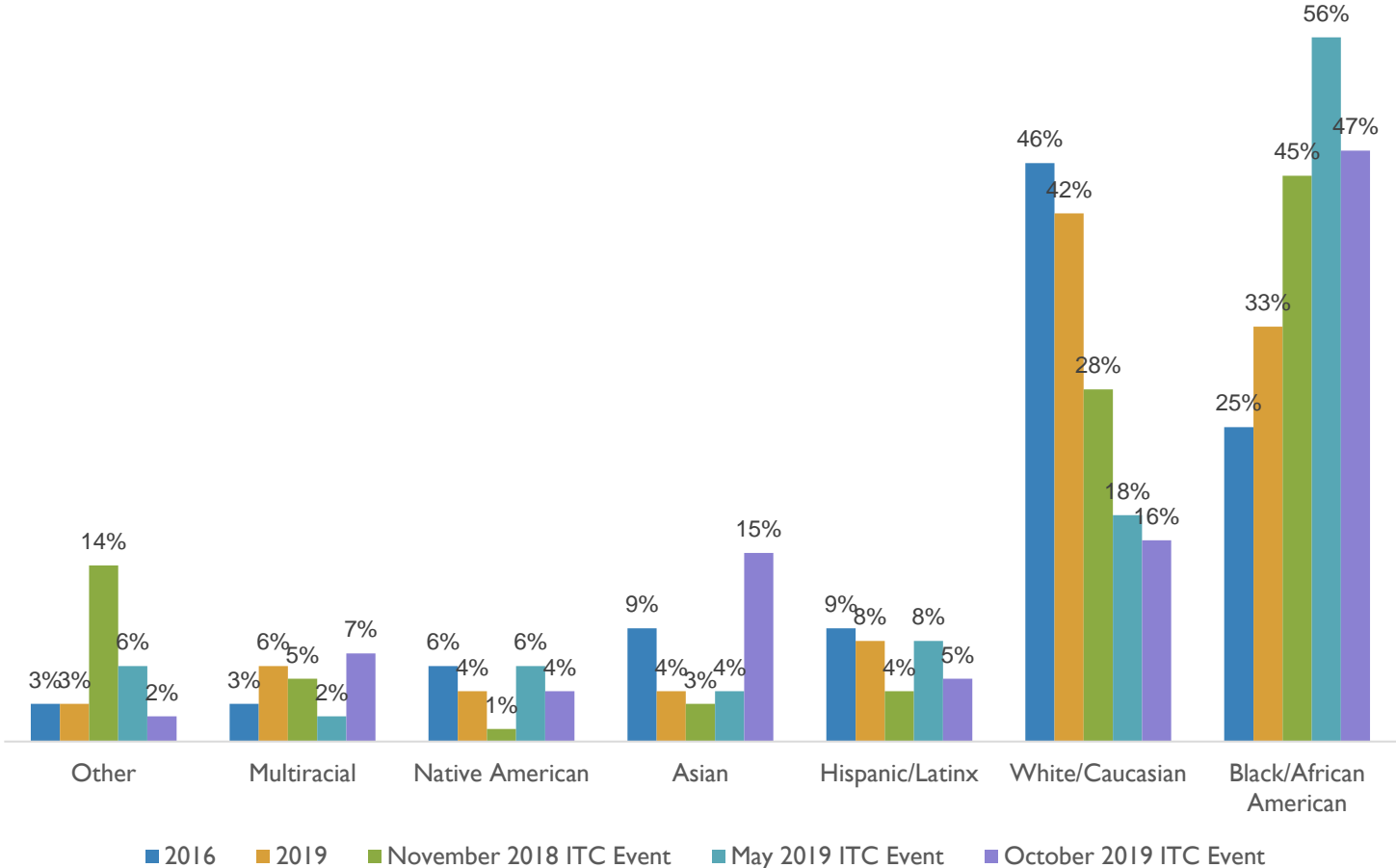
Service Requested by Count



Service Request by Category and Count



Utilization by Race, Year, and SMC In the Community (ITC) Event



4.

OUTREACH & MARKETING STRATEGIES

In The Community Outreach Event



**COMMUNITY
RESOURCE CENTER**

AT SEATTLE MUNICIPAL COURT

OUTREACH STRATEGIES

Build Trust

Leverage community voices to help spread the word and dispel rumors.

Direct Outreach

Post flyers in community center and inform staff.

Walk the neighborhood a few days before event to post and handout flyers.

Leverage Partnerships

Existing social service partners.

Social service networks.

Service providers working in the neighborhood.

TARGETED MEDIA

Press Release

Broad media list including tv, radio, print, blogs, ethnic media

Traditional Media/PSAs

PSAs on radio and tv.

Onsite media interviews early in the day to promote on morning and lunch broadcasts.

Social Media

Create a Facebook event.

Leverage City partners with large followings to help spread the word (Mayor's Office, City Councilmembers, Departments)



Home **DO YOU HAVE**
SEATTLE/KING COUNTY TICKETS?
SUSPENDED DRIVER'S LICENSE?
OUTSTANDING SMC WARRANTS?

OR NEED ASSISTANCE WITH
LIFELINE FREE SMARTPHONE AND
MINUTES?
DSHS FOOD/MEDICAL/CASH
BENEFITS?
EMPLOYMENT?
ORCA LIFT PASSES?
MENTAL HEALTH/SUD?

**RAINIER
COMMUNITY
CENTER**
4600 38TH AVE S.
THURSDAY, OCTOBER 17, 2019
9 AM – 4:30 PM

17

THURSDAY, OCTOBER 17, 2019 AT 9 AM – 4:30 PM

Seattle Municipal Court in the Community- October Outreach Event

Rainier Community Center

[Insights](#)

[About](#) [Discussion](#) [Edit](#) [...](#) [Profile](#)

MARKETING EVOLUTION

DO YOU HAVE A WARRANT?

If you have a warrant in **Seattle Municipal Court**, drop-in to learn how to resolve the warrant without arrest.

**SEATTLE MUNICIPAL COURT
WARRANT OUTREACH**

Thursday, November 30th, 2017
10:00 a.m. – 4:00 p.m.

Yesler Community Center
917 E YESLER WAY, SEATTLE, WA 98122

Seattle Municipal Court staff will provide assistance and information on how to resolve outstanding warrants including:

- Warrant Quash or Recall
- Set A Future Court Date
- Speak with an Attorney
- Assistance from the Court Resource Center

A collaborative effort between Seattle Municipal Court, Seattle City Attorney's Office, Seattle Police Department, King County Department of Public Defense and Seattle Human Services Department.

**SEATTLE MUNICIPAL COURT
WARRANT OUTREACH**

DO YOU HAVE A WARRANT?

If you have a warrant in **Seattle Municipal Court**, drop-in to learn how to possibly resolve the warrant.

RAINIER BEACH COMMUNITY CENTER
8825 Rainier Ave S, Seattle, WA 98118

Thursday, April 19th, 2018
10:00 a.m. – 4:00 p.m.

Seattle Municipal Court staff will provide assistance and information on how to resolve outstanding warrants including:

- Warrant Quash or Recall
- Set A Future Court Date
- Speak with a Public Defender
- Assistance from the Court Resource Center

A collaborative effort between Seattle Municipal Court, Seattle City Attorney's Office, Seattle Police Department, King County Department of Public Defense and Seattle Human Services Department.

DO YOU HAVE UNPAID TICKETS? SUSPENDED DRIVER'S LICENSE? OUTSTANDING WARRANTS? OR NEED ASSISTANCE WITH DSHS & MEDICAL ENROLLMENT? ORCA PASSES CHEMICAL DEPENDENCY & MENTAL HEALTH ISSUES?

DEL RIDGE COMMUNITY CENTER
4501 DEL RIDGE WAY SW
FRIDAY, NOVEMBER 30, 2018
10 AM – 4 PM

FREE HYGIENE KIT!



WE CAN HELP



SEATTLE MUNICIPAL COURT AND ITS PARTNERS WILL ASSIST YOU WITH:

- Warrant Quash/Recall & Set a Future Court Date Without Arrest
- Options for Resolving Unpaid Tickets & Relicensing
- Public Defender Screening
- Direct On-Site Social Services*
- Medicaid or Insurance Questions
- Vision Exams & Eye Glass Vouchers
- Basic Needs & Resource Referrals from Court Resource Center Staff

FOR MORE INFO, CONTACT GARY IRELAND AT 206.684.8710 OR GARY.IRELAND@SEATTLE.GOV

*Disclaimer: The providers above are scheduled to appear with no guarantee.

Translations

Using neighborhood data, translate flyers into top 5-7 languages

The image shows a grid of flyer translations. The top row includes:

- MAHAYATATA** (Vietnamese)
- RAINIER COMMUNITY CENTER** (English)
- WE CAN HELP** (English)

 The middle row includes:

- QUY VI CO** (Vietnamese)
- RAINIER COMMUNITY CENTER** (English)
- WE CAN HELP** (English)

 The bottom row includes:

- HOAC CAN SU GIUP DOVE** (Vietnamese)
- RAINIER COMMUNITY CENTER** (English)
- WE CAN HELP** (English)

 On the right side, there are two more columns of translations:

- TIENE** (Spanish)
- RAINIER COMMUNITY CENTER** (English)
- WE CAN HELP** (English)

DAY OF MARKETING



Post
signage in &
around the
community
center

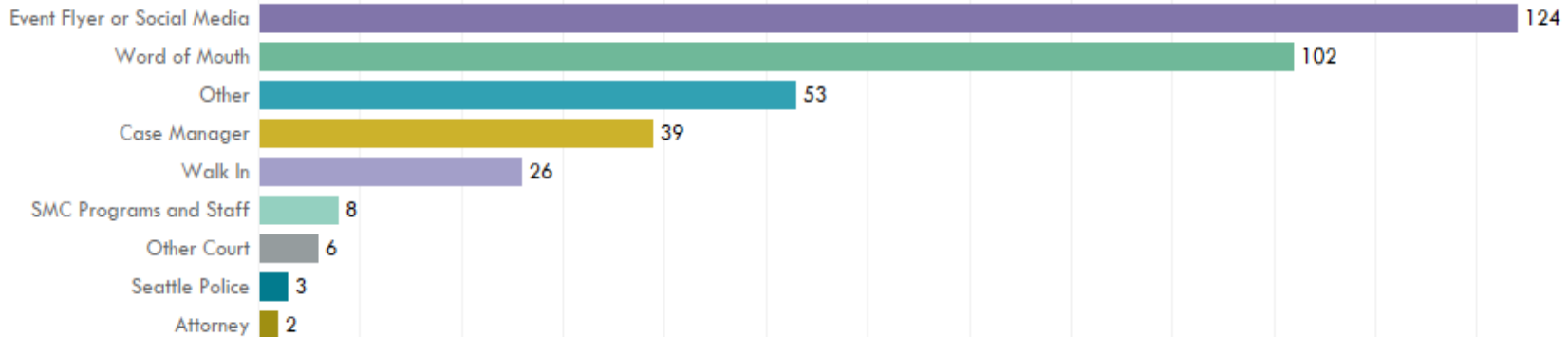


REFERRAL SOURCE

SMC Community Outreach Event

October 17, 2019

Referral Source



POST EVENT



4.

2020 & BEYOND

In The Community Outreach Event



**COMMUNITY
RESOURCE CENTER**

AT SEATTLE MUNICIPAL COURT

LONG RANGE GOALS

Community Based Court Services Model

- Focus group community engagement
- Magistrates, probation access, general court services in community
- Expand resolution options and potential elimination of fines and fees, collection fees

POST COVID-19 REFLECTIONS

Consider Virtual Outreach

Use online platforms like Zoom that have breakout rooms to allow for confidential consultation with court staff and service providers.

Challenges

Technology access may be limited for audience who attended previous events

Library and other community resources are closed due to COVID-19

Difficult to accommodate interpretation assistance

4.

QUESTIONS & ANSWERS

In The Community Outreach Event



**COMMUNITY
RESOURCE CENTER**

AT SEATTLE MUNICIPAL COURT



THANK YOU!

seattle.gov/courts

@seamunicourt



Any questions?

You can contact us at:

■ Carol.Bell@seattle.gov

■ Nhi.Tran@seattle.gov

■ Gary.Ireland@seattle.gov