



Seattle City Council

Council President Joy Hollingsworth, District 3

April 21, 2026

Seattle City Council President Joy Hollingsworth
Seattle City Hall
600 4th Avenue, Floor 2
Seattle, WA 98124

RE: Bailey-Boushay House - Virginia Mason

Thank you for your continued engagement and participation in discussions regarding the impact of the Bailey-Boushay House on the surrounding community.

Over the past two years, I have had the opportunity to work closely with neighborhood residents as well as your staff to help strengthen relationships and foster better communication. I appreciate the commitment shown by your team to creating a positive experience for staff, clients, and the community in which the facility operates.

I have also met with various community groups to better understand their concerns. There is consistent support for the services you provide, alongside a shared desire to see improved outcomes for everyone involved. **After reviewing the Ombud report and considering ongoing community feedback, I would like to share several expanded recommendations our office is requesting:**

Security Inside and Outside the Facility

There is a recurring concern that the current approach to security reflects a “not inside our building, not our problem” mentality. This is especially concerning, as many issues appear to originate from within the Bailey-Boushay facility and extend into the surrounding neighborhood.

Requests:

- Establish a clearly defined 24/7 security presence both inside and outside the building, including routine perimeter checks and visible patrols in adjacent blocks
- Define the scope of responsibility for security staff to include immediate surrounding areas where impacts are most felt
- Provide a 24-hour phone line staffed by a live representative with authority to respond in real time, dispatch on-site support, and coordinate with local services when necessary and this be available to the public and community members.
- Create a dedicated, monitored email address with a guaranteed response time (e.g., within 72 hours) for non-urgent concerns
- Offer regular opportunities (e.g., quarterly meetings) for community members to engage directly with security leadership

Discharge Plans

There are documented instances of individuals being discharged and remaining in the neighborhood while in distress and sometimes exhibiting behaviors that raise safety concerns, including interactions



Seattle City Council

Council President Joy Hollingsworth, District 3

near daycare centers, public substance use, and unmanaged mental health challenges that create a threat to the neighborhood.

Requests:

- Ensure all discharge plans include confirmed transportation to a safe, appropriate, and pre-identified destination (e.g., home, shelter, or supportive housing)
- Develop individualized discharge plans that address behavioral health, substance use, and safety considerations
- Establish clear protocols for staff to follow when a patient is at risk of immediate instability upon discharge, including delayed discharge when appropriate
- Coordinate with local outreach teams, behavioral health providers, and social services to ensure continuity and reduce gaps in care

3. Timeline and Accountability

- **Provide a detailed implementation plan within 30 days that outlines specific actions, responsible parties, and milestones**
- Include measurable outcomes and benchmarks to evaluate progress
- Share regular updates with the community (e.g., monthly or quarterly progress reports)

We look forward to your response and feedback. Thank you for your time, attention, and ongoing partnership in supporting both your clients and the surrounding community.

Sincerely,

Joy

Councilmember Joy Hollingsworth
Seattle City Council President | District 3