



Homeless Services and Strategy Update

City of Tacoma | Neighborhood and Community Services

City Council Study Session
March 14th, 2023



1



Overview



- Inclement Weather Response
- Implementation of Tacoma Municipal Code 8.19
- Shelter Update
- Strategy Update
- Next Steps

2

2

Inclement Weather Response

	Cold Weather	Hot Weather	Air Quality Advisories	Supplies	Shelter
Tier 1	32 Degrees or 35 degrees with rain/wind	85 Degrees	Above 101- Unhealthy for sensitive groups	Supplies provided or Reimbursement depending on Need and Shelter Type; Heat events – Water for distribution; Air events – masks for distribution	Existing Shelters overflow during Inclement Weather; additional Warming Centers during cold weather. Increased capacity by 150 beds.
Tier 2	20 degrees or significant amount of snowfall	90 Degrees	Above 151- Unhealthy		90 or Higher- Use existing Day Center/Shelters, open Cooling Centers.; Above 151- Use Existing Day Center/Shelters add Air Quality Center

3

Inclement Weather Response

Type	Shelter	Number of Beds	Average Night Stay	Nights of Operation	Opening Date	Anticipated Standdown
			Through February 28, 2023			
Seasonal	Tacoma Rescue Mission- Holy Rosary	50	38	95	November 29 th 2022	March 31 st
Inclement Weather	Catholic Community Services- Nativity House	60	22	41	November 1 st 2022	March 31 st
Inclement Weather	Tacoma Rescue Mission- Holy Rosary	20	0	0*	November 29 th 2022	March 31 st
Inclement Weather	Life Enrichment Group- Beacon Youth Shelter	20	0	0*	November 1 st 2022	March 31 st
Total Additional Capacity		150				

*These inclement weather beds have not needed to be activated.

4

Implementation of TMC 8.19

- All Areas have been sufficiently noticed
- 100% Voluntary Compliance Achieved
- Overall Stats
 - 23 encampment removals
 - 922K lbs. of debris removed
 - Outreach
 - Contacts made: 568
 - Interested in Services: 319 (56%)
 - Placed in Shelter: 69 (12%)

Implementation of TMC 8.19

Homeless Engagement Alternative Liaison Team Outreach Stats

	3 ½ months <u>before</u> the implementation	3 ½ months <u>after</u> the implementation
Prohibited Areas	Aug. 1st, 2022- Nov. 14th, 2022	Nov. 15th, 2022- Feb. 28th, 2023
Offered Services	194	458
Accepted Services	95	288
Acceptance Rate	49%	63%
Non- Prohibited Areas	Aug. 1st, 2022- Nov. 14th, 2022	Nov. 15th, 2022- Feb. 28th, 2023
Offered Services	208	122
Accepted Services	110	66
Acceptance Rate	53%	54%



Implementation of TMC 8.19



Emergency, Temporary, and Safe Parking Sites

	3 ½ months before the implementation	3 ½ months after the implementation
Dates	Nov. 14th, 2022	Nov. 15th, 2022- Today
Emergency Shelters	380	430
Temporary Shelters	112	112
Permanent Shelters	648	620*
Safe Parking	0	40
Total	1140	1202

7

*Permanent shelter decreased in response to post Covid-19 and adjusted for operational ability.

7



Implementation of TMC 8.19




311 Requests Related to Homelessness

Prohibited Areas	August 1 st - November 14 th , 2022	Nov. 15 th , 2022- Feb 28 th , 2023	Non- Prohibited Areas	August 1 st - November 14 th , 2022	Nov. 15 th , 2022- Feb 28 th , 2023
Request for Outreach	1134	770	Request for Outreach	441	387
General Complaints about Homelessness Issues	170	134	General Complaints about Homelessness Issues	68	88
Illegal Dumping	181	141	Illegal Dumping	77	97
Miscellaneous	46	37	Miscellaneous	9	21
Total	1531	1082	Total	595	593
Citywide Total	2126	1675	Citywide Total	2126	1675

8

8




Implementation of TMC 8.19

South Sound 911 Safety Stats

Prohibited Areas	3 ½ months before the implementation	3 ½ months after the implementation	
Dates	August 1st-November 14th, 2023	Nov. 15th, 2022– Feb 28th, 2023	Change
Total Calls for Services	34,361	35,481	+3.2%

9

9



Implementation of TMC 8.19

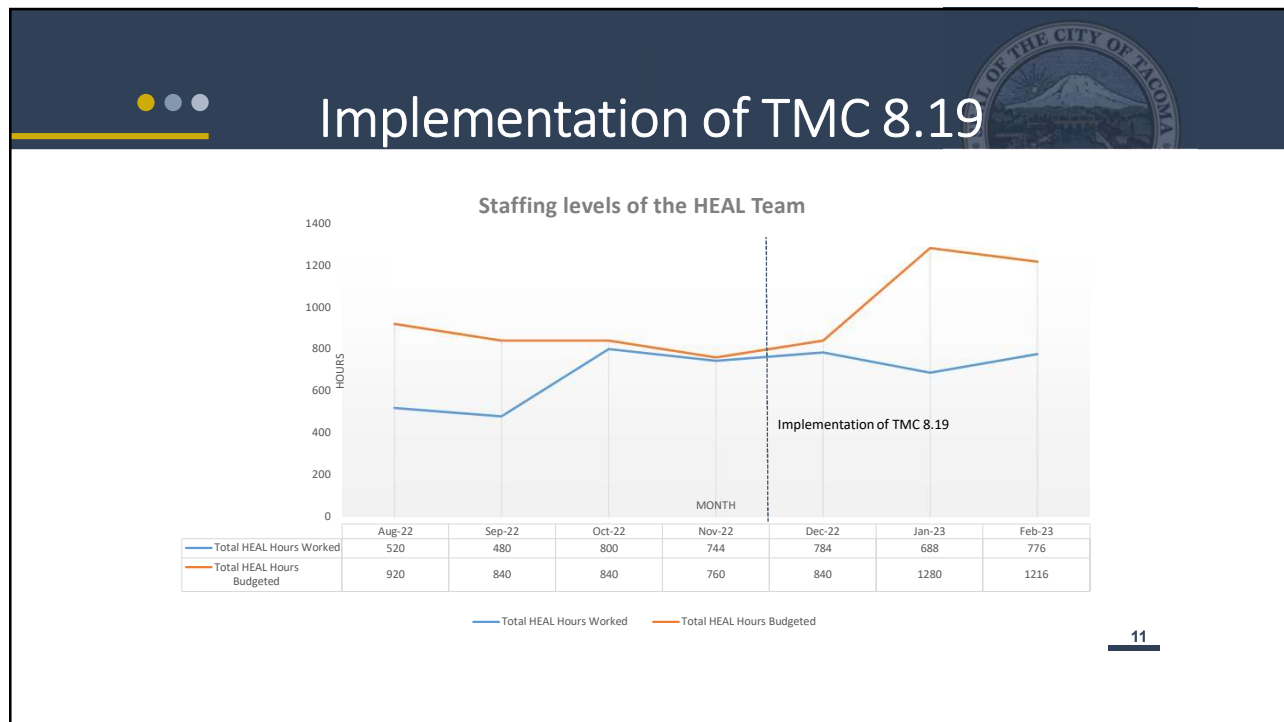
Staffing levels of the HEAL Team

Prohibited Areas	3 ½ months before the implementation	3 ½ months after the implementation
Dates	August 1st-November 14th, 2022	Nov. 15th, 2022– Feb 28th, 2023
Number of HEAL FTEs	4	5
Number of Budgeted HEAL FTEs	5	8
Number of Hours worked by HEAL*	2120	2672
Estimate of Hours at Full Capacity*	2960	3736

10

*Number does not include Onboarding, Trainings, Holidays, and Time-off

10



11

Implementation of TMC 8.19

Enforcement of the TMC 8.19

- To date, achieved 100% voluntary compliance
- No infractions issued, no fines issued, and no arrests performed under TMC 8.19

12

12

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Shelter Update

Freedom Project, Brotherhood RISE

- Anticipated Opening by April 2023
- 16 Units and not to exceed 32 people

Holy Rosary Safe Parking, Catholic Community Services

- Anticipated Opening by Mid-March 2023
- 20 vehicles and not to exceed 40 people



13

13


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Shelter Update

SHELTER TYPE	SHELTER	NUMBER OF BEDS	Anticipated Project Standdown
Temporary	Bethlehem Baptist Church	40	December 2023
Temporary	Altheimer Memorial Church	32	December 2024
Temporary	Shiloh Baptist Church	40	December 2024
Emergency	Stability Site- Catholic Community Services	100	Ongoing
Emergency	Tacoma Emergency Micro-Shelter Site #3 - Low Income Housing Institute	60	June 2023
Emergency	Tacoma Emergency Micro-Shelter Site #4 - Low Income Housing Institute	85	December 2023
Emergency	Aspen Court- Low Income Housing Institute	100	December 2023
Emergency	Veteran's Village- Forward Operating Base Hope	35	August 2023
Emergency	Forging Path Community-Tacoma Rescue Mission	50	December 2024
Permanent	Nativity House- Catholic Community Services	167	Ongoing
Permanent	The Rescue Mission Adams Street Family Shelter	120	Ongoing
Permanent	The Rescue Mission Adults Shelters	160	Ongoing
Permanent	The Salvation Army	40	Ongoing
Permanent	Beacon Young Adult Shelter- Life Enrichment Group	50	Ongoing
Permanent	Youth Crisis Residential Center	8	Ongoing
Permanent	YWCA Domestic Violence Shelter	56	Ongoing
Permanent	Korean Women's Association Domestic Violence Shelter	19	Ongoing
Total beds		1162	

14

14



Homeless Strategy

15

15

Ensure Affordable Housing

Goal 1 Objectives

- Objective 1.1: Create more housing for more people
- Objective 1.2: Preserve existing affordable housing
- Objective 1.3: Help people stay in their homes and communities
- Objective 1.4: Reduce barriers for people who often experience them

Previous
<ul style="list-style-type: none"> Create flexibility in contracting so providers can address various barriers (Immediate) Leveraged publicly and partner-owned land for affordable housing (AHAS 1.4) Increased prevention services and funding for people who are on the verge of homelessness (PCCP 3.1) Integrated culturally competent and trauma informed practices into new and existing programs (AHAS 2.5)
Immediate (<1 year)
Short-Term (1-2 years)
<ul style="list-style-type: none"> Increase support for Workforce Development and Financial Empowerment program (PCCP 4.6 & 3.4) Create a range of resources for households experiencing a housing crisis (AHAS 4.2)
Long-Term (3-5 years)
<ul style="list-style-type: none"> Streamline processes for households applying for and using rental assistance (AHAS 4.1) Earmark a portion of new or expanded sources of local funding to provide support services in new development (AHAS 4.4)

16

Access Services and Support



Goal 2 Objectives

- Objective 2.1: Provide access to hygiene, outreach, and seasonal weather shelter for unhoused residents of Tacoma.
- Objective 2.2: Streamline access to services through improved tracking and coordination to support unhoused residents in Tacoma.
- Objective 2.3: Deploy targeted strategies to reduce barriers and increase access for priority populations to shelter, treatment and permanent housing.
- Objective 2.4: Collaborate with community and businesses to mitigate the impacts of homelessness.

Previous

- Hire additional Program Development Specialists for the HEAL Team.
- Eliminate known barriers to accessing shelter.
- **Establish strategic outreach schedule with HEAL Team and service providers. (Immediate)**

Immediate (<1 year)

- Coordinate internal and external partners before people exit facilities into homelessness.
- Collect and analyze quantitative and qualitative data from those with lived experience.
- **Develop a targeted approach for BIPOC populations from homelessness into sustainable housing**
- **Visual Dashboard to track fluidity of services and shelters access (PCCP 5.8)**

Short-Term (1-2 years)

- Create a "By-Name List". (PCCP 5.1)
- Create and implement outreach processes and capacity that allows for on-demand services
- Directly fund expansion of detox for immediate access to treatment facilities.
- **Implement protocol to strengthen the referral process to shelter and services (PCCP 2.3)**
- Continue to work with local stakeholders to collaborate and develop solutions for supportive housing units in Tacoma/Pierce County.

17

Shelter system offers a safe and dignified experience



Goal 3 Objectives

- Objective 3.1: Ensure adequate shelter capacity through diversity of shelter models.
- Objective 3.2: Support Faith-based and non-profit organizations shelter capacity and ability to provide access to everyone.
- Objective 3.3: Reduce barriers to shelter for all individuals experiencing homelessness including Black, Indigenous and people of color (BIPOC); Lesbian, Gay, Bi-Sexual, Transgender, Queer, Intersex, Asexual/Allies, and more (LGBTQIA+); Youth and Young Adults, and those that are differently abled.

Previous

- Contracted with new providers and implemented new shelter models that targeted priority populations and reduced barriers to accessing shelter.
- Modified existing temporary shelter regulations to allow for more Faith-based and Non-profit organizations to provide additional shelter beds.
- Supported Faith-based and Non-profit organizations with the permitting process and funding for homeless shelters.
- Published weekly reporting on shelter bed utilization, capacity, and availability (PCCP 2.6)
- **Coordinate shelter providers to create accessible intake services in partnership with HEAL Team (PCCP 4.2) (Immediate)**
- **Increase shelter staff workforce by prioritizing funding for training academy (immediate)**

Immediate (<1 year)

- **Prioritize access to behavioral health services by including it in all shelter provider contracts (PCCP 5.4)**
- Published daily and month reporting on shelter bed utilization, capacity, and availability (PCCP 2.6)

Short-Term (1-2 years)

- **Expand permanent shelter capacity with existing providers and shelters**
- Continue to engage with targeted populations to identify needs and find alternative solutions and providers.
- **Standardize training with providers in Diversity, Equity, and Inclusion.**

18

Continuum of tailored supports



Goal 4 Objectives

- Objective 4.1: Ensure access to services that feel welcoming and dignified and reflect the City's commitment to ensuring evidence-based models that are antiracist and trauma informed.
- Objective 4.2: Ensure the system of supports includes welcoming and culturally appropriate mental and behavioral health services, including substance-use supports.
- Objective 4.3: Ensure the system of supports includes transportation, education, financial, employment, and recreational services that empower individuals to thrive.

Previous

- Collaborated and align with Pierce County on MHSUD tax system and interventions.
- Built in training and technical assistance for funded providers and NCS Department staff.
- Established rental assistance program that targets BIPOC residents facing economic hardships (AHAS 4.1)
- Address residents who entered the therapeutic mental health court and have become homeless while incarcerated.
- Increased food access program.
- **Coordinate and centralize outreach service during encampment removals. (Immediate)**
- **Increase Temporary Financial Assistance (Immediate)**

Immediate (<1 year)

- Prioritize funding that provide tailored interventions that reduce racial disparities (PCCP Goal 2).
- Prioritize programming to direct trauma-informed care treatment and interventions.
- Collect data and disaggregated racial demographics and collaborate with systems (PCCP 4.5)
- Invest in direct MHSUD interventions that meet best-practice standards.
- Enhance Housing Navigation programs

19

Access to permanent, stable housing



Goal 5 Objectives

- Objective 5.1: Increase the number of permanent and stable housing opportunities for people experiencing homelessness.
- Objective 5.2: Ensure adequate supportive services for permanent and stable housing opportunities.
- Objective 5.3: Streamline access and reduce disproportionalities to permanent and stable housing placement with targeted strategies that address barriers experienced by priority populations*.


Previous

- Acquisition of Aspen Court to use for Permanent Supportive Housing long-term


Short-Term (1-2 years)

- Rapid rehousing programs to help quickly find permanent housing through a tailored package of rental assistance (PCCP 6.2)
- **Support existing service and shelters providers transition into providing housing and housing services to maintain continuum of care.**
- Increase services to enhance life skills and maintain adequate housing.

20




Next Steps



- Continued tracking of data of Tacoma Municipal Code 8.19
- Continued collaboration with community stakeholders about Homeless Strategy
- Continued collaboration with other jurisdictions about our approach regionally.

21


21



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22