



Neighborhood & Community Services

City of Tacoma | Vicky McLaurin, Interim Director

Study Session
March 3, 2026
ITEM #1



Who We Are



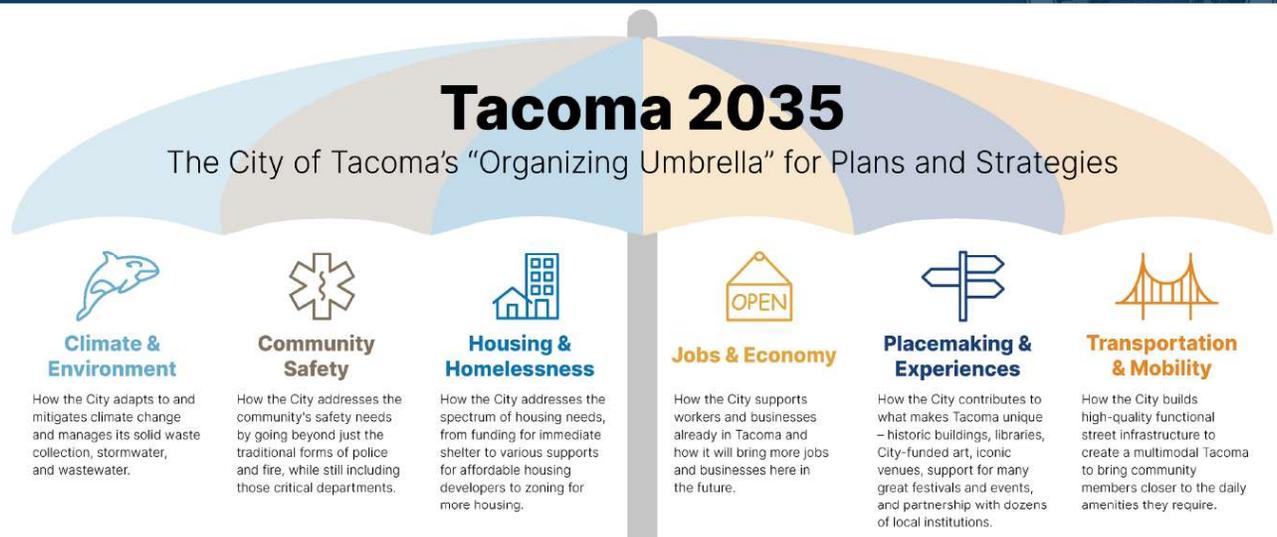


Recent Accomplishments

- Dedicated staff in Unified Regional Approach to End Homelessness
- In 2025, HEAL Team helped 231 unhoused individuals into supportive services and shelters (7 placed into detox)
- Redesigned Violence Reduction and Prevention priority launching Building Resilience Against Violence and Exploitation (BRAYVE)
- Transitioned senior centers to Parks Tacoma
- Designed and implemented Street Medicine and sustained funding through June 2027
- Initial work on dashboards for contracting data
- Increased food access



Realizing Tacoma 2035



How We Support Council Goals



Human Services Funding

- Competitive funding process each biennium in alignment with Council priorities and NCS goals.
- Review panel, including Human Services Commission review and rate applications and make funding recommendations.
- Recommendations presented to Community Vitality and Safety (CVS) and approved by full Council along with biennial budget.
- Staff reviews recommendations with Mayor, City Manager, and CVS Chair prior to CVS presentation.

Alternative Response (including safety)

- HEAL team provides referrals to shelters and assist individuals experiencing homelessness by connecting them with necessary resources.

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Our Department Priorities



- Aging & Disability
- Food Insecurity
- Health & Health Care
- Homelessness
- Housing Services
- Violence Prevention

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Current Initiatives



Homelessness

- Unified Regional Approach to homelessness
- Update Homeless Strategy
- Street Medicine
- Expand Tacoma Rescue Mission Men's Shelter
- Inclement Weather



Alternative Response

- Encampment outreach
- Refer individuals to services
- Removal of homeless debris through a third-party contractor
- Tacoma Co-Responder



Violence Prevention

- Update BRAYVE Strategy
- Domestic violence and exploitation supports
- Community Trauma Response Team



Current Initiatives



Behavioral Health

- Community engagement to draft an Opioid Settlement Funding strategy
- Supportive services for Therapeutic Mental Health Court
- Contracts for behavioral health services including mental health and substance use disorder treatment



Improved Data Tracking & Reporting

- Public-facing dashboard(s)
- Staff training/capacity
- Improved contract outputs/outcomes



How to Work with Us



Contact the City
Manager

We support Community
Vitality & Safety
Committee, three
Commissions, and nine
Neighborhood Councils.

The public can find
more information
about us at
Tacoma.gov and/or
311

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Opportunities for Engagement



- Council/Study Session presentations
- CVS presentations
- Ride-alongs with HEAL
- Shelter tours
- Senior events with Parks Tacoma
- Individual Briefings
- Contact Interim Director McLaurin

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Financials

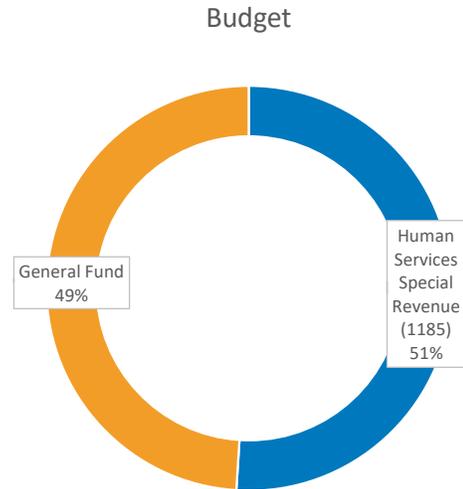


Funding Sources

- General Fund covers about **49%** of NCS costs.
- Other funding sources include sales taxes (Criminal Justice, Mental Health & Substance Use Disorder, and Opioid Settlement Fund) and various grants

Things to Know

- The majority of NCS budget is staffing-related and external contracts for service providers
- External contracts are approximately 80% of NCS expense budget



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