


Alternative Response Quarterly Update

September 30, 2025



1

Alternative Response Focus Areas



Expand Homelessness Outreach
Expand and enhance homelessness response and proactive outreach efforts



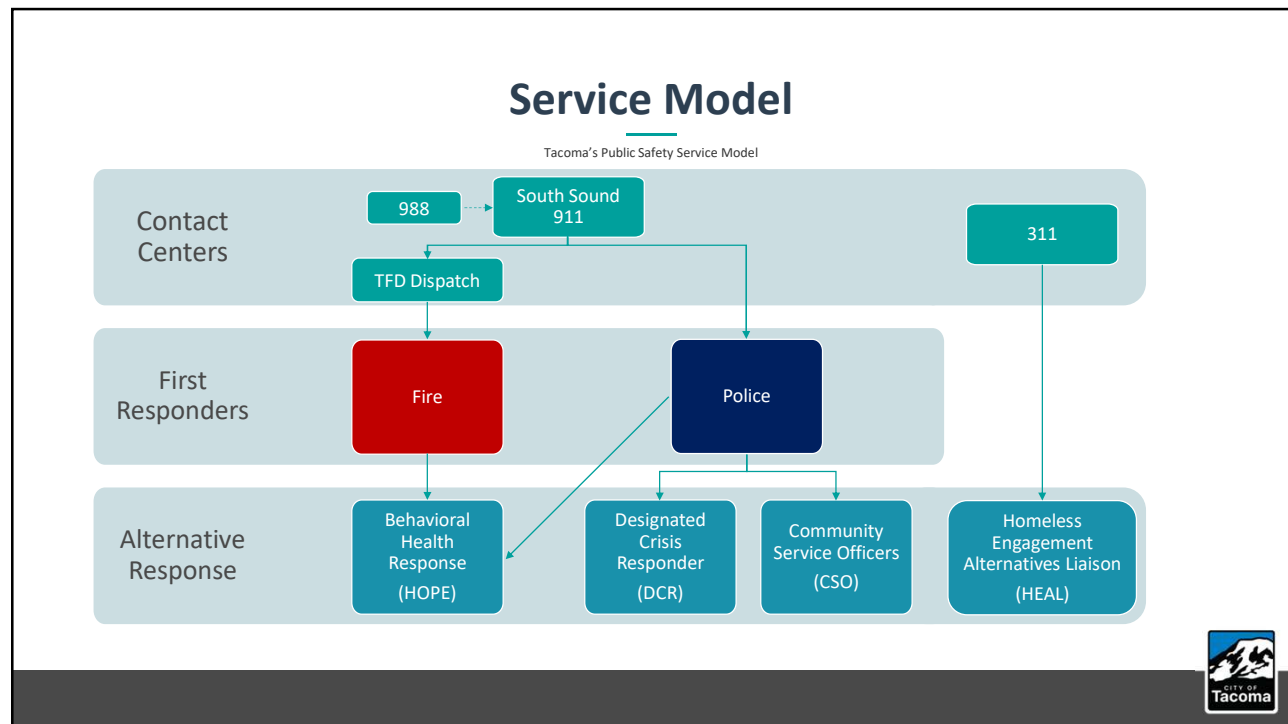
Behavioral Health Response Team
Provide specialized response for behavioral health, mental health, substance use, and co-occurring disorders



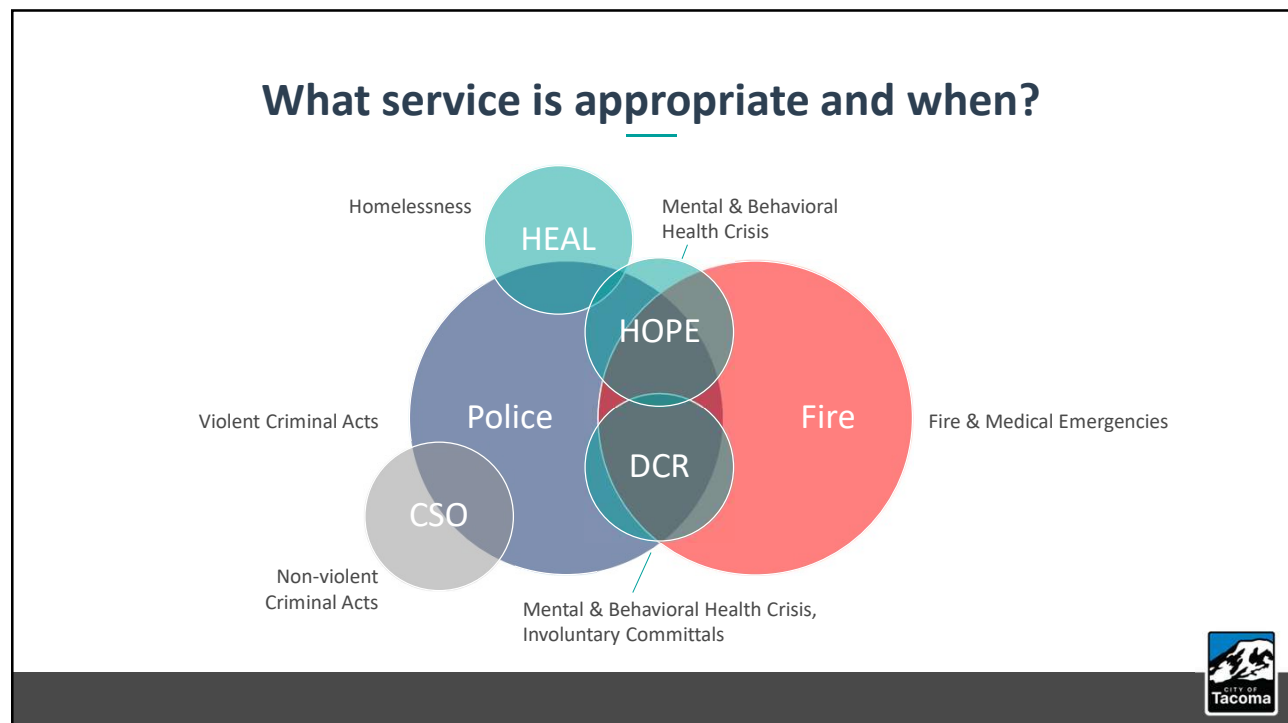
Community Service Officers
New unarmed role that respond to certain calls when there is no threat to life or property



2



3



4

Homelessness Outreach

Neighborhood and Community Services – HEAL Team



5

Q3 HEAL Update

• Wins

- Ever-growing partnership with Pierce County and the Washington State Department of Commerce placing chronically unhoused individuals into stability via the Right of Way Program
- Continued work with HOPE Team
- Placed 51 people into shelter this quarter via the HEAL Team
- Placed 47 people into shelter this quarter via Comprehensive Life Resources and the state Right of way Program

• Challenges:

- Stand down of Temporary and Emergency Shelters
- Navigating the approval process for the state Right of Way program

• Looking Ahead:

- Refining our processes in operations that satisfy the needs of the City, residents, and business owners. While emphasizing the City's compassionate approach in addressing homelessness



6

Q3 HEAL Program Data & Trends

Staffing levels

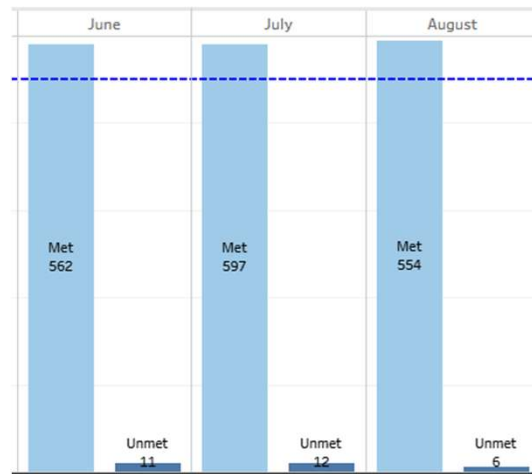
- HEAL is fully staffed with 8 FTE for outreach

Responsiveness (e.g., response times, case closure rates)

- June 1 through August 31: 1,742 Total 311s
- Q3: 98.94% of 311s were closed on time

Any other notable trends or insights you're observing

- Heavy drug use. An increased number of people who are not unhoused can be found in encampments



7

Behavioral Health Response

Tacoma Fire Department – HOPE Team



8

Q3 HOPE Update



Key accomplishments/milestones include:

- Celebrating HOPE's 2nd year of service on 09/07/2025
- Collaboration with NCS' HEAL and TPCHD's Street Medicine teams

Programmatic challenges include:

- Loss of HOPE Co-Manager Cassie Hallstone in June 2025
- HOPE and community resource staffing and service limitations

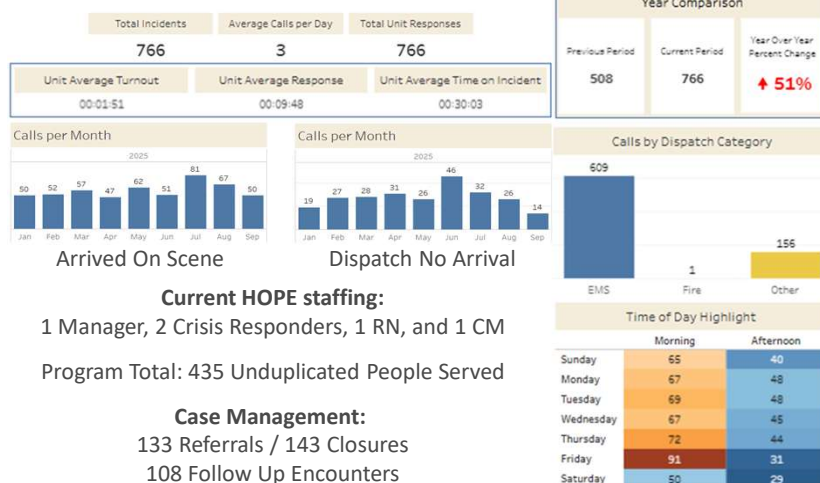
Upcoming goals/priorities include:

- Updates to the data tracking system and BHA licensure to support programmatic growth
- Exploration of 988 endorsement and dispatch



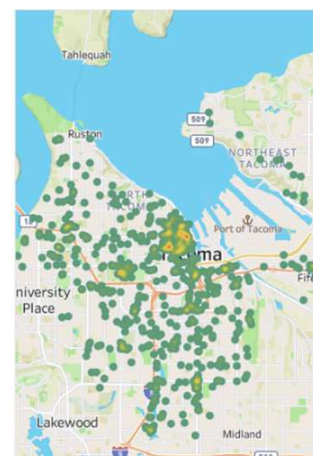
9

Year to Date HOPE Program Data & Trends



Current HOPE staffing:
 1 Manager, 2 Crisis Responders, 1 RN, and 1 CM
 Program Total: 435 Unduplicated People Served

Case Management:
 133 Referrals / 143 Closures
 108 Follow Up Encounters



10

Community Service Officers (CSO)

Tacoma Police Department



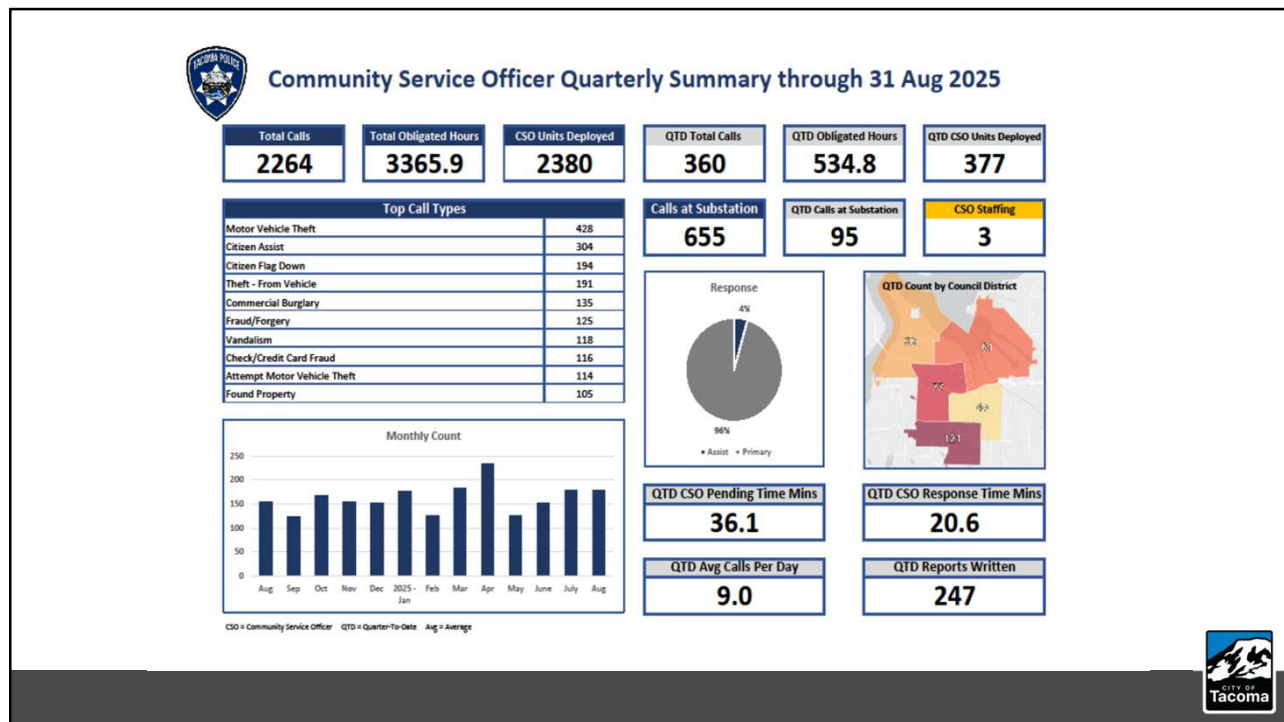
11

Q3 CSO Update

- Wins
 - Currently fully staffed with five Community Service Officers
 - Lowered 'call pending time' by an average of 11.7 minutes (24% reduction)
- Challenges
 - All five CSOs are working the same shift. (swing shift may be an option)
 - Currently there are five CSOs but only four CSO vehicles.
- Looking ahead
 - Eventually we would like to have Sunday – Saturday coverage; 0700-2200
 - Will require 8-10 CSOs



12



13

Patron Crisis and De-escalation Team

Tacoma Public Library



14

Q3 Patron Crisis and De-Escalation Team Update

- Wins

- Brought on three student social work interns from University of Washington Tacoma

- Challenges:

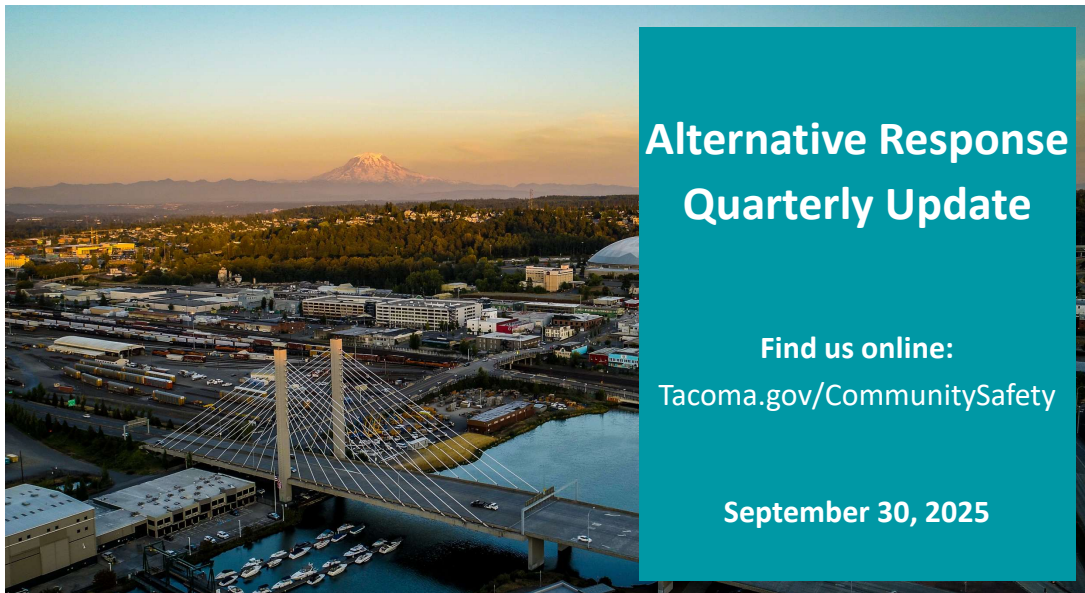
- Camping on or adjacent to various library properties when library is closed

- Impact:

- 260+ unique patron interactions to-date



15



16