Homeless Services and Strategy Update

City of Tacoma | Neighborhood and Community Services

City Council Study Session
March 5th, 2024

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Overview

- Tacoma Municipal Code 8.19 Implementation

- Shelter Update

- Strategy Update

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Implementation of TMC 8.19

Areas Prohibiting Camping and Storage of Belongings on Public Property (10 Block Radius from Temporary Shelters and Aspen Court and 200 Feet from Protected Waters)

Since November 15th, 2022	Mar. 14th, 2023 Update	June 13th, 2023 Update	Sept. 12th, 2023 Update	Dec. 19th, 2023 Update	Mar. 5th, 2023 Update	Total since Implementation
Encampment Removals	23	39	39	60	68	229
Encampment Removals in prohibited areas	23	31	36	50	56	196
Debris Removed	480k lbs.	+550k lbs.	+300k lbs.	+270K lbs.	+136K	+1.7 Million lbs.
Outreach Stats						
Contacts Made	645	831	998	698	454	3,626
Interested in Services	396 (61%)	438 (53%)	496 (50%)	438 (63%)	228 (50%)	1,908 (53%)
Placed in Shelter	71 (11%)	52 (6%)	80 (8%)	88 (13%)	61 (13%)	352 (10%)

No arrests preformed under TMC 8.19

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Implementation of TMC 8.19

Homeless Engagement Alternative
Liaison Team Outreach Stats

Prohibited Areas

Prohibited Areas	3 ½ months before the implementation Aug. 1st, 2022- Nov. 14th, 2022	3 ½ months after the implementation Nov. 15th, 2022- Feb. 28th, 2023	June 13th, 2023 Update March 1st, 2023- May 31st, 2023	Sept. 12th, 2023 Update June 1st, 2023- August 31st, 2023	Dec. 19th, 2023 Update Sept. 1st, 2023- Nov. 30th, 2023	Mar. 5th, 2024 Update December 1st, 2023- Feb. 29th, 2024	Total after implementation
Offered Services	194	501	443	721	475	342	2,482
Accepted Services	95	322	233	353	330	161	1,399
Acceptance Rate	49%	64%	53%	49%	69%	47%	56%

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Implementation of TMC 8.19

Homeless Engagement Alternative
Liaison Team Outreach Stats

Non-Prohibited Areas

	3 ½ months before the implementation	3 ½ months after the implementation	June 13th, 2023 Update	Sept. 12th, 2023 Update	Dec. 19th, 2023 Update	Mar. 5th, 2024 Update	
Non- Prohibited Areas	Aug. 1st, 2022- Nov. 14th, 2022	Nov. 15th, 2022- Feb. 28th, 2023	March 1st, 2023- May 31st, 2023	June 1st, 2023- August 31st, 2023	Sept. 1st, 2023- Nov. 30th, 2023	December 1st, 2023- Feb. 29th, 2024	Total after implementation
Offered Services	208	144	388	277	223	112	1,144
Accepted Services	110	74	205	143	108	67	597
Acceptance Rate	53%	51%	53%	52%	48%	60%	52%

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Implementation of TMC 8.19

311 Requests Related to Homelessness

Prohibited Areas
- Decrease in "Request for Outreach" by 20% since last update
- Decrease in "General Complaint about Homelessness Issues" by 20% since last update
- Decrease in "Illegal Dumping" by 15% since last update
- Overall, a decrease in 311 request within prohibited areas by 20% since last update

Non-Prohibited Areas
- Decrease in "Request for Outreach" by 45% since last update
- Decrease in "General Complaint about Homelessness Issues" by 46%
- Decrease in "Illegal Dumping" by 41%
- Overall, a significant decrease in 311 request within non prohibited areas by 44%

City Wide Total
- Overall, a decrease in 311 request related to homelessness by 24% since last quarter

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Reasons for Service Refusal

- Do not want to give up RVs or vehicles: 41%
  - Mode of transportation and residence
- Miscellaneous/Does not want to interact with HEAL: 22%
- Exhausted all shelters or banned: 15%
- Shelter Location/Design: 8%
  - Location within the City
  - Congregate vs. Non-congregate
- Concerns about shelter expectations and rules: 5%
- Concerns about access to Mental Health or Drug assistance services and support: 4%
- Currently staying in a temporary shelter location: 3%
- Concerns about physical and emotional safety: 2%

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Information collected beginning June 2023

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Storage

- Storage of personal belongings is offered during general outreach as well as removals
- If storage is accepted, items are taken to Stability Site (1423 Puyallup Ave)
- The individual(s) who choose to store items receive HEAL contact information for future communication to receive items if needed
- Information such as name, location, number and description of items, store date, and date 60 days from store date are logged
- Items are held for a minimum of 60 days. Items are often stored longer if there is capacity available
- On average, HEAL receives ten to twelve calls per year to retrieve items that were stored
- The option to transport items is available, though some individuals do pick up their items at Stability Site with the assistance of Stability Site staff and the HEAL Team
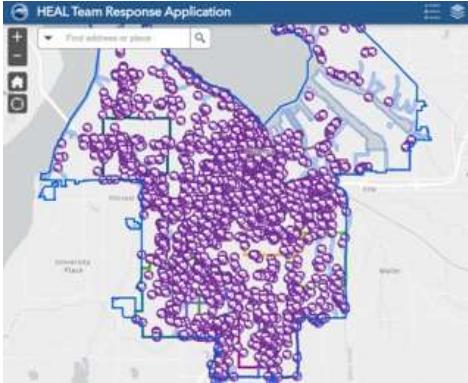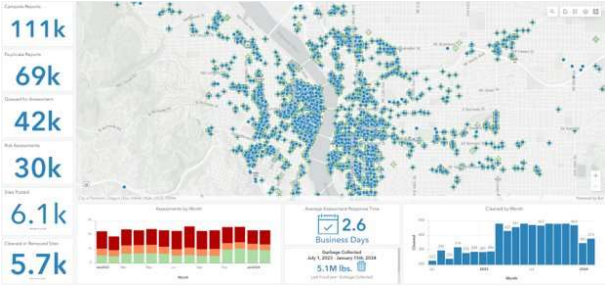

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Dashboard

Current City of Tacoma HEAL Team Response Application

Future City of Tacoma HEAL Team Response Application

City of Portland

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Racial and Ethnicity Demographics

Outreach Breakdown

	Time Frame	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White	Two or more of the racial categories	Unknown or Some other Race	Hispanic	Total
Total Outreach	Jan. 1st – Dec. 31st, 2023	112 (4%)	29 (<1%)	959 (32%)	24 (<1%)	1694 (56%)	9 (<1%)	11 (<1%)	183 (6%)	3021
Total Outreach	Year- to –Date (Jan 1st – Feb. 29th, 2024)	23 (7%)	0 (0%)	117 (37%)	1 (<1%)	186 (53%)	2 (<1%)	3 (<1%)	16 (5%)	348
City of Tacoma population	2020 Census	2%	9%	11%	1%	61%	13%	4%	12%	219,346
2023 Outreach Stats compared to City Population		+2%	-8%	+21%	0%	-5%	-12%	-3%	-6%	
2024 Outreach Stats compared to City Population		+5%	-9%	+26%	0%	-8%	-12%	-3%	-7%	
City of Tacoma Homeless Shelter System (HMIS)	Jan. 1st – Dec. 31st, 2023	3%	2%	22%	3%	40%	22%	6%	3%	2896
City of Tacoma Homeless Shelter System (HMIS)	Year- to –Date (Jan 1st – Feb. 29th, 2024)	3%	1%(1%↓)	30% (8%↑)	4% (8%↑)	44% (1%↑)	12% (10%↓)	3% (3%↓)	2% (1%↓)	638
2023- Point-in-Time Count	January 26, 2023	6%	2%	22%	3%	49%	3%	14%	11%	1613

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Homeless Strategy

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Objectives to address racial disparities

- Objective 2.3: Deploy targeted strategies to reduce barriers and increase access for all populations to shelter, treatment and permanent housing.

- Objective 3.3: Reduce barriers to shelter for all individuals experiencing homelessness including (BIPOC); LGBTQIA2S+; Youth and Young Adults, and those that are differently abled.

- 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 5.3: Streamline access and reduce disproportionalities to permanent and stable housing placement with targeted strategies that address barriers experienced by priority populations*.

Previous
- Integrated culturally competent and trauma informed practices into new and existing programs (AHAS 2.5)
- Contracted with new providers and implemented new shelter models that targeted priority populations and reduced barriers to accessing shelter.
- Established rental assistance program that targets BIPOC residents facing economic hardships (AHAS 4.1)

Immediate (<1 year)
- Develop a targeted approach for BIPOC populations from homelessness into sustainable housing
- Collect data and disaggregated racial demographics and collaborate with systems (CPEH 4.5)

Short-Term (1-2 years)
- Continue to engage with targeted populations to identify needs and find alternative solutions and providers.
- Standardize training with providers in Diversity, Equity, and Inclusion.
- Address racial disparities and disproportionalities in behavioral health, mental health, and substance use disorder treatment models. (AHAS 4.1)

Long-Term (3-5 years)
- Implement racial equity assessments to address disparities and support anti-racist transformation.
- Create new permanent supportive housing units for those exiting homelessness with dedicated units for BIPOC.
- Create more capacity for in-patient treatment for mental health and substance use disorder that are dignified and culturally responsive.

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Shelter Update

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Tacoma Emergency Micro-Shelter 4 (69th and Proctor)
- Shelter standdown in June 2024 and **transition** to 35th and Pacific Ave (Forging Path Community)
- Request for Proposal project to be released in Summer of 2024

Beacon Young Adult Shelter
- Current operator: Valeo Vocation
- Phase 2 Improvements (In process)
  - Anticipated to be completed by 4th quarter 2024
  - Shelter will be temporarily closed starting April 1st
    - Seniors to receive service at Lighthouse
    - Young Adults to receive service at Peace Community Center

Tacoma Emergency Micro-Shelter 3 (6th and Orchard)
- First Christian Church and Low Income Housing Institute partnership and housing project
- **Anticipated Standdown June 30th, 2024**

Veteran's Village (82nd and Pacific)
- **Anticipated Standdown July 31st, 2024**

Forging Path Community Shelter: 35th and Pacific Ave

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Homeless Strategy

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Last Update Strategy Focus

Goal's objectives and actions since last update

- Objective 1.4: Reduce barriers for people who often experience them
- Objective 2.3: Deploy targeted strategies to reduce barriers and increase access for priority populations to shelter, treatment and permanent housing.

Previous

- Directly fund expansion of detox for immediate access to treatment facilities. (Short-Term)
- Increase shelter staff workforce by prioritizing funding for training academy (Immediate)
- Coordinate shelter providers to create accessible intake services in partnership with HEAL Team (PCCP 4.2) (Immediate)
- Acquisition of Aspen Court to use for Permanent Supportive Housing long-term

Immediate (<1 year)

- Published daily and month reporting on shelter bed utilization, capacity, and availability (CPEH 2.6)
- Create a "By-Name List". (CPEH 5.1) (Short-Term)

Short-Term (1-2 years)

- Increase support for Workforce Development and Financial Empowerment program (CPEH 4.6 & 3.4)
- Earmark a portion of new or expanded sources of local funding to provide support services in new development (AHAS 4.4) (Long-Term)

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Current Update Strategy Focus

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Goal's objectives and actions currently working towards

- Objective 2.2: Streamline access to services through improved tracking and coordination to support unhoused residents in Tacoma.

- Objective 4.2: Ensure the system of supports includes welcoming and culturally appropriate mental and behavioral health services, including substance-use supports.

Previous
• Eliminate known barriers to accessing shelter.
• Establish strategic outreach schedule with HEAL Team and service providers. (Immediate)
• Directly fund expansion of detox for immediate access to treatment facilities. (Short-Term)

Immediate (<1 year)
• Create a "By-Name List". (CPEH 5.1) (Short-Term)
• Develop a targeted approach for BIPOC populations from homelessness into sustainable housing
• Collect data and disaggregated racial demographics and collaborate with systems (CPEH 4.5)

Short-Term (1-2 years)
• Standardize training with providers in Diversity, Equity, and Inclusion.
• Support existing providers to expand permanent supportive housing programs (CPEH 6) (Long-Term)
• Continue to engage with targeted populations to identify needs and find alternative solutions and providers.

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Future Update Strategy Actions

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Goal's objectives and actions projected in the near future

- Objective 2.3: Deploy targeted strategies to reduce barriers and increase access for priority populations to shelter, treatment and permanent housing.

- 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 populations.

Immediate (<1 year)
• Prioritize funding that provide tailored interventions that reduce racial disparities (CPEH Goal 2).
• Coordinate internal and external partners before people exit facilities into homelessness.
• Invest in direct MHSUD interventions that meet best-practice standards.

Short-Term (1-2 years)
• Implement protocol to strengthen the referral process to shelter and services (CPEH 2.3)
• Create and implement outreach processes and capacity that allows for on-demand services
• Support existing providers to expand permanent supportive housing programs (CPEH 6) (Long-Term)

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