


**Homeless Services and Strategy Update**

City of Tacoma | Neighborhood and Community Services

**City Council Study Session**  
**June 13<sup>th</sup>, 2023**

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**Overview**

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

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## 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		<b>90 or Higher-</b> Use existing Day Center/Shelters, open Cooling Centers.; <b>Above 151-</b> Use Existing Day Center/Shelters add Air Quality Center


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## Implementation of TMC 8.19

- All Areas have been sufficiently noticed
- 100% Voluntary Compliance Achieved
- Overall Stats
  - 62 encampment removals
    - 54 encampment removals within No Camping Zones
  - **1.03 million lbs** of debris removed November 15<sup>th</sup>, 2022 – Present
    - Cleveland Way: 181,890lbs
    - Levee Road: 186,240lbs
  - Outreach
    - Contacts made: 1,480
    - Interested in Services: 694 (46.89%)
    - Placed in Shelter: 123 (8.31%)

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## Implementation of TMC 8.19

### Homeless Engagement Alternative Liaison Team Outreach Stats

	3 ½ months before the implementation	3 ½ months after the implementation	3 months after last update	Total after implementation
<b>Prohibited Areas</b>	<b>Aug. 1st, 2022- Nov. 14th, 2022</b>	<b>Nov. 15th, 2022- Feb. 28th, 2023</b>	<b>March 1st, 2023- May 31st, 2023</b>	
Offered Services	194	485	431	916
Accepted Services	95	307	232	539
Acceptance Rate	49%	63%	54%	59%
<b>Non- Prohibited Areas</b>	<b>Aug. 1st, 2022- Nov. 14th, 2022</b>	<b>Nov. 15th, 2022- Feb. 28th, 2023</b>	<b>March 1st, 2023- May 31st, 2023</b>	<b>Total after implementation</b>
Offered Services	208	164	400	564
Accepted Services	110	79	206	285
Acceptance Rate	53%	48%	52%	51%

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## Implementation of TMC 8.19

### Capacity of Emergency, Temporary, and Safe Parking Beds

	3 ½ months before the implementation	First update after implementation	Since last update
<b>Dates</b>	<b>Nov. 14th, 2022</b>	<b>March 14th, 2023</b>	<b>March 14th, 2023- Today</b>
Emergency Shelters	380	430	462**
Temporary Shelters	112	112	112
Permanent Shelters	648	620*	620
Safe Parking	0	0	40
<b>Total</b>	<b>1140</b>	<b>1162</b>	<b>1234</b>

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\*Permanent shelter decreased in response to post Covid-19 and adjusted for operational ability.  
\*\*The Freedom Project is expected to be completed the week of June 12th.

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## Implementation of TMC 8.19

### 311 Requests Related to Homelessness

Prohibited Areas				Non- Prohibited Areas			
	3 ½ months before the implementation	3 ½ months after the implementation	3 months after last update		3 ½ months before the implementation	3 ½ months after the implementation	3 months after last update
Prohibited Areas	August 1 <sup>st</sup> -November 14 <sup>th</sup> , 2022	Nov. 15 <sup>th</sup> , 2022–Feb 28 <sup>th</sup> , 2023	March 1 <sup>st</sup> , 2023-May 31 <sup>st</sup> , 2023	Non- Prohibited Areas	August 1 <sup>st</sup> -November 14 <sup>th</sup> , 2022	Nov. 15 <sup>th</sup> , 2022–Feb 28 <sup>th</sup> , 2023	March 1 <sup>st</sup> , 2023-May 31 <sup>st</sup> , 2023
Request for Outreach	1134	770	856	Request for Outreach	441	387	515
General Complaints about Homelessness Issues	170	134	124	General Complaints about Homelessness Issues	68	88	121
Illegal Dumping	181	141	90	Illegal Dumping	77	97	61
Miscellaneous	46	37	19	Miscellaneous	9	21	14
<b>Total</b>	<b>1531</b>	<b>1082</b>	<b>1089</b>	<b>Total</b>	<b>595</b>	<b>593</b>	<b>711</b>
<b>Citywide Total</b>	<b>2126</b>	<b>1675</b>	<b>1800</b>	<b>Citywide Total</b>	<b>2126</b>	<b>1675</b>	<b>1800</b>

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## Implementation of TMC 8.19

### South Sound 911 Safety Stats

Prohibited Areas	3 ½ months before the implementation	3 ½ months after the implementation	3 months after last update
Dates	August 1 <sup>st</sup> -November 14 <sup>th</sup> , 2023	Nov. 15 <sup>th</sup> , 2022–Feb 28 <sup>th</sup> , 2023	March 1 <sup>st</sup> , 2023-May 31 <sup>st</sup> , 2023
Total Calls for Services	34,361	35,481 (+1,120)	46,271 (+10,810)

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# Implementation of TMC 8.19

## Staffing levels of the HEAL Team

Prohibited Areas	3 ½ months <u>before</u> the implementation	3 ½ months <u>after</u> the implementation	3 months <u>after last update</u>
Dates	August 1st- November 14th, 2022	Nov. 15th, 2022- Feb 28th, 2023	March 1st, 2023- May 31st, 2023
Number of HEAL FTEs	4	5	7
Number of Budgeted HEAL FTEs	5	8	8
Number of Hours worked by HEAL*	2120	2672	3031
Estimate of Hours at Full Capacity*	2960	3736	3368

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

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# Implementation of TMC 8.19

## HEAL Team Staff Hours

	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
Hours Worked	520	480	800	744	784	688	776	760	1055	1160
Hours Budgeted	920	840	840	760	840	1280	1216	1288	1120	1232

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## 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

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## Shelter Update




SHELTER TYPE	SHELTER	NUMBER OF BEDS	Anticipated Project Standdown	Staff Recommendation Standdown	Community Meeting about Extension
Emergency	Tacoma Emergency Micro-Shelter Site #3 Low Income Housing Institute	60	June 2023	June 2024	June 29 <sup>th</sup>
Emergency	Tacoma Emergency Micro-Shelter Site #4 Low Income Housing Institute	85	December 2023	June 2024	October 2023
Emergency	Aspen Court Low Income Housing Institute	100	December 2023	December 2023	na
Emergency	Veteran's Village Forward Operating Base Hope	35	August 2023	August 2024	July 26 <sup>th</sup>



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# Safe Parking Checklist

**Safe Parking/Temporary Shelter Checklist**

**Establishing Safe Parking Site Models and Service Needs**

**Safe Parking - Temporary Shelter Permit NOT required**

If you do not plan on adding any additional services detailed below and want to use your already established site for safe parking overnight only, please reach out to [shelters@cityoftacoma.org](mailto:shelters@cityoftacoma.org) for more information. This allows the City to be informed about the site and assists in our ability to communicate both internally and with the community about reasonable expectations.

Minor adjustments to existing infrastructure such as fencing, security access and cameras, or an increase in garbage and recycling services can be made without a permit, however if infrastructure requires major improvements or additions, a permit may be required.

- Safe Parking Hours from no earlier than 6:00pm to no later than 6:00am daily.
- Quiet Hours from 9 p.m. to 7 a.m. daily.
- Individuals can use some services such as bathroom facilities already on-site during operational hours.
- No open fires.
- Portable handwashing and toilets, coordinating food services, other services can be brought to the site during the Safe Parking hours such as portable shower trailers and laundry units that do not require additional infrastructure to support.

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**Safe Parking - Temporary Shelter Permit Required - Level of Site Services Provided and/or parking outside allowable hours above.**

The number of site services provided may be determined by site model and/or Operator needs. If you plan to add any of these services on-site, the operator will need to seek permit through the Temporary Shelter permitting process in accordance with Tacoma Municipal Code 15.06.080.15. For more information about setting up a temporary shelter, please visit our website.

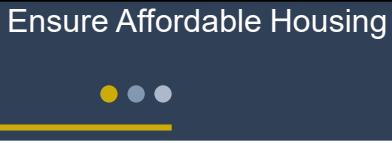
<p><b>Toilets</b></p> <ul style="list-style-type: none"> <li>• Hygiene unit (purchase or rental) that require additional infrastructure to support</li> </ul> <p><b>Lighting</b></p> <ul style="list-style-type: none"> <li>• Adding additional lighting needs for site safety and security</li> </ul> <p><b>Staff/Security facilities</b></p> <ul style="list-style-type: none"> <li>• Contracted security services</li> <li>• Office trailer (purchase or rental)</li> <li>• Security "station"</li> </ul>	<p><b>Food service</b></p> <ul style="list-style-type: none"> <li>• Food preparation/storage area on-site</li> </ul> <p><b>Shower facilities</b></p> <ul style="list-style-type: none"> <li>• Shower unit (purchase or rental) that require additional infrastructure to support</li> </ul> <p><b>Laundry facilities</b></p> <ul style="list-style-type: none"> <li>• Laundry unit (purchase or rental) that require additional infrastructure to support</li> </ul>
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Supporting Safe Parking locations and the model without permitting or as a temporary shelter

The Safe Parking Checklist can be found at:  
[cityoftacoma.org/authorizedencampments](http://cityoftacoma.org/authorizedencampments)

More information on the Temporary shelter guidelines can be found at:  
[cityoftacoma.org/temporaryshelters](http://cityoftacoma.org/temporaryshelters)

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## 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**

- 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)**

- 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)**

- 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)

## 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)

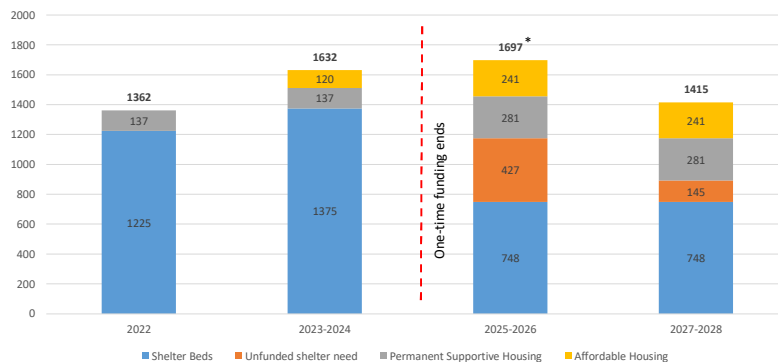
- **Create a "By-Name List". (PCCP 5.1)**
- Create and implement outreach processes and capacity that allows for on-demand services
- Directly fund expansion of detox for immediate access to treatment facilities.
- Implement protocol to strengthen the referral process to shelter and services (PCCP 2.3)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

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## Funding Considerations



Projected Homeless Response System Capacity -City of Tacoma

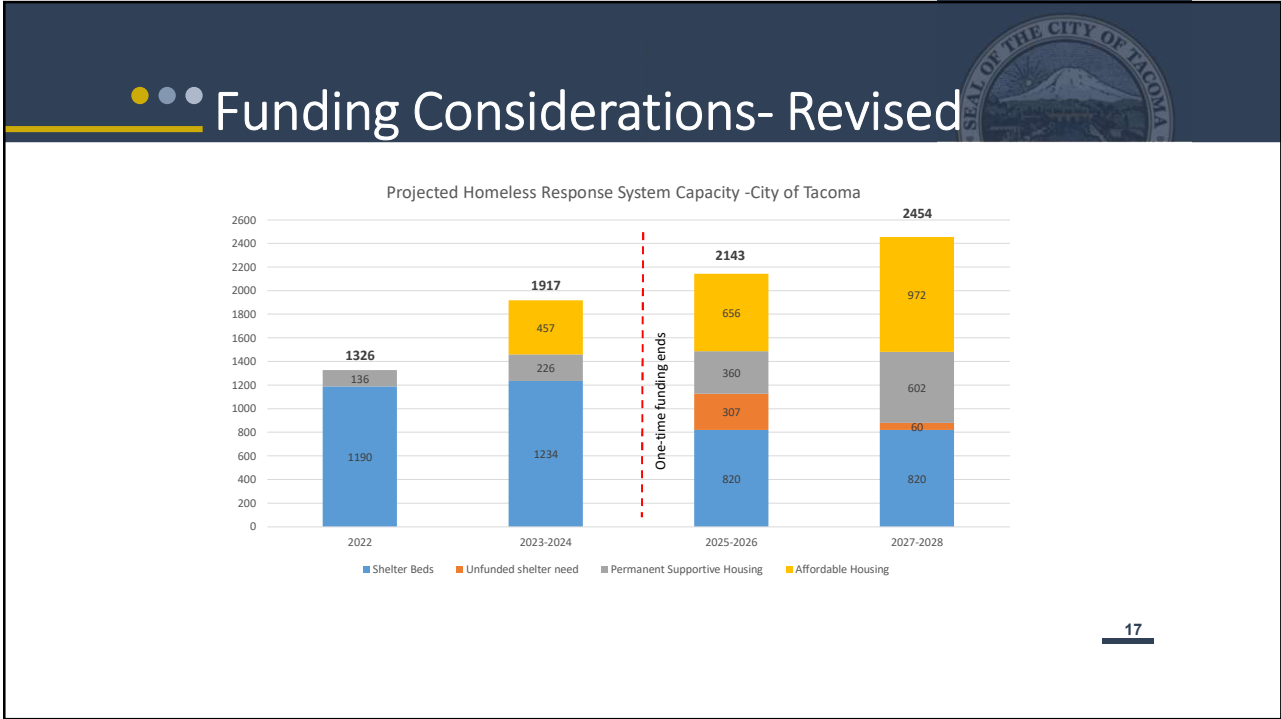


\*Reflects peak capacity as the City transitions out of temporary and emergency shelter to more sustainable housing. Available capacity at the end of 2026 will reflect the capacity demonstrated in 2027-2028.

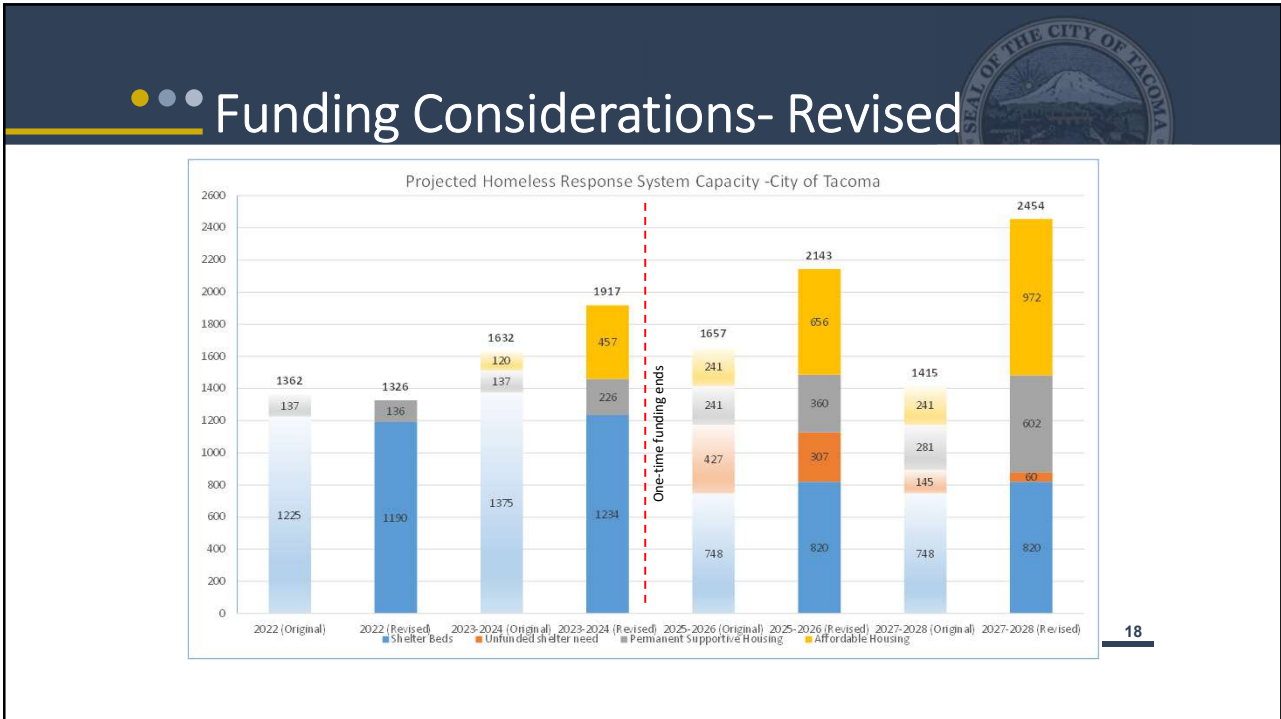
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## Next Steps

- Temporary Emergency Micro-Shelter (TEMS) 3 Community Meeting
  - June 29th, 2023 from 6-7:30pm
  - First Christian Church, 602 N Orchard St.
- Veteran Village, 82<sup>nd</sup> and Pacific, Community Meeting
  - July 26th, 2023 from 6-7:30pm
  - On-site, 8208 Pacific Ave

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