



Tacoma Emergency Micro Shelter Site

Frequently Asked Questions

Updated 05-29-20

Who will operate and manage the Tacoma Emergency Micro Shelter Site?

Low Income Housing Institute will operate and oversee the day-to-day management of the site and provide 24-hour a day staffing. Staff includes a Special Projects Manager who manages the site, Case Manager who provide social services and help participants obtain housing, employment, health care, and other services, and Site Organizers who provide security, facilities support, and community organizing.

The Low Income Housing Institute (LIHI) is a nonprofit housing and service organization. LIHI owns and manages 2,300 units of housing in 65 buildings throughout the Puget Sound region. LIHI supports 12 tiny house villages, one in Tacoma, two in Olympia, and nine in Seattle, and has consulted on the development and operation of others across the county, state and country. The villages provide stability, safety, and community to 1,000 residents annually including single adults, couples, seniors, veterans, families, and people with pets. LIHI also operates three Urban Rest Stops in Seattle, providing showers, bathrooms, and laundry service to around 500 people experiencing homelessness per day.

Who will the site serve?

The site will serve up to 65 people experiencing homelessness including individuals, couples, veterans, seniors, students, and people with pets. All residents must be adults age 18 and over.

How will LIHI ensure that site participants are good neighbors?

Participants will be required to sign and agree to a Code of Conduct and expected to follow behavioral expectations including a zero tolerance toward violence. Participants are connected with case managers. Individuals who cannot abide by this Code of Conduct will not be admitted into the program or may be asked to leave the community for a better suited shelter.

Who do I call if I have a question or concern?

Once the site opens, LIHI will have a staff person on-site 24-hours every day with phone and email contact. The contact information to the village will be available soon on LIHI's website (www.lihi.org). In the meantime, you can reach out to John Brown with LIHI at john.brown@lihi.org or (206) 945-2201.

What happens if there is a problem?

We are committed to being good neighbors. LIHI staff will be available 24-hours a day and can respond to inquiries from both participants and community members. The staff will also perform perimeter checks, organize trash cleanups, and respond to the community's inquires and requests.

How can I help?

Community generosity and volunteerism plays a significant role in the success of sites, both in the set up of a site and the support of participants through donations of meals and services. There will be multiple volunteer work parties to set up the site which will include painting, construction, and beautification. If you are interested in volunteering or donating please email tinyhouses@lihi.org.

How do I give input?

LIHI will establish a Community Advisory Committee (CAC) that will address questions and concerns, provide advisory input, and monitor the success of the site and residents. Members of the CAC will include nearby neighborhood stakeholders, including immediate neighbors, community, faith and educational leaders, businesses, service providers and others. The CAC will meet monthly and meeting minutes will be publicly posted. If interested, have a question, or wish to receive an application, please contact Josh Castle with LIHI at josh.castle@lihi.org or (206) 334-0508.

For questions, please email John Brown at john.brown@lihi.org or call 206-945-2201.

