



Memorandum

Date: 7/18/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-368

Type: Committee Memo

TO: Committee of the Whole - Public Safety and Human Services

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Executive	Malisa Files, Chief Operating Officer	425-556-2166
Fire	Adrian Sheppard, Fire Chief	425-556-2201
Planning and Community Development	Carol Helland, Director of Planning and Community Development	425-556-2107
Police	Darrell Lowe, Police Chief	425-556-2529

DEPARTMENT STAFF:

Executive	Jan Harrison	DEI Program Advisor
Fire	Jim Whitney	Medical Services Administrator
Planning and Community Development	Seraphie Allen	Deputy Director
Police	Brian Coats	Captain
Fire	Liz Downs	MIH Captain
Planning and Community Development	Tizsa Rutherford	Homelessness Program Administrator
Police	Susie Kroll	Mental Health Program Administrator

TITLE:

Community Health Through Thrive

OVERVIEW STATEMENT:

During the 2023-2024 Budget conversations, Council allocated funds towards mental and behavioral health with the stipulation staff would discuss with Council on the best use of the money. A team made up of the Police, Fire, Planning and Executive Departments have been meeting to discuss the needs of the THRIVE program based on call data and conversations with other jurisdictions. Staff will brief City Council on call data, the recommended uses for the allocated funds as well as next steps in forming a comprehensive community health program.

Additional Background Information/Description of Proposal Attached

REQUESTED ACTION:

Receive Information

Provide Direction

Approve

**REQUEST RATIONALE:**

- **Relevant Plans/Policies:**  
City of Redmond Comprehensive Plan, Community Strategic Plan, Human Services Strategic Plan and Fire and Police Master Plans.
- **Required:**  
N/A
- **Council Request:**  
On November 17, 2023, Council allocated funds to support mental and behavioral health services as well as contingency funds with the stipulation staff would brief Council on recommendations for the budgeted money.
- **Other Key Facts:**  
N/A

**OUTCOMES:**

At the heart of Redmond’s Community Health and Wellness Program is a commitment to promoting the physical, mental, and overall wellbeing of individuals residing in our community. By supporting connections to resources that provide wraparound services to clients in need, we strive to break down barriers and provide accessibility to long-term resolution. Through analysis of other jurisdictions and Redmond call data, staff is recommending providing additional support to the THRIVE program, including:

- Hiring 3.0 FTE Community Care Coordinators
- Co-locating THRIVE program employees
- Analyze integration of technology
- Use contracted services where City expertise is not available

In conversations with THRIVE employees and data analysis, Redmond needs employees to provide follow-up support to the mental health professional in the Police Department, Mobile Integrated Health in the Fire Department and Homelessness Advocacy in the Planning and Community Development Department. The data shows that for every emergent call there are multiple follow-up calls and appointments causing a strain on the three employees who lead the THRIVE programs.

In addition, collaboration among the employees is important as clients are sometimes handed off to different programs within the City. Physical co-location of personnel as well as technological integration will provide collaboration space and access to information needed to serve Redmond’s customers in a timely and effective manner.

**COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:**

- **Timeline (previous or planned):**  
Staff has spent time speaking with other jurisdictions including Seattle, Albuquerque, Santa Fe, Portland, Eugene, and others regarding Alternative Crisis response models to glean ideas and lessons learned from other jurisdictions.
- **Outreach Methods and Results:**

N/A

• **Feedback Summary:**

Ideas used by other jurisdictions included:

- Various governance models
- Education of dispatchers to triage calls
- Strength of support services for those in crisis
- Careful analysis of jurisdictional needs

**BUDGET IMPACT:**

**Total Cost:**

Approximately \$905,000 was allocated in the 2023-2024 Budget for behavioral health support.

**Approved in current biennial budget:**

Yes

No

N/A

**Budget Offer Number:**

Fire Medical Operations (00017), Police Patrol and Response (00015), Housing and Human Services (00037)

**Budget Priority:**

Safe and Resilient, Vibrant and Connected

**Other budget impacts or additional costs:**

Yes

No

N/A

*If yes, explain:*

N/A

**Funding source(s):**

General Fund

**Budget/Funding Constraints:**

N/A

**Additional budget details attached**

**COUNCIL REVIEW:**

**Previous Contact(s)**

Date	Meeting	Requested Action
11/17/2022	Study Session	Provide Direction
12/6/2022	Business Meeting	Approve

**Proposed Upcoming Contact(s)**

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

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**Time Constraints:**

There are no time constraints related to allocating the budgeted dollars, however providing additional support to the THRIVE program is a City priority.

**ANTICIPATED RESULT IF NOT APPROVED:**

Delays in providing additional support to THRIVE will result in a status quo program without the resources to provide additional follow-up care to community members in need.

**ATTACHMENTS:**

Attachment A: Mission, Vision, Values and Goals of Redmond's Community Health Program

Attachment B: Presentation