

## Thrive Program Update April – August 2022

Redmond's THRIVE program strengthens the community through innovative programs that provide safety, stability, opportunity, and hope for anyone in need or crisis. The City of Redmond is dedicated to all members of our community and is proud of this creative approach to problem-solving and productive use of city resources. THRIVE includes programs such as a mental health professional who deploys alongside Redmond police, a homelessness response professional who helps those who are unhoused and housing insecure, an alternative court for individuals who have committed low level offenses (e.g. shoplifting), a Mobile Integrated Health program providing resources that reduce the need for calling 911, as well as funding support to local non-profit partners who provide a range of supportive services to our community.

| <b>Programs</b>                 | <b>Q2/Q3 Service Summary</b><br><i>Activities and services provided (April-August)</i>  | <b>Q2/Q3 Highlights</b><br><i>New developments, challenges, and issues</i>  |
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| <b>Mobile Integrated Health</b> | <ul style="list-style-type: none"> <li>• 136 clients enrolled</li> <li>• 127 new clients</li> <li>• 333 interactions</li> <li>• 292 contact hours</li> </ul> <p><b>Resources provided</b></p> <ul style="list-style-type: none"> <li>• APS/CPS: 22</li> <li>• Case management: 77</li> <li>• Crisis/emergency housing: 10</li> <li>• Fall Prevention: 43</li> <li>• Licensed care facility/caregiver: 21</li> <li>• Medical Care: 62</li> <li>• Mental health support: 30</li> <li>• Substance abuse support: 27</li> <li>• Other community services: 54</li> </ul> | <ul style="list-style-type: none"> <li>• Installed ramps for low-income seniors (June/July)</li> <li>• Made connections with local senior centers and excited to offer free blood pressure checks for Redmond seniors, starting in September.</li> <li>• Used taxicab vouchers for medical appointments</li> <li>• Provided mobile vaccinations to homebound seniors</li> </ul> <p><b>Challenges</b></p> <ul style="list-style-type: none"> <li>• Finding qualified caregivers, which is a systemic issue due to lack of staff to perform duties.</li> <li>• A lack of capacity for Skilled Nursing Facilities (space/staff) to allow residents to relocate to a higher level of care.</li> </ul> |
| <b>Homeless Outreach</b>        | <ul style="list-style-type: none"> <li>• 202 participants served</li> <li>• 592.5 hours of direct service provided over 756 contacts</li> <li>• 53 clients permanently housed where housing was their goal</li> <li>• 30 of 33 Emergency Housing Vouchers have been issued and leased-up</li> </ul>   | <ul style="list-style-type: none"> <li>• Coordinating monthly meetings with neighboring Outreach teams to streamline efforts, share resources and coordinate an Eastside response to homelessness.</li> <li>• Launched a Panhandling Awareness campaign to educate community members and local businesses and promote alternative strategies to giving cash.</li> </ul>   |

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|                                | <ul style="list-style-type: none"> <li>15 housed community members contacted Outreach due to being priced out of current rent</li> </ul> <p><b>"I've seen the difference in Redmond and I've personally met other people in transition working with (Outreach), only to speak highly of (Outreach)...So thankful for you."</b></p>   | <ul style="list-style-type: none"> <li>Assisted neighboring jurisdictions with development of safe parking site program and homeless outreach service suggestions where none have existed previously to enhance a regional response.</li> </ul>  |
| <b>Human Services</b>          | <ul style="list-style-type: none"> <li>65 reports reviewed and payments processed</li> <li>95% of programs on target (despite ongoing effects of COVID on staffing and programming)</li> <li>Joint equity trainings with Eastside human services commissions</li> <li>104 funding applications reviewed</li> <li>Technical assistance to 7 small, community-based organizations including 4 BIPOC</li> <li>Personalized outreach to 8 BIPOC organizations</li> </ul> | <ul style="list-style-type: none"> <li>Provided to support and technical assistance to 16 cities who participate in the joint application process.</li> <li>Staff participated in the national 2022 Welcoming Interactive</li> <li>Jointly hosted in-person coffee hour with other Eastside funders to build personal connections with agency providers</li> <li>Participated in Recent Community Development Block Grant (CDBG) audit by state.</li> <li>New rental assistance funds fully committed and/or disbursed</li> </ul> <p><b>Challenges</b></p> <ul style="list-style-type: none"> <li>Increased costs to deliver services and increased demand for services</li> <li>Non-profit staff retention and recruitment</li> </ul> |
| <b>Redmond Community Court</b> | <ul style="list-style-type: none"> <li>52 average number of participants / 8 graduates</li> <li>Average number of provider agencies present per week 9</li> <li>157 total visits to the Resource Center</li> <li>72 hours of community service performed</li> </ul>  | <ul style="list-style-type: none"> <li>The Court and Resource Center have settled in and are now at the library full time.</li> <li>We added several new partnering provider agencies to the Resource Center: Hopelink, Catholic Community Services, Kindering, CCS Coordinated Entry Regional Access (RAP), Housing Justice Project, and WorkSource.</li> <li>Redmond Community Court has also enhanced our relationship with the King County Housing Authority and processed two Housing Vouchers for participants.</li> </ul>   |

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| <p><b>Redmond Police Dept Co-Responding Mental Health Professional</b></p> | <ul style="list-style-type: none"> <li>• Q2 (258)+Q3 (195)= 451 contacts</li> <li>• Assisted City of Duvall PD in 4 significant crisis/negotiation calls for service</li> <li>• Increases in Involuntary Treatment Testimony by MHP</li> <li>• Assisted Redmond Detectives on 3 high profile/risk cases with mental health/substance abuse and/or threats components</li> </ul> | <ul style="list-style-type: none"> <li>• Speaking at the NAMI Annual Gala on Oct 8<sup>th</sup> on Joan and Scott Legacy Fund for Suicide Prevention</li> <li>• Attended International Co-Responders Alliance Conference and Association of Washington Cities as a Presenter</li> <li>• Co-developed portions of the Implicit Bias/Procedural Justice Training for RPD and City of Redmond</li> </ul> <p><b>Challenges</b><br/>Referral intake timelines are 2-4 months out for new clients</p> |
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