



## Memorandum

**Date:** 9/12/2023  
**Meeting of:** City Council Study Session

**File No.** SS 23-051  
**Type:** Study Session

**TO:** Members of the City Council  
**FROM:** Mayor Angela Birney  
**DEPARTMENT DIRECTOR CONTACT(S):**

Executive	Malisa Files	425-556-2166
Fire	Adrian Sheppard	425-556-2201
Police	Darrell Lowe	425-556-2529
Planning and Community Development	Carol Helland	425-556-2107

**DEPARTMENT STAFF:**

Planning and Community Development	Seraphie Allen	Deputy Director
Fire	Jim Whitney	Medical Services Administrator
Police	Brian Coats	Captain

**TITLE:**  
Community Health Through THRIVE

**OVERVIEW STATEMENT:**

During the 2023-2024 budget discussions, Council allocated funds to mental and behavioral health programing. At the Finance, Administration, and Communications (FAC) Committee of the Whole in July, staff discussed the need for hiring three Community Care Coordinators/Case Managers to assist the THRIVE program in the areas of behavioral health, homeless outreach and mobile integrated health services. During the discussion Council had asked follow-up questions about the proposal. The answers to those questions are contained in the Issues Matrix in Attachment B and the PowerPoint presentation in Attachment C. Staff will be present at the Study Session to provide additional information and answer any additional questions Council might have.

☐ **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 FAC Committee of the Whole meeting on July 18, 2023, Council had asked questions about a number of topics that are addressed in the Issues Matrix in Attachment B as well as the PowerPoint presentation in Attachment C. Questions ranged from types of calls and response to changes to the budget required for the recommended staffing.

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/Case Managers.
- Co-locating THRIVE program employees.
- Analyzing integration of technologies currently being used.
- Using contracted services where City expertise is not available.

Through conversations with THRIVE employees and data analysis, we identified the need for long-term follow-up support for clients who are referred to the City's Mental Health Professional (MHP), Mobile Integrated Health Program and/or Homelessness Outreach. The data shows that for every emergent call there are multiple follow-up calls and appointments and an increased demand for services, which limits the THRIVE Team's ability to effectively respond and support clients. 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 mental health calls.
  - Strength of support services for those in crisis.
  - Careful analysis of jurisdictional needs.

Council received feedback from the community encouraging the City fund meaningful community responder teams with a particular focus on dispatchers. Additional feedback included recommendations to (1) ensure the three new positions authorized be used to hire people with the appropriate skills to serve as members of community responder teams, (2) the new hires, along with sufficient EMTs, are fully trained to serve as community responders, and (3) use external experts experienced with community response programs to prepare Redmond dispatchers to identify situations where community responders are most appropriate. At the Council meeting on September 5, 2023, the community shared other recommendations, including:

- Create a behavioral health model.
- Partner with the RACER initiative.
- Host a public meeting to discuss the behavioral health model.
- Look at appropriate performance measures for behavioral health program.

**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
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7/18/2023	Committee of the Whole - Public Safety and Human Services	Receive Information
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**Proposed Upcoming Contact(s)**

Date	Meeting	Requested Action
10/3/2023	Business Meeting	Approve

**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: Issues Matrix

Attachment C: PowerPoint Presentation

Attachment D: PowerPoint Presentation from July 18, 2023