



THRIVE Program

Staff Report
June 7, 2022



Purpose and Agenda



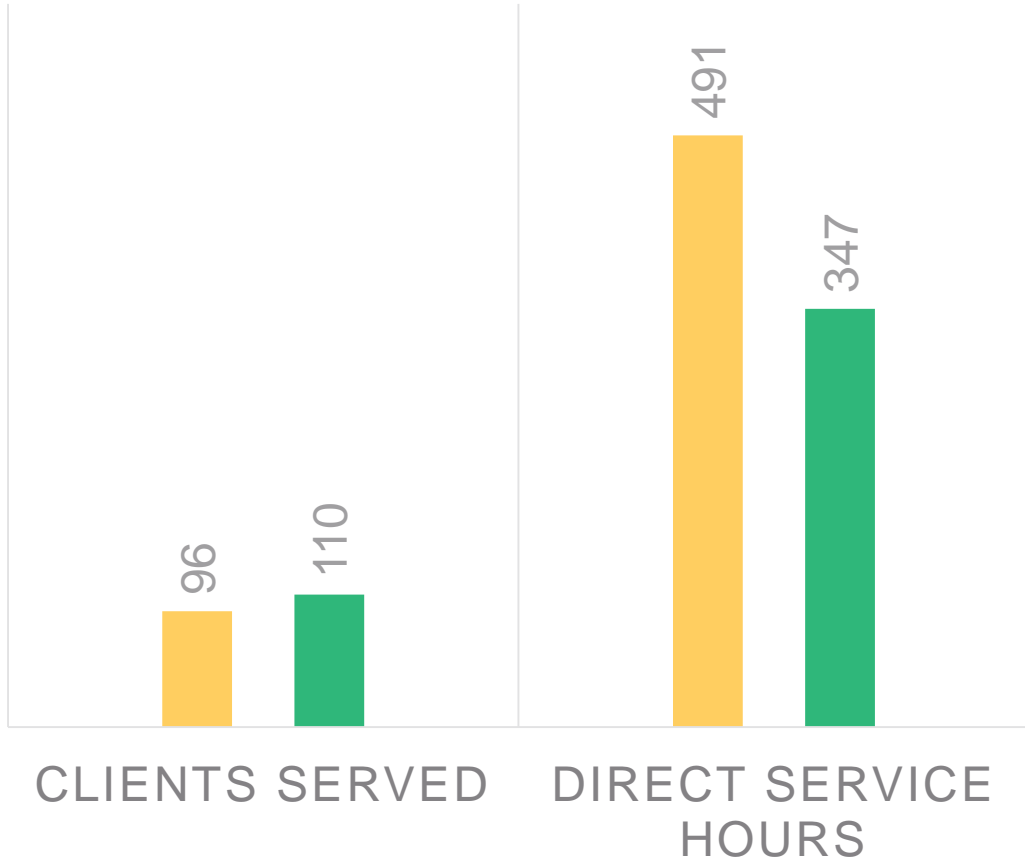
Provide Council an update on THRIVE Program:

- Quarter 1 activities and impact
- Emerging challenges and trends

Redmond's THRIVE program strengthens the community through innovative programs that provide safety, stability, opportunity, and hope for anyone in need or crisis. THRIVE includes Homeless Outreach, Police Co-responding Mental Health Professional, Mobile Integrated Health, Redmond Community Court, and Human Services.

HOMELESS OUTREACH

■ Q1 2021 ■ Q1 2022



Homeless Outreach

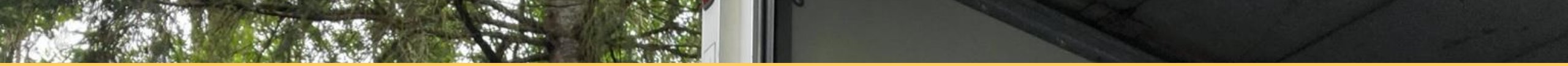
Helping unhoused and housing insecure on a path toward stability

Q1 Activities

- Client satisfaction survey
- Processed emergency housing vouchers

Challenges

- Rent increases
- Current gap in resources include shelter for couples, women, and individuals with pets



“Everything- housing, helping me find a job, get a counselor, help get my daughter back. Tisza is always there to listen when I'm feeling down and helps bring me back up.”

- *Client response to “What has been helpful?”*



Police Co-responding Mental Health Professional

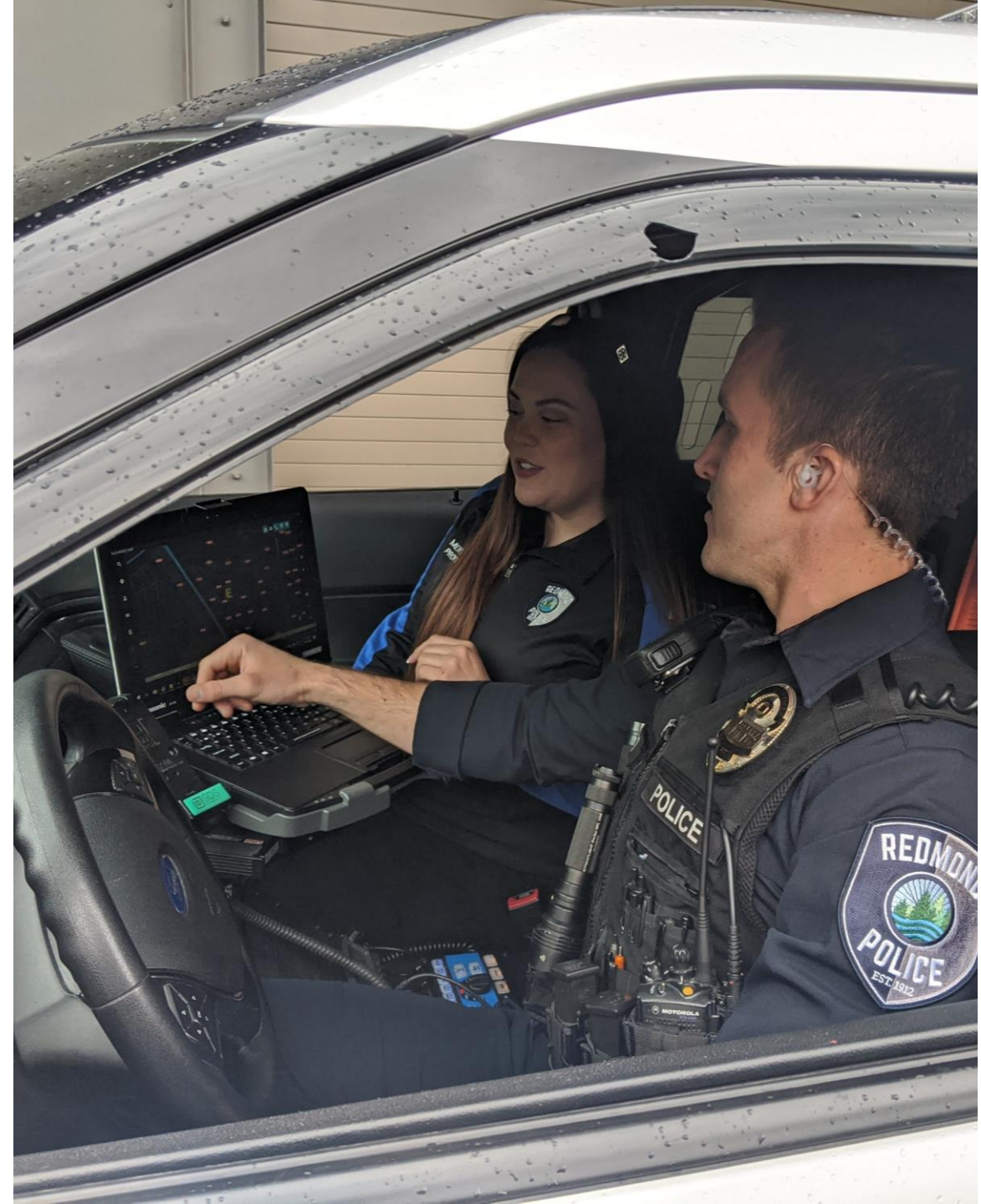
*Deploys alongside patrol officers to resolve
crisis calls for service*

Q1 Activities

- Partnership with National Alliance on Mental Illness (NAMI) for suicide prevention
- Two significant crisis/de-escalations of suicidal individuals
- 315 contacts in Q1 2022 - compared to 146 contacts in Q1 2021

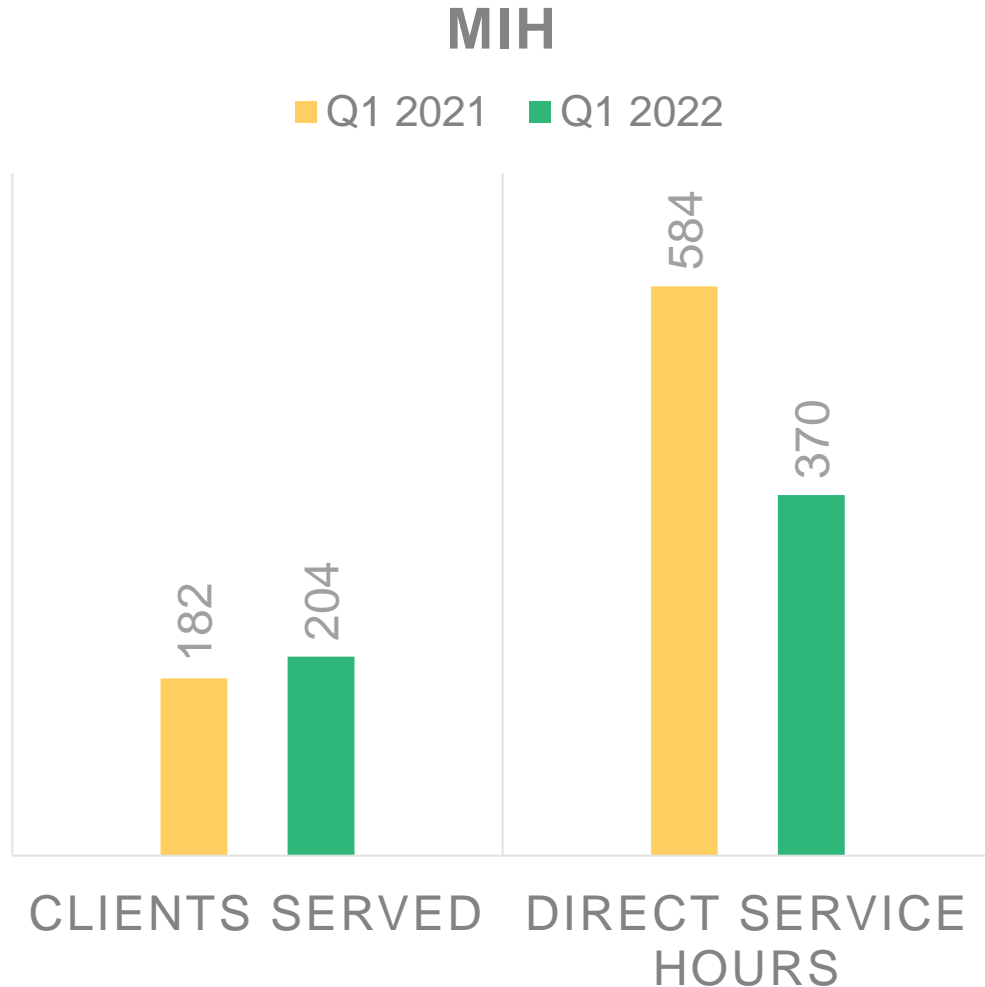
Challenges

- Staffing shortages (One MHP)
- Available resources for referrals to care



Mobile Integrated Health (MIH)

Resources for residents and emergency responders to reduce unnecessary 911 calls



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Q1 Activities

- Trainings
- Health fairs

Challenges

- Facility capacity
- Staffing for services



“Thank you for filling out the application for Randy's ramp. It is so much more than I expected. The team working continuously throughout the day. They were kind and considerate. This community has been so caring and helpful! You have made Randy's life so much better! He is improving every day. After the trip to the emergency room, he had an attitude change.”

- MIH client

Redmond Community Court

Alternative problem-solving court

Q1 Activities

- 58 Community Court participants
- 44 Resource Center visits
- 62 hours of community service

Updates

- Court returned to library
- New resource center providers

Challenges

- Scheduling substance abuse and mental health assessments





Frederick entered Redmond Community Court experiencing homelessness and drug addiction and was involved in behaviors that continuously lead him back to incarceration. Through partnership with Community Court providers and volunteers, Frederick stabilized his life and voluntarily entered the Union Gospel Mission treatment program. He has since established stable residency, maintained sobriety, and re-connected with his family.

- Success story



Human Services Program & Partners

Q1 Activities

- Contract administration
- 93% of programs meeting contract goals
- Technical assistance support to new applicants

Challenges

- Staff hiring and retention
- Transition to in-person services

“I am so glad that have called me. Finally, I can ask help in Chinese.” Mr Chan told staff with an excitingly, “I don’t speak much English and my wife and I only know a handful of places in here, including a few grocery stores and schools.”

- Chinese Information and Service Center client

"Even during COVID, I feel like I am connecting with my counselor and have even started attending virtual groups. I don't feel so alone."

- Therapeutic Health Services client

Thank You

Any Questions?

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