

Thrive Program Quarterly Update – Quarter 1, 2022 (January – March)

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 program that 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.

Programs	Q1 Service Summary <i>Activities and services provided (Jan, Feb, Mar)</i>	Q1 Highlights <i>New developments, challenges, and issues</i>
Mobile Integrated Health	<ul style="list-style-type: none"> • 207 clients • 449 interactions • 185.2 client contact hours • 911 call decrease: 45.2% • Emergency Department visit decrease: 23.7% <p>“I’ve really enjoyed the OTEP tonight, it honestly was some of the most specific training related to treating and reporting of mental health and vulnerable populations I’ve ever had in my EMS career.”</p>	<p>In addition to ongoing support to MIH clients (e.g. vaccine support, medical transportation, ramps, etc.), staff supported:</p> <ul style="list-style-type: none"> • Billing schedule passed for citizens who make felonious 911 calls or use 911 for personal care. • Decisional Capacity and Mandatory Reporting training for over 500 responders: Redmond, Duvall, Snoqualmie, Fall City, Eastside, Kirkland, Leavenworth, and Tualatin Valley Fire and Rescue. • Health Fair for seniors at Sno Valley Senior Center, Redmond Senior group, Trilogy event, Fall City Days, and Duvall Days.
Homeless Outreach	<ul style="list-style-type: none"> • 110 participants served • 347 hours of direct service provided over 489 contacts • 18 clients permanently housed where housing was their goal • Of 10 satisfaction surveys distributed 100% reported positive feedback (e.g. I felt valued and respected; my rights were acknowledged, etc.) 	<ul style="list-style-type: none"> • 22 Emergency Housing Vouchers have been issued and are in various stages of lease-up. • Assisted with KCRHA with Point In Time interviews. • MOA with Housing Connector was finalized. • New challenge of landlords increasing rent and tenants being priced out of units. • Developed and distributed new customer satisfaction survey.

	"Thank you for giving me my life back!"	
Human Services	<ul style="list-style-type: none"> • 60 reports reviewed and payments processed • 93% of programs on target (despite ongoing effects of COVID on staffing and programming). • 5 new contracts processed • Provided technical assistance support to 19 organizations, including 8 Black, Indigenous, and People of Color (BIPOC) organizations. 	<ul style="list-style-type: none"> • Strategic Plan finalized and approved. • Staff provided administrative support and trainings for cities and agencies that are part of the share1app system, the online application and reporting portal used by cities in North, East and South King County.
Redmond Community Court	<ul style="list-style-type: none"> • 58 total Community Court participants (5 graduates) • Average of 13 provider agency present per week • 44 visits to the resource center • 62 hours community service performed 	<ul style="list-style-type: none"> • Prepared for the return of Community Court hearings and the Resource Center to the Redmond Library from City Hall. • Added nine new Resource Center providers - Sound Integrated, Alcoholics Anonymous, Bright Heart Health, Hopelink Transportation Services, Workforce Education, Eastside Salvation Army, Bellevue Work Crew, and We Care Daily Clinics, and Access Wireless.
Redmond Police Dept Co-Responding Mental Health Professional	<ul style="list-style-type: none"> • 315 contacts • 2 significant crisis/de-escalations of suicidal individuals 	Partnered with NAMI for the Joan and Scott Legacy Fund for Suicide Awareness and Prevention