

Thrive Program 2023 Summary

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.

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Mobile Integrated Health (MIH)

Results

- 370 clients
- 1420 contacts

Highlights

- 2023 Crisis Intervention Team (CIT) Fire/EMS agency of the year for Washington, Idaho, and Oregon.
- First Fire Department in King County to offer Leave behind Narcan with fentanyl test strips. Enrolled all partners (Duvall, Fall City, & Snoqualmie).
- Hosted a de-escalation class for MIH staff, regional MIH staff, and city staff.
- Continuous training with 911 crews by MIH staff and client follow-up.
- Over 250 Blood pressures taken at Bytes Cafe
- Multiple health fairs in the community.

An unhoused young adult was staying with friends. He was not connected with insurance or medical care and was dealing with chronic mental health issues. MIH connected him to a medical doctor, provided transportation, assisted him with getting DSHS benefits secured, and partnered with homeless outreach staff to apply for housing. He is now housed with access to medical care and no longer relying on 911 to meet his needs.

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Mental Health Professional (MHP)

Results

- 324 calls directly assigned to MHP
- 152 co-responder calls
- Responded to 496 calls:
 - Welfare Check (390)
 - Commit Involuntary (25)
 - Non-Criminal Mental (13)
 - Agency Assist (12)
 - Citizen Assist (12)

**January 2023 – September 30, 2023*

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Homeless Outreach Program

2023 Results

- 331 clients
- 1543 contacts
- 1533 client hours
- 100 individuals housed

Highlights

- Implemented new software platform, Apricot, with City of Kirkland
- Recognized for highest number of client placements in housing through the Housing Connector Program.

A young adult couple and their 3 pets were sleeping in their car. Both were working full-time in Redmond. Outreach connected the couple to a local safe parking site for additional support. Because of their low credit scores, outreach used the Housing Connector Program, whose housing partners waive criteria like these, coupled with an affordable ARCH unit. Outreach staff worked with partner agencies to cover their move-in expenses and obtain donated furniture and household items to furnish their new unit. Outreach continues to follow-up and reports that they are grateful live within walking distance of their work and have access to other community supports for counseling, medical and dental assistance.

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Community Court

Results

- 62 Community Court participants
- 796 visitors to community court resource center
- New agency partners: 10
- Program graduation rate: 85%

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Human Services

Results

- 75 funded programs
- \$2.6M allocated
- 22,428 residents served through an array of programs
 - 4,141 medical appointments provided by HealthPoint
 - 468,176 meals distributed through Hopelink Food Bank
- 92% of programs met their performance goals