

Homelessness Policy Advisory Committee Implementation Work Report – June 2020

Partners, Support Services & Prevention:

Technical Advisory Committee (TAC) Consensus

Through facilitated TAC meetings a consensus on the TAC's Values has been reached as part of their parallel track and group scope of work. Consensus is also being reached on the TAC Mission and Vision.

TAC Values

Monroe's Technical Advisory Committee values a relational, collaborative, and action-oriented approach to championing equity, empowerment, and learning throughout Sky Valley.

Relational

- Connecting people in a community that cares.
- Trust, respect, and confidence in each other's abilities.

Collaboration

- Honoring the strengths and connections we all bring to this team.
- Everyone has an equal voice.
- Work through conflict (grace).
- Ability to disagree respectfully.
- Transparent

Action Oriented

- Putting ideas into action – not passive.
- Bias toward action humbled by a concern of intent versus impact.
- Trust work done by the team (move forward into action).

Equity

- All residents of Monroe/ Sky Valley have an equitable chance at life.
- Challenge status quo when groups of people are invalidated, violated and/or ignored.
- Commitment to racial and economic diversity.

Empowerment

- Assume best intentions
- Hold yourself and others accountable when impact is harmful.

Learning

- Lifelong learning
- No shame in failing if we are learning.
- Freedom to take risks.

One Stop Shop Proposal

Laron Olsen of Take the Next Step, and Inga Page of St. Vincent De Paul have collaboratively presented a proposal to the TAC for a Monroe One Stop Shop.

This proposal would be consistent with the HPAC Recommendations and Action Plan to provide facilities for non-profits and support agencies that serve and promote self-reliance. The TAC is in unanimous support of this as the first project to come out of this group and will begin to further define the details to write into the RFP to present to council by August.

The next goal of the TAC will be to begin to work on a multiyear implementation and action plan and proposal to submit for consideration for the City's 2021 budget.

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Monroe Community Resource Center One-Stop-Shop Proposal

Objective and Goal To provide a fully furnished, equipped, functional, and operational space in which social service organizations and appropriate government human services agencies will conduct their work to provide assistance and connection to resources for Sky Valley residents.

Meets HPAC's Support Services recommendations

- ✓ Create a coordinated homeless response center
- ✓ Obtain supportive services to navigate people through resources
- ✓ Support agencies that serve and promote self-reliance among people in need
- Establish more accessible mental health and addiction services in Monroe (tentative)

The Community Resource Center is consistent with the original vision for St Vincent's Monroe facility.

Monroe Community Resource Center

City of Monroe Support	Robust, long term commitment to public-facing endorsement, and financial and policy support for Community Resource Center	
Backbone Organization	Facilities Component	Navigation Opportunities
Office Management <ul style="list-style-type: none"> • Shared Receptionist • Shared supplies • Infrastructure: phone, internet, Wi-Fi, etc. • Schedule outside navigators Maintain common database <ul style="list-style-type: none"> • Record visit • Purpose of visit • Schedule and record appointments with navigators • Record outcomes to extent appropriate recognizing privacy concerns 	Provide and be fairly compensated for space <ul style="list-style-type: none"> • Utilities • Cleaning • Maintenance • Security 	St Vincent de Paul <ul style="list-style-type: none"> • Staff and resources Take the Next Step <ul style="list-style-type: none"> • Staff, volunteers, resources Pre-COVID Navigators (at Next Step) <ul style="list-style-type: none"> • 211 • Cocoon House • Housing Hope Employment • Sea Mar Community Health • SnoCo Legal Services • YWCA Housing Pre-COVID (at Library) <ul style="list-style-type: none"> • WorkSource • Veterans Affairs Wish List <ul style="list-style-type: none"> • Behavioral Health (last to Carnegie) • Mental Health Counselors • Drug and Alcohol Assessment

Monroe Community Resource Center Suggested RFP Requirements

1. Provide suitable and flexible **space** for a one-stop-shop Community Resource Center so that social service providers will be well positioned to deliver resources and assistance to residents of Monroe and surrounding areas.
 - a. Physical space
 - b. Cleaning, maintenance, security, maintenance
2. **Backbone entity** to:
 - a. Hire, train, manage, oversee, and provide payroll services for Center **shared receptionist**
 - b. **Perform daily operational management** of Center including infrastructure (phone, wifi, etc.), shared supplies, etc. as provided for in RFP budget
 - c. Recruiting (with City and County assistance) and scheduling **navigators**
 - d. Provide and manage **database** to:
 - i. Record visit and purpose of visit
 - ii. Schedule and record appointments with navigators
 - iii. Record outcomes to extent appropriate to maintain client privacy and confidentiality
3. City's **ongoing, long term to commitment** to fund and support the Monroe Community Center and to actively work with the County and other government agencies to bring navigation services to the Monroe Community Center

Monroe Community Resource Center Projected Budget

<u>Operational Expenses</u>	Monthly Expense	9 / 1 to 12 / 31 / 2020	Annual Thereafter
Facility Rental (paid to St Vincent de Paul) <i>Includes utilities and maintenance</i>	\$1,500	\$6,000	\$18,000
Center "Backbone" Management	\$1,000	\$4,000	\$12,000
Center Receptionist <i>40 hours per week at \$17.00 per hour fully funded</i>	\$3,600	\$14,400	\$43,200
Shared office supplies, Internet, phone, equipment maintenance, etc	\$1,000	\$4,000	\$12,000
Preliminary Estimate of Operational Expense	\$7,100	\$28,400	\$85,200
Initial build-out, furnishing, electrical, etc*		\$40,000	
Total Cost for 2020		\$68,400	

To make this meaningful and impactful, the City must commit to long term funding and support of the Community Resource Center. Without that assurance, most service providers will not make the move to the Center.

Service Providers and Resources

The service providers continue to meet bi-weekly on a zoom call to share information and resources and continue to do an incredible job collaborating.

Mental Health

The May work report contained this statement:

“The City partnered with the McKinney-Vento and the Prevention Specialist with the Monroe School District to advocate for mental health and had a meeting with the CEO of Compass Health to dispel concerns that the Monroe Compass Health location was closing. The City discovered that the intent is to switch continuing service over to telehealth with limited outpatient locations.”

Unfortunately, confusion still exists over the Compass Health plans for their Monroe practice. They are moving to telehealth, however many of the Monroe clinicians have been laid off.

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In efforts to keep mental health services in Monroe The City has reached out some of the former Compass Health clinicians. The mental health clinicians are extremely interested in partnering with the local service providers to continue mental health services in Monroe and partner by providing services at the Monroe One Stop Shop.

Community Relief Fund Grant and Response During Covid19

Through the CARES Act \$50,000 is being made available in the form of a Community Relief Fund grant for service providers and non-profits to apply for. A small group task force of service providers worked with City Staff to establish the criteria and application process to make these grant funds available to those serving Monroe's most vulnerable community members. The grant criteria and application were then presented to the larger group of Service Providers for additional feedback. The application is now available on the City website.

<https://www.monroewa.gov/956/Community-Relief-Grant>

State Face Covering Program

This month the State in coordination with the Snohomish County Department of Emergency Management sent all Cities a large allotment of face coverings to be distributed to community members in the 200% of the federal poverty line and below. (<\$43,440 for a family of 3). A chart of the Federal Poverty Level is available at: <https://bit.ly/2Ntggs>

City staff contacted agencies to make face coverings available to their clients and then also set up two face covering distribution events over the weekend of June 27-28. The distribution event information went out over social media and 7,400 of the 8,000 face coverings were distributed. City Staff is currently supporting the Department of Emergency Management's efforts to continue communications about which local agencies are available as pick up sites to serve those who still need a face covering and qualify for this program.

CFSC Grant

All the grant funds awarded to the City to respond to those experiencing Homelessness during covid19 have been accounted for and distributed.

The CFSC Grant continues to support laundry services with the Monroe Laundry Company with the use of laundry certificates.

The YMCA has now fulfilled its contract with the City to provide additional weekday showers from their facility. The YMCA is now beginning to open and has started a Saturday evening Showers After Hours program.

Interlocal Partnership

The City of Monroe is increasing its working relationship with the Sultan VOA. The Sultan VOA has been assisting with providing select case management and services to some of our Monroe homeless. They have also collaboratively created a transportation plan with Take the Next Step by each agency providing bus vouchers. The transportation plan is designed currently to allow

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Monroe residents access to the VOA showers on Wednesdays and Saturdays.

Communications Plan

With the content from EnviroIssues the City has created a new Human Services Website Page on the City website.

<https://www.monroewa.gov/655/Human-Services>

The communication team has officially launched the #wearemonroewa social media campaign on Facebook and Instagram. City Staff is proposing to amend the EnviroIssues Contract to continue services and will present an agenda bill and amendment to the City Council.

Housing & Public Safety:

Congregations for the Homeless Model

The City continues to explore the Congregations for the Homeless (CFH) model. Legal Council has done a study on the Boise v. Martin case and any related rulings and determined that the model of the emergency shelter and year-round rotating shelter hosted by local churches is a viable shelter model for individuals found sitting, sleeping or lying outside on public property. The City is now reaching out to the cities of Snohomish and Sultan to work on joint efforts across interlocal faith communities.

The City Project Management Consultant is attending County Notice of Funding Availability (NOFA) workshops to find out about potential program funding and drafting applications for County Grants. An Agenda Bill is being prepared to present to the Mayor and the City Council for approval to pursue grant funding to support the CFH model.

Court Assessment:

The City of Monroe, together with the cities of Lake Stevens and Sultan, hired a consultant to evaluate strategies to improve municipal court functions. The study looked at workload and staffing; customer service; performance; program and operating improvements; and facility and technology capacity.

The study determined that the Monroe Municipal Court does not have the physical space, staffing, or other resources necessary to provide services to Lake Stevens and Sultan. The Monroe Municipal Court would need to implement a number of changes before a combined municipal court could be developed. These changes include:

- Updating the website and phone system to allow customers to pay-by-phone and pay-online
- Adding a .25 administrative employee and a part-time probations officer
- Constructing a permanent court facility for court operations, administrative support and

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- records management
- Developing wrap around services/casework for repeat offenders.

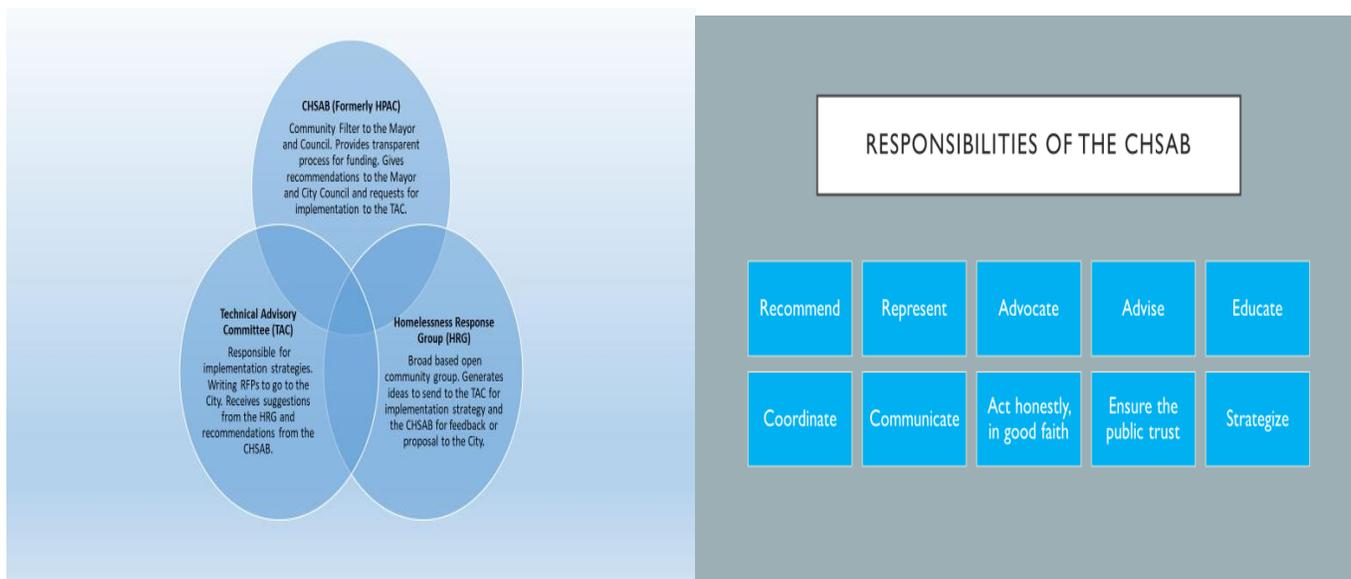
City staff are working to implement some of the recommendations such as updating the website for on-line payments and pay-by phone alternatives. Mayor Thomas will consider recommending other initiatives in the Mayor’s 2021 Recommended Budget.

The consultants will present the study findings to the Monroe City Council Public Safety Committee (at 5:30PM) and the Monroe City Council at 7PM on July 21, 2020.

Policy & Budget:

Community Human Services Advisory Board (CHSAB)

The City Project Management Consultant presented the agenda bill and resolution to establish the HPAC as a standing committee and renaming it the Community Human Services Advisory Board (CHSAB). The new name broadens the committee’s mission to consider policies that affect community members who are experiencing homelessness, who are at risk of becoming homeless, who are experiencing poverty, or are adversely impacted by a crisis.



To view the agenda bill & Resolution:

<https://monroewa.gov/AgendaCenter/ViewFile/Item/9895?fileID=12281>

The application process is now active for community members to be a part of this new advisory board.

<http://monroewa.gov/949/Community-Human-Services-Advisory-Board>

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City Code

The local faith community stakeholder met with City Staff s to discuss the temporary encampment code. <https://monroe.municipal.codes/MMC/22.90> A small group has been assigned to give any additional feedback into the code writing process on how it relates to implementing the CFH model.

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2020 HPAC Action Plan - Gantt Map Chart (X = Started O = Not Started) (CV – On hold due to Coronavirus)

A. Housing												
Emergency Shelter and Transitional Housing (Crisis Housing, Rapid Rehousing and Permanent Supportive Housing)	O	O	CV	CV	X	X						
Evaluate Property Units			X	O	CV	CV						
Negotiate Lease – Master Leasing				O	O	O						
Write RFP and Secure Program Manager through RFP				CV	O	O						
Develop criteria with TAC	O	O	CV	CV	X	X						
Provide Rental Assistance through RFP	O	O	O	X	X	O						
Establish Sky Valley Housing Consortium	X	O	CV	X	O	X						
Inventory Surplus Property			X	X	X	O						
Identify Housing Needs	O	X	X	X	X	X						
Work with TAC to identify partners and available funding		X	X	X	X	X						
B. Partners												
Form a TAC	X	X	X	CV	X	X						
Identify non-profit stakeholders and partners	X	X	X	X	X	X						
Determine shared mission and vision		O	O	O	X	X						
Evaluate needs and resources for one-stop shop			X	CV	O	X						
Write scope of work for RFP for one-stop shop				CV	O	X						
Establish Transportation service between Sky Valley and Everett	O	O	O	O	O	O						
Evaluate transportation needs with partners	X	O	O									
Evaluate existing transportation contracts with non-profits	X	O	O									
Apply for Transit Go (grant) program			X	X	O	O						
Provide information about services to remain housed, financial training, and incentives for businesses to hire employees with entry level skills, information about mental and behavioral health services.	O	O	O	X	X	X						

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Work with partners to develop and promote annual “human services days” set up like a vendor show.	O	O	CV	CV	O	O						
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C. Prevention

Educational Campaign (Enviroissues Contract)	X	X	X	X	X	X						
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Develop education and outreach communication plan	X	X	X	X	X	X						
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Educate Property Owners about laws, enforcement, trespass – Chamber of Commerce & Downtown Monroe Association		O	O	CV	X	X						
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Educate public about aggressive panhandling, property crime, and personal safety		O	O	CV	O	O						
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Educate public about safety regarding vigilantism and bullying		O	O	CV	O	O						
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Develop and implement Block Watch Program – residential and business buy in/ education/ communication – training & certification program.					X	X						
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Develop working relationship with McKinney Vento liaison at Monroe High School				X	X	X						
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Identify needs of homeless families	O	X	X	X	X	X						
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Work with McKinney-Vento Family Liaisons in the Monroe School District to distribute flyers of local and county services for homeless students and families and encourage MSD to post flyers on school premises			X	X	CV	O						
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D. Public Safety

Implement law enforcement strategies	O	O	O	X	X	X						
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Review Solicitation Regulations		O	O	CV								
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Evaluate Bail Fees				CV	O	O						
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Develop and implement Block Watch Program – residential and business buy in/ education/ communication – training & certification program					X	X						
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Continue Embedded Social Worker Program	X	X	X	X	X	X						
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Police Department (Existing Program)	X	X	X	X	X	X						
Public Defender (New level of services)			X	X	X	X						
Install Cameras in Parks	O	O	O	O	O	O						
Collect data on court cases. Determine with Monroe Municipal Court the costs/benefits of community court model						X						
Identify partners to develop community court model						X						
Determine with Monroe Municipal Court and partners the cost/benefits of community court model						X						

E. Support Services

Coordinated Services – One Stop Shop				CV	O	X						
Develop scope of work with TAC	X	X	CV	CV	O	X						
Issue RFP			CV	CV	O	O						
Award RFP						O						
Establish Homeless HMIS/by name lists						O						
Work with TAC and Snohomish County to identify resources to provide housing and mental health navigators in the Sky Valley	X	X	CV	X	O	X						
Provide facilities and funding for non-profits	O	O	CV	X	X	X						
Work with Take the Next Step and Volunteers of America to designate a family resource center and/or services in Monroe			O	O	O	X						

F. Policy & Budget

Define 2021 Work Plan, Priorities, and implementation Model						O						
Identify performance measures, and a full HMIS utilized by service providers.						O						
Lobby for changes to State and Federal law	X	O	O	O								
Collaborate with Affordable Housing Consortium (AHC) on writing new						O						

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housing chapter for the city's comprehensive plan update.												
Continue HPAC as a standing committee	X	O	CV	CV	CV	X						
Implement HB1406 and explore all revenue options for housing, mental health and chemical dependency.	X	X	X	X	X	X						
Identify needs			X	X	XX							
Develop criteria with TAC												
Provide Rental Assistance through RFP	O	O	O	CV	CV	O						
Evaluate Program						O						