

Day Center Program at the Navigation Center

Six Month Report

VANCOUVER
CITY HALL



Vancouver City Council Workshop

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Presentation Overview

- Key milestones
- Navigation Center / Day Center
- Share operating contract
- Day Center operations
- Good neighbor commitment
- VPD calls for service report
- Day Center performance summary
- Issues and Challenges
- Next Steps



Homeless Response – Key Milestones

2015

- Friends of the Carpenter Day Center opened

2016

- Council declares housing emergency

2017

- Affordable Housing Fund

2018

- Navigation Center opened



Navigation Center

Location:

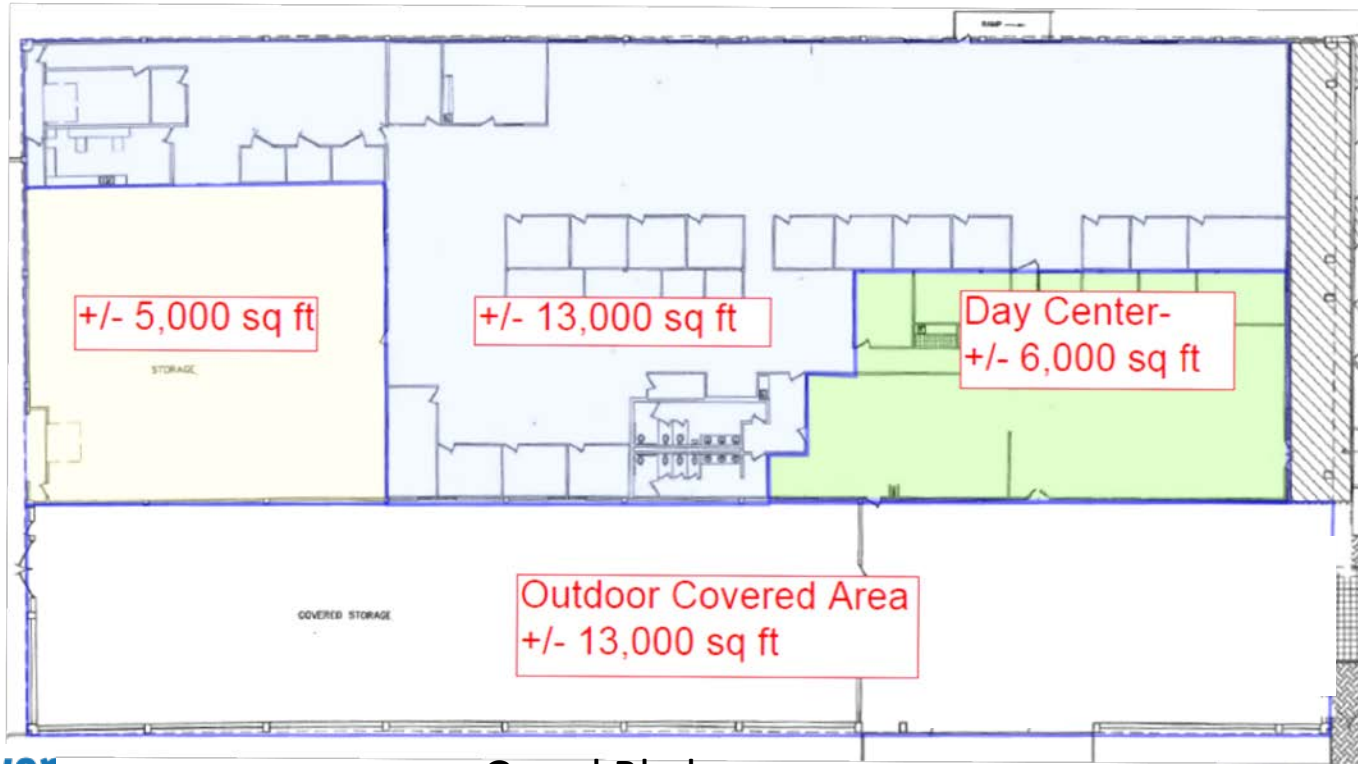
2018 Grand Blvd.

Opened:

November 18, 2018



Navigation Center Floor Plan



↑
Parking
Lot →

Day Center: Objectives

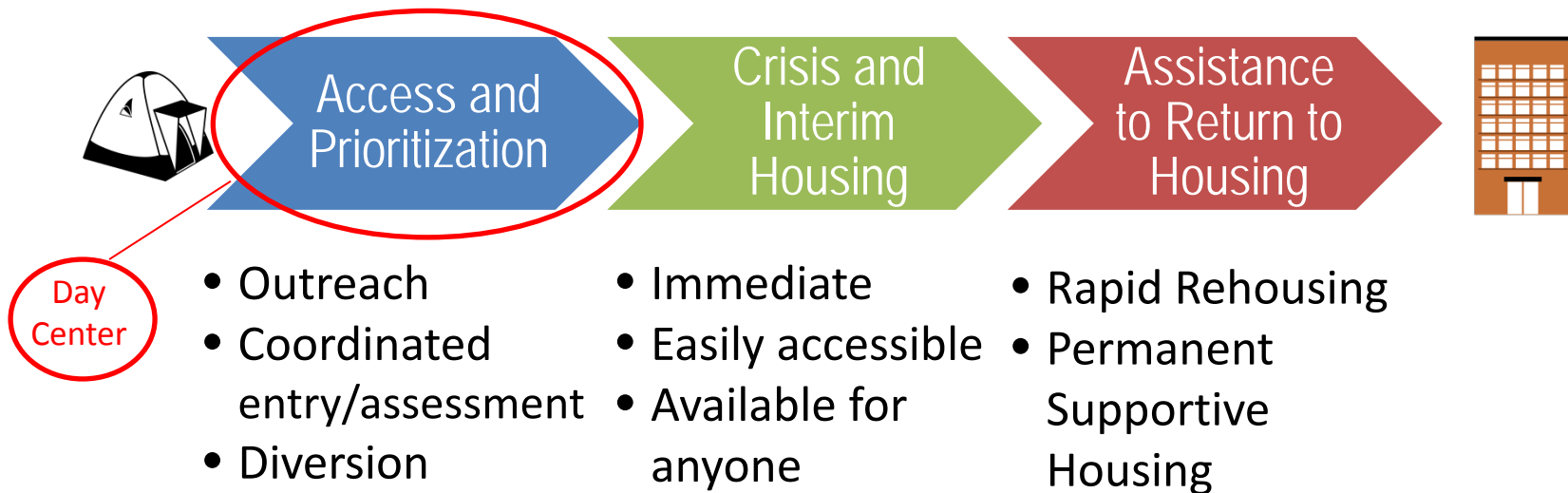
The Day Center is intended to provide:

- A place for unhoused people to rest during the day
- Access to bathrooms, showers, laundry, hygiene products, clothing, computers, phones, charging stations, storage
- A place where people can connect to services and housing resources

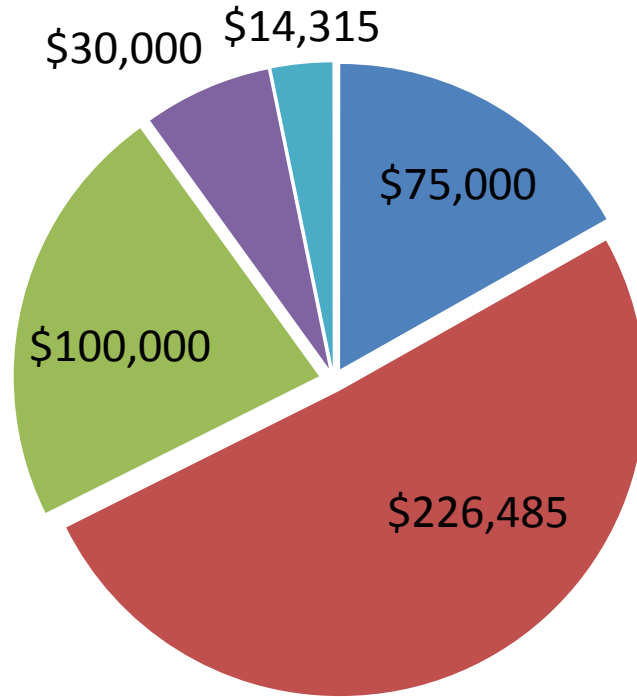


Day Center: First Step to Housing

The continuum of care...



Day Center: Share Annual Operating Contract



Funding Sources

- City General Funds
- Clark County Recording Fees
- VHA
- CE John
- Other

Total: \$445,800

Share Operating Contract: Nov. 2018 – Dec. 2020

Contract Requirements:

- | | |
|--|--|
| • Provide paid staff during all open day center hours | • Coordinate/facilitate monthly outreach team meeting |
| • Ensure staff utilizes best practice models to engage with guests | • Develop partnerships with other service providers |
| • Provide basic need supplies and case management | • Participate in neighborhood outreach meetings |
| • Register program with 211info and have contact info on display | • Work with City staff to monitor and respond to the Good Neighbor Commitment |
| • Work with Housing Solutions Center regarding needed assessments | • Ensure that guests served meet eligibility criteria requirements for case management |
| • Enter participant info into HMIS | • Meet program reporting requirements |

Day Center: Operations

- Operated by Share
- Open: 7 days/week, 7 a.m. to 5 p.m. (excluding six major holidays)
- Staffing: 4-5 on weekdays; 4 on weekends
- Staff activities: intake, assessment of needs, referral to services

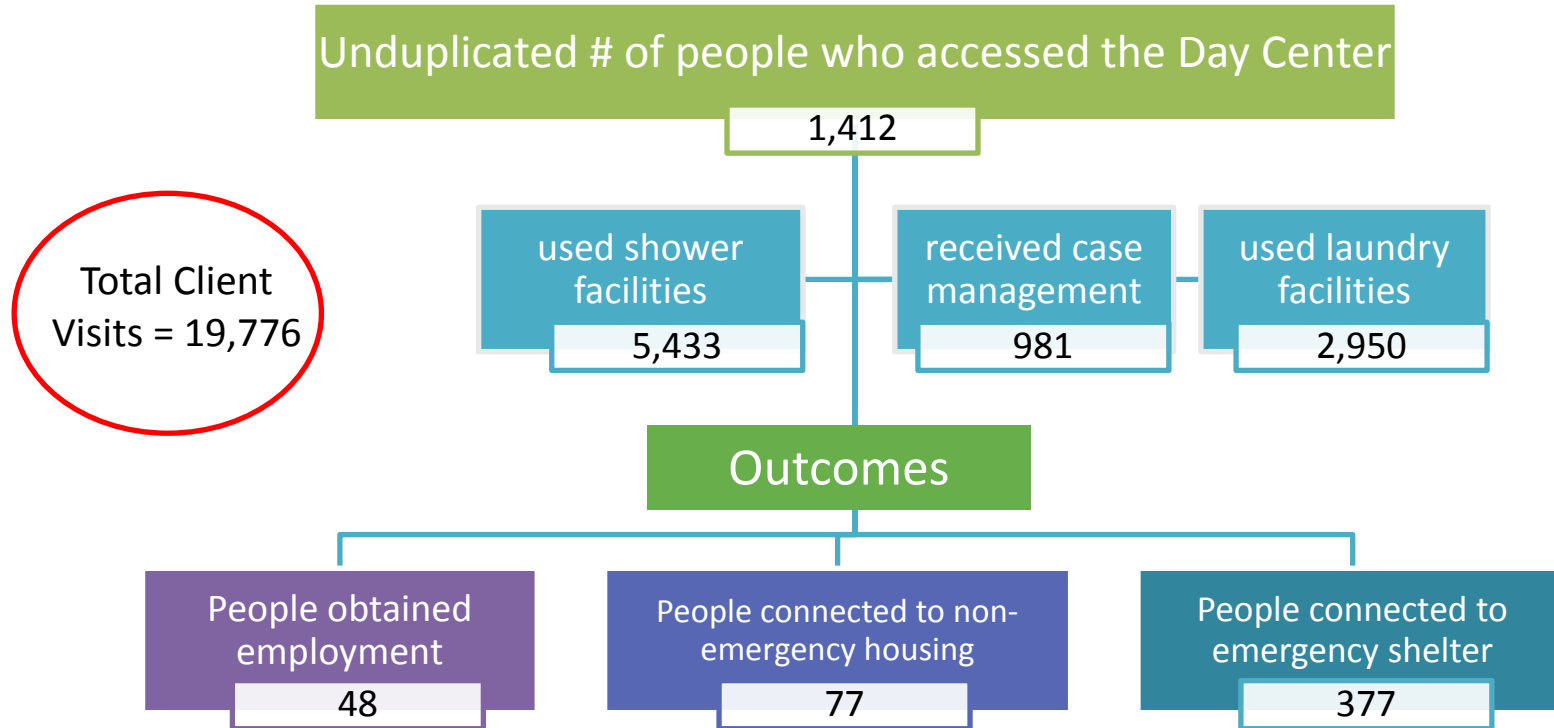


Day Center: Guiding Principles of Care

- Trauma-Informed Approach
- Assertive Engagement
- Low-Barrier Access
- Harm Reduction

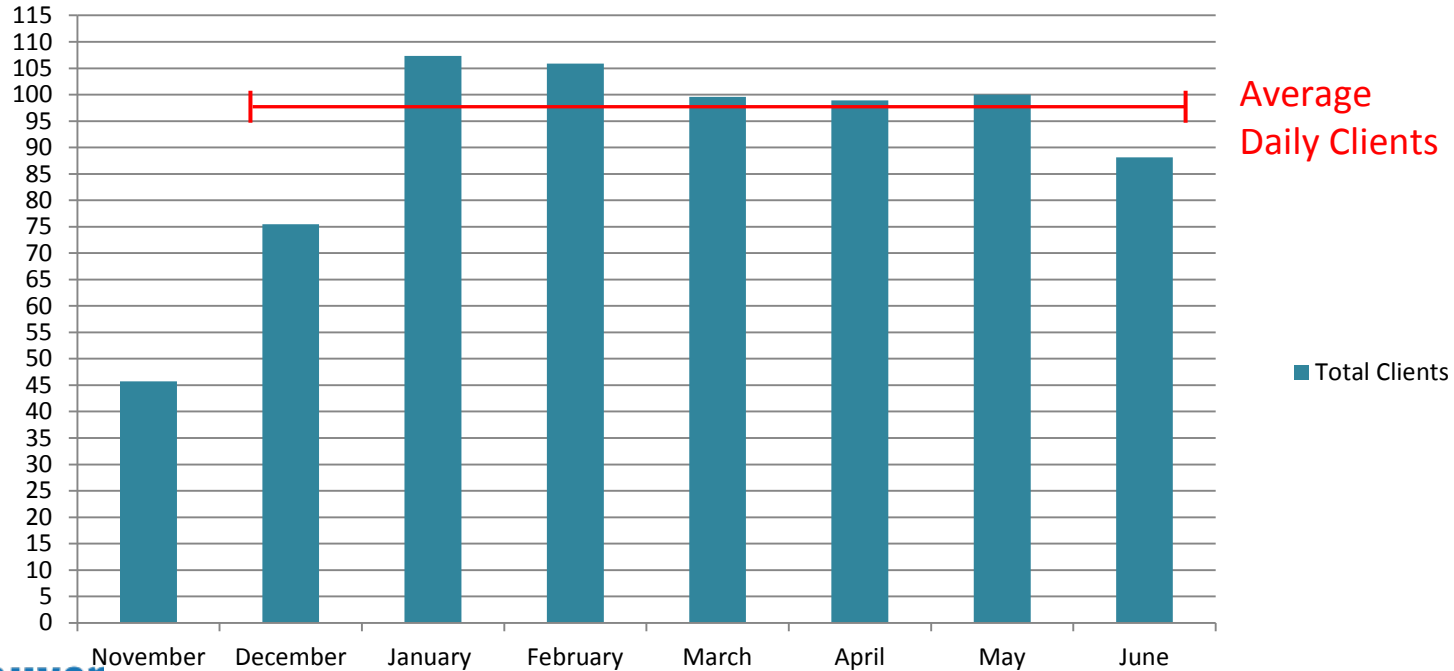


Day Center: People Served



Report on Operations

Average Daily Client Count by Month



One Client's Story: Julie

An increasing number of unhoused elderly residents are visiting the Day Center.

Julie, 84, was on the verge of being homeless and received housing assistance at the Day Center.



Share Contract: Performance Overview

Program Goals	Annual Target	Status (Dec.1, 2018- June 30, 2019)
Work with City to facilitate community outreach mtgs.	--	Help coordinate Good Neighbor meeting
Number of individuals who received basic needs assistance	300	1,412 unduplicated persons
Number of people served through case management	75	453 case management visits
Number of partnerships developed to enhance the program	15	11 partnerships to date
Number of people who decreased barriers to housing	67	142
Number of people engaged in a housing search	20	223
Number of people who obtained housing	32	77
Number of community outreach team mtgs. facilitated	6	7

Good Neighbor Commitment

Communication

Safety

Day Center
Programming

Education and
Training

Code of Conduct

Property
Maintenance

Streets and Lighting

Trash and Recycling

Neighborhood Engagement

- 7 monthly meetings with neighbors and businesses at the Navigation Center; informational displays and presentations
- Separate meetings with neighborhood associations
- Attended by Councilmembers, city staff, Share leadership, other service providers



VPD – Overview of Calls for Service

Three geographic areas studied over three consecutive six-month periods (Dec. 2017-May 2019):

- Citywide overview
- Area within 0.25 miles of the Navigation Center
- Area within 0.25 miles of the Wal-Mart on 104th Ave

VPD – Citywide Overview of Calls for Service

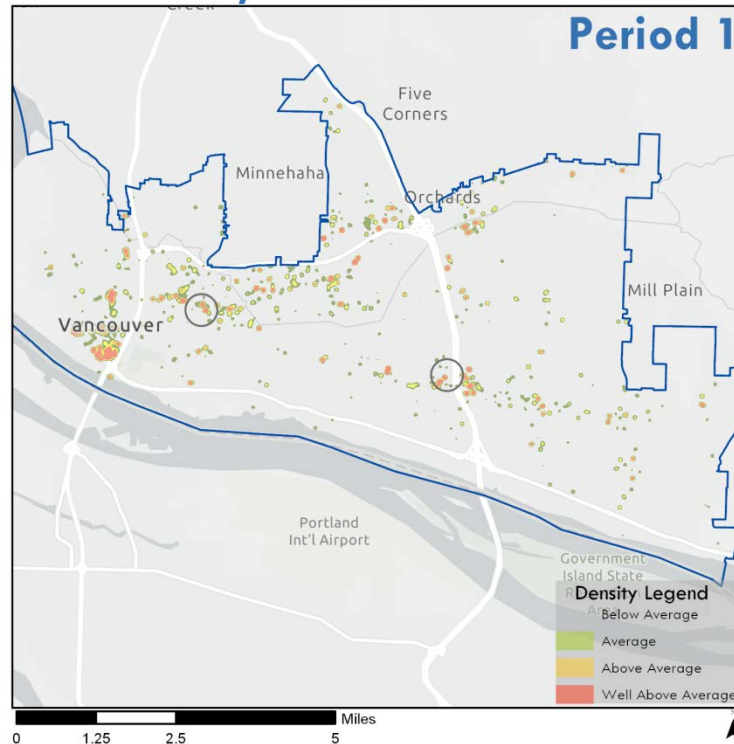
Citywide Crime Statistics

December 2017 - May 2019 (6 Month Periods)

Offense Category	Period 1 (Dec '17 - May '18)	Period 2 (Jun '18 - Nov '18)	Period 3 (Dec '18 - May '19)	% Change P1 to P3	% Change P2 to P3
Community-Initiated Calls For Service					
Person	2,267	2,189	2,243	-1%	2%
Property	4,497	4,223	4,671	4%	11%
Society	4,592	4,629	4,418	-4%	-5%
Other	20,268	19,978	21,236	5%	6%
Total	31,624	31,019	32,568	3%	5%
Offense Reports written by Officers					
Person	1,136	1,341	1,221	7%	-9%
Property	3,771	4,027	4,044	7%	0%
Society	1,699	1,663	1,642	-3%	-1%
Other	2,596	2,822	2,849	10%	1%
Total	9,202	9,853	9,756	6%	-1%

Community-Initiated Calls for Service

Period 1



VPD – Navigation Center Calls (within 0.25 mi.)

Navigation Center Area (0.25mi) Crime Statistics

December 2017 - May 2019 (6 Month Periods)

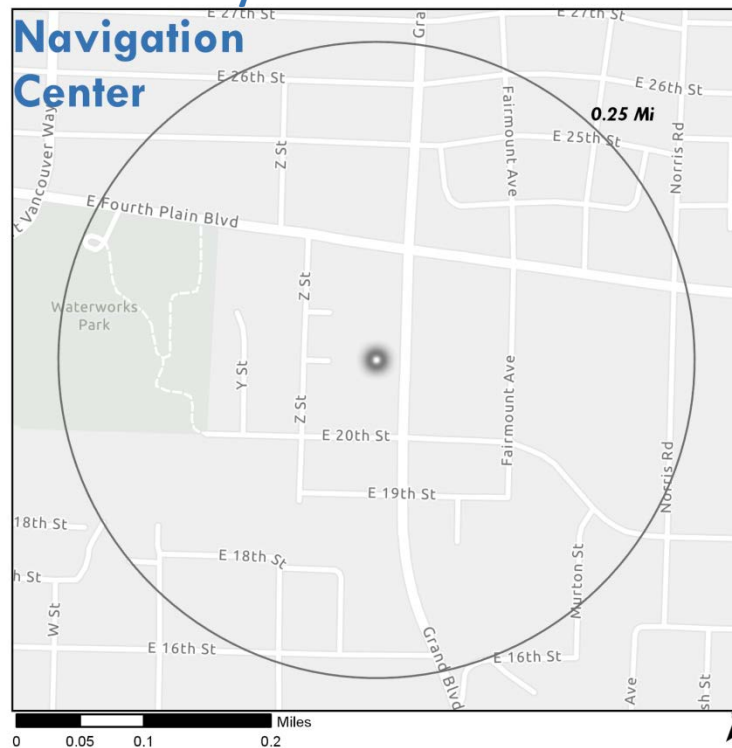
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Community-Initiated Calls For Service

<i>Person</i>	20	36	68	240%	89%
<i>Property</i>	61	64	166	172%	159%
<i>Society</i>	44	59	131	198%	122%
<i>Other</i>	291	318	597	105%	88%
Total	416	477	962	131%	102%

Offense Reports written by Officers

<i>Person</i>	11	26	29	164%	12%
<i>Property</i>	42	67	122	190%	82%
<i>Society</i>	28	34	41	46%	21%
<i>Other</i>	53	52	115	117%	121%
Total	134	179	307	129%	72%



VPD – Wal-Mart 104th Ave Calls (within 0.25 mi.)

Wal-Mart (104th Ave) Area (0.25mi) Crime Statistics

December 2017 - May 2019 (6 Month Periods)

Offense Category	Period 1 (Dec '17 - May '18)	Period 2 (Jun '18 - Nov '18)	Period 3 (Dec '18 - May '19)	% Change P1 to P3	% Change P2 to P3
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Community-Initiated Calls For Service

Person	26	26	17	-35%	-35%
Property	90	108	176	96%	63%
Society	63	52	57	-10%	10%
Other	264	260	335	27%	29%
Total	443	446	585	32%	31%

Offense Reports written by Officers

Person	7	10	14	100%	40%
Property	71	88	128	80%	45%
Society	34	30	37	9%	23%
Other	40	38	40	0%	5%
Total	152	166	219	44%	32%

Community-Initiated Calls for Service



VPD – Conclusions Regarding Calls for Service

- Calls for service and offense reports were slightly elevated in all three geographic regions during periods studied
 - More prominent in the area around the Navigation Center
 - Evidenced by the shift in density of calls for service
- A number of external factors contribute to the increase in police service demand in the area: increased volume of people in the area, high visibility population, heightened attention focused on the Navigation Center and surrounding area

VPD – Day Center Observations

GUARDIANSHIP | “See Something, Say Something”

- Community members and place managers must continue to call 9-1-1 or 3-1-1 as necessary

HANDLER | Crime Prevention Through Environmental Design

- **Crosswalk** or signage directing pedestrians of safer crossing location
- **Enclose patio** area with fencing and a gate
- **Exterior surveillance footage** access to law enforcement for incident response purposes

MANAGEMENT | Establishing/Enforcing House Rules

- **Access Control:** Identify all who access the facility (ID cards, PIN codes)
- **Limit in-and-outs per day** – reduce impact to neighborhood and area businesses, and prevent illegal drug activity

Day Center: Performance Summary (Nov. 18 – June 2019)

Category	Assessment
Share Compliance with Contract	Meets Expectations
Adequacy of Staffing	Needs Improvement
Total Number of Clients Receiving Basic Services	Exceeds Expectations
Neighborhood Engagement by City	7 Monthly Meetings Held
Impacts to Neighborhood and Businesses	Needs Improvement
Number People Connected to Housing	Meets Expectations
Number People Connected to Jobs	Meets Expectations
Security/Access Control	Needs Improvement
Adequacy of Funding	Needs Improvement
Off-site Pedestrian Safety	Needs Improvement

Responding to Neighbors' Concerns

Issue	Solution
Pedestrian Safety	<ul style="list-style-type: none">• Mid-block crossing is being evaluated by City staff; grant funding needed
Trash	<ul style="list-style-type: none">• Talkin' Trash Program expanded, on-call assistance available; Homeless Assistance Resource Team soon
Camping in the area	<ul style="list-style-type: none">• Share staff /security call 911 if illegal activity observed• VPD Bike Patrol added to serve area
Loitering; illegal activity outside building	<ul style="list-style-type: none">• Exploring adding an "Ambassador" Share staff position to engage people outside center

Operational Challenges

Issue	Solution
<p>Challenging for Share staff to connect with all clients</p> <p>Behavioral issues: Substance use and mental health services have limited hours</p>	<p>Addition of full-time behavioral health, housing, job and drug counseling services would provide greater access to services for clients, in addition to resources for Share staff</p>

Operational Challenges

Issue	Solution
Limited housing availability makes it difficult for clients to progress beyond access and prioritization stage	Affordable Housing Fund, multi-family tax abatement and CDBG programs creating more affordable housing units
Second security guard funding only available for a limited period	City staff to discuss security options and funding with partners

Facility Challenges

Issue	Solution
Building entry check-in not consistent	Developing plan to implement card system at intake station
Unsecured access to outdoor space	City staff working with designer to create one access point to building and exterior area - redirect flow through intake
Remodeling needed to accommodate additional service providers	City staff working to identify potential funding sources

Budget Challenges

Issue	Solution
Costs have increased: Anticipated \$179K budget gap for remainder of 2019 (due to facility improvements, controlled access card system, addition of Share FTE and retaining second security officer)	City staff reaching out to community partners for assistance; looking at all possible City funding resources (CDBG, AHF)

Next Steps

- Issue an RFQ/RFP for future uses in Navigation Center
- Amend Share's contract to update program goals and clarify holiday closure procedures
- Identify funding to implement access control improvements and card key intake system
- Continue to refine staffing and operations with Share including "ambassador" position
- Continue to meet with and respond to neighborhood concerns
- First Year Report to Council in January 2020

Questions and Discussion

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