



The cities of Spokane and Spokane Valley, Spokane County and Spokane Regional Health District launched <https://sheltermespokane.org>, the new online reporting dashboard for shelters regionwide to report their availability each night. The initiative is intended to improve transparency to the community and provide more timely updates.

### **COMMUNITY, HOUSING, AND HUMAN SERVICES DEPARTMENT UPDATE – Nov. 10, 2022**

Please see this week's Community, Housing, and Human Services department update. The next update will be distributed Nov. 24.

#### **Operational.**

##### **Status:**

- Mayor Nadine Woodward appointed Kim McCollim, who spent the past two decades with the U.S. Department of Housing and Urban Development after establishing the City's homeless information system, to be the new **director of the Neighborhood, Housing, and Human Services Division**. McCollim will start work on Monday, Nov. 14. The City Council confirmed (from 15:35 to 18:42 of the meeting video) the appointment on Monday. McCollim was assigned to the Seattle Regional Office and worked out of Spokane, most recently as a senior management analyst. She has been with HUD in a variety of capacities since May 2003. Prior to joining HUD, McCollim worked for the City for more than six years, including as program manager and the human services assistant to the director. McCollim replaces the previous director, John Hall, who accepted a position on the East Coast. Jenn Cerecedes, CHHS Director, and most recently Eric Finch, Chief Innovation and Technology Officer, have served as interim directors since Hall's departure in September.
- The cities of Spokane and Spokane Valley, Spokane County and Spokane Regional Health District launched <https://sheltermespokane.org>, the **new online reporting dashboard for shelters**

regionwide to post their availability each night. The new website allows the community to view updated homeless shelter occupancy rates on a nightly basis. The dashboard has timely data provided directly from regional shelter providers to inform homeless individuals, other shelters, case managers, police officers and others about: bed availability; location; contact information; time of the last report; check-in times; population(s) served; weather forecast; and whether it is an emergency (low-barrier) shelter that doesn't require criminal background and credit checks, program participation, sobriety or identification. The Cities of Spokane and Spokane Valley, Spokane County and the Spokane Regional Health District are partners on the project. Shelters previously reported daily occupancy rates to City staff, who then distributed the data to regional stakeholders and on its website on a spreadsheet. The new system is a streamlined approach aimed at improving consistency with providers having direct access to report data on the site and provide timely information that can be regularly updated even with a mobile device or cell phone. A total of 16 provider locations have been requested to provide nightly updates to the dashboard to benefit the community. Shelters that provide confidential homeless data into the regional Content Management Information System (CMIS) will continue to do so. Shelter point-of-contacts who will be updating their portion of the portal are urged to contact the City at [spokanechhs@spokanecity.org](mailto:spokanechhs@spokanecity.org) with questions or website assistance.

- A special budget ordinance to **increase the appropriation in the Affordable and Supportive Housing Fund by \$1 million** to enable the City to distribute funding for affordable housing awards was unanimously approved by the City Council on Monday. The fund has an unappropriated fund balance of \$1,000,423. Therefore, the fund has capacity to increase the appropriation by \$1 million. The fund was established following Washington State House Bill 1406 from the 2020 legislative session which allows the City to deduct a portion of taxes collected by the State Department of Revenue for use on affordable and supportive housing initiatives.
- A special budget ordinance to **increase the appropriation in the Housing Local Sales Tax Fund by \$7 million** to enable the City to distribute funding for affordable housing awards was unanimously approved by the City Council on Monday. The fund has an unappropriated fund balance of \$7,798,977. Therefore, the fund has capacity to increase the appropriation by \$7 million. The Housing Local Sales Tax Fund was established following Washington State House Bill 1590 from the 2020 legislative session which allows the City to collect a .1 percent local sales and use tax for affordable housing and supportive services.
- CHHS requested during Monday's Public Safety and Community Health Committee meeting of the City Council that **two positions** to be added to the department. The positions include program specialist to assist with contracts and a Community Development Block Grant program professional. Both of these positions can be fully funded with existing grant dollars, but a special budget ordinance is needed to support the positions. The SBO is not to add the money, but to add the positions to fund 1680, the dollars already exist. These positions are not a cost to the General Fund as they are already funded through existing grants. CHHS previously had two grants analyst positions. Finance acquired them for the Grants Department, but CHHS still has the need for contract support. One position was given back to CHHS by Finance which the department reclassified to a program specialist. For the Program Professional, the CDBG program does not spend out all the administration and, at the recommendation of HUD, and that of CHHS, some of these dollars should be used to support this program and the associated workload.
- The City Council on Monday accepted \$372,193.80 from the Washington State Department of Commerce for CMIS support for the **Right of Way Initiative** at Camp Hope along Interstate 90. A

project position will be provided through June of 2024 to support the implementation of CMIS data tracking for the ROW Initiative.

- A **software contract extension** with Eccovia, Inc., a vendor that provides the City's Community Management Information System, was extended from Dec. 1 through Nov. 30, 2023, at a cost of \$148,660.64 plus tax was presented to the City Council during Monday's Public Safety and Community Health Committee meeting. The software is used for the data collection, storage, and reporting of persons experiencing and at-risk of homelessness as a requirement of state and federal funding administered by the City's CHHS Department.
- The Salvation Army assumed operations at the **Trent Resource and Assistance Center** and Cannon Street shelter on Nov. 1 after the City terminated its contracts with The Guardians Foundation. The Salvation Army will review operations over the next 60-90 days to explore any changes that may be requested.
- Mayor Nadine Woodward finalized **a balance priority-based 2023 budget** last week that emphasizes the continuation of fundamental municipal services and focuses on the people in our neighborhoods, people who need shelter, and people in the organization who deliver services to the community. Public safety accounts for about 53% of the general fund budget. Investments also fund housing, homelessness, economic development, and operational considerations in an organization that has lost more than \$37 million in revenue and experienced changing service demands during the pandemic. The \$1.2 billion budget includes \$229 million in general fund expenditures. The City Council will hold public hearings on the budget each Monday through Dec. 5. During last week's City Council Study Session (starting at 31:08 of the meeting video), council members discussed the Mayor's proposed budget. Topics included fire/police overtime, the City's financial reserves, the status of employment vacancies, 1590 funds utilized for Trent Resource and Assistance Center (TRAC) and the use of remaining ARPA funds. A final budget memo from the City Council will be enacted as an amendment to the budget proposal no later than Dec. 12.
- The City Council on Monday approved a joint City and County five-year funding commitment for \$427,973 to the **Salvation Army's Way Out Center** as a transitional and bridge shelter for the region. The original agreement was up to \$1 million for startup and bridge funding for the first year. Without the funds, the Way Out Center would not continue operations. This represents less than half of the projected first-year startup and operational costs. The Way Out Center has assisted 248 people with more than 90 making the transition from shelter and homelessness to more permanent housing since opening on Dec. 21, 2021.
- The **Youth Advisory Board (YAB)** is holding an open house on Friday, Nov. 18, from 11 a.m. to 1 p.m. at The Hive, 2904 E. Sprague Ave., to share the work of board, Youth Homelessness Demonstration Project, and Anchor Community Initiative. Youth, young adults and other community members who want to learn more about the programs are invited. Register at: <https://www.eventbrite.com/e/yab-open-house-tickets-452022109297>. Contact YAB Coordinator Gage Spicer at [gage.spicer@betterhealthtogether.org](mailto:gage.spicer@betterhealthtogether.org) with questions.
- A **street law program** centered around youth and young adults and in partnership with Gonzaga will be Friday, Nov. 18, from 3:30 to 5 p.m. at the Central Spokane Public Library, 906 W. Main Ave. This is the first in a series to discuss legal topics identified by youth and young adults. Target audience are any 18- to 24-year-old with lived experience of housing instability and/or homelessness. Registration: <https://www.eventbrite.com/e/street-law-tickets-461406919517>. Contact Youth Advisory Board Coordinator Gage Spicer at [gage.spicer@betterhealthtogether.org](mailto:gage.spicer@betterhealthtogether.org) with questions.

- Local governmental agencies have **activated a regional Emergency Operations Center (EOC)** at Spokane County Emergency Management to address the challenges of those staying at Camp Hope and the impact to the surrounding neighborhood, a demonstration of the united regional commitment to improving the situation for everyone. Regional partners at the EOC have begun to operationalize a plan to relocate occupants of the camp to a safe indoor location where individuals are connected to resources. Work is also underway to temporarily expand the **Trent Resource and Assistance Center (TRAC)** to a primary transitional navigation center until connections can be made to long-term housing solutions.
- CHHS issued a **Notice of Funding Availability (NOFA)** to seek applications from organizations/agencies to lead a **host home project** as part of its Youth Homelessness Demonstration Project (YHDP). Details, expectations, timelines, and submittal instructions are contained in the NOFA. All communication, including questions, should be submitted to [chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org). **Submissions are due on Wednesday, Nov. 23, by 5 p.m.**
- The City Council last month approved the final round of money for the **emergency rent assistance program**. The same contractors that processed applications as before – FORWARD (formerly LiveStories), Family Promise and Carl Maxey Center – will be tapped if the application portals are reopened. CHHS was granted permission to award the additional reallocation of ERA1 funds of \$218,121.99 from the U.S. Department of Treasury to FORWARD. The City was also awarded an additional \$1,725,144 million for ERAP2 from the Washington State Department of Commerce. Of that amount, \$1,132,716 will be awarded to FORWARD to distribute to applicants; \$242,082 to The Carl Maxey Center; and \$264,089 to Family Promise. Due to a large volume of applications, **emergency rent assistance application portals** for previous funds remain paused from accepting applications from city residents seeking rental assistance who do not have a current eviction notice. A timeline for re-opening the portals for the new funds, or if they will due to some applications still in the cue, hasn't been determined. In the meantime, City of Spokane residents with a current eviction notice still may receive assistance through the ERAP 2.0 program. In order to determine eligibility and the process for doing so, reach out to one of the City's two Dispute Resolution Centers that are managing the local Eviction Resolution Pilot Program - last name begins with A-M: Northwest Mediation Center: <https://www.nwmediationcenter.com/general-6>, 509-456-0103, ext. 1; last name begins with N-Z: Fulcrum Dispute Resolution Clinic: [https://fulcrumdispute.org/?page\\_id=60](https://fulcrumdispute.org/?page_id=60), 509-838-2799; Volunteer Lawyers Program: <https://www.spokanevlp.org/post/facing-eviction-apply-forassistance-through-the-vlp-s-eviction-defense-project>, 509-477-2674. Overall, the two-year program has distributed about \$33 million to more than 6,500 households.
- The City Council on Monday supported the renewal of the 2023 contracts for **SNAP's Essential Home Repair and Single Family Rehabilitation programs**. SNAP is the sub-recipient of Community Development Block Grant grant funds to provide home repairs to low- and moderate-income homeowners in Spokane. The Essential Home Repair program offers grants for minor home repairs, while the Single Family Rehabilitation programs offers low-interest loans for larger repair projects. Both programs help homeowners achieve safe and healthy homes while aiding in the prevention of slums or blight in the community. The contract for the Essential Home Repair Program will be for \$500,000 for about 200 home repairs. With the Single-Family Rehabilitation Program, the amount is \$1.48 million for 30 home repairs.

## **Training and Team Building.**

Status:

- Richard Culton, hired as the **Operations Manager** in CHHS, will start work on Monday, Nov. 14. Culton has 28 years in the housing and community development field with his most recent experience of 19 years at the Spokane County Community Services, Housing, and Community Development Department, where he has managed CDBG, HHAA, HOME, and other programs. He has experience with HUD environmental reviews, preparing the Annual Action Plan, the Consolidated Annual Performance and Evaluation Report, and representing Spokane County with interdepartmental/interagency groups and committees.
- The **City of Spokane/Spokane County Regional Continuum of Care (CoC)** needs new volunteer board members. The CoC is the entity that applies for and distributes about \$5 million each year to make homelessness rare, brief, and non-reoccurring. The time commitment is 5 to 10 hours per month. The board needs one board member representing each of the following: education (K-12), business, nonprofit (permanent housing), behavioral health and chemical dependency, health care provider or hospital, veteran service agency, single adult representative (person with lived experience), at-large and adult with lived experience. Applications are due Nov. 30 at 5 p.m. Email applications to [kbabb@spokanecity.org](mailto:kbabb@spokanecity.org). For more information about the CoC or to find the application for the board (under related documents) visit [Continuum of Care - City of Spokane, Washington \(spokanecity.org\)](#). To see recent CoC documents visit: [Continuum of Care RFP - City of Spokane, Washington \(spokanecity.org\)](#).
- The **CMIS Team** continues to extend access to the CMIS database by onboarding new community partners and training new staff at current participating agencies. The team continues to look for ways to innovate and improve its internal and external data processing to better serve partners.

## Policy and Planning.

### Status:

- Planning has started for the annual countywide **Point-in-Time Count**, which will be conducted Jan. 25-29. Watch for future information about volunteer opportunities. The Regional Continuum of Care Board has approved the work plan for the count. Homeless Connect, a communitywide resource fair for those in need and a site for the PIT Count, will be Jan. 25 at the Spokane Convention Center. The CHHS [story map presentation](#) that provides context to the 2022 Point-in-Time Count of the unhoused population is available online.

## Communication.

### Status:

- A [press release](#) on Mayor Woodward's appointment of **Kim McCollim** as Neighborhood, Housing and Human Services Director was distributed.
- A [video](#) highlights examples on how the City Administration has been **listening and learning** from others in recent weeks, including during a telephone town hall meeting and a trip to Houston to explore how that city has been a leading national example of reducing homelessness.
- A [telephone town hall meeting](#) was held on Tuesday, Nov. 1, by Mayor Woodward and her Cabinet to answer community **questions related to homelessness**, public safety, housing, traffic and other subjects.
- Spokane elected, City and business leaders recently [toured a Houston facility](#) and learned how that city has reduced its homeless population by 65 percent over the past decade and become a model for other cities nationwide. When open, the Houston navigation center will offer similar services to the Trent Resource and Assistance Center.

- How the City **cleans up nuisance homes** to preserve Spokane's housing stock is featured in a [CityCable 5 video](#). In the past, some dilapidated residences might have been torn down. But in 2021, the City Council passed a new law allowing Spokane go to court to take receivership of nuisance properties – avoiding the wrecking ball and entering the real estate market – to create more housing for residents. The City is reimbursed for the cost of abating the nuisance properties.
- The [recap](#) for the Nov. 7 **City Council meeting** provided by Council Member Lori Kinnear included the City Council redistricting plan and building permit moratorium in two neighborhoods. The Council did not meet on Monday, Oct. 31.
- When police and sheriff's deputies arrest someone for eligible offenses, they can be taken to jail or diverted to Spokane's new **Regional Stabilization Center**. The center [heals those hurt by addiction](#). Spokane County, the City of Spokane, and local leaders stood up the stabilization center last fall to assist those with drug or mental health problems.
- The **Pocket Resource Guide** that lists emergency shelters, meal sites, resources and drop-in centers has been updated.
- Citizens and organizations are invited to [subscribe](#) to the City's **Community Update newsletter**. To read the latest newsletter, click [here](#).
- These **CHHS updates** are archived and posted on the City's [website](#).

#### Regional Programs/General.

- The ZoNE at Northeast Community Center through Nov. 28 is conducting a [survey](#) on community **housing stability** in Spokane County. The survey is intended to explore the needs of tenants across the county. You will not be asked for your name and all responses will be confidential. As a part of rental assistance funds the City secured for its residents, outreach efforts are required to assure equity in the distribution of the funds. For more information, call 509-487-1603.
- The Aging & Long Term Care of Eastern Washington's Community Living Connections (CLC) program offers a help line at 509-960-7281 in which seniors in need and individuals with disabilities in the Spokane area can call to get connected to a resource that can assist with **snow removal on driveways or sidewalks**. CLC itself does not provide the snow removal service, but maintains a list of volunteer community groups willing to help at no charge. CLC is not liable for injuries to volunteers and can't guarantee the timeliness or the service itself, but will try its best to connect citizens to resources. The agency is seeking community groups willing to volunteer for this program. Call the help line at 509-960-7281 or email [action@altcew.org](mailto:action@altcew.org) for more information or if your group is interested in volunteering for snow removal.
- The Washington State Department of Commerce has a **grant for homeless worker stipends**. Staff can apply for the grant two times per year for up to \$4,000 per year. For more information and to apply, visit <https://www.homelessworkerstipend.com/>.
- State agencies and local providers and volunteers continue efforts to close the **Camp Hope** encampment by transitioning residents to safe, secure housing. State and local outreach partners have continued to meet at least weekly with city and county leaders about the progress at the camp. A 24/7 hotline for East Central businesses and neighborhood residents has been established to report neighborhood concerns about Camp Hope. This will be answered by Camp Hope staff, who can respond to the concerns. The number is 509-666-9902.
- The Washington State Department of Commerce has up to \$672,500 available to implement the Lifeline Support System Pilot program through the Office of Homeless Youth. The pilot will serve



as a no-wrong-door access point for support and connection to services for individuals in Washington state who require assistance to overcome a life challenge that could escalate into a crisis if not addressed. Services must be accessible to anyone in Washington. Services must partner with state agencies, federally-recognized tribes, counties, and community-based providers. Apply [here](#).

- STA is offering **unlimited free rides** all November on fixed-route bus and Paratransit service for passengers with a Connect card or a Connect account. Passengers can ride for free in November by either tapping a Connect card or by scanning a virtual eConnect card in the STA Connect app on a smartphone when they board the bus. For Paratransit customers, their trips will not be charged to their Paratransit account if they've signed up for Connect. The Connect fare system launched on October 1 and is an account-based system that allows customers to pay their fare using a Connect smartcard or the STA Connect app on their smartphone. With the launch of the Connect fare system, STA also introduced new and expanded reduced and zero-fare options. To date, 19,925 Connect cards and accounts have been created by STA riders. Connect cards are available at the Customer Service Counter at the STA Plaza, or can be ordered online through the STA Website ([www.spokanetransit.com/connect](http://www.spokanetransit.com/connect)). The STA Connect app is available through the App Store and Google Play. More details of the Connect fare system are available at [www.spokanetransit.com/connect](http://www.spokanetransit.com/connect).
- The Office of Homeless Youth (OHY) Prevention and Protection unit requests that nonprofit agencies operating **host home programs** complete a simple [online survey](#) by Dec. 1. Washington state law requires nonprofit agencies that are operating a host home program serving youth under the age of 18 to register with the Secretary of State's Office and report their activities and outcomes to OHY on an annual basis if they receive local, state, or federal funding ([RCW 74.15.020](#)). Contact Oliver Crain, Policy Contracts Manager, at [oliver.crain@commerce.wa.gov](mailto:oliver.crain@commerce.wa.gov) or 206-454-2200 for questions about the survey.

### Reaching out.

To help us communicate better and more efficiently, please use email distribution lists created to ensure the right individuals get the email and can respond quickly:

Grantees – please send invoices and reports to the [chhsreports@spokanecity.org](mailto:chhsreports@spokanecity.org) email instead of sending items to specific staff members. They will be received and processed. For general CHHS inquiries (not billing- or reporting-related), please send an email to [spokanechhs@spokanecity.org](mailto:spokanechhs@spokanecity.org) for assistance.

For leadership, status, or program level questions: CHHS Leadership ([chhsleadership@spokanecity.org](mailto:chhsleadership@spokanecity.org))

For contracts or financial related questions: CHHS Accounting ([chhsaccounting@spokanecity.org](mailto:chhsaccounting@spokanecity.org))

For grant related questions: CHHS Grants ([chhsgrants@spokanecity.org](mailto:chhsgrants@spokanecity.org))

For RFP submittals or questions: CHHS RFP ([chhsrfp@spokanecity.org](mailto:chhsrfp@spokanecity.org))

For CMIS/HMIS related questions: CHHS CMIS ([cmis@spokanecity.org](mailto:cmis@spokanecity.org))

Thank you for your continued interest and investment in the body of work the CHHS department provides our community. We are always open to questions and input.

CHHS Leadership Team and Staff