Ward 2 Meet-Up: HOMELESSNESS

Hosted by City Councilor James Cooper



WELCOME & OPENING REMARKS

JAMES COOPER City Councilor, Ward 2











AUGUST 2017 In addition to the Clothing Closet offering shelter 2 nights a week.



Our 14 bed shelter opened 7 nights a week, and is full ne every night. We also hired a manager that works with I's NOT ART youth to connect them to service and resourc

BN.COM

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capacity to provide shelter and care to









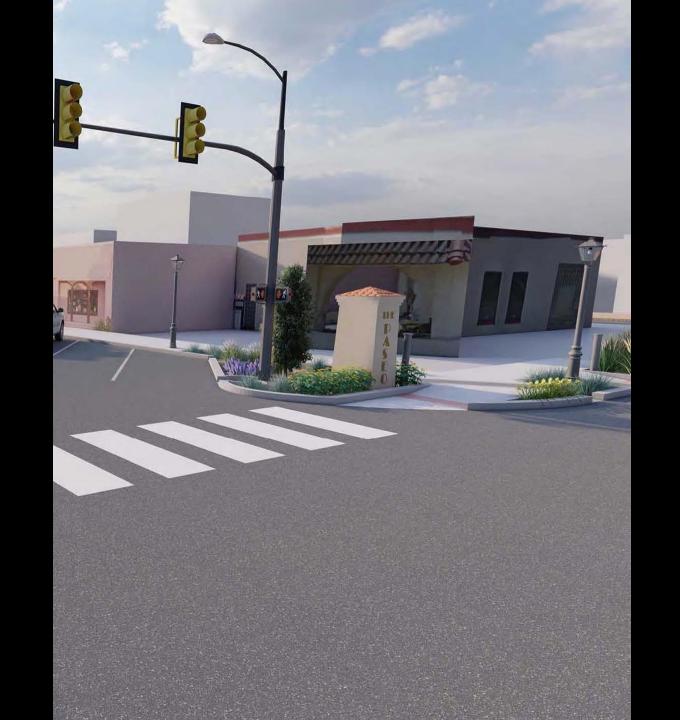










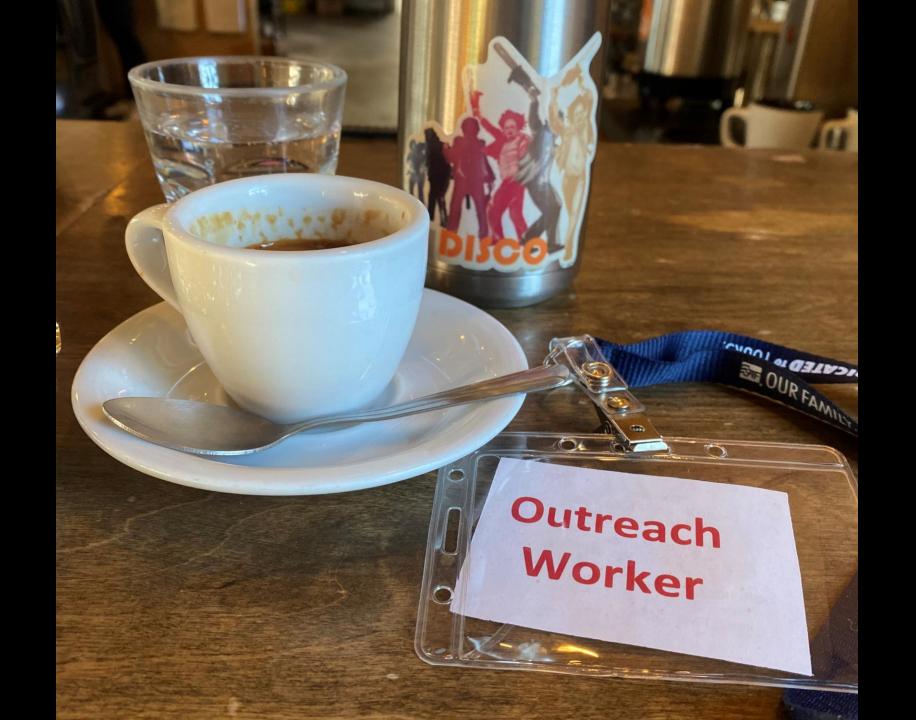














Novemberis National Homeless Youth Awareness Month

Program concluding with remarks from our Special Guest Marcellus Miller, OKC Youth Action Board



PROGRAM

PART 1

Implementing a New Structure and Strategies to Address Homelessness

PART 2

What are we doing today for tomorrow?

PART 3

Resource Tables



JUSTIN BROWN

Vice-Chair, Key to Home Partnership

LINDSAY CATES

Homeless Services Strategy Implementation Manager, City of Oklahoma City

RACHEL BRADLEY

Executive Director, Sisu Youth Services

PART 1 Implementing a New Structure and Strategies to Address Homelessness



Key to Home Partnership

JUSTIN BROWN Vice-Chair, Key to Home Partnership

PART 1 Implementing a New Structure and Strategies to Address Homelessness



Justin Brown

Justin Brown served as Oklahoma's Cabinet Secretary of Human Services and Director of the Oklahoma Department of Human Services from 2019 to 2023.

While at Oklahoma Human Services, Brown introduced a grassroots strategic planning effort and human services operating system known as the 'True North' which enabled OKDHS to remain focused on the agency's long-term strategies during the pandemic.

In 2022 & 2023, Secretary Brown served as Chairman of the American Public Human Services Association (APHSA) Leadership Council and as a member of the Governing Board of Directors, as well as a member of the National Governor's Association's (NGA) Core Advisory Board for Children and Families.

Currently, Justin Brown is a partner with global true north, a boutique human services public benefit corporation dedicated to real change by understanding the complexities and challenges of managing human services organizations.

Brown and his wife, Kelly, have been married for 21 years and have two children, Hannah and Ford.

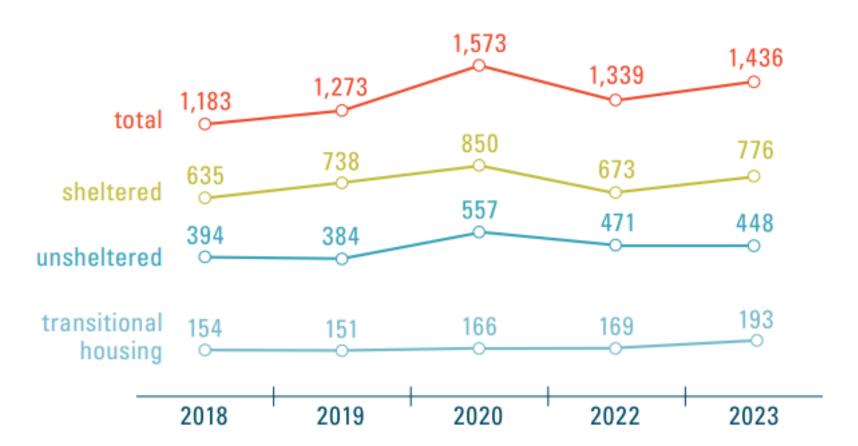
There has to be a better way.

OKC should be a beacon to solve homelessness.

436 HOMELESS OKC **JAN 26, 2023**

- VARIABLES weather • counting methods housing progress • economy service improvements

ANNUAL POINT IN TIME SURVEY



chronically homeless

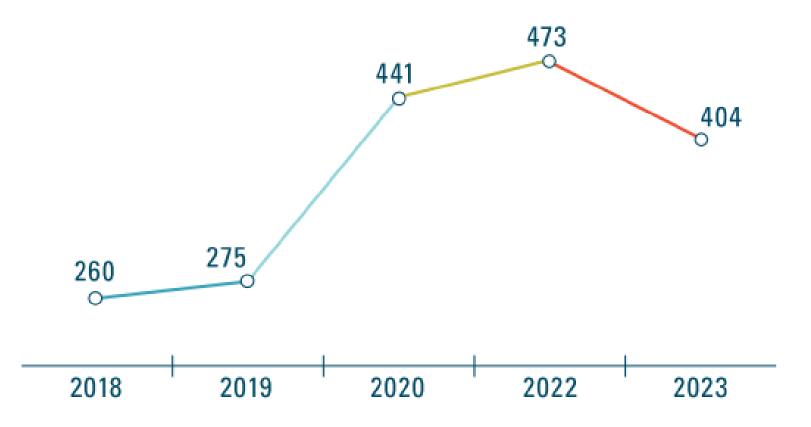
An unaccompanied homeless person with a disabling condition, or a family with a disabled adult head-of-household, who has either been continuously homeless for a year, or at least four times in three years with a combined total of at least 12 months.





Permanent supportive housing is a proven solution to chronic homelessness.

SURGE OF CHRONIC HOMELESSNESS



OUR PATH TO UNLOCKING RESULTS

N

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Test Strategies

and prepare for targeted,

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scaled implementation



achieving a reduction in Homelessness

N

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02

Mayor's Taskforce

identified key strategies and a framework to support transformation

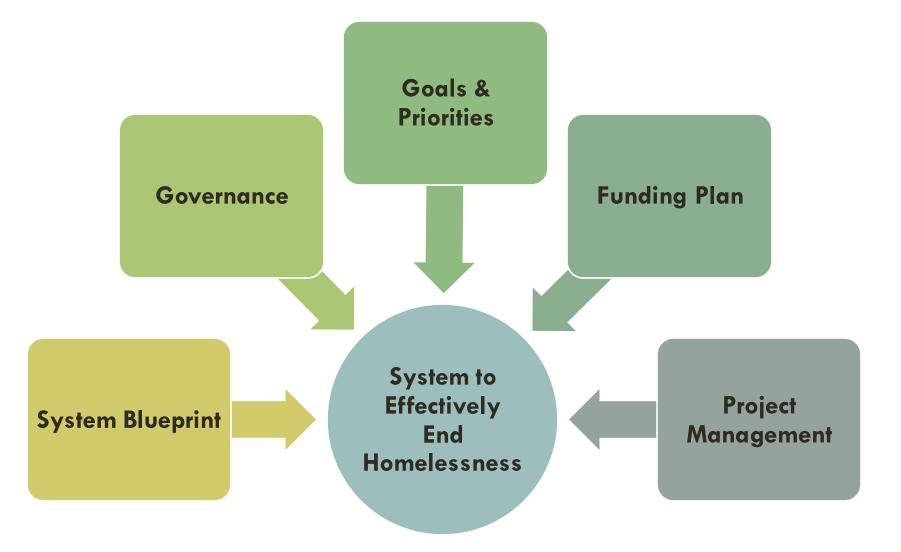
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RESTRUCTURING THE SYSTEM





Transforming the way OKC addresses homelessness

BOARD OF DIRECTORS | 2022-2023

FIXED REPRESENTATIVE SEATS

- Gary Brooks
 Business Representative
- Aubrey McDermid City of Oklahoma City
 - VACANT Faith-Based Representative
- Mark Gillett Oklahoma City Housing Authority
- VACANT Oklahoma Dept. of Human Services
 - Carrie Slatton-Hodges Oklahoma Dept. of Mental Health and Substance Abuse
 - Traylor Rains Oklahoma Health Care Authority
 - Deborah Jenkins Oklahoma Housing Finance Agency
 - Philanthropic Representative
 - Service Provider Representative
 - United Way of Central Oklahoma

Youth Action Board Ambassador or Co-Ambassador

AT-LARGE REPRESENTATIVE SEATS

- Justin Brown (Vice-Chair)
- Gary Jones
- Clay Moss (Chair)
- David Odle

AT-LARGE CONSUMER

REPRESENTATIVE SEATS

- Raymond Rivas
- Robert Stonebraker

Dane Valentine

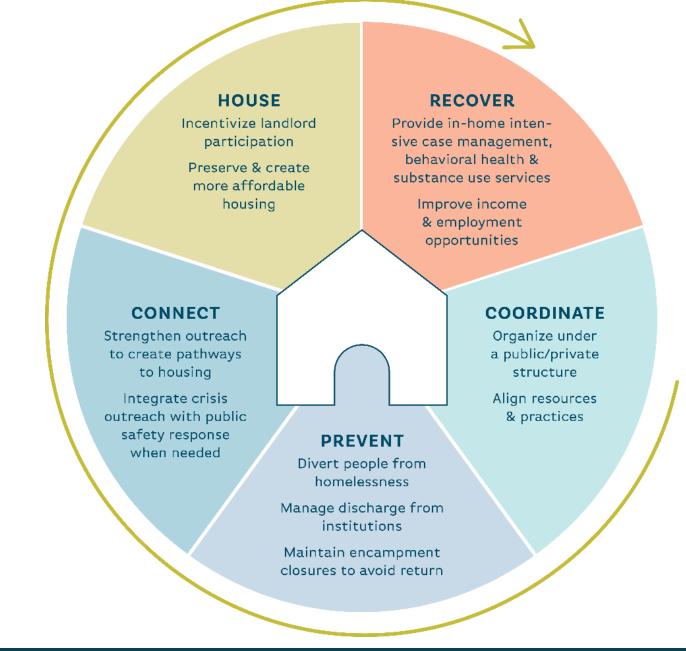
VACANT

Erika Warren

Dan Straughan

ADOPTED A Framework

for reducing homelessness in OKC





Create a new governing system

ADOPTED AN ANNUAL ACTION PLAN



Address homelessness differently





Reduce unsheltered homelessness

CREATE A NEW GOVERNING SYSTEM



KEY TO HOME PARTNERSHIP

GOVERNING BOARD High-level decision makers

Aligns strategies, resources & practices LEAD AGENCY Dedicated staff Aligns, manages & accounts for actions & results

IMPLEMENTATION WORK GROUPS

Service providers, lived expertise & stakeholders Drive action, test & report results

ADDRESS HOMELESSNESS DIFFERENTLY

Improve Infrastructure & Capacity



Establish a dedicated team to manage the

- Coordination of services
- Resources
- Unsheltered incident command
- Housing initiative

- Customize and improve Homeless Information System (HMIS)
- Ensure all providers use HMIS in real time to record client information

• MAPS 4 - 500 units of PMH in the next 3 years

2023

• Leverage federal rental subsidies and Medicaidfunded health services

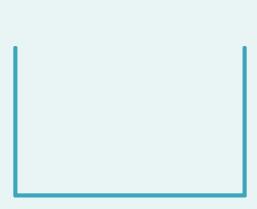
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REDUCE YOUTH HOMELESSNESS

2023-25

Set Goals & Use Framework

Create a comprehensive response system to identify, divert, and rapidly exit youth and young adults from homelessness.





Coordinate

Activate Youth Action Board to align and oversee implementation

Prevent & Connect

Expand drop-in centers and host homes to divert from shelter / streets

House, Stabilize

& Recover

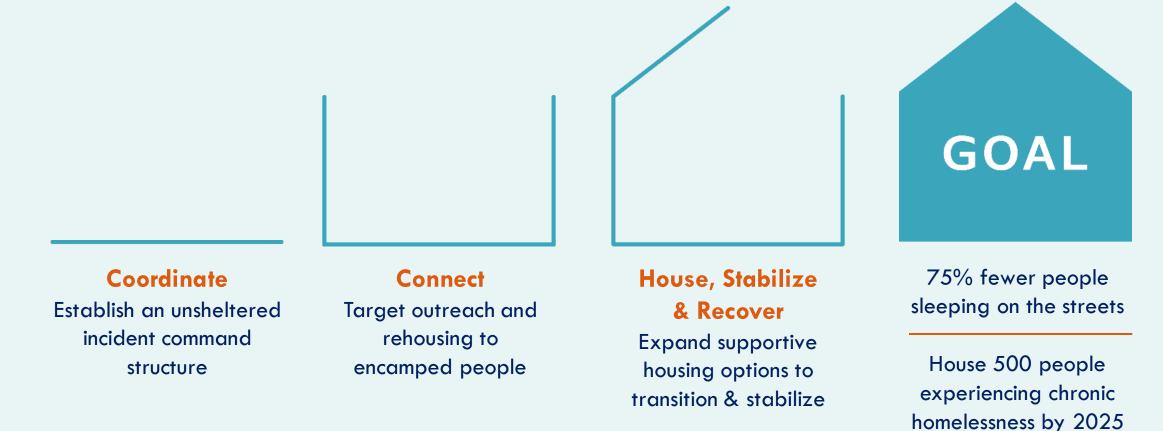
Expand supportive housing options to transition & stabilize 25% fewer youth in shelters or sleeping on the streets

100+ youth/young adults diverted or rehoused

REDUCE UNSHELTERED HOMELESSNESS

Set Goals & Use Framework

House people living in encampments and permanently close those encampments.



2023-25

PARTNERSHIPS

Arnall Family Foundation **Cardinal House Catholic Charities** City Care **City Rescue Mission** Communities Foundation of Oklahoma **Community Cares Partners Community Enhancement Corporation Community Health Centers** Department of Housing & Urban Development (OKC Field Office) **Department of Human Services Department of Mental Health &** Substance Abuse Department of Veteran's Affairs **Diversion Hub Dragonfly Home**

Focus on Home Goodwill of OKC Grace Rescue Mission Heartline 211 Homeless Alliance Hope Community Services Hope House OKC **Inasmuch Foundation** Jesus House Joe's Addiction Legal Aid Mental Health Association Oklahoma **Neighborhood Services Organization** NorthCare **OKC Metro Alliance Oklahoma City Housing Authority**

Oklahoma County Social Services Oklahoma Housing Finance Agency Palomar **Pivot Positive Tomorrows Red Rock Behavioral Health** ReMerge **RestoreOKC** Salvation Army Sisu Youth Services Sunbeam Family Services United Way of OKC **Upward Transitions Urban League** Variety Care YWCA

PUBLIC PRIVATE PARTNERSHIP

"Public-private partnerships are a mechanism for government to procure and implement infrastructure/services using the resources and expertise of the private sector."

-worldbank.org



Encampment Rehousing Program – A Key to Home Initiative

LINDSAY CATES

Homeless Services Strategy Implementation Manager, City of Oklahoma City

PART 1 Implementing a New Structure and Strategies to Address Homelessness



ENCAMPMENT REHOUSING INITIATIVE

General Outreach

DEFINING UNSHELTERED RESPONSE

Encampment Rehousing

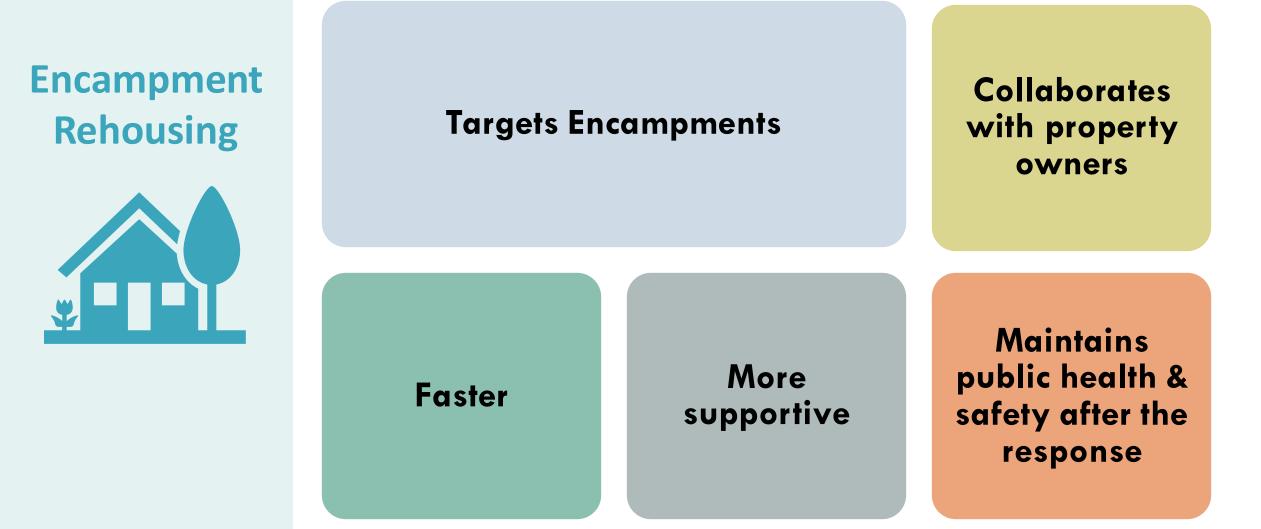


Hot Spot Response

Temporary Encampment Clearing



WHAT'S DIFFERENT ABOUT THIS APPROACH?



STEP 1: ENGAGEMENT & OUTREACH

Encampment Rehousing





STEP 2: SECURE RENTAL UNITS

Encampment Rehousing





ACCESSING EXISTING RENTAL UNITS

Pilot Results + CoStar Data Snapshot

20+ Participating Units

P

(5 Properties)

\$750

Average Incentive (\$250 Hold + \$500 Bonus)

\$701 Average Rent (\$45 below FMR)

90

Class B & C Properties (3,455 Units)

8%

Median Vacancy Rate

(140 1BR Units + 2-3% softening in 2023)

3/5

Participating Properties in

CoStar Data Snapshot

O S T A

STEP 3: MOVE IN & STABILIZATION SERVICES

Encampment Rehousing





Addressing homelessness differently

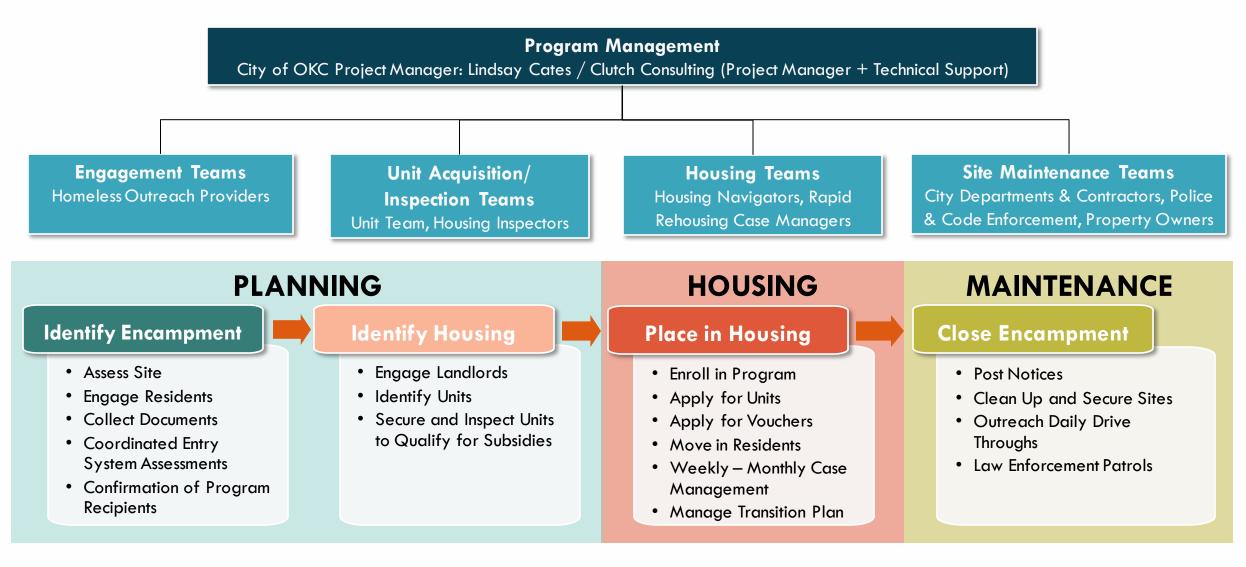
STEP 4: RESOLUTION & CLOSURE MAINTENANCE







HOW IT WORKS: TEAM & PROCESS



- Intensive focus on a single location
- Bringing the rehousing services on site

KEYS TO SUCCESS

- Landlord engagement team
- Legal notices
- Closure maintenance

KEY to HOME

FUNDING OVERVIEW

Public/Private Partnership to Accelerate Results - City Funds

- State Medicaid
- Federal HUD Funds
- Philanthropy
- Corporate Partners
- Individual Donors



per person

Connect, House, Stabilize & Recover



Coordinate - Expanded Management Capacity



KEY to HOME

COSTS TO THE COMMUNITY AND CITY



per year (taxpayer cost per person X 500 chronically homeless individuals)

Costs to the Community

- Tax dollars for emergency services
- Deferred economic development
- Impact on quality of life
- Impact on tourism

National data* shows that chronically homeless individuals cost taxpayers an average of \$35,000/year in crisis services.



Cost of Adding Permanent Solutions

 Combination of **public and private** funds to reduce the number of chronically homeless individuals by 75% in two years

Reduces these costs

- Litter Abatement
- Property Damage / Repair
- Emergency Response
- Police and Courts Costs

* http://endhomelessness.org/wp-content/uploads/2017/06/Cost-Savings-from-PSH.pdf)

WHAT SUCCESS LOOKS LIKE

Going from this...



WHERE WE'VE BEEN & WHERE WE'RE GOING:

Encampment Rehousing



Pilot Phase

- 4 sites closed
- 26 people housed
- 1 person returned to homelessness

Initiative Launched

- Sept 2023
- 9/250 housed
- Year 1 Goal

New dedicated capacity/ Increased accountability & communications

• Website / dashboard

TRANSFORMING HOMELESSNESS RESPONSE IN OKLAHOMA CITY













Our Community Coming Together is the Key to Home





Youth Homelessness

RACHEL BRADLEY

Executive Director, Sisu Youth Services

PART 1 Implementing a New Structure and Strategies to Address Homelessness



rachel bradley executive director $\mathbf{\hat{=}}$

a spirit of resiliance

Si∙su (sēē'sōō)

n. [< Fin]

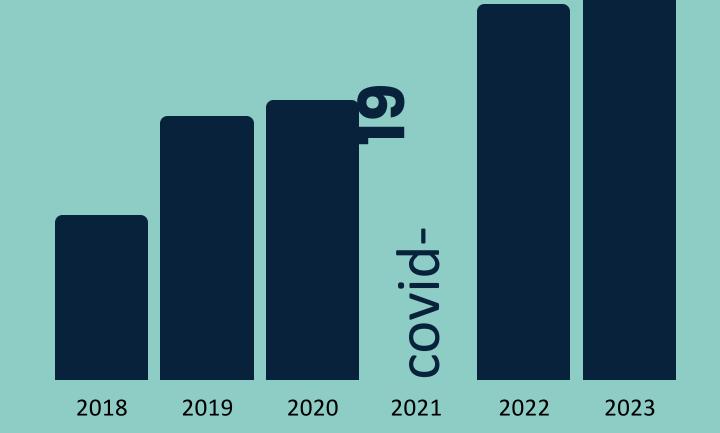
- 1. Succeeding against all odds
- 2. Extraordinary determination in the face of extreme adversity
- 3. Seeing possibilities beyond one's present limitations
- 4. Tenacity; resilience, bravery

1 in 10

1

okc youth point in time count

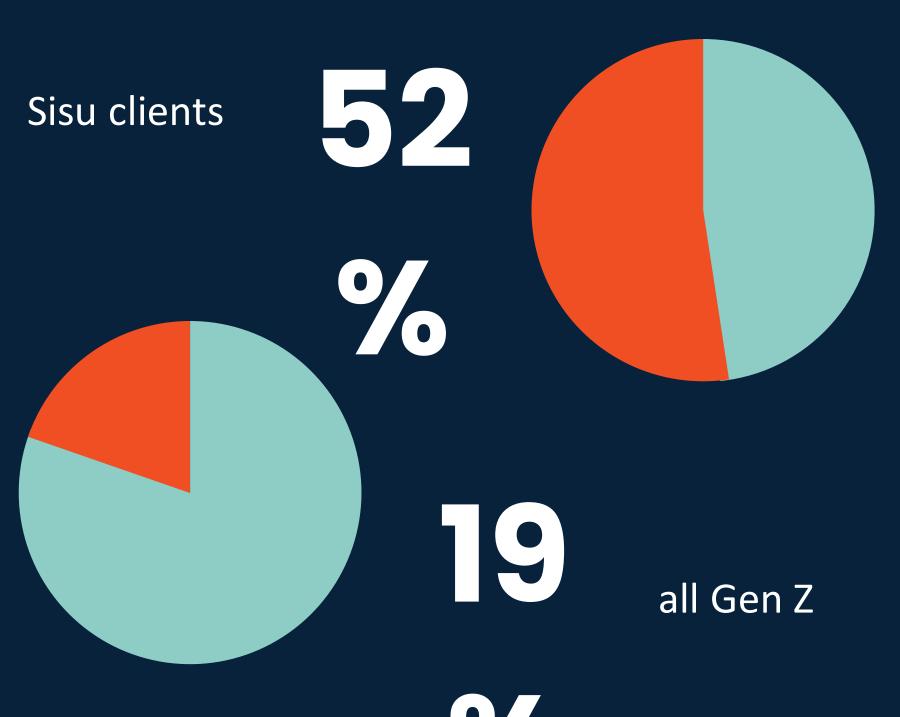












mental health and substance use





child welfare Involvement

 $\mathbf{\hat{=}}$





FINAL NOTICE OF EVICTION

Court Case No. <u>Case - oa</u> <u>Address <u>Asc</u> <u>WEST STREET. Pine</u> Aust offer has been issued requiring that ill person be removed from bee premises are at water to curt Services Durau of North Courty Police Department is required to remove al exercises by <u>UP 1867</u> <u>Dr</u><u>197</u> <u>Aust Check Strenger St</u></u>



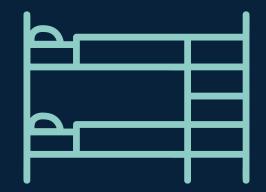


youth voice, youth choice

Youth Homelessness Demonstration Project



five projects selected and funded



Transitional & Rapid ReHousing



Host Homes

Permanent Supportive Housing



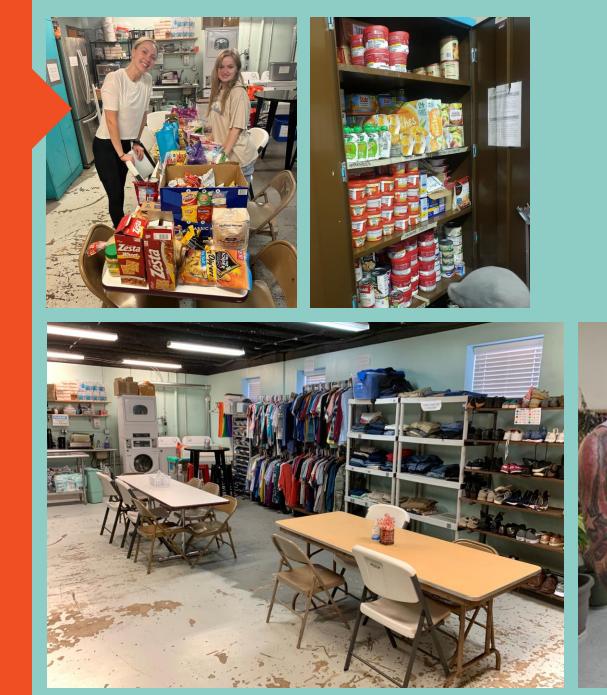




reduce youth in shelter and on **25%**

goal for city-wide youth providers



























diversion

Rev. 133C7E1

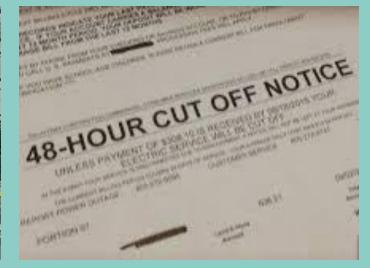
OKLAHOMA EVICTION NOTICE

State of Oklahoma

5-Day Notice to Pay Rent or Quit







a place to belong. a plan for tomorrow.

Scan to learn more about Sisu





TERRI WHITE Chief Executive Officer, Mental Health Association Oklahoma

DANIEL STEWART

Major, Oklahoma City Police Department

GINNY BASS-CARL

Executive Director, Community Cares Partners

GARY JONES

Government Affairs Director, Oklahoma City Metropolitan Association of Realtors

PART 2 What are we doing today for tomorrow?



Crisis Response and Outreach

TERRI WHITE

Chief Executive Officer, Mental Health Association Oklahoma

PART 2 What are we doing today for tomorrow?

Mental Health Association Oklahoma

is the state's premier boots-on-the-ground non-profit whose expertise and work exists primarily at the intersection of mental illness and homelessness - fighting every day to promote mental health, prevent suicide, end homelessness, and transform the justice system.

Terri White - Chief Executive Officer





SERVICES NEEDED

Affordable Housing Low-Barrier Shelter Healthcare Medication Mental Health Services Substance Use Services

Employment An Address Food Transportation Safety



STREET OUTREACH



CROSSING THE BRIDGE

- Regular Contact
- Build Trust
- Consistency
- Care Packs
- Obtain Vital Documents

- Bus Passes
- Case Management
- Housing Opportunity
- Connection
- Hope



HITTING THE STREETS

IN 2022, STREET OUTREACH

- Distributed **1,440** care packs
- Connected with 1,332 people in need
- Provided intensive case management to
 347 individuals
- Housed 120 of Oklahoma City's most vulnerable individuals!





ANSWERING THE CALL

When the community calls, Street Outreach answers...

- Business Owners
- Nonprofit Leaders
- Crisis Centers/ERs/Hospitals
- Concerned Citizens
- Neighbors
- Faith Partners



TWO ADDITIONAL OUTREACH TEAMS

OKC Funded: Two new Community Response Teams Managed by MHAOK

Work closely with Oklahoma City Police Department

- Crisis response
- Connection to resources
- Referrals from OKC Action Center



REQUEST OUTREACH RESPONSE

MHAOK STREET OUTREACH



Scan to fill out our online outreach form

call: 405.252.0218 email: okcstreetoutreach@mhaok.org

OKC ACTION CENTER



Download the OKC Connect mobile app

call: **405.297.2535** text: **405.252.1053** email: **action.center@okc.gov**



LOTTIE HOUSE DROP-IN CENTER



COME ON IN!

- Obtain Vital Documents
- Connection to Services
- Laundry
- Phone Charging
- Food Pantry
- Clothing
- Socialization
- Housing Opportunity



A BETTER WAY



A GOOD DAY'S WORK

An Alternative to Panhandling

Participants Receive

- Payment for a day's work
- A meal
- Opportunity to be connected to services and housing



AFFORDABLE HOUSING

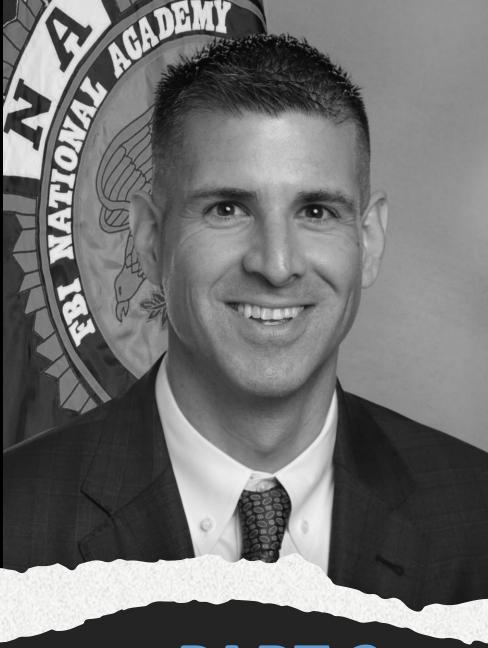
HOUSING PROBLEMS

- Lack of affordable housing
- Too many developers are buying properties and raising the rents
- Skyrocketing rents
- Landlords who won't accept housing vouchers
- **Discriminatory practices** against those with mental illness, criminal justice records, or the color of their skin.

HOUSING SOLUTIONS

- More affordable housing
- Rent costs that aren't outpacing earned wages
- More landlords who accept housing vouchers





Public Safety Response

DANIEL STEWART

Major, Oklahoma City Police Department

PART 2 What are we doing today for tomorrow?







Police Department The City of Oklahoma City

Homeless Outreach Team

Mission

The Homeless Outreach Team (HOT) was established in 2014 to make contacts and develop relationships with the homeless community in Oklahoma City. The mission of the unit is to impact the homeless community through positive police contact and community partnerships.









Police Department The City of Oklahoma City

Where we were





Where we are heading





Police Department The City of Oklahoma City











De-escalation Strategies

- 1 Remain calm
- **2** Validate their feelings, not their actions
- **3** Offer choices
- **4** Use a calm soft voice, don't yell to be heard
- 5 Respect personal space
- 6 Use a distraction
- 7 Reflective listening
- 8 Allow silence
- **9** Use breathing and cooling strategies
- **10** Take a movement break

- Walk away
- **12** Change the subject to something positive
- **13** Avoid saying "calm down" or using the word "no"
- **14** Ask, "would it help if...?"
- **15** Ignore the behavior
- **16** Don't corner the person
- **17** Remove the audience
- **18** Use humor to lighten the mood
- **19** Remind them of something amazing they have done
- **20** Give positive encouragement



De-escalation Procedure

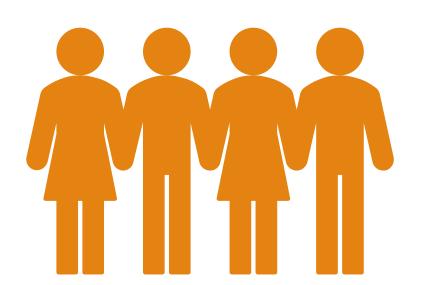
- Adopted 2017
- One of the first in the country



CIT and Mental Health Training

- Every officer receives mental health training
- In 2022 increased from 8 to 24 hours in academy
- In 2023 all recruits began receiving full CIT Training
- Two CIT classes offered each year
- 200 CIT members-contract
- 400 CIT trained since 2002





Success through Teamwork





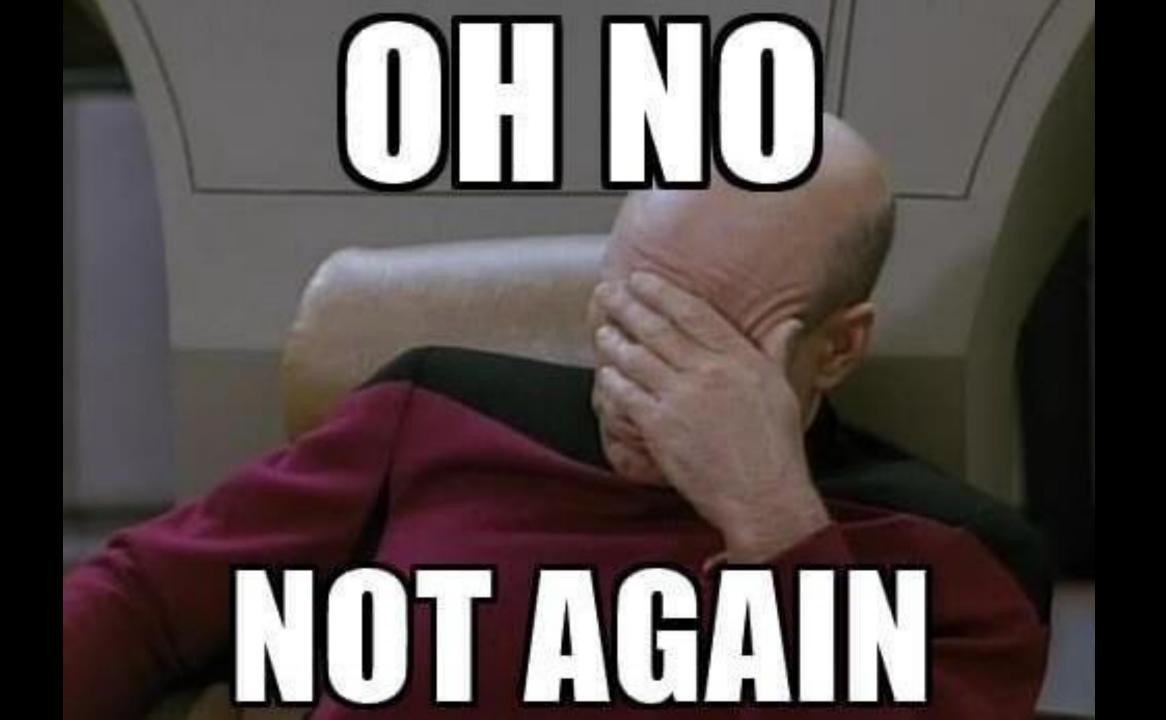


Eviction Prevention and Landlord-Tenant Support

GINNY BASS-CARL Executive Director, Community Cares Partners

PART 2 What are we doing today for tomorrow?

Housing Stability Is Eviction Prevention







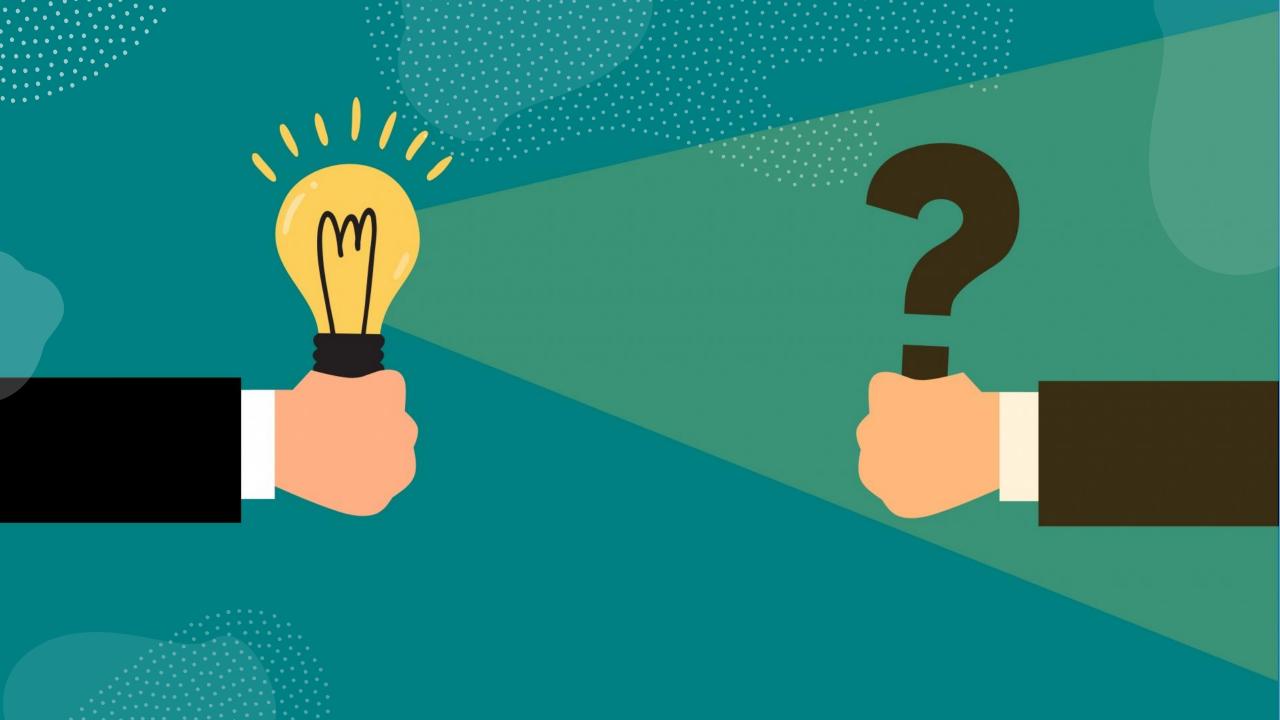
5 days \$45















HOME ABOUT US PROGRAMS EVICTIONS RESOURCES BOOKSHELF

DONATE



Rental Agreement

In will be based on how you gain takes by acquiring and seeping customers. A marketing strategy helps on making good messages with the right take of marketing approaches in adjustment of your cases and marketing activities. It is a process to slove an ingenozoon to locus insources on the present opportunities to inservice advecting takes and Marketing strategy's good in to increase takes and activities advecting into action is how your marketing plan should work. Marketing takes all marketing takes are the process of strategy is good in to increase takes and activities advecting into action is how your marketing plan should work. Marketing takes will be set, at the same time it will be you're going to work with your targets, it marks through relationing, advecting exc.

Not trying with your activities to th your customers beying optims will belo you saving more y and maximizing bales. The marketing pain should be involved, it is involved, it is involved, it is involved to an your bales, based on your market competitions. Thus bend talk your customers what they can have to expert pool based based by and the activities your doing to customers what have been on your market competitions. You blood talk your customers what they can have to expert pool based below below you of the Are your movement of the experimental tark to you offer a high-custor, from your break, high-custor product, or a true cust, high-custor product it is incompetition. All the principles makes should be connected with your break and your blood talk your contracted with your break tark your break and output to a true cust, high-custor product and you tark tark to connected with you break and tark your break and you tark tark your tark to you the experimental tark to the structure in the principles and the connected with your break and tark your break and you tark tark your tark to you tark the principles and the connected with you break and your break and you tark tark your break and where your break and tarketing in Advectorement, must connected with you break and the your break and tarket your break and tarketing in Advectorement, must connected with your break and tarketing in Advectorement, must connected with your break and tarketing in Advectorement, must connected tarketing in the advectore in the principle and been and your break and tarketing to a strue your break and where your break and your break and you tarket tarketing in Advectorement, threak connected tarketing in Advectorement, insued connected and your break and your brea

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we the greatest opportunities to increase sales and achieve the company's target. Therappe over other competitions, it includes short term and king term achieves of marketing that has to do with the analysis of a









Home About Our Par

side

Curating Talent and Employer Mutuality









Affordable Housing Needs

GARY JONES

Government Affairs Director, Oklahoma City Metropolitan Association of Realtors

PART 2 What are we doing today for tomorrow?

Affordable Housing Needs

GARY JONES

Government Affairs Director

Oklahoma City Metropolitan Association of Realtors

Why is housing an important **COMMUNITY** issue?

Shelter is a fundamental human need.

Without it, we <u>all</u> experience the costs of

- Increased mental & physical health ailments
- Lower educational attainment
- Lower employment rates & stability
- Decreased investments back into our community



2021 Housing Affordability Study

The City of Oklahoma City | Economic and Planning Systems, Inc.

- Existing housing conditions
- Availability of housing
- Needs of our residents



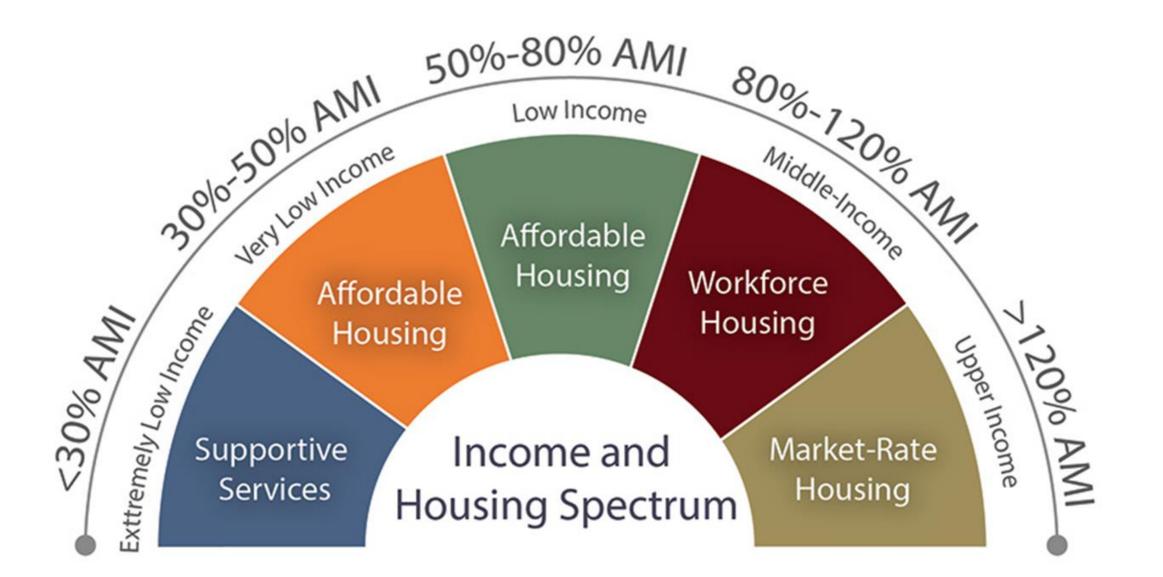


What is **"affordable"** housing?

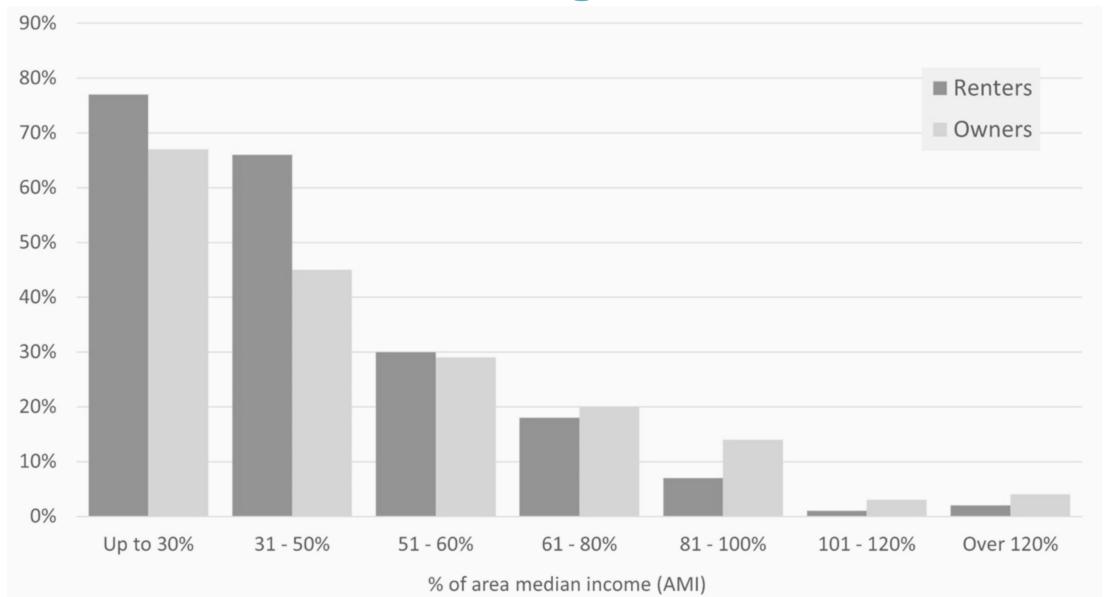
Housing is generally considered to be affordable when **no more than 30 percent*** of a household's gross income goes to the cost of housing.

- Homeowners mortgage principal, interest, insurance, taxes
- Renters rent and housing-related utilities

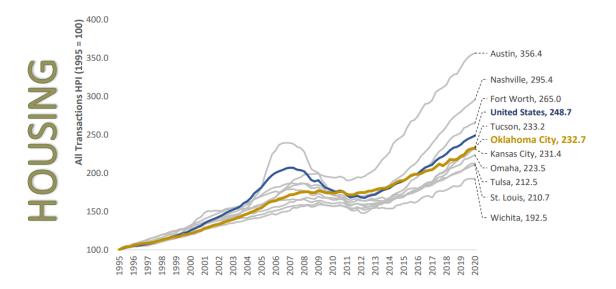
*More than **68,000 households** in OKC are housing cost-burdened.

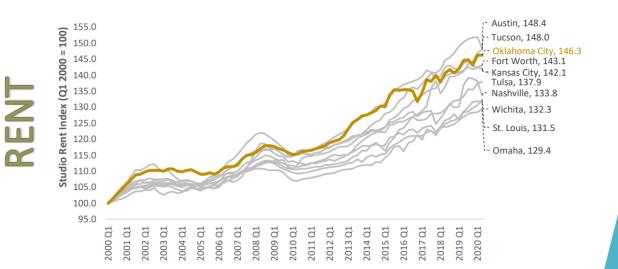


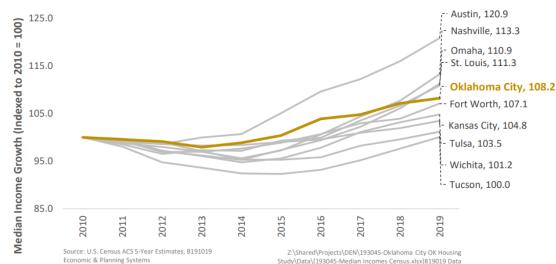
Lower Income = Higher Cost Burden



Housing costs and rent are increasing...



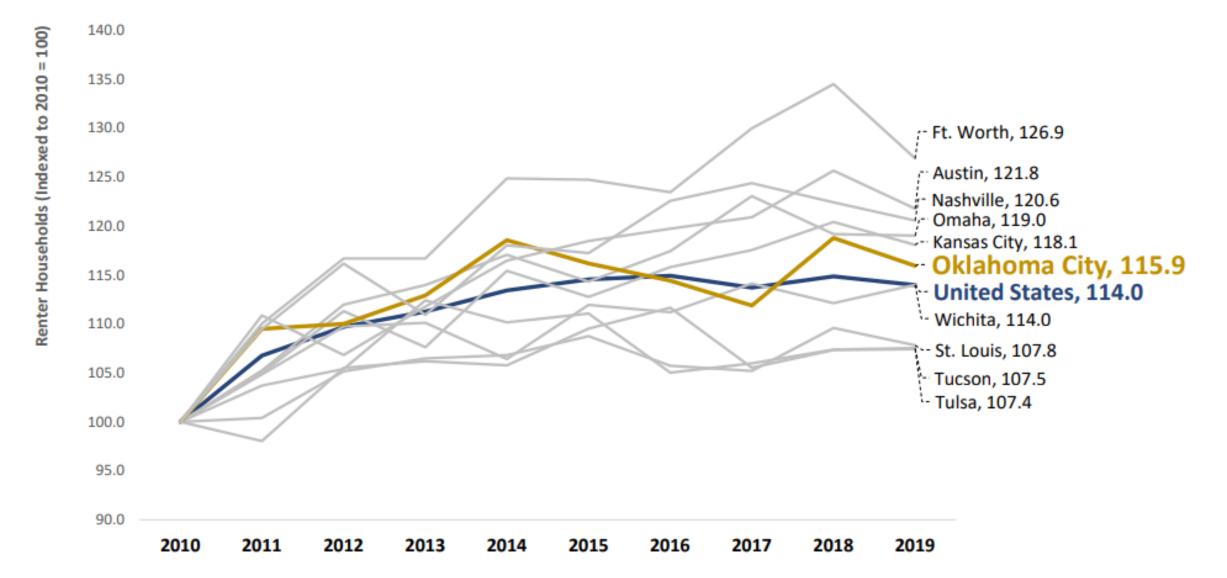




...and outpacing household incomes, especially of minority populations.

INCOMES

Number of renters is steadily increasing



Who is **most vulnerable** in our community?

- People of color
- Seniors
- Low-income individuals/families



What can we do about this?



FIX IT

- Rehabilitate existing affordable housing
- Invest in neighborhood revitalization programs

BUILD IT

- Shift housing market to meet people's needs and demands
- Create subsidies and incentives for developers who build affordable housing where it's needed most

SUPPORT IT

- Help cost burdened renters and owners through assistance programs
- Provide support for those at risk of being evicted



- Strong Neighborhood Initiative
- Housing rehabilitation programs (City and local non-profits)









Responsive Housing Market Federal & State Programs

- Construction of apartments increased by 270% in 2023.
- Highest number of new apartments in 5 years is projected in 2024.
- ARPA \$8M for affordable housing in OKC plus \$2M from Oklahoma County
- Oklahoma Housing Stability Program

- \$55.7 million in truly affordable housing
- Expected to leverage more than \$400 million in funding from other sources

MAPS 4

- \$10M for affordable housing
- Next Bond Issue coming up for a vote in 2 years

GOLT Bond



- Organizations like Oklahoma Community Land Trust
- Housing Policy Development through the creation of a state government agency

Educate and propose best practices in support of housing development

- Legislative Reform & Landlord-tenant support
- Assistance Programs, like Down Payment Assistance
- Eviction prevention education and services



Housing Stability Coalition

MISSION STATEMENT

To champion growth in affordable, accessible, inclusive, and safe housing for ALL Oklahomans.

ORGANIZATIONAL VISION

Through collaborative education, policy reform, and investment, ensure that all Oklahomans are safely, stably, and affordably housed.



Housing Affordability Implementation Plan

The City of OKC & Affordable

Housing Study consultant is

currently in the process of creating

a turnkey implementation plan to

identify **needed programs**, **funding sources**, and **administrative**

oversight.



Recommendations

The report details how increasing and preserving housing affordability can be done by implementing homeownership and rental strategies and programs throughout the housing system—lending, incentives, subsidies, and how best to utilize or enhance existing or new agencies.

The HAS categorizes over 20 recommendations to improve housing security and pursue affordable housing goals for lower-income households.

The recommendations can be summarized into these five key points:

- Increase the inventory and diversity of affordable rental units, including housing for those with special needs.
- Preserve the long-term affordability and habitability of new and existing housing.
- Increase Household and Shelter Supportive Services, such as financial literacy, counseling and tenant rights.
- Support opportunities to obtain and sustain affordable homeownership.
- Refine development incentives and expand funding sources and partnerships.

Other Initiatives

OKC Zoning Code Update

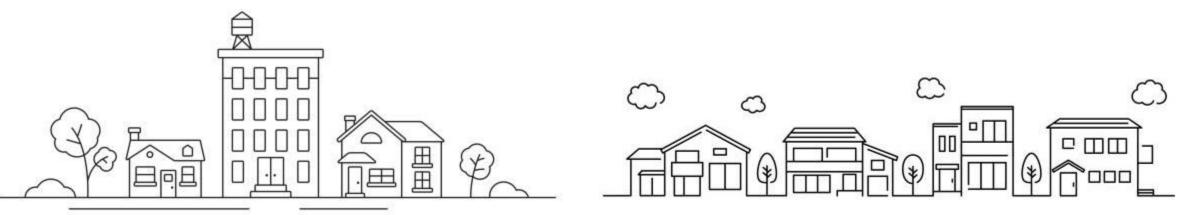
Creation of Land Use Topology Areas (LUTAs) and providing Accessory Dwelling Units

Development of strategies to drive infill development

Collaboration with community development organizations such as Neighborhood Housing Services and Positively Paseo

Creation of a local housing group

A multi-sector, community-led advocacy organization to address affordable housing in OKC. (Example: Better Housing Together of Eugene, Oregon)





PANEL

Moderated by City Councilor James Cooper

- Justin Brown
- Lindsay Cates
- Rachel Bradley
- Terri White
- Daniel Stewart
- Ginny Bass-Carl
- Gary Jones



CLOSING THOUGHTS & PERSPECTIVES

MARCELLUS MILLER Director of Communications OKC Youth Action Board



SPECIAL THANKS

Tower Theater The House Creates Esteemed Speakers Community Partners City Staff You

PART 3 Resource Tables

- Catholic Charities
- City Care
- City of Oklahoma City / OCPD
- City Rescue Mission
- Homeless Alliance
- Legal Aid Services of Oklahoma
- Mental Health Association Oklahoma

- NorthCare
- Oklahoma City Housing Authority
- Oklahoma City Public Schools (HOPE)
- Pivot
- Positive Tomorrows
- ShelterWell
- Sisu Youth Services