



Meeting Agenda

City Council

City Hall
601 4th Avenue E
Olympia, WA 98501

Information: 360.753.8244

Tuesday, October 16, 2018

5:30 PM

Council Chambers

Study Session

1. ROLL CALL

2. BUSINESS ITEM

2.A [18-0975](#) Low Income Housing Institute Plum Street Village Management Plan

Attachments: [Draft Scope of Work](#)
[Sample Management Plan](#)
[LIHI Brochure](#)

3. ADJOURNMENT

The City of Olympia is committed to the non-discriminatory treatment of all persons in employment and the delivery of services and resources. If you require accommodation for your attendance at the City Council meeting, please contact the Council's Executive Assistant at 360.753.8244 at least 48 hours in advance of the meeting. For hearing impaired, please contact us by dialing the Washington State Relay Service at 7-1-1 or 1.800.833.6384.



City Council

Low Income Housing Institute Plum Street Village Management Plan

Agenda Date: 10/16/2018
Agenda Item Number: 2.A
File Number: 18-0975

Type: information **Version:** 1 **Status:** Study Session

Title

Low Income Housing Institute Plum Street Village Management Plan

Recommended Action

Committee Recommendation:

Not referred to a committee.

City Manager Recommendation:

Receive briefing from City staff and the Low Income Housing Institute about the Management Plan and strategies for the Plum Street Village Site.

Report

Issue:

Whether to receive a briefing about the Low Income Housing Institute's Management Plan and strategies for the Plum Street Village Site.

Staff Contact:

Colin DeForrest, Homeless Response Coordinator, Community Planning & Development (CPD) Department, 360-709-2688

Presenter(s):

Colin DeForrest, Homeless Response Coordinator, CPD Department
Sharon Lee, Executive Director, Low Income Housing Institute

Background and Analysis:

On September 18, the City Council approved the funding plan for four Homeless Response Strategies to be implemented over the next few months. One of those strategies is the rollout of the Plum Street Village emergency housing site. The site will house around 40 of Olympia's most vulnerable individuals experiencing homelessness. Residents will be housed in wood-built tiny houses. Hygiene services (bathrooms, showers and laundry), a communal kitchen area and connection to social services will be onsite.

Low Income Housing Institute (LIHI) will be the Site Manager for the Village. They will be responsible for the day-to-day management of the site 24/7. Prior to the opening of the site, LIHI will host a

public information meeting and an open house. Being a good neighbor and having a positive impact on the community are important pieces of the Management Plan. This will include implementing a “Good Neighbor Policy” and regular meetings of a community advisory board. Village Staff will use tailored services to engage and stabilize individuals, and connect them to permanent housing options.

The attached draft scope of work details LIHI’s management role. The attached sample management plan from the True Hope Village in Seattle will be adapted for Plum Street. Staff and LIHI will also present a draft site plan at the meeting.

Neighborhood/Community Interests (if known):

The nearby neighborhood and businesses around the Plum Street Village Site have been concerned and interested in the site. These groups and the local stakeholders will be involved in the implementation and set-up of the site.

Options:

Briefing only, no actions at this time.

Financial Impact:

The estimated costs for the site are:

- Operating (annual) - \$583,000
- Capital (one time) - \$410,000

Attachments:

Draft Scope of Work
Sample Management Plan
LIHI Brochure

DRAFT

Low Income Housing Institute Scope of Work Plum Street Village - Olympia, WA

I. Overview

Low Income Housing Institute (LIHI) has been a partner in operating Tiny House Villages and sanctioned encampments in Seattle, WA since 2015. Each village community serves to help residents reclaim their dignity and get on a path to permanent housing by providing a heated and secure structure, kitchen and hygiene facilities, and ready access to case management. As an alternative to traditional shelter, Tiny House Villages are a crisis response to homelessness where tiny houses can be set up quickly and cost effectively.

The City of Olympia is contracting with the Low Income Housing Institute (LIHI) to provide the following services:

II. Community Engagement

- Initial Community Notification: Host ongoing community meetings to share information, hear concerns, and answer questions about village development and operations.
- Community Advisory Committee, or equivalent: Organize a committee made up of neighborhood stakeholders, faith-based organizations, service providers, and businesses, which will provide advisory input to the village.
- Education & Advocacy: Engage with interested parties through presentations and educational tools.
- Ongoing Questions/Concerns: A phone number, email, and staff contact will be made public for any community members seeking to contact the village or LIHI staff.
- Open-House & Tours: Organize a public open house of the village and coordinate tours as-needed.
- Volunteer Outreach: Make the important connections between local volunteers and the village to help build tiny houses, decorate the village, create artwork, and help with donations.

III. Site Planning and Design

- Site design and set-up of the Plum Street Village, which is located at Plum Street and Union Avenue on City of Olympia property. This will include all necessary construction and infrastructure work at the site.
- Research & Feedback: Develop locally-suited best practices for site design and layout.
- Site Design: Work with the City, architects, builders, and potential residents to develop a site plan. LIHI will take the lead on design, layout and set-up of site.
- Utility Layout: LIHI will take the lead on design and set-up of utility layout. LIHI will work with contractors to determine a cost-effective and efficient utility layout.

IV. Project Management

- Process Flows: Creation of project timelines and tracking of progress for utilities, construction, deliveries, and milestones.
- Construction Management: Manage on-site construction and safety procedures.
- Communication & Updates: Communicate progress and timelines to partners at the city and in the community as necessary.
- Tiny Houses: Secure tiny house production schedule, oversee delivery, and ensure completion of tiny house units to the standards of the municipality.

- Volunteer Coordination: Coordinate directly with volunteers, and oversee work parties and ongoing engagements for volunteers of all skill levels and interest levels.

V. Partnership Coordination

- Vocational Training Programs: Work with local and regional pre-apprenticeships and construction education programs to provide meaningful education opportunities while building site infrastructure.
- Volunteering Organizations: Work with organizations that show an interest in giving back.
- Local Service Providers: Develop partnerships with other local service providers for client services, volunteer organizing, and site development.
- Faith Community: Coordinate with members and leaders in the faith community for site support, site development, community adoption, and resident advocacy.
- Police, Fire, and Public Health Departments: Work with City departments to ensure compliance with health and safety guidelines, both new and existing.

VI. Contractor Relations

- Identifying Contractors: Identify plumbing, electrical, environmental, and architectural contractors.
- Planning and Implementation: Determine scope of work and project management requirements.
- Directing Funds: Collect bids, negotiate contracts, and pay invoices for reimbursement.
- Coordinating Necessary Inspections: Meet all inspection requirements.

VII. Operations

- Site management and oversight at the Plum Street Village.
- Staff Oversight and Support: Hire, onboard, and support organizing staff with a special projects manager and oversight from the LIHI property management team.
- Work with residents to ensure cleanliness and adherence to the code of conduct.
- Security: Ensure a secure site with a closed perimeter, monitored entrance, and secure facilities.
- Village Community: Work with clients to foster harmony and collaboration in the village community.
- Maintenance: Conduct maintenance visits and perform required maintenance tasks as needed.
- 24/7 Communication: Ensure that staff are available around the clock to answer questions and communicate with emergency services.
- Intakes: Work with referring service providers on the intake of new residents to the program.
- Food-drive Calendar: Maintain a calendar of food and meal donations when willing groups reach out.
- Manage Donations: Manage donations and storage of donated supplies within the camp.

VIII. Case Management

- Staff Oversight & Support: Hire, onboard, and support case management staff with our experienced case management supervisory team.
- Housing Case Management: Help refer villagers to transitional and permanent housing, vouchers, CEA, HEN, SSI, vouchers, and other housing options.
- Education & Health Service Coordination: Connect clients with agencies that improve health and education outcomes.
- Data Management: Track intakes, exits, and progress with HMIS reporting procedures.
- Intake Coordination: Coordinate with referring agencies for successful program outcomes.

IX. Administrative

- Insurance: Maintain ample insurance coverage for property, injury, and volunteer insurance.
- Accounting: Document purchases, track finances, and bill accurately.
- Hiring: Manage all hiring and staffing needs with a human resources team.

True Hope Tiny House Village Management Plan 2018

Background The Low Income Housing Institute (LIHI) develops, owns and operates housing for low-income, homeless and formerly homeless people in Washington State; advocates for just housing policies at the local and national levels; and administers a range of supportive service programs to assist those we serve in maintaining stable housing and increasing their self-sufficiency.

LIHI operates tiny house villages with diverse population of homeless men, women and families living in tiny houses with access to kitchens, hygiene and community facilities. The Seattle Human Services Department contracts with LIHI to operate and provide services to True Hope Tiny House Village and other city-sanctioned villages.

Founded in 1991, LIHI has grown to be one of the most productive affordable housing developers in the Northwest. LIHI owns and/or manages over 2,000 housing units at 62 sites in six counties throughout the Puget Sound region.

New Hope and Truevine churches are religious non-profit Washington corporations. Temporary encampments and sheltering of low-income individuals is a religious exercise for New Hope and Truevine.

True Hope Tiny House Village is located on City of Seattle owned property at 1714 E Yesler Way Seattle, WA 98122 Central District of Seattle. This village will shelter single men/women, couples, families with children, and seniors in tiny houses that are 8' x 12' insulated and heated. Facilities such as community kitchen, hygiene and storage are provided on site.

There are a minimum number of expectations placed on residents who wish to live in the village. The aim is to have as few barriers as possible to allow more people access to shelter and services. Sophia Way, Catholic Community Services, Union Gospel Mission, LIHI, Mary's Place and Coordinated entry will refer homeless families and individuals. A certain percentage of individuals may be frail, chronically homeless, mental illness, or living with developmental and physical disabilities. Sobriety is a requirement for living in the village. Staff will be present 24/7 to enforce a code of conduct and provide security, a sense of community, and ensure the well-being of the the village and its relation with the surrounding community.

Village Management

Day-to day oversight of operations of the site is done by a team of LIHI Staff. This includes a Special Project Manager (SPM), 2 Case Managers, and Village Organizers. Staff will be on duty at all times and will assure the village and its members are safe, accountable, and responsive.

Village Organizers: 24/7 staff presence will be maintained in the Village. Village Organizers will be present during evenings, overnight and on weekends when the Special Project Manager and Case Manager are not working. This includes 7 staff working full and part-time. They will be responsible for ensuring the peace, controlling the entrance to keep the residents safe and prevent outside visitors, keeping the village organized, respond to emergencies, serve as point for community contact during their shifts, and other duties. They will do perimeter checks and patrol the area on an established schedule.

Special Projects Manager: One FTE Special Projects Manager will be assigned to the site. The Special Projects Manager shares information, provide technical assistance, assures the community is following procedures and policies, and works with residents and staff to maintain the site in a clean and organized state. The Special Projects Manager will also conduct inventory, order supplies, inspect the site, establish relationships with the community, and assist in hiring, training, and supervising staff of the Village. The Special Projects Manager will be trained and supervised by LIHI Management.

Case Manager: The full-time Case Manager is responsible for establishing relationships with community referral agencies and their case managers, provide informal counseling, provide information and referral assistance to residents, and coordinate community-building activities. The Case Manager will be working and problem-solving with the residents of the Village on a daily basis. The focus will be moving the clients into permanent housing and providing supportive services. See True Hope Tiny House Village Supportive Services Plan.

Basic Rules/Code of Conduct

True Hope Tiny House Village has an initial and basic set of rules which are part of an Intake Form. One copy of this form is given to all new residents to read and retain, while a second copy is kept by management as a record of the intake and agreements made at that time.

This intake packet, the basic rules it establishes, and many of the policies and procedures already created are available upon request from the True Hope Tiny House Village management team. The intake packet, with rules, is attached to this document.

Resident Rights

No resident will be discriminated against for belonging to a class of citizen protected by the City, State, or Federal government. No resident will be required to participate in political activity. All residents have the right to speak freely and pursue established rights to appeal without fear of retaliation.

Intake Process

True Hope Tiny House Village staff will complete the intake process and assist in filling out intake forms with new residents who are referred to the village by the designated referral agencies. Staff will provide orientation to new participants.

Visitor Policy

Prearrange tours, drop-offs of donations and food deliveries are very welcome. Residents may only have guests or personal visitors in the common areas. All visitors will be required to sign in and out of the village.

Village Security

At least one LIHI staff will be on site at any one time, with shifts operating 24 hours a day. The primary duties of Village Organizers are described in the below four points:

1) While the goal of this program is to NOT exit residents to homelessness, If anyone on the premises is violating rules that the Special Projects Manager or Village Organizer can reasonably conclude brings immediate danger to Village residents, they must be required to leave by the Special Projects Manager or Village Organizers. All efforts will be made to find a suitable place for the resident to move to during the bar period.

Such immediate bars are initially set for specific periods of time (for example 8 to 12 hours) and are swiftly reevaluated by the Special Projects Manager to determine the full duration of the bar. Individuals who are barred from Village must leave the Village as directed – and stay at least six blocks away excepting under those conditions described in the intake packet.

Violations of a serious nature may include calling the Police to take immediate action.

This includes those who are committing or threatening to commit acts of violence will require a call to the Police.

Village Organizers and/or the Special Projects Manager will escort offenders and those at risk of violent behavior out of the Village if it can be safely done. Staff will report to 911 barred villagers who are loitering or trespassing in the neighborhood and will patrol the neighborhood when there is a reason to believe this is occurring.

There may be instances where Village residents do not follow the rules but there is no immediate threat or danger. The LIHI Management team will consider progressive discipline that may include extra duties or assignments to make up for an infraction. If ultimately a Bar is in order for a non-serious incident, the bar should not start in the evenings or weekends—as it will be difficult for the individual(s) to secure shelter.

LIHI staff have access to cell phones and are authorized to call 911 for police or fire assistance. No one is prevented from calling 911 when needed.

Village residents may make limited local calls for work, services or emergencies using the Village phone located at the Community House. These must be recorded in the log book. Incoming calls for participants will usually require LIHI staff to take names and numbers to pass on later to the participant.

Village Organizers at the site will cover not only the above bare minimum obligations, but additional assistance with Village clean up, bag and tags, neighborhood litter busting, emptying trash cans, & etc.

Village Organizers will stay on their post until their replacement has arrived or a member of the Management Team has been informed.

Security Design

There is only one main entrance from Yesler Way at True Hope Tiny House Village. The Community House at the entrance will provide visibility inside the Village and out. Security cameras will be installed. An emergency exit is provided in the back facing 18th Ave.

Community Self-Help

Residents will be asked to contribute a certain amount of hours per week for the benefit of the village. This includes tasks such as: kitchen duty, recycling, sobering donations, litter pick-up, yard work, trips to the food bank, gardening, etc. Reasonable accommodation will be made for those who are too frail or sick. Residents are asked to attend weekly meetings in the Community House to discuss how the Village is operating and to develop a sense of community. Problems, solutions, announcements and community activities will be discussed.

Health and Public Health

We will be using the Sanctioned Homeless Encampments Initial Planning and Management Checklist as a guide during initial setup and management of the Village. We will schedule and participate in quarterly walkthroughs by Public Health Department workers. Our management team has extensive knowledge and experience in ensuring health and safety of our residents which will be applied to the site.

All kitchen items and foods will be stored in rodent-proof containers. LIHI staff will conduct daily site inspection to sure that everything is clean and well-organized. Residents will be responsible for keeping the kitchen, the dumpster area, toilets, showers, and community areas clean at all times.

One hot meal a day has been included in the proposed budget to HSD to be provided by Operation Sack Lunch or another provider. This is to ensure proper nutrition for the residents, especially those who are frail or pregnant.

In addition:

- Bait stations will be maintained on a regular schedule through a contract with vendor.
- Drinking water is available at the Community House
- LIHI staff will ensure that all food and perishable goods are stored properly
- LIHI staff will also conduct weekly inspections of the sites to ensure that best practices and expectations are met.

Fire Department—County and city Fire Department employees have been, and will continue to be, welcome to enter the Village to observe fire safety issues and offer advice and suggestions on how to prevent fire hazards. True Hope Tiny House Village has fire extinguishers placed throughout the site and has designated smoking areas. The tiny houses have smoke detectors and carbon monoxide detectors. First aid kit is stored on site.

Coordination and Communication: LIHI Management Team determines policies, rules and operating principles, and takes responsibility for running the site.

LIHI Management and village staff will hold a meeting at least once every two weeks to discuss problems, act on solutions, and to share information. For issues that require immediate actions, LIHI Management will approve solutions and meet on site (if needed) to take necessary actions within 24 hours.

All participants are expected to report all issues and problems on site to the Village Organizers/Special Projects Manager. The Village Organizers will report all issues and concerns to the Special Projects Manager who will make sure that all issues are resolved in a timely manner.

Services, Case Management and Data Collection

LIHI maintains a streamline access to housing resources that are available to those who qualify. LIHI will provide a Case Manager who has experience working with homeless population who are experiencing long periods of homelessness. The Case Manager will provide on-site information and referral services, employment counseling, and will assist the residents in applying for housing and services. See Supportive Services Plan.

HMIS Protocols:

The LIHI Case Manager will do HMIS surveying and data entry—in an informed-consent fashion—with all Village participants. Within seven days of intake into the Village, new participants will check in with the LIHI Case Manager and complete the HMIS Informed Consent and Demographics forms. All data entry will be done by LIHI.

Amenities— Faith-based and community groups will be invited to prepare and serve meals on a weekly schedule. Other amenities will include the kitchen and food preparation area, toilets, showers, laundry, outside smoking area, and community space.

Electrical kitchen equipment and appliances includes refrigerators, freezer, coffee pot, microwave, stove, and an oven. A supply of cutlery, plates, bowls, food and cups will be available. They will be disposable products unless a Health Department cleaning

system of reusable items is approved. Simple food staples such as peanut butter, salt and bread will be available.

Tiny Houses (sleeping structures)

Tiny houses purchased, built or donated to LIHI for the True Hope Tiny House Village are property of LIHI. Village residents are to keep the tiny houses habitable, clean and safe. Each tiny house will have a heater, outlet and light. No smoking, candles, cooking or fires, hair dryers, food, and appliances (other than heater that we provide) are allowed in the tiny houses. No hoarding is allowed. No storage of an personal belongings outside the Tiny Houses.

Community Relations & Grievances--LIHI provides clear contact information for neighbors. Communication with LIHI starts with contacting the Village Organizers or Special Projects Manager at 206-443-9935.

Complaints are received by Special Projects Manager who must record all pertinent information received. Upon request, the complainant will be informed of any resolution of the complaint.

If an immediate solution cannot be provided simply by the Village Organizers or the Special Projects Manager, it is taken to the LIHI Upper Management to resolve.

LIHI will inform the True Hope Tiny House Village Community Advisory Committee of major incidents, complaints, compliments, report on progress, and consider recommendations for change or improvement.

The True Hope Tiny House Village Community Advisory Committee (CAC) will be selected per the procedures agreed upon with the City of Seattle. The Committee will consist of no more than seven neighborhood stakeholders. LIHI will support their ability to meet – initially monthly - review the Village activities, and take appropriate action.

Internal Grievance Process—The External Complaint process is described above. True Hope Tiny House Village also has an established internal grievance process.

The grievance process is outlined on the back of every incident report form; this ensures that every member of our community is aware of the grievance process. LIHI Staff will also provide information to residents on the grievance process. LIHI Management Team will discuss all issues, and complaints, and grievances in a timely manner.

All residents are expected to report all issues and problems on site to the Village Organizers or to the Special Projects Manager. Village Organizers will report all issues and concerns to the Special Projects Manager who will make sure that all issues are resolved in a timely manner.

Residents should discuss their concerns with the Village Organizers or with the Special Project Manager. We encourage everyone to put their concerns in writing so LIHI Management can address it effectively. Staff will investigate the complaint to determine the factual elements and make a determination as to the best approach to deal with the issue. Staff will review the grievance and clarify any missing or ambiguous issues with the residents.

If the resident is not satisfied with the decision or outcome of the resolution by Staff, or if the grievance or issue involves site staff, he or she can appeal the decision in writing to the Regional Area Manager of Low Income Housing Institute; Ralph Neis, Low Income Housing Institute, 2407 1st Avenue Suite 200, Seattle, WA 98121

TRUE HOPE TINY HOUSE VILLAGE

CODE OF CONDUCT

The people of True Hope Tiny House Village, in order to keep a harmonious community, require that you observe and follow this code of conduct.

PLEASE RESPECT THE RIGHTS AND PRIVACY OF YOUR FELLOW VILLAGERS- BE SURE TO CLEAN UP AFTER YOURSELF AND DO NOT TAKE BELONGINGS THAT ARE NOT YOURS.

FOR THE SAFETY OF THE VILLAGE, RANDOM BAG SEARCHES MAY OCCUR AT ANY TIME BY ANY MEMBER OF THE STAFF AT TRUE HOPE.

SMOKE ALARMS AND CARBON MONOXIDE ALARMS HAVE BEEN INSTALLED IN EACH UNIT. DO NOT TAMPER WITH OR DISABLE.

NO OPEN FLAMES IN TINY HOMES.

SMOKING MUST BE DONE IN DESIGNATED SMOKING AREA.

REFRIGERATORS, MICROWAVES, PROPANE TANKS, UNAUTHORIZED HEATERS OR APPLIANCES ARE NOT ALLOWED IN ANY TINY HOME.

NO FOOD IS ALLOWED IN ANY TINY HOME UNLESS FOOD IS PACKAGED IN AN AIR SEALED CONTAINER AND DISPOSED OF WHEN FINISHED.

PLEASE KEEP FOOD STORED IN DESIGNATED SPACE IN REFRIGERATOR, LABELED.

ALL ANIMALS MUST BE ON A LEASH WHEN BEING WALKED AND OWNERS MUST PICK UP THEIR ANIMAL'S WASTE. PLEASE FOLLOW RULES OF DOG RUN.

ALCOHOL, DRUGS, AND MARIJUANA ARE NOT ALLOWED AT OR WITHIN ONE MILE OF TRUE HOPE TINY HOUSE VILLAGE.

WEAPONS ARE NOT ALLOWED AT TRUE HOPE.

VIOLENCE WILL NOT BE TOLERATED. CONFLICTS BETWEEN RESIDENTS ARE EXPECTED TO BE HANDLED IN A PEACEFUL MANNER. FOR

RESOLUTION, SEE SECTION LEADER. IF FURTHER ASSISTANCE IS NEEDED, PLEASE SEE TRUE HOPE VILLAGE STAFF.

DEGRADING, ETHNIC, RACIST, SEXIST, TRANSPHOBIC, HOMOPHOBIC, OR OTHERWISE DEROGATORY REMARKS ARE NOT ACCEPTABLE AND WILL NOT BE TOLERATED.

PHYSICAL PUNISHMENT, VERBAL ABUSE, RETALIATION, OR INTIMIDATION WILL NOT BE TOLERATED.

VISITING HOURS ARE FROM 9:00 A.M. - 5:00 P.M. AND MUST BE DONE IN THE COMMUNITY AREA ONLY.

NO LOITERING OR DISTURBING NEIGHBORS- NO TRESPASSING ON PRIVATE PROPERTY.

ONE BICYCLE PER HOUSEHOLD AND IT MUST BE STORED IN A DESIGNATED BIKE AREA.

WEEKLY COMMUNITY MEETINGS ARE REQUIRED AND TAKE PLACE EVERY MONDAY AT 3PM. PLEASE COMMUNICATE WITH STAFF IF YOU CANNOT MAKE IT.

CASE MANAGEMENT IS REQUIRED AT TRUE HOPE VILLAGE ONCE EVERY TWO WEEKS. PLEASE BE SURE TO MEET WITH YOUR CASE MANAGER.

EVERY ADULT MEMBER OF THE COMMUNITY IS REQUIRED TO CONTRIBUTE TO THE VILLAGE WITH HOURS OF SERVICE. THIS WILL BE ASSIGNED BY VILLAGE STAFF EACH WEEK AND WILL ROTATE BETWEEN EACH TINY HOUSE SECTION.

RESIDENTS MUST SIGN THEMSELVES IN AT THE VILLAGE EVERY DAY. THREE DAYS WITHOUT SIGNING IN IS CONSIDERED ABANDONMENT AND YOUR UNIT WILL BE CLEARED OF YOUR BELONGINGS.

IF THIS CODE OF CONDUCT IS NOT RESPECTED AND FOLLOWED, DISCIPLINARY ACTION WILL BE TAKEN, AND MAY LEAD TO BEING REMOVED FROM THE TRUE HOPE TINY HOUSE PROGRAM.

Resident Signature: _____

Date: _____

Supportive Services Plan True Hope Tiny House Village

Overview: The True Hope Tiny House Village is located at 1714 E. Yesler Way in Seattle. The New Hope Missionary Baptist Church and the Truevine of Holiness Missionary Baptist Church are sponsors of the village and will provide a variety of services onsite in the village. The Low Income Housing Institute (LIHI), a nonprofit organization, is providing a full-time case manager to assist residents in securing long term housing, employment, healthcare and other services.

The Supportive Services Plan will focus on the needs of homeless families with children, single men and women, couples, seniors, veterans and people living with disabilities.

The churches and LIHI will partner with a number of community agencies to address the comprehensive needs of the residents. The primary partners include: Urban League of Metropolitan Seattle, Seattle Vocational Institute and the Seattle Indian Center.

LIHI will provide a variety of supportive services to help village residents secure housing and develop self-sufficiency. The plan is to provide residents with case management, life skills training, technology access and training, financial literacy training and savings programs, and access to housing, employment, healthcare, and educational programs. LIHI moved 400 homeless households into LIHI housing over a recent twelve month period. LIHI owns and manages Columbia Court, Ernestine Anderson Place, Abbey Lincoln Court, Frye Apartments, Glen Hotel, Arian Court and other properties in the Central Area and downtown Seattle. LIHI owns and/or manages over 2,000 affordable rental apartments at 62 locations and prioritizes homeless people moving from tents and tiny houses into LIHI housing.

At seven other tiny house villages in Seattle, LIHI's case management staff has been successful in providing services and moving homeless families with children, couples, and single men and women into LIHI housing, shelters and other housing options.

Service Coordination: Representatives of the two churches and LIHI will meet regularly to assess service levels and performance outcomes. Monthly reports will be presented to the Community Advisory Committee (CAC).

New Hope Missionary Baptist Church and Truevine of Holiness Missionary Baptist Church will provide the following services:

- Nutritious meals, donations of food, holiday meals and celebrations
- Donations of blankets, cold weather gear, children toys, clothing, hygiene supplies
- Coordination of community volunteers and donations
- After school tutoring, homework club, one-on-one academic and career coaching
- Help with transportation for people to get to medical appointments and job interviews
- Donation of books and help with setting up a library
- Staffing and maintaining a desk on local resources in the community space

- Assistance with furniture and moving expenses for people moving into permanent housing
- Matching the skills and talents of parishioners with individual residents for life skills coaching and mentorship
- Coordination of block watch and providing advice on security needs
- Help with community gardens and beautification projects
- Coordination of community relations with neighbors and local businesses

LIHI will provide case management, supportive services, outreach and referrals to residents of the village. The case manager will provide information and referral services and will assist clients with housing applications, benefit applications, and navigating systems such as Social Security Administration (SSA and SSI) and the Department of Social and Health Services (DSHS). All residents will have access to on/off site services and resources that will provide assistance in creating housing stability. This includes, but is not limited to, transition plans, a streamlined referral system into shelters, referrals to transitional and permanent housing, referrals to housing first programs, veteran outreach, legal assistance, medical/dental/mental health care, chemical dependency treatment, benefit assistance, and transportation assistance.

The case manager will provide referrals to crisis centers, shelters, transitional/permanent housing, hygiene and day centers, educational services and employment services/training, citizen/immigration services, and interpreter services. This includes accessing local homeless and housing providers such as Public Health, YWCA, Mary's Place, and others to ensure that services are available to respond to the needs of the residents. A case manager will be in attendance during resident community meetings to listen to any feedback, questions, or concerns from the participants.

Referrals: LIHI will network with local shelters and housing providers specifically providing referrals for:

Shelter/Housing:

Families, including single dads, will be referred to:

- Sophia Way
- Catholic Community Services
- Union Gospel Mission
- LIHI transitional and permanent housing
- Coordinated entry, rapid re-housing and diversion programs
- Mary's Place
- Other shelters in King and nearby counties

Staff will complete criminal and credit background checks and assist with housing applications, navigating the barriers of securing housing, acquiring TANF and food stamps, applying for family housing, and getting on wait lists, including Section 8.

Singles:

For homeless single men and women, and couples, LIHI case managers will provide Crisis Center referrals, active housing search, and help with cash benefits, food stamps, and medical applications. Other services may include:

- Referral to free legal services

- VISPDAT scores for those chronically homeless with high vulnerability, so the individuals to get into permanent supportive housing that meets the needs of the individuals/couples
- Employment/training and educational referrals
- Help cover transportation costs for job searches, education and accessing services

Family Services:

- LIHI staff will connect the families to 2-1-1
- LIHI staff will help the families navigate through coordinated entry
- LIHI staff will arrange for child care resources for daycare subsidies
- Enroll children into school/early education
- McKinney Vento Act -transportation for homeless school age kids
- Be an advocate for CPS-involved cases
- Public Health-Kids Plus program
- Enroll children into the WIC program
- Assist with documentation such as Social Security cards, Birth certificates, immunization information, and ID cards
- Refer to Wellspring Family Services for child care, counseling, and clothing/toy bank

Refugee/Immigration Services:

A number of homeless families will be immigrants or refugees. Case managers will contact and arrange for services with Muslim Housing Services, Refugee Women's Alliance (REWA), Ethiopian Community Services, Helping Link, Asian Counseling and Referral Services, Somali Community Center and others.

- We will use Universal Languages for interpreter services.
- We will provide assistance with immigration forms, passport, green cards, and citizenship documents.

Veteran Services:

- Veterans will be referred to the King County Veterans Program and other agencies such as CPC, CCS, DESC, VA, SSVF, etc.
- Staff will provide assistance with getting VA documentation and discharge paperwork, medical assessments, and eligibility for vet housing programs such as VASH and VA Grant & Per Diem programs.

Women Services:

- Providing referrals for domestic violence services and advocacy, such as DAWN, Broadview Shelter, New Beginnings, YWCA, Seattle Indian Center, Union Gospel Mission, Life Wire, and Refugee Women's Alliance.
- Healthcare/ preventative services.

Wellness and Healthcare:

- Working collectively with Seattle-King County Public Health to provide preventative health care services
- Assist individuals with applying for healthcare, food stamps, and cash assistance
- Refer to local food banks
- Seattle Indian Health Board
- International Community Health Services
- Pike Market Clinic and Senior Center
- Pioneer Square Clinic
- Major hospitals
- Mental health referrals
- Chemical dependency referrals/detox
- LGBTQ agencies
- Lifelong

Job Training and Education:

- Assist families and individuals with employment, training and educational options including:
- Urban League Career Bridge program
- Seattle Vocational Institute
- Wood Technology Center
- Goodwill Industries
- DVR
- Programs at Millionaire Club, DESC Connections, Casa Latina, Fare Start
- Labor Ready
- Seattle Central College

Staffing: LIHI will provide a full-time Case Manager who will be supervised by LIHI's Supportive Services Manager.

Goals for Clients

Tiny House Village Goals:

The goal is to move high-need homeless families with children out of the villages as quickly as possible. Vulnerable homeless families with sick or young children will be prioritized in receiving housing and supportive services. The case manager will immediately refer them to housing and shelter resources. If emergency shelters are full, this may include paying for a temporary hotel stay until shelter space opens up or paying for transportation costs to reunite them with out-of-state relatives.

The goal for chronically homeless individuals, vets and seniors is to complete VISPDAT scores and move them into appropriate Housing First, VASH units, or permanent supportive housing projects. Scores should be completed within the first 30 days.

The goal for all residents will be to actively look for employment and stable housing within 90 days.

The housing goal for the first year is to move 20 residents into shelters and 20 into transitional and permanent housing and to re-unite 10 with relatives.

The employment goal is for 15 residents to secure part- or full-time employment. For those residents that qualify for public assistance and/or food stamps, we will aim to enroll 70% of residents.

Data Collection/ HMIS Participation: LIHI will participate in the required data collection called Homeless Management Information System (HMIS) per HSD required protocol.

Information to be collected:

- The number of adults and minors occupying the village
- The number of occupants accepting or declining offers for housing or social services
- Where the occupant(s) previously lived and where they are expected to go after leaving the village
- Race/ethnicity

Cultural Competency: LIHI has a diverse and culturally competent staff with experience in housing and providing services to people of color and immigrants/refugees. Over 60% of the residents and clients served by LIHI are people of color. LIHI staff will attend diversity training, or equivalent, yearly and assess our performance in providing culturally competent services.

Evaluation & Assessment: LIHI will work collaboratively with the Seattle Human Services Department (HSD), including meeting quarterly to evaluate outcomes and discuss the overall effectiveness of the program. We will help strategize and enhance program operations and develop aggressive plans for moving residents into stable housing.

- Documents created by LIHI
- Assessment for Diversion will be created on the intake form.
- LIHI and church representatives will meet with residents and the CAC to obtain feedback on performance and effectiveness.



True Hope Village Intake Form
Low Income Housing Institute

Date: _____ Time: _____

First Name: _____

Middle Name: _____

c

Last Name: _____

State: _____

Contact Number: _____

Number of Children (if applicable): _____

Name & Age of Children:

1. _____ Age: _____

2. _____ Age: _____

CODE OF CONDUCT

The people of True Hope Tiny House Village, in order to keep a harmonious community, require that you observe and follow this code of conduct:

- Please respect the rights and privacy of your fellow villagers- be sure to clean up after yourself and do not take belongings that are not yours.
- For the safety of the village, bag searches may occur at any time by any member of the staff at true hope.

- Smoke alarms and carbon monoxide alarms have been installed in each unit. Do not tamper with or disable.
- No open flames in tiny homes.
- Smoking must be done in designated smoking area.
- Refrigerators, microwaves, propane tanks, unauthorized heaters or appliances are not allowed in any tiny home.
- No food is allowed in any tiny home unless food is packaged in an air sealed container and disposed of when finished.
- Please keep food stored in designated space in refrigerator, labeled.
- All animals must be on a leash when being walked and owners must pick up their animal's waste. Please follow rules of dog run.
- Alcohol, drugs, and marijuana are not allowed at or within one mile of true hope Tiny House Village.
- Weapons are not allowed at True Hope.
- Violence will not be tolerated. Please attempt to resolve any conflict in a peaceful manner. For resolution, see section leader. If further assistance is needed, please see true hope village staff.
- Degrading, ethnic, racist, sexist, transphobic, or homophobic remarks are not acceptable and will not be tolerated.
- Physical punishment, verbal abuse, retaliation, or intimidation will not be tolerated.
- Visiting hours are from 9:00 a.m. - 5:00 p.m. And must be done in the community area only.
- No loitering or disturbing neighbors- no trespassing on private property.
- One bicycle per person and it must be stored in a designated bike area.
- Weekly community meetings are required and take place every monday at 3pm. Please communicate with staff if you cannot make it.
- Case management is required at True Hope village once every two weeks. Please be sure to meet with your case manager.
- Every adult member of the community is required to contribute to the village with hours of service. This will be assigned by village staff each week and will rotate between each tiny house section.
- Residents must sign themselves in at the village every day. Three days without signing in is considered abandonment and your unit will be cleared of your belongings.

IF THESE RULES ARE NOT RESPECTED AND ENFORCED, DISCIPLINARY ACTION WILL BE TAKEN, AND MAY LEAD TO BEING BARRED FROM THE VILLAGE.

Other Site Rules:

1. Residents must use the main gate for entry and exit.
2. Be courteous to our neighbors. No loitering around the village and surrounding area.
3. Use the designated restrooms.
4. All possessions and personal belongings must stay inside your designated tiny house unit.
5. All recycling, trash, and compostable/food are to be separated and properly disposed.
6. Pets must follow LIHI Pet Policies. All pets and service animals must be on leashes outside the tiny houses.
7. Tiny houses must be maintained in good order, and any repair problems should be reported promptly. Pests and bed bug infestation must be reported immediately.
8. There will be a weekly inspection during the first month of tenancy followed by a monthly inspection. There will be a general 48-hour notice given to the residents prior to the inspection.

Case Management: LIHI is providing Case Management services to True Hope Village. The LIHI Case Manager will do Homeless Management Information System (HMIS) surveying and data entry – in an informed-consent fashion. Within seven days of intake into True Hope Village, new participants are required to check in with the LIHI Case Manager and complete the HMIS Informed Consent and Demographics forms. Case Management is required at True Hope Village. HMIS data collection is a requirement of the Seattle Human Services Department.

I/we by my/our signature(s) below, acknowledge that I/we have read and understand the above agreement and agree to be bound by them.

I acknowledge that a copy of this document was provided to me.

Participant Signature: _____ **Date:** _____

Participant Signature: _____ **Date:** _____

LIHI Staff Signature: _____ **Date:** _____

True Hope Tiny House Village Grievance Policy

As we work to meet the needs and address the concerns of all residents, you may sometimes disagree with our interpretations of policies, our conclusions or our actions in a given situation. We encourage you to ask for clarification when you do not agree with or understand staff actions or decisions. If, afterwards, you desire further review of a situation or concern, we have established a process for such a review.

1. Contact or deliver your concern(s) in writing* to the Village Organizer or the Special Projects Manager.
2. If a concern involves staff behavior and you are uncomfortable approaching any staff members or if you are not satisfied with the response to your concerns, you may ask for a review by contacting the Special Projects Manager. The Special Projects Manager will respond within five work days.
3. The Special Projects Manager will make every effort to promptly respond (which could include contacting you to clarify the situation and to discuss your concerns). The Special Projects Manager has the ability to help resolve situations by improving communication and/or by reviewing the actions of staff where you live, other LIHI staff or contractors providing services.
4. After thorough review, the Special Projects Manager will inform you in writing of any actions to be taken in response to your concern(s) within five business days of the receipt of the written* grievance.
5. The Special Projects Manager's actions or decisions can be appealed by writing to the LIHI Area Manager:
Attn: Ralph Neis, Low Income Housing Institute, 2407 1st Avenue, Suite 200, Seattle, Washington 98121.
The Area Manager's review is the final appeal level for resident concerns or grievances at the Low Income Housing Institute.

While we believe concerns are usually resolved best by the persons most directly involved in a situation, we realize this is not always possible. We also believe the involvement of another LIHI staff member with his or her perspective and input can often help find better resolutions to concerns or grievances.

The intent of this "due process" for addressing concerns is to contribute to a positive living atmosphere where residents can express concerns without any fear of retaliation and with the expectation of a prompt, carefully considered response from LIHI. We truly desire resident involvement in the operation of LIHI provided housing.

* Individuals with a disability may request an alternate means of communicating a complaint or request, other than in writing, as a reasonable accommodation. Persons with language barriers may request or arrange interpretation alternatives or services by contacting LIHI's office @206-443-9935 TDD 711 (for the hearing impaired).

Liability Form

I am moving onto the property located at 1714 E Yesler Way Seattle, WA 98122 (the "Property"). I will be living in a temporary shelter on the Property.

I agree that in exchange for permission to live on the Property that I will not sue Low Income Housing Institute ("LIHI"), New Hope Missionary Baptist Church, True Vine Church, the City of Seattle, True Hope Tiny House Village members; or any of their employees, officers or directors for any personal injury, liability or damage to, or loss of, any personal property which occurs while I am a resident on the Property.

I agree that as a condition to living on the Property, I will follow the rules which are attached and agree that if I break any of these rules I can be forced to leave immediately.

I agree to support or remain neutral about any project LIHI, the City of Seattle and True Hope Tiny House Village may propose on the property.

Once you have read and have understood this agreement, please sign the statement below if you still desire to occupy 1714 E Yesler Way Seattle, WA 98122 and accept these terms. Thank you for your attention and understanding.

I have read the above information and understand the conditions under which I am moving onto this location. All individuals 18 years of age or older must sign one form per person. Thank you.

Print Name: _____

Signature: _____

Location: _____

Date Signed: _____

Witnessed: _____



TINY HOUSE VILLAGES





TINY HOUSE VILLAGES

In partnership with the City of Seattle, Nickelsville, SHARE, and partners throughout the state of Washington, the Low Income Housing Institute is now one of the largest providers of Tiny Houses in the nation, ensuring that people's experience in homelessness is safe, dignified and as brief as possible.



THE PROBLEM

In the state of Washington, there are currently more than 40,000 homeless individuals living in either shelters or in the outdoors. More than 7,000 of these individuals are part of a family with children (WA Dept. of Commerce). In King County, the 2017 point-in-time count indicates that there were 5,485 people living outdoors – a 21% increase from 2016. While Veteran homelessness and chronic homelessness have gone down in recent years, the current stock of shelters and affordable housing cannot keep up with the dramatic increase in the number of homeless people.



OUR SOLUTION

In 2015, LIHI started building Tiny House Villages as a response to the homeless crisis and as a replacement for tents. Tiny houses offer tremendous benefits over tents – they are safe, weatherproof and lockable – and the Tiny House Villages allow residents to reclaim their dignity and get on a path to permanent housing, employment and connection to supportive services.



OUR COMMUNITIES

There are currently 8 Tiny House Villages in Seattle: Northlake, Interbay, Good Shepherd at 22nd and Union, Othello, Licton Springs, Georgetown, Whittier Heights, and Camp Second Chance. Each village has hygiene facilities, utility access, and a supportive neighboring community that is actively engaged in the success of the residents. LIHI partners with Nickelsville, SHARE, and Camp Second Chance (C2C), who organize the residents into self-managed, democratically run communities. These 8 villages support over 1000 residents annually.





THE HOUSES

By collaborating with volunteers, building trade organizations, and non-profits, tiny houses offer a grassroots solution to a growing program. A tiny house is approximately 8' x 12' and materials cost \$2,500. All tiny houses are safe, sturdy structures that help protect homeless individuals and families who are faced with sleeping on the streets in unsheltered and unsafe conditions.



AMENITIES – MORE THAN HOUSES

Each house has electricity, overhead light and a heater. Each village has kitchen and restroom facilities, onsite showers and laundry (or access to them nearby), a counseling office, a gate house for security and a donation hut. (Pictured: Licton Springs Village shower facilities)



OUR SUCCESSES

Through our supportive services and housing resources, residents of the Tiny House Villages have experienced success in moving out of homelessness. Over the past two years, we have helped more than 300 people move into permanent housing and more than 200 have been employed.



COMMUNITY, VOLUNTEERS & THE FUTURE

With Nickelsville, SHARE, and C2C, village residents participate in community meetings, do daily litter patrols, and serve as eyes on the street in the neighborhood. Volunteers, neighbors, and donors play a huge part in building the houses, setting up the villages, and providing food and supplies. The City of Seattle is a major partner, providing land and operating funds. Together we are finding new ways to help people in crisis. We continue to forge new partnerships and are working to open more villages in the near future.



HOW TO HELP

THERE ARE MANY WAYS TO GET INVOLVED
IN THE TINY HOUSE VILLAGES.

JOIN THE 1,000 TINY HOUSE CAMPAIGN!

DONATE

Give a donation or sponsor a tiny house for \$2,500.
Contact Anne Nguyen at **206-957-8022** or anne.nguyen@lihi.org.
Donations can be made on our website (www.lihi.org) or
by check to **2407 1st Ave Seattle, WA 98121**

BUILD

Build a tiny house. For more details, contact
Brad Gerber at **206-276-3552** or bradgerber@lihi.org.

VOLUNTEER

Join a build party by contacting
Josh Castle at **206-957-8067** or jcastle@lihi.org.

INNOVATION
AWARD WINNER

**LOW INCOME
HOUSING
INSTITUTE**

CATEGORY > NONPROFIT

Recognizing LIHI's groundbreaking Tiny House Villages as a national model for the homeless crisis, the Puget Sound Business Journal named LIHI as its non-profit Innovation Award Honoree for 2018



For more information on the tiny house villages, please visit www.lihi.org/tiny-houses.