

DTS Meeting with Social Service Providers February 10 2016

In Attendance:

City of Olympia Staff: *Anna Schlecht, Program Manager; Amy Buckler, Senior Planner; Leonard Bauer, Deputy Director; Jeannine Kempees, Intern*

MAKERS consultants: *Rachel Miller, Peter Steinbrueck, John Owen (by phone)*

Social Service representatives: *See last page*

Part One: What is your relationship to downtown currently?

- *How does downtown Olympia as it is today affect your clients, program, and the social service network as a whole?*
- *What's your relationship with the Transit Center, public spaces, retail core, or other downtown places?*
- *What gaps or barriers are there?*
- *What are your plans, and how might they affect your relationship with downtown?*

Food Bank

- IT transit station import
 - nuanced problem for older clients - dial-a-lift drops off ½ mile away from IT transit
 - lots of clients walk, sidewalk condition is bad
 - Thurston Ave Corridor
 - Franklin and Thurston intersection could use street improvements
 - Consider 4-way stop
 - large trucks important, good infrastructure for that
- building improvements planned
 - face lift
 - energy efficiency
 - goal to blend into the neighborhood
 - historic qualities
 - old port ware house
 - mission picks up trash
 - good neighbors
 - if clients coming from i.e. Rainier, it helps to have other social services nearby

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Mission

- IT's Dial-A-Lift serves lots of seniors
- Dream of better streetscape
- A Ave, Franklin improvements needed
- Expanding services, i.e., Dining, laundry
- Barriers for redevelopment, expansion of site
 - Contaminated soil is a big challenge
 - Frontage, sewer, soil improvements \$700,000
 - Hard to change size of building to meet needs due to requirements (cost)
- Lots of growth (due to population growth)
- Bigger issues at cause of need are not changing
- Social Services are not necessarily one 'glom'

Interfaith

- Clients typically have mental illness, chronic substance abuse
- Lots of people have limited mobility
- Majority of people accessing service are (live) in downtown, and are from Thurston County, not coming from elsewhere
- Emergency shelter balanced w/ housing first (tension)
- Services need to be brought where people are if they are to work (data-driven principle)
- Providence Community Care in Downtown would help
 - Mental health center is currently on Martin Way
 - Banning from bus for behavior often starts downward spiral for clients
 - Need more accessible substance abuse treatment

Capital Recovery

- Mental health, PATH Program, Downtown Ambassadors
- Ambassadors doing good job, but doesn't solve problem
- Fundamental issue
 - "No place for mentally ill to exist."
- Funding barrier
 - Cannot pay staff for the huge need
 - Looking forward to Providence Community Care Center

Providence Community Care Center

- 13 agency partners coming together
- Coordinated care
 - Dr License, Social Security Number, housing, etc.
 - Shower, laundry, walker, needs faster
- Targets adult population, and will coordinate with youth programs (i.e. CYS)
- Current issue is people have to go to '14 places' to get what they need
- Currently working to get people psych drugs faster
 - Takes 2 months now
- Want to be downtown because that's where people who need the services are

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- Providence, BHR, Seamar
 - 3 main mental health services in region not currently in downtown
 - Providence wants to partner
- Barriers
 - Need CIT training with law enforcement
 - Stigmas are a barrier
 - “transient” is not an ‘honest’ term to describe situation of homelessness

Community Youth Services

- Working closely with Oly Parks (including Lt. Jelsick)
- working on program planning for Artesian commons
- most people who use space are under 25
 - stigma is a big issue for them
- There is a gap in service delivery after 5pm-10pm
 - no meaningful things for the youth they serve to do during that time
- youth stuff to do
 - basketball at Well (program limited)
 - Rosie’s Place all day (inside)
 - CYS -limited evening and weekends due to funding
- Job/mentoring/internet
 - 24 programs at CYS for this
 - Serves under 24 years
- Licensed mental health center – CYS
 - Youth experiencing homelessness do not keep appointments well
 - Need to go to them for appointments
- CYS access point “right door for services”
- All agencies in region have had deep conversation in the past 2-3 years
 - Need healthy, brave conversations and leadership to ripen it region wide
 - Need willing and openness
 - Current conversations are political, fear-based

Family Support Services on Capitol Way and State Ave

- 7 agencies sharing space and service delivery
- Family stuff
 - Basic needs, housing, child care, legal, mental health, elders, etc.
- Serve 6000 citizens; 50 employees
- Clients get lots of parking tickets
 - 70% of clients are low income
 - Parking tickets are difficult for clients to pay
- Clients are patrons to downtown businesses (highly)
- Concern about community asking services to leave downtown
- Plan to provide more affordable housing in future
- Not all young people are excited about accessing services – not boon of day
 - Movie theater - makes people feel safe and normal

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Safeplace

- Not only provided for poor
- Many are working poor
- Some are not poor

Senior Center

- Covers whole economic spectrum

(Following review of big picture scenarios & proposals) What Strategies do you recommend?

- *How would the proposals affect your clients, program, and the social service network as a whole?*
 - *How would these proposals promote or prevent displacement? What conditions/precautions should be taken?*
 - *What proposals or strategies should there be regarding services? ...housing? ...affordable commercial space?*
 - *What do we mean by “preserving diversity?”*
 - *What is the right “balance” of housing choices and incomes to strive for?*
 - *What are the special needs populations who may require specialized housing and supportive services?*
 - *How to prevent displacement of vulnerable/low income people?*
 - *Where should housing be located, and should it be dispersed or concentrated in downtown?*
 - *What are the effective tools for achieving the desired outcomes?*
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- Food bank is a grocery store
 - If keep people of low to moderate income in downtown food bank is key
 - Emphasis the diversity aspect
 - Mix incomes in same buildings to enhance it
 - City/county/other partners need to coordinate/lead
 - Housing levy effort happening
 - Lacey, Olympia, Tumwater
 - Working on it at noon on Fridays
 - Use the mutual funds tax exemption
 - Set aside 20% to encourage that mix
 - Use community property for that, too
 - Where can social services go in these districts?
 - People will say every district is the wrong place
 - Difficult to site, do not want to displace existing services
 - Nice if someone in the City could coordinate facility siting
 - Getting different answers
 - If you do not plan for social services, will be ‘unplanned growth’

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- Do not always want “ghettoizing” services in one district
- City leadership is needed! Always pointing fingers at County and vice versa
- \$800/month is a lot for rent
 - More accessible if have a roommate, but can be difficult because people who do not really know each other end up living together
 - Privacy needed, too
 - \$300-\$400 is more affordable
 - Design spaces for shared income folks that include privacy
 - People getting displaced to Aberdeen, Rainier
- Discussion needs to occur with other stakeholders
- Want to hear from developers themselves
- This meeting is the stage starting
- Conversation hinges on stigma
 - Partly assumptions, need data
- Want to hear about Tumwater, Lacey, outside downtown
 - Low income/affordable housing
 - Where else is it
- The city points to the county, but downtown leads the conversation
- Downtown housing creates opportunity
- Downtown is a regional asset
- Social services clients also rely on downtown assets
- What is a healthy balance?
 - Market forces are powerful
 - Olympia community needs to determine this
- City should (re)look at quality of life ordinances (i.e., sit/lie)
- Need an idea of what you want the balance to be first
- Clarify the vision
 - Richness of community includes all
- Less focus on different types – include a range of income units within all types
- The types do closely inform the income levels though
- New versus rehab is important
 - Zoning helps inform
- Transit, walk issues are important
- Healthy conversation with leadership and broader stakeholders
- Missing pieces to services in downtown
- Important to be downtown for clients
- Worry about displacement
- Fan the diversity possibilities
- Address stigma
- Siting, tools, zoning
- Need for new affordable housing
 - Keep on table

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Downtown Strategy – Social Services Meeting

February 10. 2016

ATTENDEES & ORGANIZATIONS REPRESENTED

PARTICIPANT	AGENCY	SERVICES
1. Ann Rider	Capital Recovery Center	Mental Health Support & Outreach
2. Kris Goddard	Citizen at Large	Volunteer
3. Keylee Marineau	Community Youth Services	Youth & Transition Age Youth
4. Derek Harris	Community Youth Services	Youth & Transition Age Youth
5. Bud Blake	County Commissioner	Thurston Thrives - Housing Team
6. Aaron Rodriquez	County Homeless Coordinator	Coordination of Resources
7. Schellie Slaughter	Family Support Center	Families with Children
8. Pastor Amy Walter	First Christian Church	Urban Church - Shelter Host
9. Meg Martin	Interfaith Works Shelter	Faith Based Shelter
10. Danny Kadden	Interfaith Works Shelter	Faith Based Organization
11. Ella ??	Interfaith Works Shelter	Faith Based Warming Center
12. Jenny Lee	Interfaith Works Shelter	Faith Based Warming Center
13. Leonard Bauer	Olympia CPD	CPD Deputy Director
14. Anna Schlecht	Olympia CPD - Housing Program	DTS Team
15. Amy Buckler	Olympia CPD	
16. Jeannine Kempees	Olympia CPD - Intern	DTS Team
17. Skip Steffan	Olympia Gospel Mission	Faith Based Service Center
18. Jerry Parker	Olympia Planning Commission	Community Planning
19. Jill Severn	Quixote Village & Olympian	Tiny House Community
20. Mary Pontarolo	Safeplace	Domestic Violence Center
21. William Lay	Salvation Army	Faith Based Shelter & Food
22. Chris Quimby	Senior Services for South Sound	Senior Center, Food & Activites
23. Phil Owen	SideWalk	Coordinated Entry
24. Rachel Newman	Citizen at Large	Volunteer
25. Judy Jones	Thurston County Food Bank	Food
26. Robert Coit	Thurston County Food Bank	Food
27. Hillary Soen - or rep	YWCA of Olympia	Women's Programs