

Program Narrative

“Today, the work I do with members of law enforcement on the relationships that have been built through the tearing down of those dividing lines. We have become colleagues and collaborators who are committed to finding creative solutions for serving our community.

Familiar Faces is unlike any program I have ever heard of. It utilizes the strengths and skills that have been born of my experience with the criminal justice system, and with substance abuse disorder, to help direct some of the most “challenging” members of our community into ways of living that no longer drain the resources of our police force and community at large. The Familiar Faces program depends on an entire team of individuals from vastly diverse backgrounds to achieve the amazing outcomes that have been demonstrated thus far.”

Familiar Faces Peer Melissa McKee

Essential Stakeholders (A)

Law Enforcement – Olympia Police Department

Contact: Chief Aaron Jelcick, Interim Chief of Police

Participation in Program: Host Familiar Faces Stakeholder meetings at OPD. Support, collaborate coordinate with Downtown Walking Patrol Sgt, Neighborhood Policing Sgt, and Corrections Sgt – in Familiar Faces staff meetings and client communication.

Responsibilities to the Program: Ensure that the LEAD principles are adhered to and include officer and front-line supervisor “ownership” in program; operational design and engagement of Familiar Faces clients to peer navigators.

Resources contributed: OPD office space for Familiar Faces Program Manager

*additional info in grant narrative

Harm Reduction Practitioners – Interfaith Works (IFW)

Contact: Meg Martin, Executive Director Interfaith Works

Participation in Program: Open invitation to Familiar Faces Stakeholder meetings, continued communication flow between Familiar Faces peers and IFW staff

Responsibility to the Program: Ensure that the Familiar Faces program continues to adhere to a harm reduction model.

Resources contributed: Familiar Faces staff to participate in IFW trainings on harm reduction, trauma informed care and other trainings facilitated by IFW.

Local Government – City of Olympia

Contact: Keith Stahley, Olympia Assistant City Manager

Participation in Program: City Mitigation Site Manager to attend Familiar Faces Stakeholder meetings and coordinate with Mitigation site Familiar Faces Peer, information and coordination with City Downtown Ambassadors and Homeless Outreach Coordinator.

Responsibility to the Program: City Mitigation Site Manager will be responsible for coordinating with Familiar Faces Peer to help facilitate mitigation site client’s connections to services and transition clients out of the Mitigation Site to transitional housing and permanent supportive housing.

Resources contributed: Coordination and support of City Downtown Ambassadors and coordination with City Homeless Outreach Coordinator to assist Familiar Faces Peers working in encampments to make connections to individuals and services.

Public Safety Advocate – TCOMM 911

Contact: Keith Flewelling, Executive Director TCOMM 911

Participation in Program: Attend Familiar Faces Stakeholder meetings and continue to coordinate referrals made by dispatchers to the Familiar Faces Team.

Responsibility to the Program: Connect Familiar Faces clients when calling 911 to their Familiar Faces Peer Navigator.

Resources contributed: Cross-training opportunities at TCOMM for new Familiar Faces Peers and Program Manager.

Community Based Organization – Community Action Council (CAC)

Contact: Kirsten York, Director of Family Services

Participation in Program: Attend Familiar Faces Stakeholder meetings and have Familiar Faces Program Manager attend CAC monthly. Coordinate supportive housing and employment services for Familiar Faces clients.

Responsibility to the Program: Connect Familiar Faces clients with Vulnerable Index packet, Coordinated Entry information, Supportive Housing and Supportive Employment Services at CAC.

Resources contributed: Familiar Faces staff access to RAGIC – the online housing database.

Prosecutors – City of Olympia Prosecuting Attorney’s Office

Contact: Rocio Ferguson, Prosecutor

Participation in Program: Attend Familiar Faces Stakeholder meetings, and if unable to attend agree to stay up to date on Familiar Faces client activity by weekly monitoring the client contact list and narrative.

Responsibly to the Program: Information sharing regarding upcoming court dates and Community Court options. Dedicated to transparency in program functionality and flow of information to other City partners including the Olympia Police Department and the Familiar Faces Program Manager and Peers.

Resources contributed: Court dates, case coordination with other jurisdictions and treatment court options.

Civil Rights Advocates – Thurston County Public Defense

Contact: Larry Jefferson, Thurston County Public Defense, Senior Defense Attorney, Felony Supervisor

Participation in Program: Attend Familiar Faces staff meetings and offer legal advocacy and guidance to Familiar Faces clients. Offer coordination with Olympia Police Department for clients incarcerated in Thurston County Sheriff’s Office Jail.

Responsibly to the Program: Transparency in program functionality and flow of information to other County partners.

Resources contributed: Offer guidance regarding legal challenges that may face Familiar Faces clients. Legal advocacy, guidance and research in mental health areas that Familiar Faces clients may not normally have access to.

Civil Rights Advocates – City of Olympia Pubic Defense

Contact: Diane Whaley, Public Defense Coordinator/Community Court Executive

Participation in Program: Attend weekly Familiar Faces Stakeholder meetings and keep current with client activity lists and contacts.

Responsibility to the Program: Open the channel of communication and increase the amount of information that both the public defense case manager and public defenders have on specific frequent utilizers. In turn, personnel in Community Court share information with the Familiar Faces peers.

Resources contributed: Community Court will continue to coordinate with the City of Olympia Prosecutors Office and the Familiar Faces peer navigators with alternative treatment options for Familiar Faces clients.

Public Health Expert – Providence Saint Peter’s Hospital

Contact: Sue Beall, SWSA Director Behavioral Health

Participation in Program: Providence St Peter Hospital Community Care MHP will represent as Public Health Expert at Familiar Faces Program stakeholder meetings.

Responsibility to the Program: Share a commitment to common goals and have a long history of collaboration with individuals who frequent the downtown Olympia Community Care Center and St Peter Hospital Emergency Department.

Resources contributed: Provide guidance to Familiar Faces clients in behavioral health systems and connect clients to appropriate resources at Providence St Peter Hospital and Community Care Center.

Organization led by and representing Individuals with past justice system involvement – Catholic Community Services (CCS)

Contact: Gabe Ash, MHP and Supervisor Familiar Faces Program

Participation in Program: Contracted social service provider for Familiar Faces program. Hires and trains all CCS staff.

Responsibility to the Program: Lead program facilitator. Coordinate weekly Familiar Faces stakeholder meetings and coordinate care for Familiar Faces clients.

Resources contributed: Transportation, office space, client resources,
*see grant narrative for details

Additional Supporters

Individuals with past justice system involvement

Contact: Melissa McKee (Familiar Faces Peer)

Individuals with past justice system involvement

Contact: Keith Whiteman (Familiar Faces Peer)

Organization led by and representing Individuals with past justice system involvement Post-Prison Education Program

Contact: Ari Kohn

Faith-based support (Olympia First Baptist, Reality Church, New Bridge Community Church and Emmanuel Bible Fellowship)

Contact: Theo Yu

Public Safety Advocate – Thurston County Law and Justice Council

Contact: Patrick O’Connor and Jon Tunheim

Community Based Organization – Olympia Downtown Alliance

Contact: Todd Cutts, Executive Director

Project Personnel

Olympia Police Department Downtown Walking Patrol

OPD sergeant and officers working Walking Patrol will be working directly with the Familiar Faces Program. OPD officers assigned to the Walking Patrol specifically requested the position and understand the goals of relationship and trust building within the position. Sgt. Amy King supervises the OPD Walking Patrol and bring over 20 years' experience to the position.

OPD Walking Patrol Officers

- Sgt. Amy King
- Officer C. Edwards
- Officer J. Reisher
- Officer E. Tomisk
- Officer J. Sola
- Officer J. Theis
- Officer P. Hutnik

OPD Neighborhood Policing Unit

OPD sergeant and officers working in the Neighborhood Policing Unit will be working directly with the Familiar Faces Program. OPD officers assigned to this unit specifically apply for these positions and understand the goals of relationship building and community engagement required with these positions.

OPD Neighborhood Policing Unit

- Sgt. Paul Frailey
- Officer Kory Pearce
- Office George Clark

OPD Corrections Department

- Sgt. Ren Emerson (acting Lt)

OPD Outreach Services Coordinator

- As Outreach Services Coordinator for OPD, Anne Larsen (MPA) manages the Crisis Response Unit and the Familiar Faces program.

Catholic Community Services

CCS Supervisor

Program Supervisor, Gabriel Ash (MSW, MHP) is a Mental Health Professional and will provide oversight of the program.

CCS Program Manager

The Familiar Faces Program Manager serves as an inspirational and insightful leader, responsible for all service provided by the Familiar Faces Program. The Program Manager is the

key person responsible for assuring excellent collaboration and communication with program partners at the Olympia Police Department (OPD). They will communicate daily with OPD staff and will speak to OPD staff on an individual and group basis as needed. They will also be supervising staff who will be providing direct client services. The Program Manager will help Peer Navigators work towards improving the lives of the clients, help clients connect to concrete resources including housing, reduce the negative interactions that clients have with law enforcement, emergency services, businesses, etc.

CCS Mental Health Professional

The Familiar Faces Program will add a Mental Health Professional (MHP) to the team to assist the Familiar Faces Peers in service planning, referrals, and responding to crisis calls. While the clients in the Familiar Faces Program suffer from chronic behavioral health conditions, there are also times of acute crisis where the experience and education of an MHP will be deployed. The MHP will work as part of a team with Familiar Faces Peers, the Olympia Police Department and local social service agencies in providing outreach and engagement services to engender trust and instill a sense of hope. This is a professional position that will also provide case management services including intake evaluation and assessment to determine need for referral to medical providers, alcohol/drug screening and referral and brief intervention, referrals to family treatment, referrals to group treatment services, referrals to individual treatment services counseling and case management.

CCS Downtown Peer Navigators (Keith Whiteman and Melissa McKee)

The role of the Downtown Peer Navigators is to work together with the Familiar Faces Program Manager and OPD officers to help Familiar Faces clients integrate into the community and build linkages to community resources. Keith and Melissa provide non-judgmental and unconditional support to clients and develop customized approaches to fit the client's uniqueness, personality, culture and interest. Peer Navigators utilize motivational interviewing skills to individualize case management plans, connect and guide the clients through supportive services, and transition services to natural and other community supports. At a minimum, Peer Navigators are recognized as a Peer Specialist by DBHR or have the ability to obtain that status within 3 months.

CCS Re-Entry Peer Navigator

The role of the Re-entry Peer Navigator is to work together with the Familiar Faces Program Manager and OPD Corrections officers to help Familiar Faces clients re-integrate into the community and build linkages to community resources. The Re-entry Peer will provide non-judgmental and unconditional support to clients and develop customized approaches to fit the client's uniqueness, personality, culture and interest. The Re-Entry Peer Navigator will utilize motivational interviewing skills to individualize case management plans, connect and guide the clients through supportive services, and transition services to natural and other community supports. At a minimum, Peer Navigators are recognized as a Peer Specialist by DBHR or have the ability to obtain that status within 3 months.

CCS Mitigation Site Peer Navigator

The role of the Mitigation Site Peer Navigator is to work together with the Familiar Faces Program Manager and the City's Mitigation Site Staff and Homeless Outreach Coordinator to help Familiar Faces clients create a path out of the Mitigation Site into the community and build linkages to community resources. The Mitigation Site Peer will provide non-judgmental and unconditional support to clients and develop customized approaches to fit the client's uniqueness, personality, culture and interest. The Mitigation Peer Navigator will utilize motivational interviewing skills to individualize case management plans, connect and guide the clients through supportive services, and transition services to natural and other community supports. At a minimum, Peer Navigators are recognized as a Peer Specialist by DBHR or have the ability to obtain that status within 3 months.

CCS Neighborhood Police Unit Peer Navigator

The role of the Neighborhood Police Unit Peer Navigators is to work together with the Familiar Faces Program Manager and City of the OPD Neighborhood Police Unit officers and sergeant to help identify Familiar Faces clients create a path into the community and build linkages to community resources. The Neighborhood Police Unit Peer will provide non-judgmental and unconditional support to clients and develop customized approaches to fit the client's uniqueness, personality, culture and interest. The Neighborhood Police Unit Peer Navigator will utilize motivational interviewing skills to individualize case management plans, connect and guide the clients through supportive services, and transition services to natural and other community supports. At a minimum, Peer Navigators are recognized as a Peer Specialist by DBHR or have the ability to obtain that status within 3 months.

CCS Roving/Encampment Peer Navigator

The role of the Roving/Encampment Peer Navigator is to work together with the Familiar Faces Program Manager and City of Olympia Homeless Outreach staff and Code Enforcement team to help Familiar Faces clients create a path out of encampments into the community and build linkages to community resources. The Roving/Encampment Peer will provide non-judgmental and unconditional support to clients and develop customized approaches to fit the client's uniqueness, personality, culture and interest. The Roving Encampment Peer Navigator will utilize motivational interviewing skills to individualize case management plans, connect and guide the clients through supportive services, and transition services to natural and other community supports. At a minimum, Peer Navigators are recognized as a Peer Specialist by DBHR or have the ability to obtain that status within 3 months.

OPD Crisis Response Unit (CRU)

The Crisis Response Unit (CRU) Funded by the Public Safety Lev is a mobile, high-functioning team capable of providing emergency mental health and substance use disorder services to Olympia community members experiencing crisis. CRU is staffed by behavioral health specialists and provide free, confidential and voluntary crisis response assistance. The goal of the CRU team is to address the behavioral needs of our community members in crisis with the goal of

connecting individuals in crisis to social services and divert from jail or the hospital. The CRU team operates 7 days a week, from 0700 – 2100 and are on police dispatch. The CRU team works on foot and has a modified Sprinter van to provide mobile outreach and transportation. In the first six months of operations, the **CRU team made over 3000 contacts** in the first 9 months of operation with individuals in Olympia.

Program Need (B)

Homelessness is the most significant and urgent issue of public concern facing Olympia. In recent years, Downtown Olympia has seen increased homelessness - specifically, a spike in street homelessness and homeless encampments throughout the City. Although homelessness in itself is not a crime, law enforcement is the often first to be called to respond to concerns and behaviors surrounding homelessness. The City is dedicated to addressing the issue of homelessness and OPD plays an important role in addressing this complicated and growing problem. **City of Olympia Homelessness website:**

<http://olympiawa.gov/community/homelessness.aspx>

In May of 2018, a survey of OPD staff was conducted asking questions regarding homelessness, mental illness, substance use and poverty. Just over forty percent of OPD officers and staff completed the online survey and the below information captures a snapshot of the information obtained.

- Almost 42% of OPD officers replied that they encountered a high utilizer (Familiar Face) in crisis 15 or more times during a typical work week
- Over 63% indicated the cause of crisis as a combination of mental illness, substance use disorder, poverty and homelessness
- 53% of officers indicated dayshift as the time of day most crisis calls come in
- 63% of officers indicated that 75% of the individuals in crisis are also homeless
- The most immediate need indicated by 60% of officers was mental health counseling.
- Over 77% of officers indicated that 50% or more of individuals in crisis also have a non-emergency medical issue

In January 2020, a survey was sent out to the current OPD Walking Patrol Officers and OPD Neighborhood Policing Officers about the Familiar Faces Program. Below are the results. It should be noted that there is veteran patrol officer that just transferred to the Neighborhood Policing Unit – he is the outlier and we look forward to tracking if his perspective of the program changes over time.

Question 1: Has the Familiar Faces program changed the quality of our Departments contact with members of our community (more or less non-enforcement contact)?

Answer:

- Yes, less law enforcement need – 89%
- Yes, more law enforcement need – 11%

Question 2: What barriers exist for individuals in Olympia attempting to achieve stability?

- Housing: 33%
- Career Opportunities: 0%
- Access to Services: 0%
- Addiction: 56%
- All of the Above: 22%
- Other (mental illness, being too sick, lack of desire) 56%

Question 3: How often do you work with the Peers/Familiar Faces Program?

- Daily – 22%
- 1-2 times/week – 56%
- Once a month – 11%
- Never – 11%

Question 4: On a scale of 1-10 what is your impression of how successful the Familiar Faces Program has been at serving the most vulnerable in our community?

- 5 – 22%
- 7 – 11%
- 9-22%
- 10 – 45%

Question 5: How willing are you to make referrals to Familiar Faces when you encounter our most vulnerable community members day-to-day?

- Not willing – 0%
- Willing – 11%
- Very willing – 45%
- Already doing - 11%
- Not enough staff – 33%

The latest survey sent out to the City's Parking and Business Improvement Area (PBIA) indicated that out of 92 respondents "Impacts of Homelessness and Street Dependency" (76) and "Customer perceptions of Downtown being unsafe" (70) were the two highest concerns. (<https://www.surveymonkey.com/results/SM-7VPTWM78L/>)

Since the rollout of the Crisis Response Unit and the Familiar Faces Program, both programs have been highlighted by various media outlets and recognized for their work. Collaborating with all of our City partners and working closely on homeless response plans and programs, OPD recognizes that there needs to be various responses to the individuals we serve and that

the Familiar Faces Program plays a vital role in not only the success of its participants but the City as a whole. When community members are stable the City is a much calmer environment.

Addressing community members in mental health and behavioral health crisis has been a critical need for OPD officers. The City of Olympia passed a Public Safety Levy in November of 2017, which provides funding for OPD Walking Patrol, Crisis Response Unit, Neighborhood Police Officers and Community Court. Additionally, the City hired a Homeless Outreach Response Coordinator in 2018 to help address the City's growing number of unsheltered community members and street dependent citizens. With growing demand on City resources, two additional staff were hired to help address the City's unsanctioned encampments and increasing numbers of community members without adequate housing. Additionally, the City of Olympia passed the Home Fund in February, 2018 funding long-term supportive housing. With the addition of Peer Navigators, a Program Manager and Mental Health Professional working with Familiar Faces, OPD is in a position to have a real impact on homelessness and mental illness because of the combined efforts. Funds and focus the City is leveraging around these is a result of the relationships that OPD Officers have with the City's Familiar Faces community members. Law enforcement often understands better than most when an individual is starting to decompensate, their good days and bad days, activities and history. OPD has seen firsthand the power an officer can have in turning the ship for individuals. Replicating that has always been our goal with the Familiar Faces Program.



Encampment underneath the 4th Ave Bridge in Olympia, January 2020

In the past year many of our Familiar Faces clients been either detained by a Designated Crisis Responder (DCR) and held at an Evaluation and Treatment Center (locked facility) or incarcerated at the Olympia Municipal Jail or Thurston County Jail. Because of our strong

relationships with correction officers and staff we are always able to visit with our participants, which is a big deal to them. Everybody likes a visitor and time away from the streets or shelter can be very isolating. It's these times that many of our participants really feel the commitment we've made towards them – to stand with them no matter what. It's because of this valuable lesson learned in the first year of the Familiar Faces Program that we are excited about the opportunity to expand our Familiar Faces Program to reach more community members.



OPD Neighborhood Police Unit Sgt. Paul Frailey and Familiar Faces Peer Keith Whiteman

"I've had great experiences working with Keith over the last year in our efforts to help MC. MC was incarcerated for repeated phone calls to dispatch related to his mental illness. I've worked with MC for the past few years in attempts to mitigate these issues and keep him out of jail. When MC was eventually arrested and held for an extended period of time, it put me in a very difficult spot. As an officer working for the department that arrested him, the resources I could offer him became limited.

Fortunately, I had the opportunity to work with Keith of Familiar Faces. Keith brought a completely new perspective to the issue thanks to his unique life experiences and knowledge of social services. Keith and I worked together to support MC during his incarceration and connect him with resources on the outside. Keith's efforts were instrumental in transitioning MC back into society. Without Keith, I am certain MC would either still be in jail or would have been moved to a less ideal alternative. Keith quickly built a trusting relationship with MC and continues to help him navigate the challenges his mental illness presents.

I am incredibly thankful for the Familiar Faces program and Keith. As Law Enforcement Officers, we seek ways to make positive differences in the lives of our community members. Unfortunately, the responsibilities and expectations of our profession sometimes create barriers to our ability to effectively

guide needing individuals through the world of social services. Our partnership with Familiar Faces solves this problem. I strongly feel that expanding the Familiar Faces team with more selfless, noble members like Keith Whiteman will be a great benefit to our community in Olympia.”

Sgt. Paul Frailey, OPD Neighborhood Police Unit



Familiar Faces Peer Melissa McKee and OPD Downtown Walking Patrol Sgt. King

“We saw her everyday often in the same spot but never too far away. Sometimes we had to wake her up, sometimes we just tried to say hello. No matter the reason our attempts were always met with yelling, screaming and accusations that clearly made perfect sense only to her. By the time Familiar Faces (FF) started she was a regular.

We hoped for a simple thing like learning her name, the beginning of trying to learn her story and what role we might play in this chapter. We backed off and tried just saying “hello” as we passed. Somedays it worked and somedays our hello fired up an unleashing of angry response. We regularly received calls about her behavior, the yelling, the screaming, the conversations with people only she could hear or see. Knowing that showing up would only escalate things we would observe from a distance, still puzzled about who she was and how we could help.

We persisted with the casual hello’s in passing which became more and more tolerable and sometimes even met with a reciprocated hello or good morning. A couple times we dared ask her name. We heard

“Jazzy” and “Bethany” and “Eaglehawk” or “God”. Jazzy is what stuck. She settled into a more predictable routine, sleeping in front of the same building most nights and on most days getting herself up and going before we made our daily rounds. On occasion we ventured to ask if she needed anything. It was too much and not met with acceptance or appreciation. Her days were spent walking the same several blocks, over and over and over stopping at each trash can taking what she viewed as valuable and leaving the rest until she came back around again.

One weekend while driving into town from my residence miles away from downtown as I looked ahead, I recognized the gait and the cart and knew it was Jazzy looking in trashcans at the end of driveways, miles away from her regular downtown blocks. I passed her and pulled over, concerned for her safety calling CRU and asking them to come out and offer assistance; assistance I knew would likely be declined. It was. When I returned to work on Monday, she had returned to downtown.

At some point in this, FF started, and we had introduced them to Jazzy. We told them as much as we knew which was mostly nothing. Initially Charlie began checking in with her daily. Offering help and trying to catch a glimpse of who might be inside the ravaged exterior we saw each day. Charlie moved to CRU and Melissa came on as a new FF. She absorbed Jazzy onto her caseload and began the long, slow work where Charlie left off. We all continued keeping eyes on her, reporting anything that might be helpful in figuring how to best serve her.

Melissa reported some particularly poignant moments where once Jazzy accepted a jacket and then, a pair of pants a cup of coffee and then...a hug. This felt momentous for us all. Listening each week to Melissa update the team on her latest interactions with Jazzy was inspiring as Melissa has the sweetest and most intuitive approach. As Jazzy no longer yelled and screamed, businesses stopped calling about her behavior and started calling after noticing the wheel on her cart she pushes around each day was broken. They wanted to buy her a new one but didn't know how to go about giving it to her or if she would even take it. Melissa was the right person to broach the subject. Jazzy agreed to accept a new cart and even specified the precise one she wanted, one exactly like what she had. Jazzy got a new cart.

We saw progress. Having re-defined what success (a much need re-definition) looks like, we saw success. *And as the days and weeks and seasons passed, we kept saying hello, Melissa kept looking for opportunities to engage, driving downtown on Christmas morning to deliver an item Jazzy earlier said she was willing to accept.*

Although we knew we were making progress, seeing success the truth is that we still didn't know her story or her name. She still had lots of conversations with people only she sees and hears, she was still sleeping on the street and somewhere presumably maybe someone was wondering about her. Maybe someone knew her story and knew her name.

As the year came to an end, officers responded to a call at the downtown McDonald's for a female acting disorderly and refusing to leave when asked. Two officers, both on overtime responded and encountered Jazzy but neither of them knowing it was Jazzy or knowing she is a FF client. Jazzy was uncooperative and continue to refuse to leave. She was arrested and booked nearby at our municipal jail.

The following day as Lt. Emerson and Gabe (CCS Supervisor) were connecting with another client in the jail and walked by Jazzy's cell inadvertently looking inside as they passed. They stopped realizing it was

Jazzy. Jazzy who had been fingerprinted and was actually Trina. They sounded the call to Melissa and the team. Jazzy was in jail. Jazzy is Trina.

Having visited her in jail Melissa assured Trina she (Melissa) wasn't going anywhere; she was in for the long haul. Melissa and I met, and I began using my resources to uncover Trina's story. What we uncovered was that Trina had been missing for 4 years. She had been housed with her boyfriend of 10 years and worked as a custodian at the same job for five. She had struggled with bi-polar and developmental delays taking medication to manage her illness. And time went on the medication likely needed to be changed or maybe Trina missed a dose or two. Either way family began to see some concerning signs and sought help. In each instance she was released only hours later with no real intervention. As she continued to deteriorate in her illness, her Dad died, likely delivering the final blow to her fragile mind. Trina came running out of her house, screaming to her boyfriend about things in the house, that only she could see and left running down the street. He went after her, but she had disappeared wearing only the clothes on her back and a forgotten cash card in her pocket. He filed a missing person complaint and later discovered the card had been used at a restaurant, so he went there looking for clues, but none were found. He made posters and put them up for the next year but there was nothing. He died in 2017.

Melissa and I had found Trina's mom, 87 years old and in poor health. At times she sobbed coming to the realization that her little girl has been sleeping on the street and so incredibly ill that she didn't know her name. At times she cried, tears of joy that her little girl had been found, hope that she would get help and anticipated joy of being reunited.

*As of this writing criminal charges have been dropped. Trina has been detained and is at a hospital receiving much needed care. Just today Melissa reported impressive signs of Trina making eye contact, sharing food with her, being open to being housed and making one small statement about her life before this one. Her story isn't over and I'm confident in the acknowledgments in her book, Melissa's name will be in bold. " Sgt. **Amy King, OPD Walking Patrol Sgt.***

Program (D)

Through 12 years of providing housing services in Thurston County that began with the opening of Drexel House, CCS has been able to establish collaborating relationships with many service providers in Olympia and Thurston County. CCS connects Drexel House residents to services including BHR, SeaMar, Interfaith Works, Salvation Army, Veterans Affairs, Thurston County Veterans Assistance Fund and others. In addition, they collaborate with other providers to serve their homeless veterans and permanent supportive housing residents in Thurston County Mental Health Court and Thurston County Veteran's Court. CCS collaborates with each of these agencies on an individual basis based on the needs of each resident. CCS plans to leverage each of these working relationships to help support the Peer Navigators in their work with the Familiar Faces participants.

The efforts of the CCS Program Manager and Peer Navigators will also be coordinated with additional behavioral health and chemical dependency organizations based on the level of services needed and in support of client choice which allows for greater outcome success.

Community engagement is a key component of the work that OPD officers and staff are involved with. In 2019 OPD officers attended hundreds of events were active members on numerous roundtables, taskforces, and teams. With Sgt. King dedicated to Walking Patrol and Anne Larsen as Outreach Services Coordinator, Olympia community meetings regarding issues related to homelessness, mental illness, and substance use, have an OPD representative engaged at every meeting.



“As far back as I can remember (since I was a young child) it was drilled into my brain that “unless someone is dying in front of you, you never call 911.” That lesson that I learned very early in life stuck with me up until pretty recently. You see, throughout my life when the police were called it meant that someone that I cared about or loved was most often going to be taken away in handcuffs and not be seen or heard from for a significant period of time. This socialization process took place over many years; it took place in the free world as well as institutions and it was just the way it was. I simply did not know any other way.

Today, I get to work with some of the most amazing human beings that I have ever met, and they just happen to be Police Officers. On a daily basis I find myself collaborating with the Police Department to get people into treatment, detox, mental health/drug court, housing, and shelter programs. Oftentimes our clients end up in places that are not easily accessible, such as Western State Hospital; at times like this it’s the relationships that the Olympia Police Department has built that allow us to access our clients promptly in their darkest hours. It’s becoming clearer every day that in order to reach the population

that we are working with we need to work together and in doing so we are changing the culture of Law Enforcement as well as the culture of formerly justice system involved peoples. "

Familiar Faces Peer Keith Whiteman

Client Success



Client JR with Sgt. Ren Emerson and Corrections Officer JJ Roberson

Client JR in a snapshot

- Physically disabled
- Trauma History
- Substance Use Disorder
- History of multiple overdoses
- Aggressive/Assaultive behavior
- In-Patient Treatment 1/18/19 through 3/15/19
- Inpatient Treatment 5/15/19 through 8/7/19
- Exclusion order from Downtown Olympia

- Nominated for the Phoenix Award (Behavior Health Resources)
- Awarded “Rockstar Recognition Award” from Familiar Faces Team
- Paid off court fines
- Traveled home (Midwest) for the holidays and stayed sober
- Currently living in sober housing in Mason County
- Working towards housing in Thurston County

Arrests with OPD officers

10/31/2009 -4/12/19*

- **13 arrests** before Familiar Faces
- **4 arrests** after Familiar Faces intervention

**JR lived out of state between 2010 and 2017. In November of 2010 JR was in a serious train accident which resulted in the loss of both of his arms. He went back to the Midwest to recover.*

Charges Include: Assault 3, Pedestrian Interference, Malicious Mischief, Urinating in Public, Criminal Trespass, Drinking in Public - **Use of Force: 2**

Referrals to Social Services:

- Social Security Benefit Card
- Mitigation site
- Telecare
- American Behavioral Health Services
- Northwest Resources
- Home and Community Services (HCS)
- Quixote Village
- Drexel House
- Newalk House
- Community Action Council
- DSHS
- Community Care Center

Familiar Faces Contacts:

- 2018 -21 (November 26, 2018 – December 31, 2018)
- 2019 – 119
- 2020 – 5 (mid- January)



Client KF and OPD Walking Patrol Officer Eddie Tomsik

Client KF in a snapshot

- Drug and trauma history
- Dog with aggressive behavior
- Living in downtown Olympia
 - Unsanctioned encampments (B-Ave, Smart lot, 4th Ave bridge)
 - Streets, alcoves
 - Sanctioned encampment (Mitigation site)
- Hoarding Food
- Theft/Shoplifting
- Issues with time management & use of resources
- Urgent need for surgery (cancer diagnosis)
- Meal delivery during recovery
- Protection order (KF against neighbors)
- Discharged from Intensive Outpatient Treatment for lack of participation
- Dog neutered and muzzle purchased

KF was homeless, living on the streets, kicked out of the Mitigation Site and trespassed from multiple downtown resources/service providers. In the first three months of becoming a Familiar Faces client KF went to detox, moved into permanent supportive recovery housing, connected with a caregiver and made all assigned Community Court appointments.

Arrests: Client KF had 2 arrests before becoming a Familiar Faces client (LE activity starting 1/26/2017). No arrests after Familiar Faces. It should be noted the law enforcement had daily contact with KF (multiple times per day) before becoming a Familiar Faces client.

Referrals:

- Community Care Center
- Purple Heart Rescue (dog trainer)
- Northwest Resources
- Community Court
- Pinnacle Peak
- Prosperity Wellness Center
- Prison Pet Partnership
- Unitarian Congregation
- Medical appointments
-

Familiar Faces Contacts:

- 2019 – 100
- 2020 – 2 (mid- January)



OPD Downtown Walking Patrol Sgt. Amy King and Familiar Faces Client MC

Client MC in a snapshot

- Declining health and mental state since loss of family member
- Mental illness
- Repeated calls to dispatch and other first responders
- Release and reoffend
- Loses housing with Behavioral Health Resources
- Deemed incompetent
- Restored at Western State Hospital

- Trueblood participant in Thurston County
- Restraining order with daughter removed
- Housed at Plum Street Village

Law enforcement activity starting in 1994.

Arrests: 55 arrests before Familiar Faces, 2 arrests after becoming a Familiar Faces client

Charges to include: DUI, telephone harassment, intimidating phone calls, drug paraphernalia, drinking in public, trespass, harassment, and assault.

Identify best and evidenced based practices that will be utilized -E_

Working with identified chronically homeless individuals who can often be service-resistant, especially those who experience both mental illness and substance abuse, takes incredible tenacity. OPD Walking Patrol Officers and CCS Peer Navigators will gain results that programs can only achieve through trust-building and constant, consistent contact through dedicated outreach. The consistency in OPD Walking Patrol officers making contact with Familiar Faces participants, constant and reliable contact through Peer Navigators and supervisory directions from CCS and OPD program managers will foster a program that allows for lasting results.

Engaging homeless communities can be challenging and requires perseverance. All OPD Walking Patrol officers made the deliberate choice to work in Walking Patrol and understand that traditional “success” in law enforcement (arrests, clearing calls, etc.) will not be measured in Walking Patrol. Success will be measured in numerous small victories for the Familiar Faces participants such as; recovering from various setbacks, long-term stabilization, reconnection to family and reentry as a thriving community member.

Peer Navigators and OPD Walking Patrol will be dedicated to making dozens of contacts with our Familiar Faces community members before trust is built and lines of communication are open. OPD Walking Patrol Officers understand and are ready to experience resistance from Familiar Faces community members.

The City of Olympia is home to various and competent service providers that offer vital resources such as housing, food stability, non-emergent medical care, employment development and behavioral health resources. Partnerships with these social service providers will be vital to the success for the Familiar Faces participants. This program will allow for the focused and relentless attention that the Peer Navigators, OPD Walking Patrol Officers and City staff can provide to Familiar Faces participants. Peer Navigators will join Familiar Faces participants as they connect and access resources and services. Often the most service resistant individuals need a companion to attend appointments and services with them, the Peer Navigators in the Familiar Faces Program will do that.

For Familiar Faces community members who participate in this program, release of information would be obtained in order to access of their diagnosis from their behavioral health or substance use provider (Behavioral Health Resources, Northwest Resources, Adult

Behavioral Health Systems, Telecare, Providence, SeaMar, etc.) if they have one. Peer Navigators are trained to identify possible behavioral health and substance use issues. If behavioral health or substance use issues are identified, the Peer Navigator would help Familiar Faces participants connect to an appropriate provider in order for an assessment and diagnosis to be completed. The program will seek to create and follow a coordinated treatment plan that takes into account other wrap-around services they may already be receiving. If the Familiar Faces participants is not receiving other wrap-around services, this program will help them identify and connect with those services based on their needs.

Evidence-based Practices Deployed by Familiar Faces Program:

Harm Reduction:

<https://www.hri.global/what-is-harm-reduction>

Peer Support:

https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/value-of-peers-2017.pdf

<http://www.mentalhealthamerica.net/sites/default/files/Evidence%20for%20Peer%20Support%20January%202017.pdf>

Housing and Recovery through Peer Services (HARPS):

<https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/Fact%20Sheets/HARPS.pdf>

All Familiar Faces participants will take the Patient Health Questionnaire (PHQ-9) upon intake. The PHQ-9 is a multipurpose instrument for screening, diagnosing, monitoring and measuring the severity of depression. The PHQ-9 incorporates the DSM-IV depression diagnostic criteria with other leading major depressive symptoms into a brief self-report tool. The tool rates the frequency of the symptoms which factors into scoring severity index. Question 9 on the PHQ-9 screens for the presence and duration of suicide ideation. A follow-up, non-scored question on the PHQ-9 screens and assigns weight to the degree to which depressive problems have affected the patient's level of function.

<https://www.integration.samhsa.gov/images/res/PHQ%20-%20Questions.pdf>

A PHQ-9 depression assessment will get an average depression score at the time of starting Peer Navigation Services and at the end of the grant year. The goal is to see a reduction in average depression scores. **SAMHSA sites a lower depression rating as a result of Peer**

Support: https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/value-of-peers-2017.pdf

Service progress will be evaluated and staffed at weekly meeting with Familiar Faces Stakeholder meeting, a multi-disciplinary group that ensures that a range of social service and City partners are focused on homelessness in a coordinated, strategic manner. Every Tuesday morning at 9AM the team meets to review the Familiar Faces caseload.

Detailed Timeline (F)

March 15 -April 2020

- Post Neighborhood Policing, Mitigation Site, Re-entry, and Roving Encampment Peer Navigator positions with Catholic Community Services
- Post Program Manager position with Catholic Community Services
- Post Mental Health Professional position with Catholic Community Services
- Meet with Familiar Faces Stakeholder Group, strategize implementation of four new peers into program
- Identify initial Neighborhood Policing, Mitigation Site, Re-entry, and Roving Encampment Familiar Faces participants
- Interview Neighborhood Policing, Mitigation Site, Re-entry, and Roving Encampment Peer Navigators candidates
- Develop expanded Familiar Faces program policies
- Rent office space and order all necessary office supplies for program

May 2020

- Hire Neighborhood Policing, Mitigation Site, Re-entry, and Roving Encampment Peer Navigators
- Hire Program Manager
- Hire Mental Health Professional
- Training for Neighborhood Policing, Mitigation Site, Re-entry, and Roving Encampment Peer Navigators including cross-training at TCOMM, OPD, and CRU.
- Training for Program Manager
- Training for Mental Health Professional
- Communication to internal and external stakeholders about expanded Familiar Faces Program
- Communication at all OPD briefings, introduction of Program Manager, Mental Health Professional, Neighborhood Policing, Mitigation Site, Re-entry and Roving Encampment Peer Navigators and expanded Familiar Faces program
- Peer Navigators connect with Familiar Faces participants

- Peer Navigators, Program Manager and Mental Health Professional attend and collaborate with local service providers at meetings such as the Vulnerable Index meeting held weekly at the Community Care Center (Providence)
- Monthly report due to WASPC and LEAD NSB

June 2020 – June, 2021

- Peer Navigators are working closely with Familiar Faces participants
- Program Manager Facilitating weekly Familiar Faces Stakeholder meetings, ensuring capacity for Essential Stakeholders and capacity for expanded client list
- Weekly Familiar Faces Stakeholder meeting staffs Familiar Face client's caseloads
- Monthly report due to WASPC and LEAD NSB
- Identification of barriers and create strategies to address needs of Familiar Faces participants
- Identification of caseload capacity and potential overbooking of Essential Stakeholders

Challenges and Resolution

Familiar Faces participants resistant to services

- *Tenacity and consistent contact by Peer Navigators, OPD Walking Patrol Officers, OPD Corrections officers and City staff*

Lack of appropriate shelter and permanent supportive housing

- *Utilize available shelter beds at Drexel House, Mitigation Site and Union Gospel Mission, if appropriate.*
- *City of Olympia HomeFund which passed in February 2018 and continued advocating for affordable housing options in the City of Olympia and Thurston County.*
- *Continue to work with Coordinated Entry at Community Action Counsel for rapid re-housing funds and HEN (Housing and Essential Needs) funding.*

Detainment (Evaluation and Treatment Centers)

- *Peer Navigators will be contacted if a Familiar Faces participant becomes detained by a Designated Crisis Responder (formally CDMHP) and connect with participant at the treatment center.*

Medically Fragile Participants

- *Advocate for participants in medical settings and continue to monitor their medical health and connect them to medical providers.*

Familiar Faces Clients (G)

In 2019, the Familiar Faces Program served 26 clients, with two Familiar Faces Peer Navigators. There were a total of 2,372 intentional contacts with clients. For the purposes of this grant, “intentional contact” indicates an interaction that is at least 25 minutes long, often hours long.

With the proposed expanded program, it is estimated that the Familiar Faces program could reach a total client list between 80-90 clients.



Client CB with OPD Sgt. Amy King, Walking Patrol Officers Javi Sola and Patrick Hutnik

The Peer Navigators will provide connections to supports and services that are desired by each individual Familiar Faces participants based on their client-driven service plan. They will also provide peer support counseling services with an emphasis on housing retention, providing advocacy, teaching symptom-management techniques and coordinating services with other behavioral health, substance use and medical providers. Skill teaching, ongoing assessment, coaching towards healthy relationships and other peer support services will be provided.

Services provided by the Peer Navigators will be an intensive, flexible community-based that provides mental health and substance use disorder treatment integrated with primary health care and life skills development. This comprehensive approach will center the participants’ self-determination and individual recovery goals. The Peer Navigators will also provide ongoing coordination with criminal justice system partners in order to support reentry and reduce incarceration and crisis system utilization. The following evidence-based and best practices will be used in this service delivery:

- Motivational Interviewing
- Permanent Supportive Housing from a Housing First Approach
- Assertive Outreach/Engagement
- Trauma-Informed Care
- Harm Reduction
- Integrated Care and Care Coordination
- Culturally Responsive Services

Familiar Faces participants will be referred into the program by the Familiar Faces Partner Group. Variables, including contact with OPD Walking Patrol, Downtown Ambassadors, and Vulnerable Index score will determine who is designated a Familiar Faces participant.

Step: 1

Welcome, Engage, and Assess

- Dialogue with clients and relate personal experience that will assist in relationship and trust building
- Assess and review the client's ability to communicate their own position and preferences
- Reassure and communicate hopefulness "that they are not alone"
- **Stabilizing Interventions:** Housing assistance, detoxification services, medical care and mental health treatment

Step: 2

Individualized Case Management

- Assist client in assessing options
- Reach agreement with clients about activities that will contribute to healing and support and communicate that to others
- Provide a range of supportive/helpful interventions and activities as agreed to with the participant and documented in their case management plan
- Adapt activities and interventions to enhance focus on strengths, needs and creativity without changing the basic nature of the case management plan
- Assist participants in analyzing progress toward vision and goals and encourage feedback
- Communicate ideas by using own life as a learning and teaching tool
- Communicate progress and concerns to Familiar Faces Partner Group
- **Prosocial Interventions:** Addiction treatment, reduce delinquent peer affiliations, develop prosocial regimen and structure, and address criminal thinking and adaptive problem-solving skills

Step: 3

Transitioning Services

- Negotiate and facilitate transitioning to other services and natural support systems, working closely with participant each step of the way

- **Maintenance Needs:** Vocational or educational counseling, life skills training, relapse prevention therapy, long-term recovery services, relapse prevention therapy

Currently we track client engagement with a weekly client engagement spreadsheet and with a weekly client narrative to add supplemental information. The client engagement spreadsheet includes client AKA, client name, Monday – Friday contacts made, and the current location of the client.

The Familiar Faces Peers also keep case notes on each client and folders with important paperwork (copies of State IDs, housing paperwork, benefit paperwork, etc.)

Data collection and Reporting (H)

All Essential Stakeholders and Familiar Faces personnel agree to comply with any data collection and reporting requirements that are established.