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 oversite 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.