

Olympia Police Department

Familiar Faces Grant Narrative

Project Description

The Olympia Police Department (OPD) and Catholic Community Services (CCS) of Olympia are collaborating on a Mental Health Field Response Team Program that will focus on a Familiar Faces program for Downtown Olympia. “Familiar Faces” for the purposes of this grant application is to be defined as individuals in our community with complex health and behavioral problems and frequent and persistent contact with OPD Walking Patrol, OPD Crisis Response Team, Downtown Ambassadors, and other City staff.

On a daily basis, the OPD Walking Patrol officers lay witness to Familiar Faces community members experiencing personal crisis, which often becomes a public crisis because of the severity of their behavioral health conditions. OPD and CCS recognize the complexity of needs presented by Familiar Faces community members and acknowledge that more effective, intentional interventions are required.

By engaging a smaller number of individuals with intensive, intentional, coordinated wrap-around care, OPD and CCS will make a noticeable impact on the lives of our Familiar Faces community members and create a Downtown environment that is safe, healthy and vibrant for all who live, visit and work in Downtown Olympia. Peer Navigators will each carry a case-load of 10 participants at a time, cycling in new participants as others graduate out of the program. Peer Navigators share their lived experience with individuals to create supportive relationships based on trust and respect in an effort to increase empowerment and hope, improve personal success, provide opportunity for integration into the community, build linkages to needed community resources and begin to establish natural community supports.

Familiar Faces community members will be identified using composite information from OPD Walking Patrol, City staff, and Vulnerable Index scores. The Vulnerability Index is a survey used in Olympia and analysis methodology for identifying and prioritizing the street homeless population for housing according to the fragility of their health.

The OPD and CCS Familiar Faces Program intends to deploy a cross-system approach and remove barriers to effective interventions by deploying purposeful interventions facilitated by CCS Peer Navigators.

Working in collaboration with the OPD Walking Patrol, CCS Peer Navigators will be able to address the specific and complex needs of the City’s Familiar Faces such as:

- concrete supports (housing, employment, primary health care or legal services)

- connections to information and referrals to community resources that support health and wellness
- connections to recovery community supports, activities, and events

The partnership between OPD and CCS on this collaborative effort bridges the relationships and community knowledge of OPD Walking Patrol officers with the outreach and mental health services of CCS. We know that such a program will not only benefit OPD officers, but make long-lasting steadfast benefits to Olympia’s Familiar Faces community members. The goal of this grant application is to make Olympia a safe, healthy and vibrant community for all.

The 2018 Legislature passed HB 2892.SL and created avenues of funding and support to assist local law enforcement agencies to establish and expand mental health field capabilities. 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 Team and Neighborhood Liaison Officers and Community Court. Additionally, the City recently hired a Homeless Outreach Response Coordinator to help address the City’s growing number of unsheltered community members and street dependent citizens. Additionally, the City of Olympia passed the Home Fund in February, 2018 funding long-term supportive housing. With the addition of Peer Navigators 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 issues.

As a result of the relationships that OPD Walking Patrol 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 is our goal with the Familiar Faces Program.

Success Story #1, from Downtown Ambassador, Katherine Tahrn

The Downtown Ambassador Program is a program run by the City of Olympia with the mission of keeping downtown Olympia safe and welcoming for all.

As a Downtown Ambassador I’ve recently had the privilege of working with a member of the homeless community to connect them with services, family and a home. None of this would have been possible without the combined efforts of social services providers and the Olympia Police Department.

John Doe was well known in the downtown community for his big personality and his disruptive behavior. Homeless in downtown for 13 years John actively battled addiction, mental health issues and abusive relationships. He had attempted suicide multiple times, all in full view of the public. The most notable was when he hung himself from a tree and was rescued by an Olympia Police Officer.

By the Spring of 2018 John had used all the services available to him and was running out of options. When an Olympia Police Officer caught John defecating in an alley John was detained and transported to Western State Hospital.

It was exactly what John needed. When he was released he immediately reached out to myself and my partner. He was happy OPD had detained him since he had gotten sober and received mental health treatment. During his detainment he had reached out to his son who was willing to take him back under the condition John stayed sober.

It was key to get John on a train to his son as fast as possible since it was not safe for John to sleep outside. Working as a team we were able to coordinate with an Olympia Police Officer to get a booking photo and arrest information which the train station accepted as ID. The officer was extremely helpful going out of his way to help John get in a stable home with his family.

It only took three days to get John on a train to his family. Now instead of getting beat up, digging in trash for food and begging for drugs John is spending time with his grandchildren and fishing catfish.

On behalf of John and the Downtown Ambassador team we want to thank Olympia Police Department for their crucial role in helping John finally live his life.

The focus area for the Familiar Faces program will be “Downtown Olympia” which is roughly the Farmer’s Market to 8th Avenue and Simmons Street to Plum Street. The OPD Walking Patrol focuses on crimes and behaviors such as trespass, camping, loitering, narcotics, disorderly conduct and mental illness. Walking Patrol Officers spend 90% of their time on foot or bike and are very focused on being visible and connecting with as many people and businesses as possible. The team works diligently to build relationships with community members and businesses, to be available and accessible, and are not pulled away from the Downtown area for regular patrol radio traffic.

OPD Walking Patrol Officers work 7 days a week, split into two shifts. Current hours are:

- Day Shift: 7 days a week, 7:00AM – 5:00PM
- Swing Shift: Wednesday and Thursday 1:00PM – 11:00PM and Friday and Saturday 4:30PM – 2:30AM

Funded by the Public Safety Levy, the OPD Crisis Response Team will be a mobile, high-functioning team capable of providing emergency mental health and substance use disorder services to Olympia community members experiencing crisis. The OPD Crisis Response Team will be staffed by mental health, substance use disorder professionals and other non-

emergency medical staff. The OPD Crisis Response Team model is based in part on the CAHOOTS Program in Eugene, Oregon <http://whitebirdclinic.org/cahoots/>

The Familiar Faces Program will reduce the number of calls to dispatch, calls and email complaints to City staff and limit contacts with Downtown Ambassadors, Clean Team and other City staff addressing the impact of Familiar Faces community members on Downtown Olympia. All City staff and partners will know who is enrolled in Familiar Faces Program – including jail staff, all OPD officers, and dispatch.

At any given time, the Familiar Faces program will serve 15-20 of the most vulnerable individuals in Downtown Olympia who are most resistant to services and resources and have the largest impact on the community's perceptions and feelings of safety in Downtown Olympia. Throughout the duration of the grant cycle, we could serve upwards of 40 individuals or more depending on the severity of each individual case.

CCS has a proven track record of successfully deploying Peer Navigators to work with individuals suffering from mental illness throughout Washington State. All Peer Navigators will be recognized as Peer Specialists by the Division of Behavioral Health and Resources (DBHR). Extensive cross-training between law enforcement and Peer Navigators will be ongoing to share areas of expertise. Peer Navigators will cross-train with dispatch, Walking Patrol, Crisis Response Team and City staff working Downtown.

Under the joint supervision of the CCS Program Manager (Gabe Ash) and OPD Outreach Services Coordinator (Anne Larsen) the Peer Navigators will provide direct services to the participants in the Familiar Faces Program.

Peer Navigators share their lived experience with individuals to create supportive relationships based on trust and respect in an effort to increase empowerment and hope, improve personal success, provide opportunity for integration into the community, build linkages to needed community resources and begin to establish natural community supports. Peer Navigators meet their clients where they are at, literally and emotionally. Street outreach is a critical component of Peer Navigator success and Peer Navigators work within a Harm Reduction model.

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 set-backs, 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>

Project Need

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

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.
[\(https://www.surveymonkey.com/results/SM-7VPTWM78L/\)](https://www.surveymonkey.com/results/SM-7VPTWM78L/)

OPD Walking Patrol officers are making the consistent contact over-and-over again with the City's homeless and street dependent population, the majority of whom suffer from mental illness, substance use disorder or a combination of the two. A July 2018 article in The Olympian highlights the work of the OPD Walking Patrol: **Article in the Olympia – Managing Olympia's street community is big part of walking patrol officer's job**
<https://www.theolympian.com/news/local/article214696740.html>

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 18 years' experience to the position.

OPD Walking Patrol Officers

- Sgt. Amy King
- Officer S. O'Brien
- Officer J. Reisher
- Officer E. Tomisk
- Officer J. Sola
- Officer J. Theis
- Officer P. Hutnik

OPD Crisis Response Team

- Managed by Anne Larsen, Phase 1 implementation October, 2018

OPD Outreach Services Coordinator

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

Catholic Community Services

CCS Program Manager

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

CCS Peer Navigators

The role of the Peer Navigators will be to work together with Gabe, Anne, and OPD officers to help Familiar Faces clients integrate into the community and build linkages to community resources. Peer Navigators 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.

Familiar Faces Partners Group

Downtown Liaison Manager

- Mark Rentfrow, manages the Downtown Ambassadors and Clean Team
<http://olympiawa.gov/community/downtown-olympia/downtown-ambassadors.aspx>

Downtown Ambassadors: The Ambassadors provide street outreach, business support and hospitality services to residents, business owners, property owners and visitors to Downtown. The Downtown Ambassadors are recognized Peer Specialists.

- Teal Russell
- Katherine Trahan

Clean Team: The Clean Team is responsible for general upkeep, repair, painting, trash pickup (including the over 950 “sharps” that were disposed of in June, 2018) and cleaning in and around public spaces in Downtown Olympia. By default, the Clean Team staff are in constant contact with the City’s Familiar Faces participants, the Downtown Ambassadors and OPD Walking Patrol.

Homeless Outreach Coordinator

Olympia’s Homeless Response Coordinator, Colin DeForrest is responsible for developing and implementing a homeless response plan for the City.

Economic Development Director

The Economic Development Director for the City, Mike Reid is responsible for developing and implementing the City’s economic development strategy and creating a positive image for the City.

Downtown Programs Manager

As Downtown Programs Manager, Amy Buckler, is responsible for all programs Downtown, including Parking, Planning and Development.

Partnership and Collaboration

Through 11 years of providing housing services in Thurston County that began with the opening of Drexel House I, 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 2017, OPD officers attended over 300 events and were active members on numerous round-tables, taskforces, and teams. With Sgt. King dedicated to Walking Patrol and Anne Larsen hired 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.

Services

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

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_tac/value-of-peers-2017.pdf

Service progress will be evaluated and staffed at weekly meeting with Familiar Faces Partner Group, a citywide multi-disciplinary group that ensures that a range of City departments and

staff focused on homelessness in a coordinated, strategic manner. Every Wednesday afternoon the team will meet to review the Familiar Faces caseload. Partner meetings will ensure City staff coordination and follow-up.

In situations that arise which deem a Designated Crisis Responder (DCR) be called, Peer Navigators will contact the DCR, stay with the Familiar Face participant, and provide the DCR with historical context to build a case for detainment.

Additionally, partners within the criminal justice system will be kept current on participation in the Familiar Faces program, allowing for quick notification to the Peer Navigators, CCS Program Manager or OPD Outreach Supervisors if a participant becomes incarcerated.

Success Story #2, from Downtown Ambassador Teal Russell

The Olympia Downtown Ambassadors and the Olympia Police have been engaging with Jane Doe for the last three plus years. In this time we have gotten countless calls for welfare checks and emergencies that have involved her. She is a high utilizer of emergency services (OPD and OFD) and she has been evaluated by DCR's many times.

In May 2018 multiple first responders received multiple calls about a woman running in the road, taking her clothes off and covered in her own fecal matter. This is regular behavior for Jane Doe. When we first made contact with her she was communicating in a nonsensical way. We called OPD and a DCR to evaluate her. She took off running and we followed slowly behind, until she stopped in a parking lot. We stayed with her there while waiting on OPD to arrive. While waiting, she went down in a train tunnel where she usually sleeps, took off her clothing and engaged in sexual behavior. She took off down the train tunnel naked and barefoot. OPD arrived and went to look for her at the other end of the tunnel. The DCR arrived and we walked to the other end to look for her. We finally located her sitting in the middle of a gravel path dumping dirt on her head and we advised OPD of her location. Four officers arrived, took her into custody and the DCR directed her to St Peters Hospital for evaluation. She spent time at Western State Hospital and came back to us in August 2018. When she came to us she said that she was grateful for OPD and us for what happened. She had gotten to reconnect with her sister. She used our phone to call her sister. We coordinated with Jane Doe to meet up every day to check in. She is currently taking her required medication and is in a program. If it was not for the coordination between OPD and the Ambassadors she would still be stuck in the same destructive reoccurring behavior.