



# Tacoma Pierce County Coalition to End Homelessness

<https://pchomeless.org/> - [info@pchomeless.org](mailto:info@pchomeless.org)

## Friday Coalition Meeting Chat – June 17, 2022

00:24:20 - Janet Runbeck: - Sally, can you speak to the "Plan" by Human Services?

00:24:39 - Sally Perkins: - Sort of, I have my notes...

00:30:03 - Lavada Kent-Napier: - it's the management style that makes it successful

00:31:03 - Gerrit Nyland: - Set up of the LIHI tiny house villages have come in around \$800k. I imagine FOB Hope site development costs will be a similar.

00:38:42 - Timothy Harris: - Purpose: Ask new people joining us to introduce themselves, and center those attending on the task before us.

- Rosemary Powers, New Connections, [rpowers@eou.edu](mailto:rpowers@eou.edu)

9:05 a.m. - This Week on the Streets

Purpose: An update about what outreach teams are seeing on the streets this week.

- All

9:20 a.m. - Community Spotlight: Pierce County AIDS Foundation (PCAF)

Purpose: Hear about this resource in our community.

- Jerrale Morris, PCAF, [jmorris@pcaf-wa.org](mailto:jmorris@pcaf-wa.org)

9:25 a.m. - Racial Equity Demo project and Coordinated Entry

Purpose: An overview of what was found in a study of 16 Black households who went through CE in the last year.

- Michael Crow, [crawm@evergreen.edu](mailto:crawm@evergreen.edu)
- Carolyn Weisz, University of Puget Sound, [cweisz@pugetsound.edu](mailto:cweisz@pugetsound.edu)

9:55 a.m. - Breakout discussion: What are your ideas for how our community could make Coordinated Entry work better?

Purpose: An opportunity to network and talk about this issue.

- All

00:39:21 - Timothy Harris: - 10:10 a.m. - Government Updates

Purpose: Understand current efforts underway.

- City of Tacoma, Caleb Carbone, [ccarbone@cityoftacoma.org](mailto:ccarbone@cityoftacoma.org)
- Jeff Rodgers, Pierce County Human Services, [Jeff.rodgers@piercecountywa.org](mailto:Jeff.rodgers@piercecountywa.org)
- Valeri Almony, Pierce County Rental Assistance, [Valeri.almony@piercecountywa.gov](mailto:Valeri.almony@piercecountywa.gov)
- Jennie Schoeppe, Tacoma-Pierce County Health Department, [jschoeppe@tpchd.org](mailto:jschoeppe@tpchd.org)
- Jody Ferguson, Pierce County Emergency Management, [jody.ferguson@piercecountywa.gov](mailto:jody.ferguson@piercecountywa.gov)

10:20 a.m. - Safe Sites for All Update

Purpose: Understand the status of the effort to create safe parking and Safe Sites for All across Pierce County.

- Janet Runbeck, [janetrunkbeck@gmail.com](mailto:janetrunkbeck@gmail.com)

10:30 a.m. - Coalition Committee Updates

Purpose: Share updates from the Coalition committees and workgroups that would be of interest to the full Coalition.

- All



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10:35 a.m. - Good Trouble Announcements

Purpose: Share what folks are working on that would be amplified by sharing with the full Coalition.

- All

00:39:44 - Gerrit Nyland: - Community Norms

Lead with a racial equity lens.

Be aware of power dynamics.

Challenge concepts, not people.

Listen to learn.

One person speaks at a time.

Speak from your own experience.

Make space, take space.

Assume best intentions and take responsibility for impact.

Be aware of time and agenda

00:44:51 - Lavada Kent-Napier: - true people are walking to tacoma from king county during the day

00:51:38 - Lavada Kent-Napier: - Gerrit please provide the total projected homeless people count after living tiny house complex completed.

00:56:02 - Gerrit Nyland: - Current estimate in Pierce County is about 4,100 individuals experiencing homelessness. That is an large increase from the summer - probably not a reflection of a substantial increase in homelessness as much as more programs connecting with people experiencing homelessness - especially shelters and new outreach programs.

01:00:40 - Theresa Power-Drutis: - 9:25 a.m. - Racial Equity Demo project and Coordinated Entry

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- Valeri Almony, Pierce County Rental Assistance, [Valeri.almony@piercecountywa.gov](mailto:Valeri.almony@piercecountywa.gov)
- Jennie Schoeppe, Tacoma-Pierce County Health Department, [jschoeppe@tpchd.org](mailto:jschoeppe@tpchd.org)
- Jody Ferguson, Pierce County Emergency Management, [jody.ferguson@piercecountywa.gov](mailto:jody.ferguson@piercecountywa.gov)

01:01:14 - Stacey: - thanks Gerrit. and thanks for that context about the data. we're always dealing w fuzzy numbers but knowing this increase is most likely better connections rather than a massive increase is good news!

01:01:18 - Theresa Power-Drutis: - 10:20 a.m. - Safe Sites for All Update

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- Janet Runbeck, [janetrunbeck@gmail.com](mailto:janetrunbeck@gmail.com)



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10:35 a.m. - Good Trouble Announcements

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- All

10:40 a.m. - Reflect on today's meeting

Purpose: Hear from those who would like to share about how they feel today's meeting went. What worked? What didn't? What should be done differently next time?

- All

10:45 a.m. - Success Stories

Purpose: We want to end our weekly meetings on a high note. If you have a success story to share, we would love to hear it!

- All

01:02:49 - Russ Alarcon: - What is a "CE" organization>

01:02:53 - Dara Bardelas: - This study is so important!!! This is amazing, and hopefully can help improve the CE system with racial equity lens

01:03:09 - Theresa Power-Drutis: - Coordinated Entry

01:03:27 - Russ Alarcon: - Thank you.

01:05:01 - Gerrit Nyland: - This following link is a nice little self-guided tour of how the homeless system works in Pierce County. It will provide more information on what Coordinated Entry is and how it works with other homeless programs in the Community -

<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.piercecountywa.gov%2FDocumentCenter%2FView%2F106574%2F2021-Steering-Committee-Background-Info&wdOrigin=BROWSELINK>

01:05:35 - Stacey: - thank you gerrit!

01:14:40 - Verna Lilly: - Can you say a little more about Targeted Universalism?

01:14:43 - Stacey: - did the study look at the caseload size for the case managers?

01:15:27 - Stacey: - can these slides be made available for us to go through on our own? or is the report published somewhere?

01:16:25 - Dara Bardelas: - This is important! thank you for conducting the study, and proactively working on improving the Coordinated Entry system

01:17:21 - Shannon Ice: - Shannon Ice: comprehensive life resources, 253-355-5803, [sice@cmhshare.org](mailto:sice@cmhshare.org)

01:18:11 - Kasey Burton: - Sorry if I missed a response to this, will this study be circulated?

01:19:41 - Stacey: - thank you Jan! 🙌 I applaud faith-based orgs for doing this work, but they cannot be the only viable options! especially if we are to be culturally competent in this work

01:19:49 - Jay Worley: - Thank you Jan

01:20:59 - Stacey: - it may not be as much of a barrier for the case management portion, but definitely w the services they're being connected to...

01:22:45 - Lavada Kent-Napier: - negative experience



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- 01:22:48 - Dara Bardelas: - We need representation in CE, staff that understands the underlying struggles POC experience within the system
- 01:23:20 - Betty Beer: - I feel you would get similar responses from most CE participants.
- 01:23:45 - Mike Crow (he/him): - This is the final report, if anyone is interested
- 01:24:05 - Lavada Kent-Napier: - exhortation for services
- 01:24:59 - Lavada Kent-Napier: - stay away
- 01:25:46 - Lavada Kent-Napier: - stalking through members of religious institutions
- 01:25:50 - Stacey: - religious trauma is an important factor to consider for cultural competency
- 01:26:03 - Lavada Kent-Napier: - dido
- 01:26:21 - Verna Lilly: - Yes!
- 01:26:26 - Kimberly Ellefson: - Thank you for providing the report!
- 01:26:33 - Stacey: - also relevant for LGBTQIA2S
- 01:27:03 - Jay Worley: - Thank you so much
- 01:27:14 - Lavada Kent-Napier: - it's like predators offering candy or asking help to find their pet.
- 01:27:35 - Janet Runbeck: - Thank you Mike and Carolyn!
- 01:28:21 - Stephanie Schermerhorn: - Thank you!! for putting the report in the chat and all your hard work
- 01:28:22 - CC Mendoza: - Thank you both!
- 01:28:33 - Gerrit Nyland: - Just wanted to note that Coordinated Entry is designed as a very short term program. Except for people experiencing chronic homelessness, long term case management has been missing from our system for quite some time. The County is adding funding for long term navigation case management - contracts with REACH and Inside Passages to do that work starts in July.
- 01:29:00 - Lavada Kent-Napier: - predators operating as helpers win trust them do negative things causing people to blame religion sectors
- 01:29:14 - Mike Crow (he/him): - It really was a group effort. Carolyn and I are just the spokespeople. So many folks from across Pierce County were part of making this happen
- 01:31:21 - Stacey: - @gerrit - that seems to be part of the problem. because the process of getting folks into stable housing can be such a long process due to limited resources, building that relationship w a case manager seems critical to getting them into a truly stable place
- 01:31:56 - Stacey: - lol 😏
- 01:32:19 - gail misner: - .0`in another meeting for a minute.
- 01:32:59 - Stacey: - my next client will be here any second. so I'll have to duck out soon
- 01:33:32 - Stacey: - rob & Gerrit make bad jokes
- 01:34:47 - Paula Anderson: - my mic is not working and I couldn't hear anything in the breakout.
- 01:34:49 - Stacey: - I can't decide if 3 kids in the same grade is crazier than my friend's family who space all the kids 4 years apart... that's 12 years of high school & 12 years of college...
- 01:35:33 - Stacey: - \*hugs\* Valerie
- 01:36:13 - Stacey: - what's the joke about understanding why some animals eat their young?
- 01:39:06 - Domonique Stevens: - In a call. Sorry
- 01:42:03 - Stacey: - lol talk to my boss! if I could promise not to have a client scheduled...
- 01:46:24 - Michael Yoder: - Room 8:
- 01:47:32 - Julie Hoffman: - • - Frustration of not getting a call back.
- - Is there a timeline to get call back? Ongoing?
  - - Timeliness as part of a performance plan for CE workers – can that be part of their plan to call folks back regularly to keep them informed?



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- - Hard to get through to CE in the first place, then people knowing what the plan is to get into housing from there.
  - - How is CE reaching back out? Given difficulties with having phones and charging phones.
  - - Have to wait in line or try to get an appointment – can be challenging to get there or have the time to wait.
  - - Lack of prioritization – individuals are not prioritized, others know what to say to get bumped up.
- 01:47:34 - Jay Worley: - Lisa I think there just scared to be honest. our honesty has hurt us
- 01:47:52 - Mike Crow (he/him): - Just wanted to share the slides Carolyn and I used too
- 01:48:25 - Leanne Blanks: - Room 3: seems to be a lack of personalization with questions/ process. Also, lack of resources to back it up
- 01:48:58 - Mike Crow (he/him): - Julie, everything you mentioned came up in our interviews pretty frequently too, about getting called back
- 01:49:14 - Lavada Kent-Napier: - room 10 notes main goal is to educate workers on racism and the bias towards people. human trafficking training topic.
- 01:49:14 - Michael Yoder: - Room 8: does the prioritization algorithm that is implemented after the CE intake interview score those with criminal backgrounds as being more vulnerable? Who is monitoring the algorithm for any inherent bias?
- 01:49:31 - Janet Runbeck: - Rm 9 = #1. Not enough resources (ie housing); #2: cultural competency by the case manager needs to be addressed; #3: case mangers have too high of a case load, hence not able to respond efficiently to clients.
- 01:50:08 - Lavada Kent-Napier: - confidential is important in working with DM
- 01:50:14 - Verna Lilly: - Rm 5 - 1) Make 211 more efficient with less "Hold" time. Add a call back feature where they call you back. 2) Build and keep trust - don't make promises you can't keep. Under Promise/Over Deliver 3) Promote programs that work well, like McKinney Vento, which provides transportation for homeless school children to their regular school.
- 01:50:19 - Jennie Schoeppe: - Room ? :) Jennie (TPCHD), Lisa (CCS SSVF), Betty (LASA), Rosemary (Coalition, New Connections), Courtney (Lived Exp Coalition). Barriers to CE:
- - People get on a wait list even if there is no housing stock. People are on wait lists for long periods of time.
  - - Frustration by folks who have been unhoused for a longer period of time seeing someone who has been unhoused for less time, get services before them. How are people being prioritized? What if the person
  - - System isn't user friendly: how to make edits to your contacts? If it's been a long time since you started the process and you're asked to go back to the agency where you started, what if you can't recall where that was?
  - - There are many case managers out there who are not CE certified, so they can't put clients in the priority pool?
  - - Hard to get through to CE, long waits to scheduled a conversation. It has to be more immediate. Solution? --- Make sure there is enough funding to help case managers get the training the need.
- 01:51:00 - Kimberly Ellefson: - How is there any oversight of case managers and case management. What qualifies some one to be allowed to work with the vulnerable population
- 01:51:44 - Lavada Kent-Napier: - capacity building information is needed in area of contracting service instead of employee base.
- 01:54:38 - Valeri Almony: - Jennie could cases be dropping with the home testing being more frequent and less community based testing?
- 01:56:53 - Timothy Harris: - Room 2: The elephant in the room is the lack of resources we have to offer. The 211 line is overwhelmed and people are calling over and over and not getting through. Clients



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routinely report that nobody is calling them back. Everyone is overwhelmed by gap between need and availability. Encouraged by Seattle and California's social housing campaigns. Need to expand housing available and taking it off market makes sense. Community Homeless Resolution Partnership recently got funding to expand their much needed services. Tacoma Pro Bono reports that the "eviction tsunami" is ramping up. People are recommending to clients that they cc their emails to multiple points of contact to get in front of multiple eyes. Over 2000 households on the CE list. The clients that are squeaky wheels are the ones breaking through to get the help they need, but not everyone has the wherewithal to do that.

01:57:14 - Gerrit Nyland: - Kimberly - for coordinated entry, there is a training program that qualifies staff to do the conversations. It involves a few days of training and then observation of conversations and being observed doing conversations. They only get certified once they deemed ready by the trainer. It typically takes a month or so (but I've not been involved in the training process for quite some time, so I defer to others that have more recent information). There is also expectations of on-going professional development and an annual review/recertification process.

01:57:39 - Dana Peregrine: - What can make CE better? Ideas include... get into CE as early as possible. In this regard, pre-CTI is a great example. gather documents, etc so when do become homeless for a day have needed documents,... applicants are scared to tell the truth when in fact to be truthful is to their advantage so, encourage and reassure that the truth is the best way to get help... prevention is cheaper than treatment, is very unfortunate that can only get help once homeless for a day, and once in crisis... need ways to ensure first time homeless know about CE... among unhoused knowing about CE is different than engaging with it. Must have faith and belief in the system. inform those experienced with CE that the process is different, better, always improving, and give it a chance...

01:59:18 - Julie Hoffman: - <https://www.nytimes.com/2022/06/14/headway/houston-homeless-people.html>

01:59:24 - Julie Hoffman: - I happened to have the article up!

01:59:39 - Gerrit Nyland: - In many ways, we are building our homeless system in Pierce County in the way Houston reorganized their homeless system a few years back.

02:00:54 - Shannon Ice: - where are we supposed to report positive results

02:02:57 - Valeri Almony: - For Rental Assistance : <https://www.piercecountywa.gov/7142/Rental-Assistance>

02:03:18 - Theresa Power-Drutis: - Other opportunities in the week ahead are available at <https://www.pchomeless.org/> Safe Sites for All Committee

- Date: 6/20/2022 - 12:00 PM

- Location: Join this meeting on Zoom.

- Program:

SS4A Campaign Work Group

- Date: 6/22/2022 - 11:00 AM

- Location: Join this meeting on Zoom.

- Program:

Steering Committee

- Date: 6/22/2022 - 3:00 PM

- Location: Join this meeting on Zoom.

- Program: Our weekly leadership meeting to support the activities of the Coalition. All are welcome to attend and lend your voice to our decision making and planning.

Collaboration for a Cause - Flyer

- Date: 6/24/2022 - 10:00 AM



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- Location:  
Fife Community Center - 2111 54th Ave E, Fife, WA 98424
- Program: Joint Project Homeless Connect and Collaboration for a Cause. All are welcome to attend!
- 02:04:10 - Valeri Almony: - FYI: Pierce County Human Services is closed Monday in observation of Juneteenth. We will return Tuesday
- 02:04:26 - Jennie Schoeppe: - To find testing resources: <http://www.tpchd.org/gettested>
- 02:05:29 - Jennie Schoeppe: - reporting a positive COVID TEST: <https://doh.wa.gov/emergencies/covid-19/testing-covid-19/tested-positive-covid-19#:~:text=If%20you%20used%20an%20at,further%20spreading%20in%20our%20communities.>
- 02:07:01 - Jennie Schoeppe: - If your org needs test kits, you can email: [katelynh@tpchd.org](mailto:katelynh@tpchd.org) or [epitesting@tpchd.org](mailto:epitesting@tpchd.org) or fill out this form to request kits: <https://forms.office.com/Pages/ResponsePage.aspx?id=5Kj32tfFQ0e-gC9zkXEVDIFhIGsH8RLhhOeWmgHiA5UOUFBWTFXWURCVFNTUTZOUURHT1ZPSEFFMC4u>
- 02:07:04 - Jeffrey Boyce: - yeah Paula!
- 02:07:25 - Rosemary Powers: - A couple Juneteenth celebrations in the county: 2nd annual Juneteenth Day of Freedom Celebration Sunday June 19 pm - 8pm Clarks Creek Park South in Puyallup..Music, food, spoken word and more
- 02:07:29 - Gerrit Nyland: - Safe parking didn't happen in a vacuum. Hats off to everyone who made that happen over the past two years.
- 02:07:56 - Jennie Schoeppe: - YAY, Paula, Jan, and everyone else involved in SS4A!!
- 02:08:10 - Paula Anderson: - Yes Gerrit!!!
- 02:08:42 - Rosemary Powers: - Juneteenth celebration of Black Businesses Sunday June 19 Waterfront Market Ruston Pop-Up Black owned vendors, food and entertainment
- 02:09:09 - Jennie Schoeppe: - Please review and share the adult vaccine program offerings. Uninsured and underinsured adults (19+) can get free vaccines at many locations through this program. More info here: <https://www.tpchd.org/healthy-people/immunizations/for-adults>
- 02:10:13 - Rosemary Powers: - Juneteenth Comedy Explosion Sunday June 19 6pm-8pm Washington State History Museum 1911 Pacific Ave. Tacoma tickets on line
- 02:11:37 - Theresa Power-Drutis: - Not as useful in August -we need it now!
- 02:13:25 - Ronny Lawler: - Can anyone tell me where the safe parking places are?
- 02:14:54 - Theresa Power-Drutis: - Ronny - check in with Paula Anderson or go to <http://pchomeless.org/Home/SafeParking3>
- 02:15:01 - Sally Perkins: - And there needs to be intentional communication with the Coalition on all of the weather concerns.
- 02:15:36 - Sally Perkins: - Big thank you to CM Mello for asking great followup questions!
- 02:16:03 - Theresa Power-Drutis: - Thank you Jan and Sally
- 02:16:35 - Jeffrey Boyce: - Amen, CM Mello
- 02:17:55 - Kasey Burton: - Can you please post again?
- 02:21:35 - Kasey Burton: - Thank you!
- 02:21:40 - Shannon Ice: - congratulations 🎉
- 02:22:11 - Gerrit Nyland: - A big loss for the community. Sorry to see you go, Jenny.
- 02:22:11 - Sally Perkins: - We will miss you mightily.
- 02:22:17 - Rachel Hauser: - Congratulations Jenny! you've been wonderful to work with
- 02:22:35 - Jeffrey Boyce: - We will miss you



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02:22:42 - Verna Lilly: - Jenny, please leave us an email with your new contact information. We want to keep up with you!

02:23:24 - Stacey: - congrats!

02:23:27 - Jenny Lorton: - Personal Email: [jenny@toadly.com](mailto:jenny@toadly.com)

02:23:56 - Jenny Lorton: - Thank you everyone! I will miss you all greatly.