

22 North Updates 2022- 2023

*Supportive Housing Management Team
Opportunity Council*



22 North

22 North is a 40 Unit supportive housing program in Bellingham, operated by Opportunity Council.

It provides in-house property management and case management.

This project was established in 2018



Key Components in Improving 22 North

Secure additional supportive services and operations funding

New screening criteria for tenants and guests

Strict enforcement of guest policies and lease agreements

Reactivate community-building activities

Enhanced behavioral health support for tenants

Engage neighbors in solutions-oriented task force

Collaboration with BPD

Property Management

Increase in number of legal compliance notices

Improved consistency in issuing and following up on notices

More frequent unit inspections

Property Management consultation drop-in times added – increasing accessibility

Stricter visitor policy

Additional screening requirements on background checks for applicants

Case Management Enhancements

Closer coordination between property managers and case managers

Increased communication with community partners, co-workers, and residents

Increased on-site essential needs provided for our tenants

Increased case management intensity

Full case management responsibility to Opportunity Council

Increased Funder Monitoring

Set Up Weekly Check Ins

- Phone check-ins
- On site regularly to see progression
- Check-in on any areas that need an increase in resources

Increasing communication around:

- Challenges
- Funding needs
- Neighbor feedback
- Incidents

Engaged Neighbors in Solutions

Task Force Meetings

Included representatives encompassing a variety of neighbors and community partners

Meeting weekly initially; reduced frequency as conditions improved

Maintaining drop-in time for neighbors' questions and concerns

Updates on progress in program and property management sent out via email

Outreach

Neighbor appreciation gifts

Outreach to encourage neighbors to reach management with concerns

Drop-by check-ins with frequently concerned neighbors

Survey and requests for feedback

Inviting Community Partners

Triaging Resident Crisis

Creating care teams for residents that include multiple community partners

Building relationships with local providers to smooth out referral processes for new tenants

Utilize preexisting community partner relationships to be introduced to untapped resources in the community

Partnering with Emergency Responders

Meeting semi-regularly with police and EMS to discuss challenging calls and problem-solve

Report criminal activity on site and coordinating response with emergency responders

Police Response from 2022 to 2023 from BPD

Jan – Jun 2022 = 25 calls
monthly average

Jan – June 2023 = 2 calls
monthly average

Neighbor and Tenant Surveys

Neighbors

- Neighbors surveyed monthly since December 2022 to share input on changes made at 22 North and any feedback for the program.
- Feedback has been positive with some suggestions to increase community events where neighbors can meet tenants.

Tenants

- Tenants were surveyed in December 2022
- 16 out of 40 residents responded
- All feedback was positive particularly around safety and strict guest policies

Community Events – Health and Wellness Related Clinics

On-site veterinary services, and emergency animal care

Whatcom County Health and Community Services outreach

Unity Care event to help tenants enroll in medical, dental and behavioral health services

Goodwill tabling event at 22 North for GED, computer skills, and employment services

Vaccine clinic at 22 North for Flu, Monkeypox, Tdap, Hep A and B, COVID

DVSAS tabling outreach at 22 North

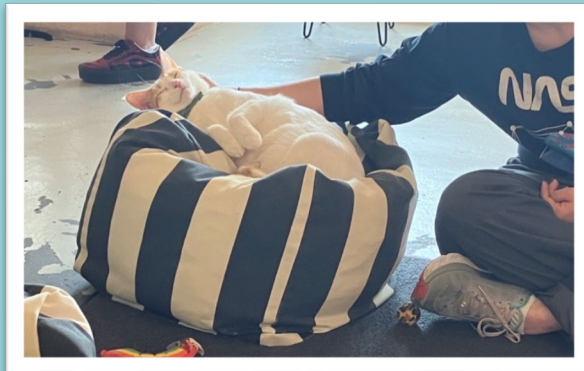
Northwest Youth Services outreach event about employment and education services

Outreach to enroll tenants in Financial Literacy and Renter Education classes

Whatcom Public Library outreach at 22 North about their services and offering free books



Group Recreation Opportunities and Special Events



Holiday meals and activities

Coat Drive

Sustainable Connections hosts a cooking class at 22 North

Leaf and Ladle host a community meal at 22 North

Red Light restaurant sponsors a skating party outing in Lynden

Blaine Clothing Bank and Value Village host events to support 22 North tenants

Neko Cat Café hosts a free visit for 22 North tenants

First Wander walk hosted by Wild Whatcom

Animal vaccination clinic hosted on site



**FREE
VACCINES
AVAILABLE
TODAY**



neighborhood

Chuck Legoe <chucklegoe@gmail.com >

Tue 6/27/2023 8:21 AM

To: Greg Winter <greg_winter@oppco.org >

Hello Greg,

I thought I would let you know that I appreciate the changes that were made at 22 north. The neighborhood is almost back to its old self, no more trash on the lot vandalism etc.

Thanks again,

Chuck.

Midtown Motors Auto Repair.

Neighbor experience

Whatcom County Councilors,

It's been just over a year since issues and concerns surrounding 22 North were brought to your attention. Surely you remember the near daily emails documenting the environment around the building and the impact it had on the neighborhood.

It took a collaborative effort from all the stakeholders to improve the neighborhood, and I am happy to report that the situation is a complete 180 from where we were a year ago. The Opportunity Council, Bellingham Police Department, Washington State Department of Commerce, and other organizations worked to fix things much, much quicker than I ever thought possible.

The area around 22 North is no longer an open air drug market. We no longer have the constant litter of burnt foil from fentanyl use. Much credit goes to the Bellingham Police Department for successful investigative work resulting in a few arrests of prolific drug dealers in the building, and to the Opportunity Council for filing unlawful detainers against some problematic tenants.

If any other community was facing the same challenges that our neighborhood was, I would suggest taking a look at the changes that took place at 22 North as a playbook for improving the building and neighborhood. I would also emphasize that it takes a collaborative effort amongst the neighbors and stakeholders to see real results - the Opportunity Council created a neighborhood task force and listened to our input to make changes in and around the building.

I would encourage the County Council to take a look at the current operations of 22 North as an example of how a permanent supportive housing project can be a good neighbor. I believe that 22 North is now operating as it was intended to - supportive housing with services for those who meet the criteria set by the Opportunity Council.

I'd invite any of you to walk around the neighborhood with me and see the improvements for yourself - it's always a good idea to inspect what you expect.

Sincerely,

Nick Leader
North State Street
22 North Task Force Member

7/29/20XX

“It took a collaborative effort from all the stakeholders to improve the neighborhood, and I am happy to report that the situation is a complete 180 from where we were a year ago.”

-- residential neighbor and task force member

“I appreciate the changes that were made at 22 north. The neighborhood is almost back to its old self, no more trash on the lot vandalism etc.”

-- business neighbor

Resident Stories

Joey entered 22 North after experiencing chronic homelessness as a young adult. He used his time at 22 North to stabilize his life. After gaining employment at a restaurant, he saved enough income in three years to move into a private rental apartment.

Sheila came into 22 North experiencing visual and auditory hallucinations. She had experienced chronic homelessness for many years prior. During her time on the streets she was a frequent client of emergency responders. Once housed at 22 North, 911 calls for Sheila reduced greatly. Staff worked with her to get connected to medical services using local outreach services. With the consistency of her housing and staff support Sheila has been able to take care of all her basic needs. She now socializes regularly with staff and her neighbors.

Resident Stories

Emily entered 22 North after experiencing chronic homelessness as a young adult. She worked on her sobriety in the first two years of moving into 22 North. In her tenancy at 22 North she has worked for Northwest Youth Services and pursued her GED. This past year she had a baby with her long time partner. She since has moved to another property to have a larger unit with her newborn and is working to pursue higher education.

Baree moved into 22 North after a long period of homelessness. She worked with her case manager and property management staff to get an emotional support cat. She regularly engages with Scrub Club and community events. She's received support from 22 North staff in her sobriety goals. She's also participated in a peer support group. Recently, she started working at a local fast food restaurant and performed so well that she was offered a promotion to a management position. She has now set her sights on getting into social services work and has a goal of becoming a peer counselor.