



22 North Stabilization Progress Report

Presented by Wendy Lawrence, Director of Housing Development & Property Management

A dark blue arrow points to the right from the left edge of the slide. Below it, several thin, curved lines in shades of blue and grey sweep across the left side of the slide.

Applicant Criteria and Referrals

- ▶ The 22 North eligibility criteria has significantly changed and now includes a wide range of criminal convictions that would result in a denial
- ▶ There is currently a temporary moratorium on new referrals and/or move-ins which is anticipated to last for a 60-days or until there is adequate stabilization progress made



Lease Enforcement

May 23 thru June 17, 2022

- ▶ The lease enforcement process has changed to ensure a more effective and efficient means of addressing threats to the safety and security of 22 North.
- ▶ 15 – 10-Day Comply Notices issued
- ▶ 2 – 3-Day Nuisance Eviction Notices issued
- ▶ 2 – Eviction Proceedings
 - ▶ 1 – Writ of Eviction posted 6/8 – OC to take possession 6/21/22 (eviction took more than 3 months)
 - ▶ 1 – Resident's legal counsel requested a continuance
- ▶ 3 – Legal Stipulations
 - ▶ 1 – Mutual Termination due to breach of Stipulation
- ▶ Opportunity Council continues to work closely with Law Enforcement to address criminal activity in and/or near the 22 North
- ▶ One significant challenge is that the new tenant protections are significantly complicating and slowing down the eviction process



Guest Policy Changes

- ▶ Since early 2022 staff have focused on unsafe behaviors of guests and issued Trespasses, to date we have 84 trespassed guests with 51 since 6/1/22
 - ▶ While this has created a much safer environment inside of the 22 North, most of those trespassed have not left the area and are frequently loitering or camping around the perimeter of the building causing significant challenges for neighbors in addition to residents and staff
- ▶ On 6/1/22 a much more stringent Guest Policy was implemented, which requires Photo ID and Criminal Background Check
 - ▶ Nearly 50% of the guest applications processed since implementation have been denied for criminal convictions
 - ▶ Overall the new guest policy has had a positive impact on the safety and security inside of the building
- ▶ Resident disregard for the guest policy will result in lease enforcement up to and including eviction



Staff Recruiting and Retention

- ▶ Active recruiting:
 - ▶ 6 Resident Counselors (RC)
 - ▶ 2 Intensive Case Managers
 - ▶ 1 Property Management Assistant
- ▶ Retention Strategies
 - ▶ Considering a significant pay increase for RCs to enhance the recruitment and retention of the 24/7 staffing (current starting wage is \$18.50)
 - ▶ Reducing Case Manager caseloads from 15+ to 10 clients due to the intense needs of the clients and consequent staff burnout and turnover
 - ▶ Provide scheduled time for staff training
 - ▶ Intentional and individualized self-care plans
 - ▶ Access to group and individualized counseling



Staff Training

- ▶ 6/2/22 - Property Management Tracking Systems Training
- ▶ 6/14/22 - Group discussion with the Downtown Emergency Service Center's (DESC) Director of Housing who provides Permanent Supportive Housing in Seattle. Topics included Community Engagement, Substance Use Disorders, and the importance of building relationships with police and local government.
- ▶ 6/15/22 - Eviction and Legal Notice Writing Training
- ▶ We continue to work with the City and County to develop a robust training plan
 - ▶ The proposed training plan currently includes: Methods of Compliance Management; Navigating Lease Enforcement and Fair Housing; Active Shooter Survival; Crisis Prevention Response; Mitigating Substance Use in Housing; Promoting Professional Boundaries; Self-care and Building Resilience



Community Engagement and Ongoing Communications

- ▶ 6/16/22 – Opportunity Council hosted a large, in-person, community meeting with more than 100 participants
- ▶ 6/17/22 – the 22 North Stabilization Task Force held their kick-off meeting and are scheduled to meet weekly for the foreseeable future.
- ▶ Adrienne Solenberger, OC representative and Sheryl Russel, Morse Square Condo Association will co-chair the task force
- ▶ The group will continue to work to recruit representatives from the downtown community, 22 North neighbors, local government and law enforcement
- ▶ Weekly meeting minutes will be shared with community members and other stakeholders



County Funding Request Justification

- ▶ Since 2018 the County has provided funding to support the 24/7 resident support staff, .25 FTE Case Manager (HUD Match) and funds for direct client support.
- ▶ OC Request for additional funding is to provide funding to increase the 24/7 resident support staffing and to add a second Intensive Case Manager to serve the Adult residents and reduce the caseloads as mentioned above.
- ▶ OC has submitted a similar request to the City that focuses more on the operations such as security, dedicated maintenance tech, etc.



Questions?