Homelessness, Housing, Mental Health
Task Force

February 22, 2023
Meeting Purpose:

Learn about the response to common concerns voiced by the public. For example, encampments, being accosted or a general feeling of threat, discarding unsanitary items including bodily fluid, drug paraphernalia, and other personal items.
Homelessness, Housing, and Mental Health Task Force | February 22, 2023

Brian Kurtz, President & CEO
About Us

DTP champions the continuous improvement of Downtown Tulsa. We are an engine for progress powered by the collaborative and creative energy of committed stakeholders to continue building a prosperous neighborhood for all.

Program Areas:

- Public Realm Operations
  - Maintenance & Livability
  - Landscaping & Beautification
  - Asset Management
- Marketing & Experience
  - Promotions & Communications
  - Events & Activations
- Planning & Economic Vitality
  - Business Support
  - Research & Data Analysis
CLEAN & SAFE AMBASSADOR TEAM

The Downtown Tulsa Ambassador Team is on the job seven days a week to ensure Downtown is clean, vibrant, and welcoming to everyone. Our goal is to improve the public realm with enhanced cleaning, safety, hospitality, and beautification services made possible by Downtown Tulsa property and business owners.

Ambassadors are available to:
- Remove trash, debris, and litter
- Pressure wash sidewalks
- Abate weeds, graffiti, and stickers
- Provide hospitality and visitor assistance
- Report public disturbances
- Connect with businesses
- Provide safety escorts
- Connect individuals with social services

FOR SERVICE:
- 918.202.4093
- DowntownTulsa.com/Service-Request
- Service@DowntownTulsa.com

HOURS OF OPERATION:
- Monday – Wednesday: 7 AM – 8 PM
- Thursday – Saturday: 7 AM – 11 PM
- Sunday: 8 AM – 5 PM
About Us – Impact of Problems

What are the problems impacting the broader community that your organization is enlisted to assist with related to those experiencing homelessness?

• **Problem** vs. **Symptom**
• Inflow significantly outpacing outflow
  • High eviction rates
  • No *housing* pipeline across spectrum of need
• Lack of low-barrier shelter options
• Mental health resources that don’t meet needs - lack of mental health response with positive resolution
• Limited/no access to restroom facilities
• Poor discharge processes from corrections & healthcare
• Lack of coordination and response from mental health system
• False narratives about causes and sustainment of homelessness
  • Where/how homelessness began
About Us – Impact of Problems

What are the problems impacting the broader community that your organization is enlisted to assist with related to those experiencing homelessness?

• **Problem vs. Symptom**
  • Unsheltered homelessness – seeking shelter on sidewalks, in parks, vestibules
  • Very public mental health crises posing danger to self and others
  • Panhandling, disruptions to business operations, harassment of patrons
  • Urination and defecation in public and private areas
  • Property damage and destruction
  • Mass feedings & clothing/supplies drop-offs without structure or permits
  • Perceptions of lack of safety and order
• **NYT Article 2/10/23**
  • *What’s Homelessness Really Like? Thirty people answer questions and share their experiences*
Service Needs

How much in annual resources (staff time, program funding, #calls) goes towards addressing homelessness through your organization?

FY23 Projected Expenses

- Maintenance/Livability Operations: 51%
- Planning/Economic Vitality: 12%
- Management/Administration: 15%
- Marketing/Place Enhancement: 11%
- Landscaping/Vegetation Operations: 11%
# Ambassador Team Stats - Maintenance

<table>
<thead>
<tr>
<th></th>
<th>Jul 22</th>
<th>Aug 22</th>
<th>Sept 22</th>
<th>Oct 22</th>
<th>Nov 22</th>
<th>Dec 22</th>
<th>Jan 23</th>
<th>YTD Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATLV Trash (lbs)</td>
<td>271</td>
<td>1,185</td>
<td>1,514</td>
<td>1,436</td>
<td>2,205</td>
<td>2,060</td>
<td>1,160</td>
<td>9,831</td>
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<tr>
<td>Biohazard Clean up</td>
<td>114</td>
<td>262</td>
<td>267</td>
<td>243</td>
<td>298</td>
<td>210</td>
<td>186</td>
<td>1,580</td>
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<tr>
<td>Graffiti Removed</td>
<td>172</td>
<td>289</td>
<td>423</td>
<td>254</td>
<td>193</td>
<td>135</td>
<td>442</td>
<td>3,488</td>
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<tr>
<td>Trash Removed (lbs)</td>
<td>24,242</td>
<td>24,570</td>
<td>31,523</td>
<td>36,494</td>
<td>32,687</td>
<td>29,466</td>
<td>36,760</td>
<td>433,742</td>
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# Ambassador Team Stats - Safety

<table>
<thead>
<tr>
<th></th>
<th>Jul 22</th>
<th>Aug 22</th>
<th>Sept 22</th>
<th>Oct 22</th>
<th>Nov 22</th>
<th>Dec 22</th>
<th>Jan 23</th>
<th>YTD Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitality Contacts</td>
<td>552</td>
<td>514</td>
<td>776</td>
<td>921</td>
<td>1,042</td>
<td>713</td>
<td>1,050</td>
<td>5,568</td>
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<tr>
<td>Business Contacts</td>
<td>141</td>
<td>64</td>
<td>207</td>
<td>155</td>
<td>168</td>
<td>168</td>
<td>245</td>
<td>1,148</td>
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<tr>
<td>Motorist Assists</td>
<td>10</td>
<td>20</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>34</td>
</tr>
<tr>
<td>Welfare Checks</td>
<td>597</td>
<td>453</td>
<td>535</td>
<td>875</td>
<td>628</td>
<td>533</td>
<td>922</td>
<td>4,543</td>
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<tr>
<td>911 Calls</td>
<td>12</td>
<td>4</td>
<td>5</td>
<td>10</td>
<td>5</td>
<td>5</td>
<td>2</td>
<td>43</td>
</tr>
<tr>
<td>Safety Escorts</td>
<td>35</td>
<td>30</td>
<td>23</td>
<td>27</td>
<td>16</td>
<td>14</td>
<td>19</td>
<td>164</td>
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</table>
Q16: Which areas would you most like to see DTP prioritize over the next 3 years? Rank choices 1-8 with 1 being the highest priority to 8 being the lowest priority

Answered: 547 Skipped: 68

- Maintaining a clean downtown
- Work with partners on solutions that mitigate the impact of homelessness
- Creating welcoming and accessible spaces
- Building upon and expanding the cultural vibrancy of Downtown
- Activating underutilized spaces such as storefronts, parking lots, and...
- Increasing support for Downtown businesses
- Creating new and/or expanding unique events, programs, and...
- Marketing Downtown as a premier destination in Tulsa
Recommendations

What can the City do to support your organization as you focus on addressing the community impacts of homelessness?

Recommendations requiring funding:

• HOUSING
  • Jumpstart significant investments for PSH, affordable, workforce, and market-rate housing with $75M strategic funding in next bond package; use existing $ now
  • Leverage Councilor $1M buckets and remaining ARPA/HOME dollars to fund conversion projects immediately

• Capital investment and ongoing operations for permanent transitional low-barrier shelter model

• Permanently fund homelessness street outreach

• Adequate mental health response team with cross-sector coordination

• Capital investment and ongoing maintenance for public restrooms

• Downtown-specific CRT
Recommendations

What can the City do to support your organization as you focus on addressing the community impacts of homelessness?

Recommendations that require no funding:

- **HOUSING**
  - Make it easier to develop supportive and transitional housing by-right in mixed-use and residential neighborhoods
  - Support multi-family developments across city – stop the density/multi-family NIMBY
- Hold all groups conducting feedings and mission work to the same standards for health, safety, cleanup requirements
- Reformat City funding/grants process to more strategically allocate HUD/ARPA/other funding and pay grantees upfront and quickly
- Use data to dispel narrative about “shipping to Tulsa” and “Tulsa makes homelessness fun”
- Broaden task force to include Downtown-specific and lived experience representation
WORKING IN NEIGHBORHOODS

James Wagner - Director
Brant Pitchford - Neighborhood Inspections Manager
Working in Neighborhoods

What are the problems impacting the broader community that your organization is enlisted to assist with related to those experiencing homelessness?

- Due to issues with unknown situations, behaviors and actions of those that occupy camps, WIN ends up requiring back up from either another WIN staff or TPD on a daily basis.
- As shown in the data, each year has had an increase in reported cases with 2022-2023 trending in that direction as well.
Working in Neighborhoods – Service Needs

• **How much in annual resources i.e. staff time, program funding, # of calls, goes towards addressing homelessness through your organization?**
  - Each case will require a minimum of 15 minutes, but up to 60 minutes if violations exist. If violation exists, it will require a 2\textsuperscript{nd} inspection and possible Work Order
    - 2018-2019 – 53 cases
    - 2019-2020 – 60 cases
    - 2020-2021 – 129 cases
    - 2021-2022 – 296 cases
    - 2022-2023 – 278 cases (5.2x 2018-2019 case count)

• **What is going well, and what problems are you still trying to solve?**
  - Relationships with TPD, TFD and City Security has created options for reports that come to WIN.
  - Resources for owners that are not at fault for the violations, but on private property they are ultimately responsible.
WIN Cases that had an element of Homelessness

July 1 – June 31

- 2018-2019 – 53 cases
- 2019-2020 – 60 cases
- 2020-2021 – 129 cases
- 2021-2022 – 296 cases
- 2022-2023 – 278 cases
Working in Neighborhoods – Housing Services
Preserving Existing Housing Stock

**Emergency Repair Program**
- 2018: 214 repairs for 202 households
- 2019: 233 repairs for 229 households
- 2020: 193 repairs for 189 households
- 2021: 175 repairs for 174 households
- 2022: 201 repairs for 197 households

**Rehabilitation Loan Program**
- 2018: 5 homes
- 2019: 5 homes
- 2020: 8 homes
- 2021: 6 homes
- 2022: 8 homes
Demolition Program

Before

After
Demolition Program

Before

After
Working in Neighborhoods – Recommendations

*Increasing the Supply of Affordable Housing*

- Abatement Lien Release Program → Affordable Housing Developers
- Demolition Program → Affordable Housing Developers
- Focused Emergency Repair / Rehab Program
- Pre-approved plans for affordable housing development
  - Dept. Of City Experience: Tulsa Planning Office, Development Svcs & City Design Studio
- Planning for multifamily development – Tulsa Planning Office

*Addressing the Impacts of Encampments*

- Funding WIN can access and use for clean up when we can confirm the violations were caused by encampments
- Location for unsheltered to reside with minimal requirements (low barrier shelter)
Panel Discussion

Justin Lemery, Director of Emergency Medical Services – Tulsa Fire Department
Captain Ryan Woods, Gilcrease Division – Tulsa Police Department
Sargeant April Harding, Gilcrease Division – Tulsa Police Department
Randall White, District VIII District Engineer – ODOT
Trapper Parks, District VIII Maintenance Engineer – ODOT
Jeff Edwards, Executive Director & CEO – River Parks Authority
Michael Crumb, Parks Superintendent – River Parks Authority
Brian Kurtz, President & CEO – Downtown Tulsa Partnership
Mark Hogan, Director – Asset Management
Mark Weston, Public Safety/Security Manager – Asset Management
Sheriff Vic Regalado – Tulsa County Sherrif’s Office
Undersherriff George Brown – Tulsa County Sherrif’s Office
James Wagner, Director – Working in Neighborhoods
Brant Pitchford, Neighborhood Inspections Manager – Working in Neighborhoods
Scott Rust, Deputy Chief - Community Liaison – BNSF Railway Police
Scott Briggs, Deputy Chief – BNSF Railway Police
Discussion Questions

• What is your role in addressing this topic and what is the one key solution you want to share with the task force?

• Describe your entities involvement in trespassing, encampment clean-up, or other common citizen concerns.

• How can the City help support you to more effectively address the individual needs and community impacts of homelessness?
  – Policy changes in local ordinances and/or state laws
  – Financial resources for funding programs, services, staff, etc.
  – Convening among community partners to coordinate resources, systems, etc.