

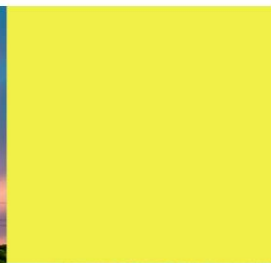
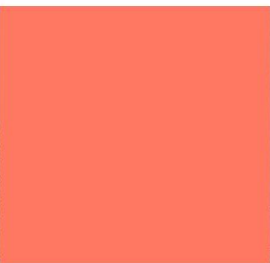
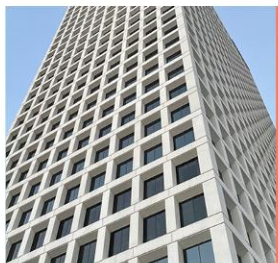
Homelessness, Housing, Mental Health Task Force

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



BEAUTIFUL

HOSPITABLE

**PHYSICAL
ENVIRONMENT**

**SOCIAL
ENVIRONMENT**

CLEAN

SAFE




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

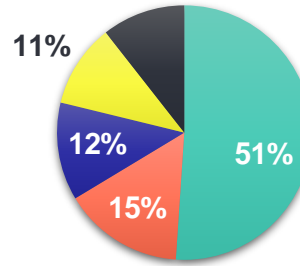
What are the problems impacting the broader community that your organization is enlisted to assist with related to those experiencing homelessness?

- **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
- Planning/Economic Vitality
- Management/Administration
- Marketing/Place Enhancement
- Landscaping/Vegetation Operations

Ambassador Team Stats - Maintenance

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



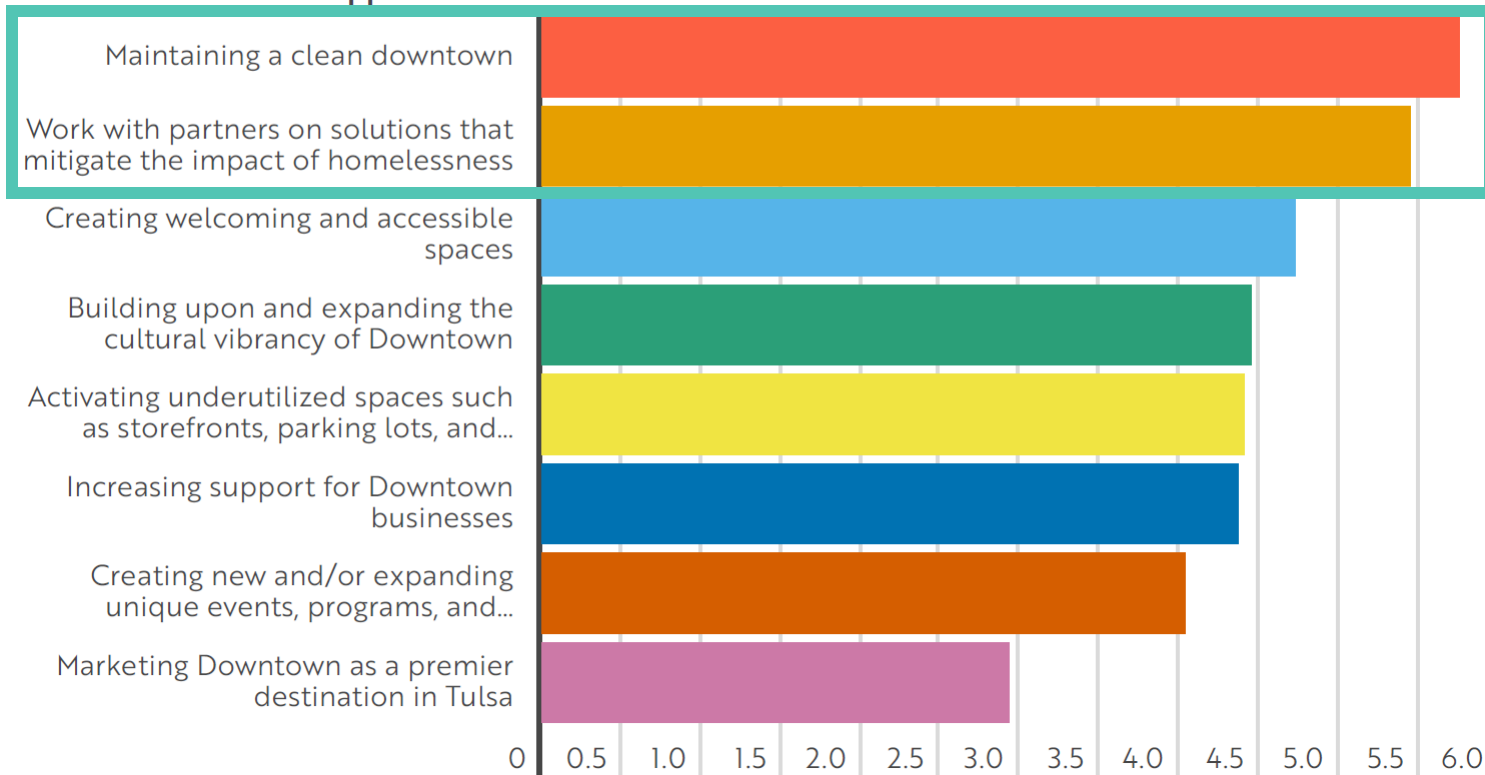
Ambassador Team Stats - Safety

	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	YTD Total
Hospitality Contacts	552	514	776	921	1,042	713	1,050	5,568
Business Contacts	141	64	207	155	168	168	245	1,148
Motorist Assists	10	20	0	0	2	1	1	34
Welfare Checks	597	453	535	875	628	533	922	4,543
911 Calls	12	4	5	10	5	5	2	43
Safety Escorts	35	30	23	27	16	14	19	164



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



Downtown Community Survey, Fall 2022

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



Tulsa CITY OF
A New Kind of Energy.

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.

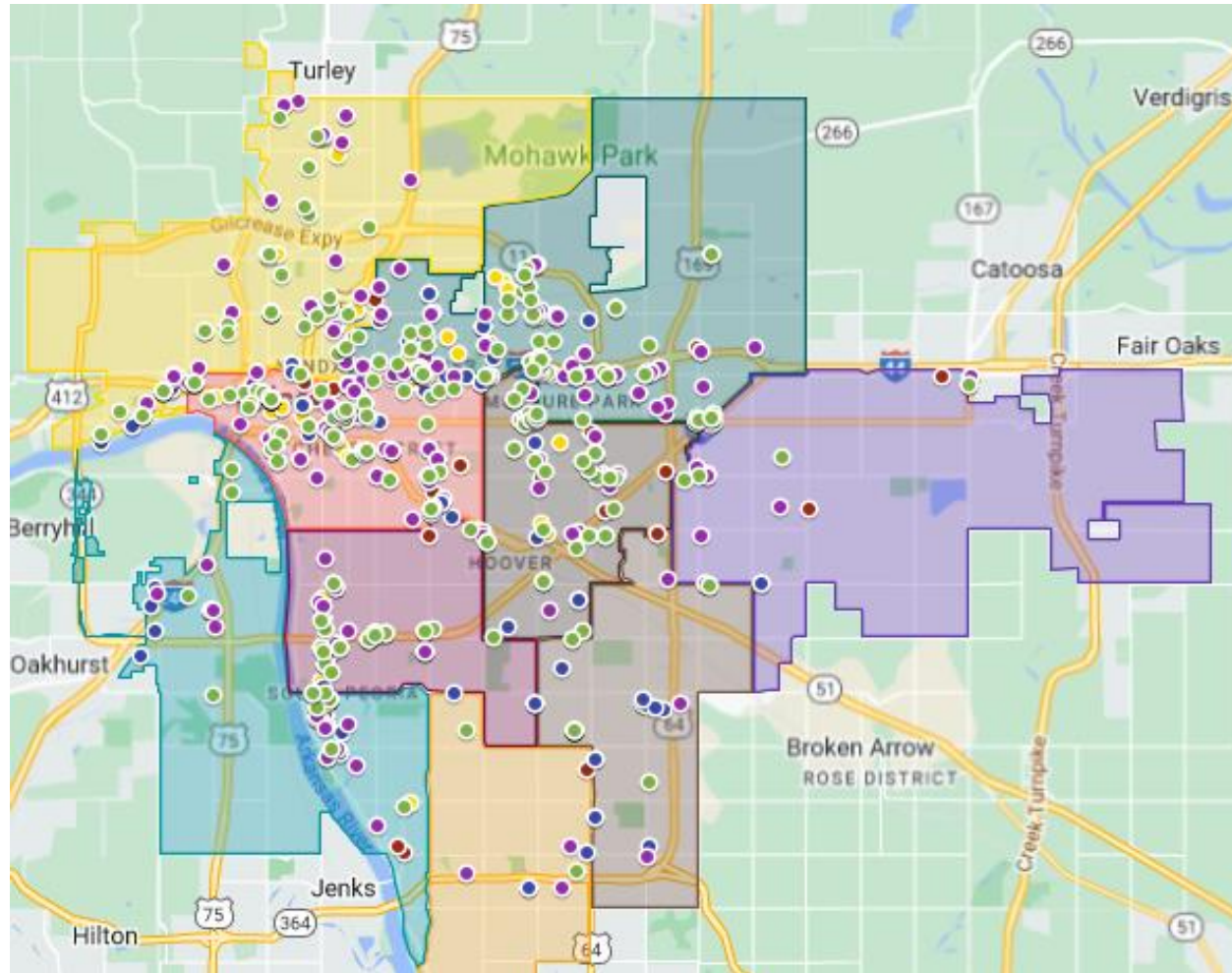
Working in Neighborhoods – Service Needs

- ***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 2nd 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 Sheriff's Office

Undersherriff George Brown – Tulsa County Sheriff'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.