

Implementation Board Business Meeting Agenda



Meeting Date: September 13, 2023

Time	Item
2:00pm – 2:10pm	<p>Welcome and Settling In</p> <ol style="list-style-type: none"> 1. Welcome, Roll Call of Implementation Board- Members, Mission Statement, and Theory of Change (Paula Carvalho) 2. Land Acknowledgement (Paula Carvalho) 3. Public Comment Sign-Up (Paula Carvalho) <ul style="list-style-type: none"> - Public Comment will be 15 minutes - Public Comment must directly address a portion of the agenda. - Each person will have 1 minute for public comment. <p><i>Result: Everyone feels welcomed and participants are confirmed.</i></p>
2:10pm – 2:15pm	<p>Consent Agenda (Paula Carvalho)</p> <ol style="list-style-type: none"> 1. July 2023 Meeting Minutes <p><i>Result: Board members vote to approve/disapprove.</i></p>
2:15pm – 2:25pm	<p>CEO Updates (Helen Howell)</p> <p><i>Result: Interim CEO Helen Howell provides updates to the Board.</i></p>
2:25pm – 2:40pm	<p>Public Comment (Austin Christoffersen)</p> <p><i>Result: Public comment is heard.</i></p>

2:40pm – 3:00pm	Financials Briefing (Bill Reichert) <i>Result: The IB will receive an update on our financials from our Interim CFO Bill Reichert</i>
3:00pm – 3:25pm	Ombuds Office Report (Katara Jordan) <i>Result: The IB will receive an update on the ombuds charter.</i>
3:25pm – 3:50pm	Severe Weather Planning (Alexis Mercedes Rinck & Peter Lynn) <i>Result: The IB will receive an presentation on the policies and planning process around KCRHA Severe Weather posture.</i>
3:50pm – 4:00pm	Adjourn (Paula Carvalho) <p>The next meeting of the Implementation Board will be held on May 10th, 2023. The physical meeting location will be announced on the KCRHA website (Implementation Board section) prior to the meeting.</p>

Board Chair: Paula Carvalho

Clerk: Austin Christoffersen

September 13, 2023 (2:00pm – 4:00pm)

Mission: The mission of the King County Regional Homelessness Authority is to significantly decrease the incidence of homelessness throughout King County by centering customer voices to respond to needs and eliminate inequities.

Theory of Change: If we create a homeless response system that centers on customer voice, then we will be able to focus on meeting needs and eliminating inequities, in order to end homelessness for all.

NOTICE: The Board can be called in to Executive Session as needed, pursuant to RCW 42.30.110

Office of the Ombuds

IMPROVING ACCESS TO
EQUITABLE, CLIENT-
CENTERED, AND QUALITY
SERVICES



KCRHA
King County Regional Homelessness Authority

Functions of the KCRHA Ombuds



CUSTOMER SERVICE



COMMUNITY
ENGAGEMENT



SYSTEMS CHANGE

The Ombuds Office Responsibilities



Promote public confidence in the RHA's ability to serve people experiencing homelessness



Collect data and gather feedback to improve operations and outcomes



Ensure ease of contact for people using services



Resolve concerns



Investigate complaints



Issue Reports



Report independently to the implementation board twice a year

The Ombuds Office Serves



COMMUNITY MEMBERS
SERVED BY AN RHA FUNDED
PROGRAM



PROVIDERS WHO RECEIVE
FUNDING FROM THE RHA.



EMPLOYEES OR CONTRACTORS
OF THE RHA.

Scope of Responsibility



Program Administration

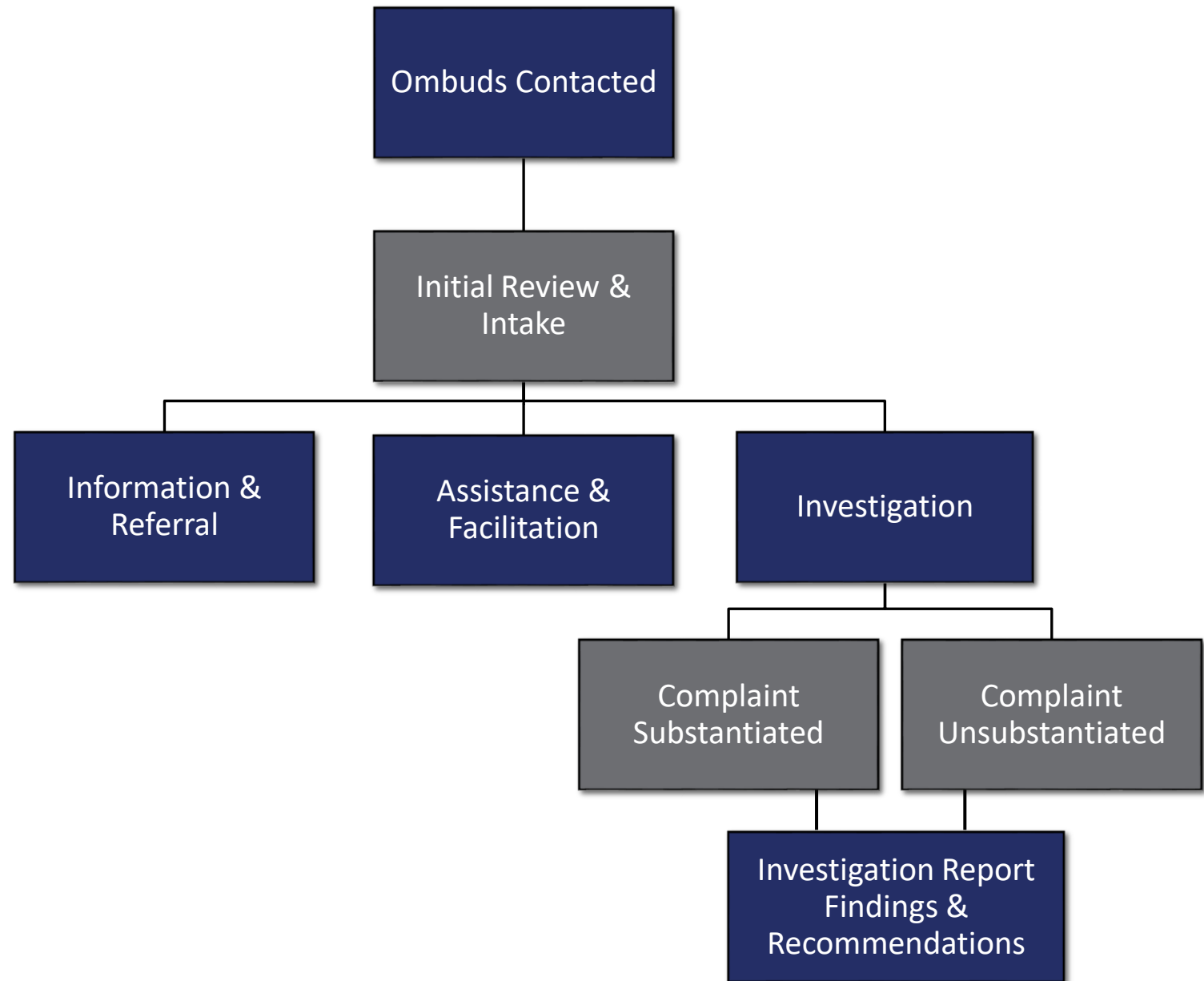


Delivery of Services



Other Activities Overseen by the Authority

What happens when the Ombuds Office is contacted?



Updates: Constituents Served

Over 450 constituents



80% Information and referral



20% Assistance/Navigation or Investigations

Ombuds Office Case Examples

Collaborated with providers to connect to TA, programs, and other supports to enhance confidence in service provision.

Advocated for a program resident to receive an external mobility transfer after the provider repeatedly denied internal mobility requests.

Assisted a former program participant in obtaining the moving expenses and other funds promised to them after they transitioned from the program.

Helped constituent secure housing voucher after months of unsuccessfully reaching their case worker.

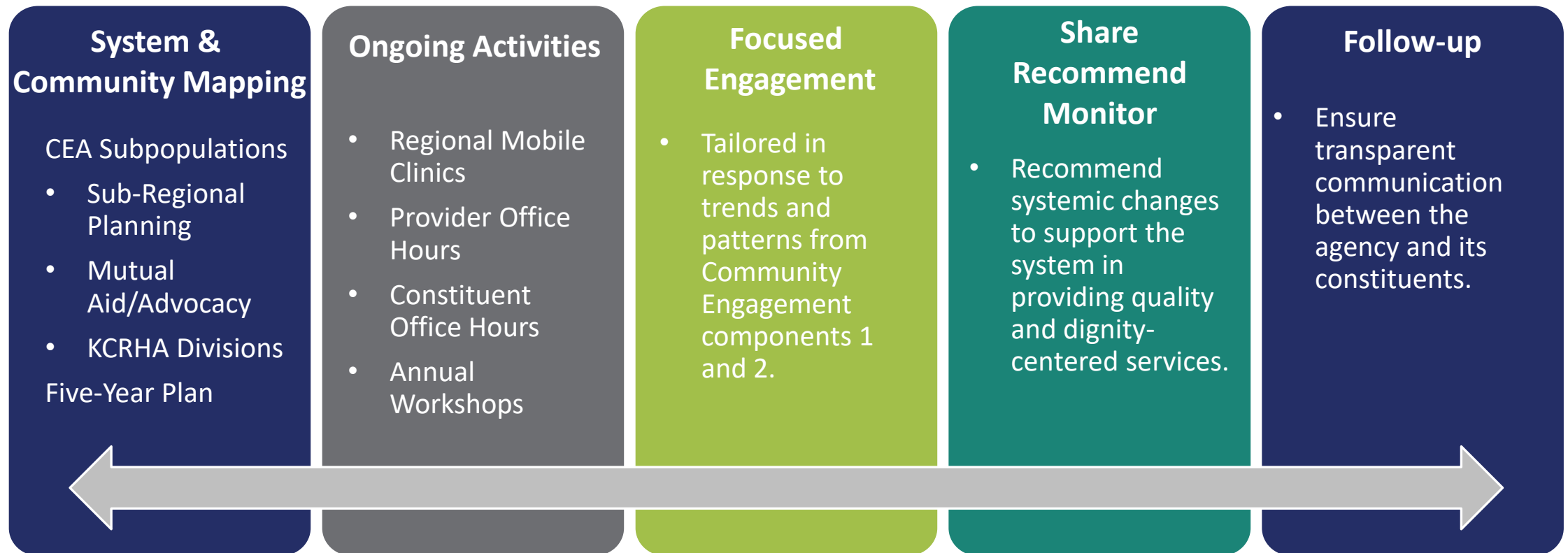
Assisted young adult and their case manager in resolving disputes around program requirements.

Helped family members connect with the program providing services to their missing relative experiencing homelessness.

Assisted program residents in raising concerns about their shelter experiences to shelter leadership.

Provided information to a young adult constituent on verifying their homeless status to qualify as an independent student on the Free Application for Federal Student Aid.

Updates - Community Engagement





KCRHA
King County Regional Homelessness Authority

Contact the Ombuds Office

Email: ombuds@kcrha.org

Visit: <https://kcrha.org/resources/ombuds/>



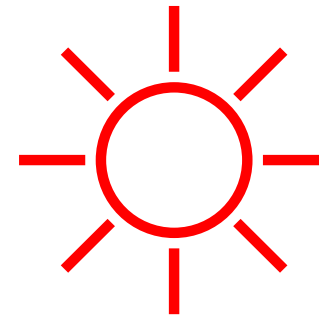
Severe Weather Shelter

Implementation Board Briefing

September 13, 2023

Topics

- Role and Work to Date
- Severe Weather Policy
 - Thresholds, Funding, and Staffing
- Five Year Plan Implementation



KCRHA's Role

- Leads engagement and coordination with service providers
- Develops and maintains an agency policy and operational playbook
- Coordinates with the Cities, King County and Public Health on all external public communications regarding severe weather shelter response.
- Monitors Severe Weather contract for City of Seattle; and future contracts with other jurisdictions.



Work to Date

- Activated severe weather protocols 10 times, for a total of over 70 nights.
- Responded to Heat, Smoke, Cold and Snow Events
- Needs and Infrastructure Assessments
- Tabletop Exercises
- Severe Weather Activation Page
- Developed Severe Weather Policy and Playbooks



Policies and Procedures

Policy for activation of resources from sites, funding and staffing.

Section I:
Activation
Thresholds

Section II:
Funding Policies

Section III:
Staffing Policies

Operational activities are captured by a "Playbook" modeled after the KC Office of Emergency Management.



Severe Weather Response - Heat

Tier 2 Yellow

Dissemination of key public health heat safety messaging and risk communications to at-risk populations.

WERC Team Leads Monitor NWS HeatRisk forecast and alerts daily.

Tier 2 Orange

If more than 24 hours

Selectively activate daytime cooling centers for unsheltered individuals in heat islands/high usage areas

Test HVAC and ice making systems

Scale up other activities required to meet recommendations of Tier 3

If less than 24 hours

Partner in water distribution

Tier 3 Red & Tier 4 Magenta

RED more than **24 hours**:
Targeted zone activation of **daytime cooling centers**

Stand up cooling tents in high unsheltered population corridors, provide hydration supplies

Outreach: Wellness checks on vulnerable folks to ensure access to air conditioning or cooling centers

Coordinate transit access

Expand hours of operation for cooling centers for unsheltered individuals

Severe Weather Response - Cold

Tier 1

≤ 45° Daily High
72 Hours

WERC (Internal)
Outreach
Communication
Supplies & Funding

Tier 2

≤ 40° Daily High
≤ 35° Daily Low
72 Hours
Snow/Rain 2 in.

Tier 1 + Daily Coordination Calls
Expanded Shelter Capacity
Food/Supply Distribution

Tier 3

≤ 35° Daily High
≤ 30° Daily Low
Single Day
Snow/Rain 4 in.

Tier 1 & Tier 2 +
City Shelter Partnership
Transportation Coordination

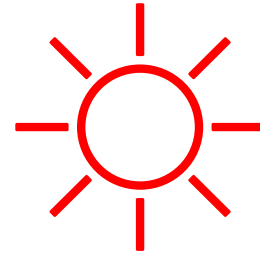
II. Funding Policies

1. Eligibility

- Emergency Shelter, Outreach, Day Centers

2. Funding Areas

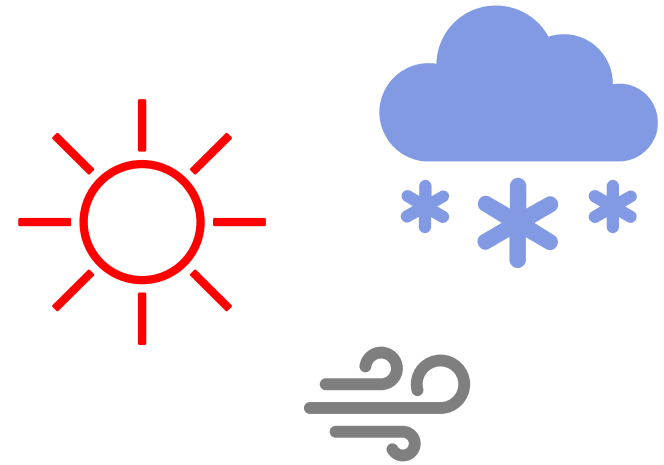
- Procurement
- Severe Weather Allowances
- Severe Weather Supplies



III. Staffing Policies

Section outlines roles and responsibilities for:

1. Severe Weather Leads
2. Weather Emergency Response Crew
3. Activation of KCRHA staff





Implementing the Five Year Plan

Coordinate with faith-based communities to identify untapped physical spaces to be used in severe weather shelters	In-progress
Identify and evaluate spaces for severe weather with cities to expand the number of indoor options during severe weather events	In-progress
Deploy coordinated severe weather response that incorporates innovative practices and responds to immediate needs	TBD
Expand outreach contracts to be appropriately staffed during severe weather events, including evening support.	In-progress
Improve guests' connection to services beyond the severe weather event.	TBD
Consolidate all severe weather emergency response functions for those living unsheltered to support standardization across the region for a true regional response.	In-progress



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@KCRHA

