

22 North Weekly Report for July 30th – August 5th 2022

Legal Notices Issued

- There were no new notices issued this week as a result of not having any identifiable lease violations.

Total pending terminations to date:

- Five (5) 3-Day Waste or Nuisance Notices have been issued to four tenants who have engaged in criminal activity in or around the building. These are presently in process with the Whatcom County Superior Court.
- One (1) 60-Day Termination Notice remains in effect for a resident with ongoing violations to the lease and guest policy. (These are not criminal activity related.) The termination requires vacancy by 8/28/2022.

Staff Development

- Two new additional Residential Counselors started on 8/1 with 2 more anticipated to start this month. This brings the RC team to being 80% fully staffed.
- One new Case Management Case Aid started on 8/1 to provide additional assistance to the services team. The Case Management team for 22 North is now fully staffed.
- One new Property Management (PM) Assistant started on 8/1
- Our Residential Counselor team met with BPD for an in person training this week. The training covered police procedures during a crime and/or investigation and help staff to identify ways they may be better in assisting during these experiences. Both teams found ways to increase improved communication and support in navigating criminal and nuisance behaviors.

Facility Updates

- The 22 North facility will have a Crime Prevention Through Environmental Design (CPTED) assessment completed by BPD next week. This assessment will help staff identify additional criteria that may be considered to help improve and/or mitigate site security concerns.
- OC and NWYS leadership are working together to address site safety concerns and increase building/community safety. This place is inclusive of additional fencing, increased lighting, and high frequency sounds integration systems as previously mentioned. The cumulative plan has required professional insight from local contractors, experts, and community neighbors. Both agencies are working on funding strategies; the timeline to initiate this scope should be late august.

Tenant Engagement

- The first Tenant Senate since COVID was held this week. There were 8 residents in attendance who completed a customer satisfaction survey which included resident feedback on building and program successes as well as improvements. Additional customer surveys will be encouraged to be completed with all residents through the rest of the month. Survey data results should be ready for sharing mid-September.
- Residents and OC staff reported progress with the new Cleaning Cart program aimed at assisting tenants with unit and/or common area cleaning.

- OC staff procured cooling fans for residents to help combat the extreme heat waves. Tenants with medical fragility were prioritized until additional resources may be found.

Community Engagement

- OC Operations Management met with city council members to learn more about community concerns as well as share more in-depth insight into the 22 North stabilization and recent progress. OC will be presenting an updated progress report to city council later in August.
- The 22 North Community Engagement listserv became active this week. This list serve provides community members with weekly updates on 22 North stabilization plans and upcoming events. To sign up, please send an email of interest to 22NorthCommunityEngagemnet@oppco.org
- The 22 North Community Task Force continues to meet weekly. The meetings are now being recorded and will soon be available on our website for viewing. This week City Councilmember, Skip Williams, attended as an observer. The task force revisited the notion of requesting a shelter protection zone from the city for the impacted area along State St. between E Maple St. and E Laurel St. This ordinance would exclude the public right of ways (in this vicinity) from being appropriate places to congregate, camp, loiter, and/or park prohibitively.

Operations Development

- OC Management initiated a request to the WA State Department of Commerce to reduce the number of required youth adult set asides (units) at 22 North. The facility would continue to serve its existing young adult residents and would not compromise their existing tenant leases. The release from this requirement would allow the facility to receive and screen applicants (age 18 and over) for program and facility appropriateness without age restrictions.
- OC and NWYS leadership met to discuss plans to transition and phase out the NWYS case management services presently provided to 22 North young adult residents. Case management services for these young adults would be provided by the OC case management team. NWYS would focus on offering much needed clinical support services and youth development/engagement activities both off and onsite. The transition plan will focus on establishing continuity of care and therapeutic transitioning time over the next few months.
- OC Management met with the Coordinated Entry Director to discuss the new tenant screening and referral criteria. The intent of the new criteria will be to identify prospective tenants whose housing and supportive services needs better align with the facility and programmatic infrastructure.