



Community Services Department

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Homeless Solutions for Boulder County Executive Board March 12, 2021, 8:00 - 10:00am Teams Meeting

Informational

8:00-8:20

- Welcome DeVon Kelly Kissick to the Board
- Public comment
- Approve Feb Minutes
- Board brief review

Discussion items

8:20-9:30

- Emerging discussion of HFS in Longmont
- Sober Living Task Force update and Board direction
- Update on 2021 HSBC plan

General Updates

9:30-10:00

- Agenda for Community Forum
- Outreach Workgroup
- County, COB, COL and MDHI Updates

[Join Microsoft Teams Meeting](#)

+1 720-400-7859 United States, Denver (Toll)
Conference ID: 464 761 448#

Homeless Solutions for Boulder County Executive Board
March 12, 2021, 8:00 - 10:00am
Teams Meeting

In Attendance: Jim Adams-Berger, Robin Bohannon, Sarah Buss, Vicki Ebner, Heidi Grove, Devon Kelly Kissick, Karen Kreutzberg, Angela Lanci-Macris, Matt Meyer, Karen Roney, Annie Scott, Robert Williams

Guest: Riley Mancuso

New Board Member

Devon Kelly Kissick from the City of Boulder has been appointed as a new Board member.

Public Comment

Riley Mancuso presented a public comment to the Board. The contents of that comment can be found attached within this packet.

Approval of February Minutes

Matt Meyer moved to approve the February minutes and Karen Kreutzberg seconded the motion. The motion passed.

Board Brief Review

It was noted that Coordinated Entry screenings in the City of Boulder have been trending down, while the City of Longmont has seen an increase. There has also been a 29% increase in referrals to Housing-Focused Shelter. In addition, 17 clients exited homelessness and there was a 92% decline in those who entered homelessness as a result of permanent or transitional housing loss.

Longmont Housing-Focused Shelter

It was noted that just over 33% of City of Longmont clients referred to Housing-Focused Shelter have accessed those services. The Board discussed needing to find a solution for this issue, with a possible desire to provide these services in the Longmont community. An update will be provided to the Board when a more specific solution is found; the Policy Implementation Team is working on this. It was noted that there has been an attempt to provide transportation services from Boulder to Longmont, but that has not been a successful solution. Metro Denver Homeless Initiative will attempt to provide support around this issue as well.

Sober Living Task Force Update and Board Direction

It was noted that the task force created to look at recovery housing opportunities has been convening; experts such as Recovery Café, Tribe Recovery and Mental Health partners have been contributing to the work. The Board discussed the possible opportunity to engage with Kaiser and Boulder Community Health around treatment-related services, with a lens on how to leverage finances for these services. The Board also noted the need for housing those who may have sex offenses, and that there will likely be dedicated funding from the City of Boulder and Municipal Court around this need. Housing needs around those who are medically vulnerable were also noted. The Board discussed the tension of

system-level work while also trying to support the needs of “projects” piloted by specific municipalities; there is a need to clarify funding needs and system vs. project funding. It was noted that funding projects related single adult chronic homelessness with a need for PSH has been the main goal. Because there may now be a conflict of resources, entity leadership will join a future meeting to help guide and direct around this issue, as all are needs but they may have to be implemented at different times.

2021 Plan

It was noted that additional clarity will be provided around needs from and responsibility of the Board around the plan. There was a mention of the need to remain agile and focused when it comes to plan implementation. The Board was in agreement to move the plan forward.

Community Forum Update

The first Community Forum is currently scheduled for 90 minutes on March 29th; the meeting will likely take place in the evening to allow for maximum participation. Planning around the meeting is still taking place.

Outreach Work Group Update

The outreach work group met this week and received a presentation around use of the NowPow system, which will allow for a more streamlined connection to resources on behalf of clients and additional clarity around what outreach services are being provided.

Updates

Boulder Housing Partners will be providing a homeless preference through their recently-opened lottery, and the 30Pearl property is going to begin leasing up. The group discussed that the new COVID relief funding package included funding for increased housing vouchers, and additional eviction prevention assistance will likely be coming as well. Element has submitted/will be submitting proposals for tax credits on both the of their projects in conjunction with Boulder Shelter for the Homeless.

*HOMELESS SOLUTIONS FOR BOULDER COUNTY:
MARCH 2021 EXECUTIVE BOARD BRIEF*

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REPORT HIGHLIGHTS AND OVERVIEW

The following summary reflects a high-level overview of data points and narrative found in further detail throughout this report:

- 93 (83 unique individuals) have been screened through Coordinated Entry in January 2021.
 - 56% (52) screened in the City of Boulder
 - 44% (41) screened in the City of Longmont
- 10 individuals were rescreened in January 2021
- In January 2021 Coordinated Entry Screenings resulted in the following per municipality:
 - City of Boulder- 35% (18) to Housing Focused Shelter; 6% (3) to Navigation services; 60% (31) to Diversion Services
 - City of Longmont- 51% (21) to Housing Focused Shelter; 7% (3) to Navigation services; 41% (17) to Diversion Services.
- In January 2021, 53% (49) of individuals screened in reported being in Boulder County for less than six months.
 - 62% (32) individuals screened at City of Boulder reported less than six months in Boulder County.
 - 78% (25) of those screened who reported less than six months in Boulder County reported from Colorado with 44% (11) reporting Denver as their last residence.
 - 41% (17) individuals screened at City of Longmont reported less than six months in Boulder County.
 - 53% (9) of those screened who reported less than six months in Boulder County reported from Colorado.
- In January 2021, 78% (73) of those screened reported a homeless situation¹.
- In January 2021, 81% (71) reported a disabling condition at screening.
- During the month of January 2021, 17 individuals exited the HSBC system into a stable housing outcome.
 - 8 (47%) exited through Diversion services
 - 2 (12%) exited through Navigation services
 - 7 (41%) exited through Housing Focused Shelter services
- Bridge Housing in City of Longmont is reflected in this report.
- Rate of Change data has been incorporated to monitor and compare data points between 2020 and 2021.

¹ Per Housing and Urban Development definition

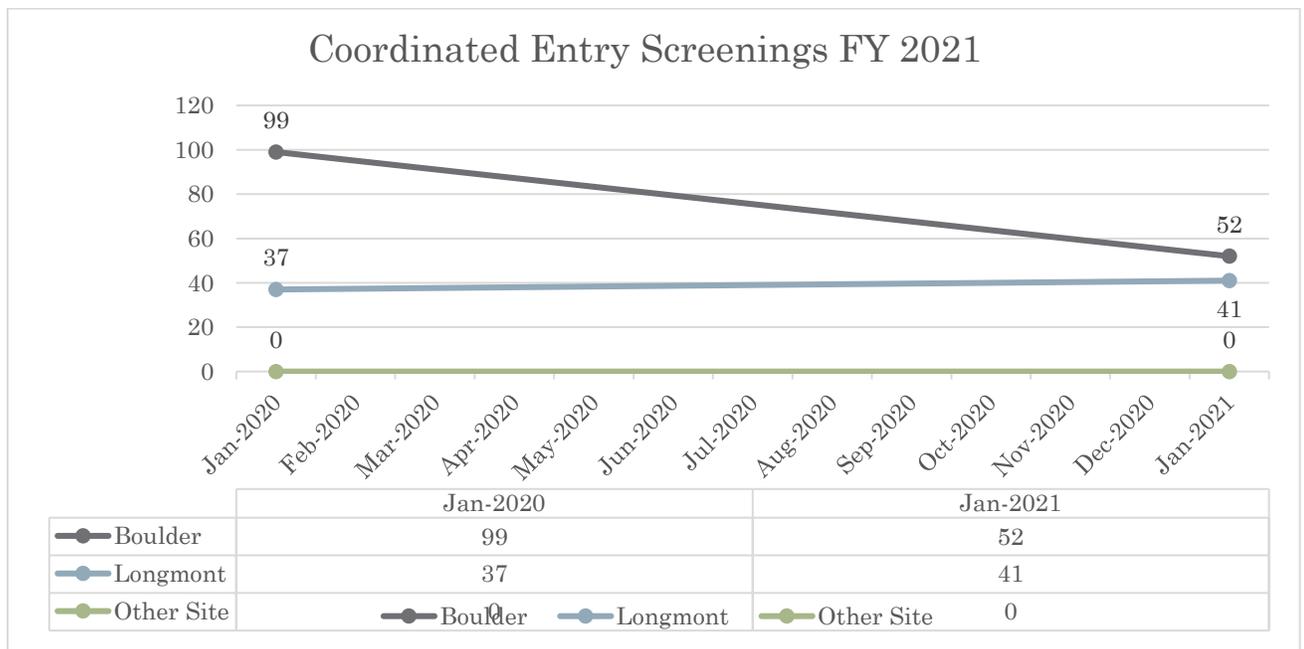
COORDINATED ENTRY ASSESSMENTS COUNTYWIDE

A total of 93 individuals experiencing homelessness (with 83 being unique to the HSBC Coordinated Entry system) were screened through Coordinated Entry between January 1, 2021 and January 31, 2021.

Of the 10 individuals rescreened, 2 (20%) were originally screened in 2017; 6 (60%) originally screened in 2018; and 2 (20%) originally screened in 2019. A total of 8 (80%) were originally screened to Navigation services (3 in Boulder, 5 in Longmont) and 2 (20%) were originally screened to Housing Focused Shelter.

During the month of January, 52 screenings were completed in the City of Boulder (a decrease of 47% compared to January 2020) and 41 screenings were completed in the City of Longmont (an increase of 11% compared to January 2020).

During the month of January, 56% (52) presented in the City of Boulder, and 44% (41) presented in the City of Longmont.



Rate of Change²

	January 2021
City of Boulder	-47%
City of Longmont	+11%
Other Site	N/A

² Rate of Change is compared to month of prior year.

COORDINATED ENTRY ASSESSMENT RESULTS PER LOCATION

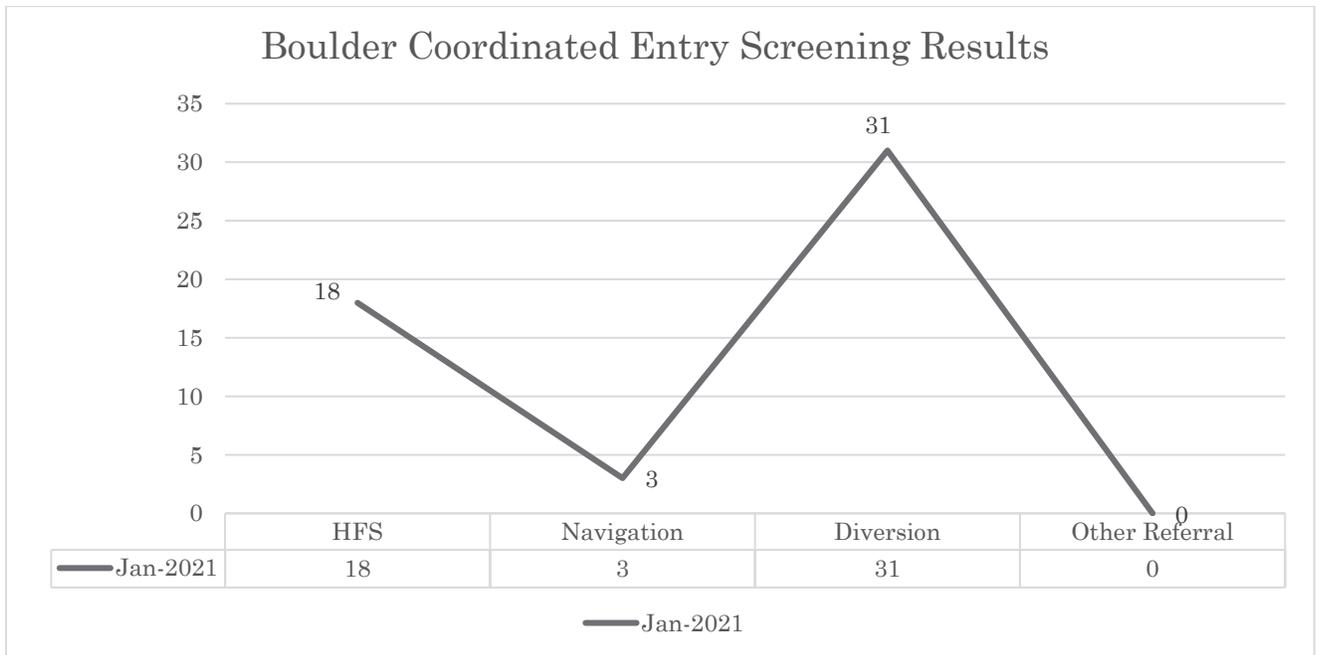
CITY OF BOULDER

As reflected below, the trend in referrals to Navigation services in January 2021 remain steady overtime with the integration of Diversion in February 2020 (3/6%) in the City of Boulder. In comparing Navigation referrals to January 2020 (74), referrals decreased substantially (96%) since Diversion services had not be integrated into the system in January 2020. This data point is expected to shift next reporting month.

Three individuals were rescreened during the month of January with 100% previously screened to Boulder Navigation. One (33%) rescreen resulted in a referral to Housing Focused shelter, two (67%) rescreens resulted in a referral to Diversion services.

While referrals to Housing Focused Shelter reflect 35% (18) of the referral outcome during January 2021 in City of Boulder, there was a decrease of 28% when comparing referrals to January 2020 (25).

Diversion services continue to reflect over half (60%, 31) of the referral outcome from Coordinated Entry screening in the City of Boulder.



Rate of Change³

	January 2021
Housing Focused Shelter	-28%
Boulder Navigation	-96%
Diversion Services⁴	N/A
Other Referral	N/A

³ Rate of Change is compared to month in prior year.

⁴ Diversion Services was not implemented until February 2020. Rate of Change not available for January 2020.

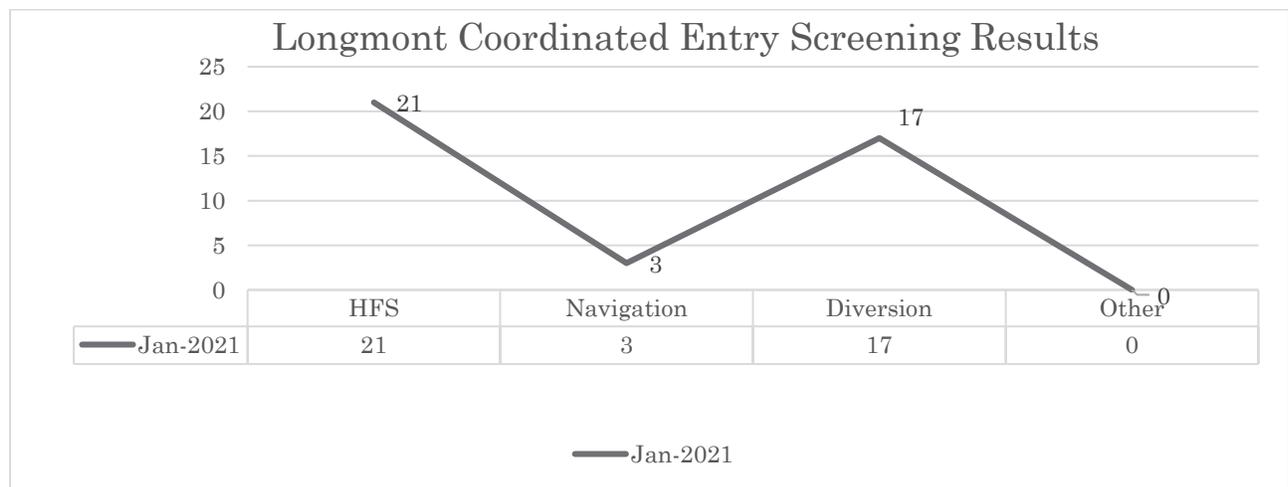
CITY OF LONGMONT

The trend in referrals to Navigation services in January 2021 declined in comparison to 2020 (av. 7/month) in the City of Longmont. In comparing Navigation referrals to January 2020 (22), referrals decreased substantially (86%) since Diversion services had not be integrated into the system in January 2020. This data point is expected to shift next reporting month.

Seven individuals were rescreened during the month of January with 71% (5) previously screened to Longmont Navigation and 2 (29%) previously screened to Housing Focused Shelter. Six (86%) rescreen resulted in a referral to Housing Focused shelter, one (14%) rescreens resulted in a referral to Diversion services.

Referrals to Housing Focused Shelter reflect 51% (21) of the referral outcome during January 2021 in City of Longmont: 29% increase in comparison to January 2020.

Diversion services increased substantially in January 2021 (41%, 17) in comparison to the 2020 average (9/month) in the City of Longmont.



Rate of Change⁵

	January 2021
Housing Focused Shelter	+29%
Longmont Navigation	-86%
Diversion Services⁶	N/A
Other Referral	N/A

⁵ Rate of Change is compared to month in prior year.

⁶ Diversion Services was not implemented until February 2020. Rate of Change not available for January 2020.

CLIENT PROFILE

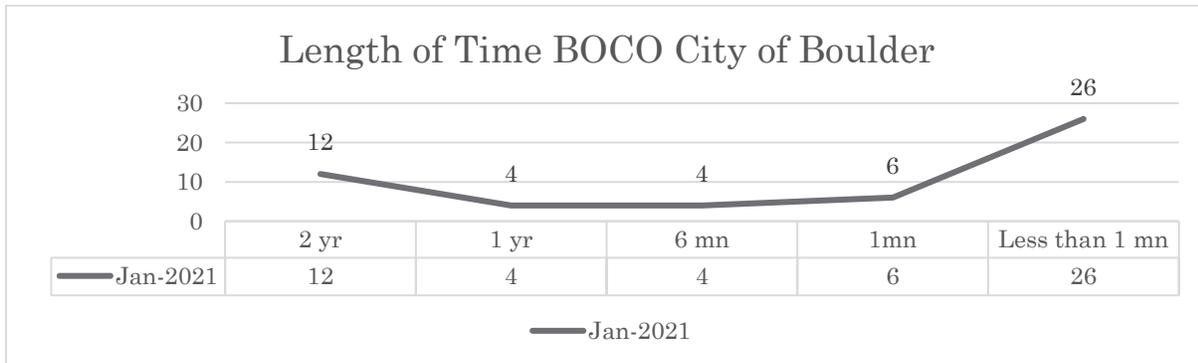
CITY OF BOULDER LENGTH OF TIME IN BOULDER COUNTY

Of the 52 screenings (49 unique) individuals experiencing homelessness presenting at Coordinated Entry between January 1, 2021 and January 31, 2021, 62% (32) reported being in Boulder County for less than six months.

In January 2021, of the 52 individuals screened, 42% (22) reported residing inside Boulder County prior to Coordinated Entry.

Of the individuals (32/62%) who reported being in Boulder County for less than six months, 78% (25) individuals reported their last residence as in Colorado but not Boulder County and 16% (5) of the individuals reported their last residence outside of Colorado. As with prior months, 44% (11) reported Denver as their last residence during the month of January.

The below chart reflects the current month regarding length of time residing in Boulder County as reported at Coordinated Entry.



Rate of Change⁷

	January 2021
2 years	-40%
1 year	-30%
6 Months	+33%
1 Month	+20%
Less than 1 month	-57%

⁷ Rate of Change is compared to month in prior year.

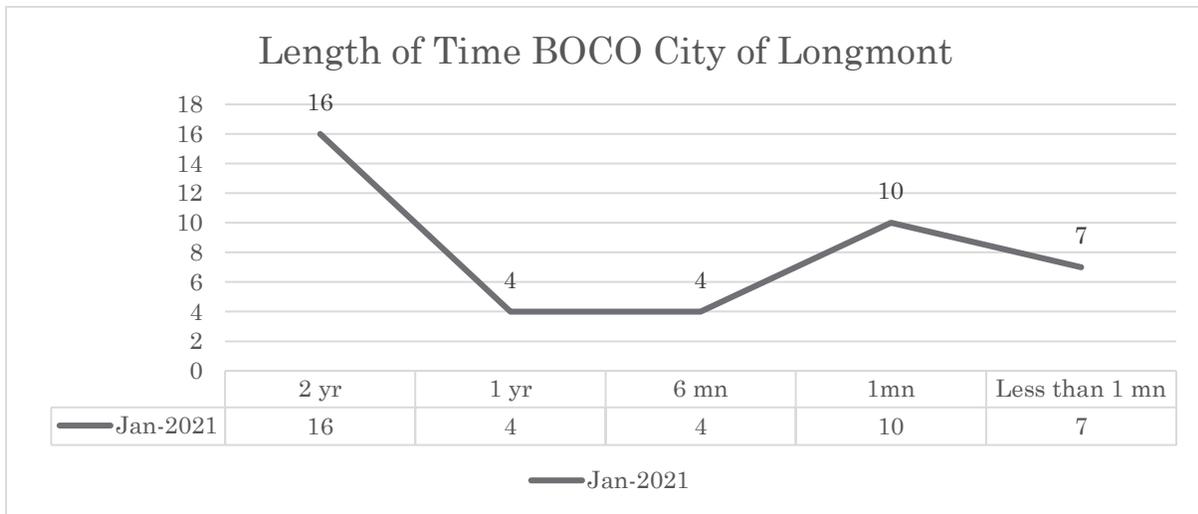
CITY OF LONGMONT LENGTH OF TIME IN BOULDER COUNTY

Of the 41 screenings (34 unique) individuals experiencing homelessness presenting at Coordinated Entry between January 1, 2021 and January 31, 2021, 41% (17) reported being in Boulder County for less than six months.

In January 2021, of the 41 individuals screened, 61% (25) reported residing inside Boulder County prior to Coordinated Entry.

Of the individuals (17/41%) who reported being in Boulder County for less than six months, 9 (53%) individuals reported their last residence as in Colorado but not Boulder County and 7 (17%) of the individuals reported their last residence outside of Colorado.

The below chart reflects the current month regarding length of time residing in Boulder County as reported at Coordinated Entry.



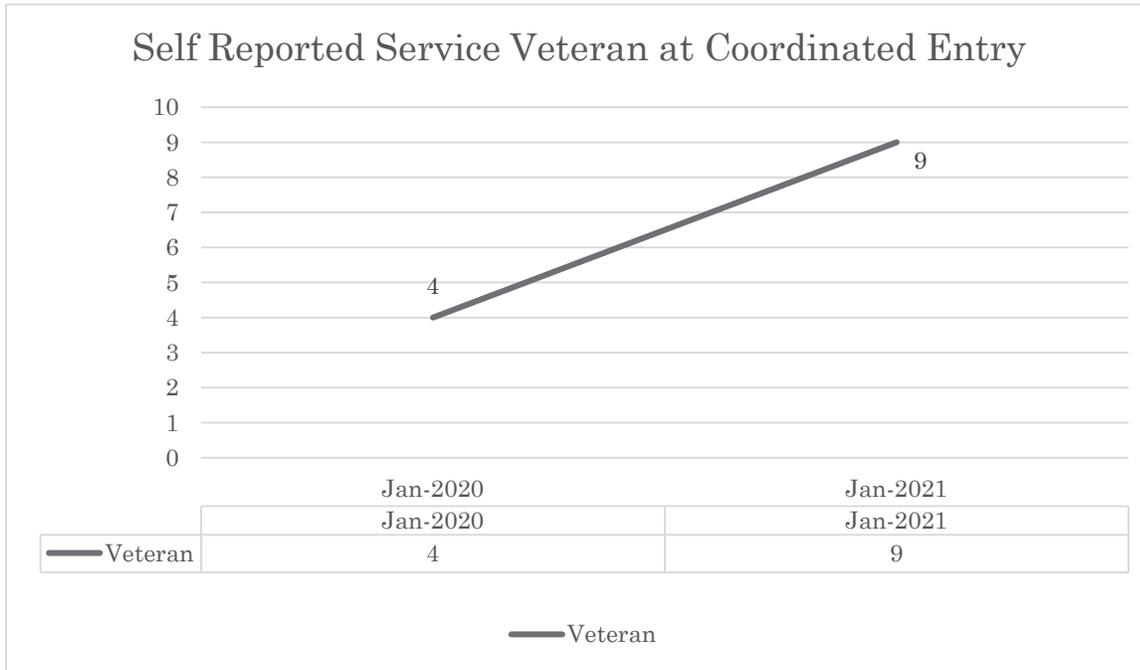
Rate of Change⁸

	January 2021
2 years	-11%
1 year	+50%
6 Months	+25%
1 Month	+80%
Less than 1 month	-42%

⁸ Rate of Change is compared to month in prior year.

VETERAN HOMELESSNESS

As reflected in the chart below, the enhancement efforts implemented in partnership with Veterans Affairs continues to have a significant impact on identifying service veterans (reflecting a 56% increase) during the month of January 2021. Updates regarding these efforts are further reported (and will continue to be as a standing working group) in the working group section of this report.



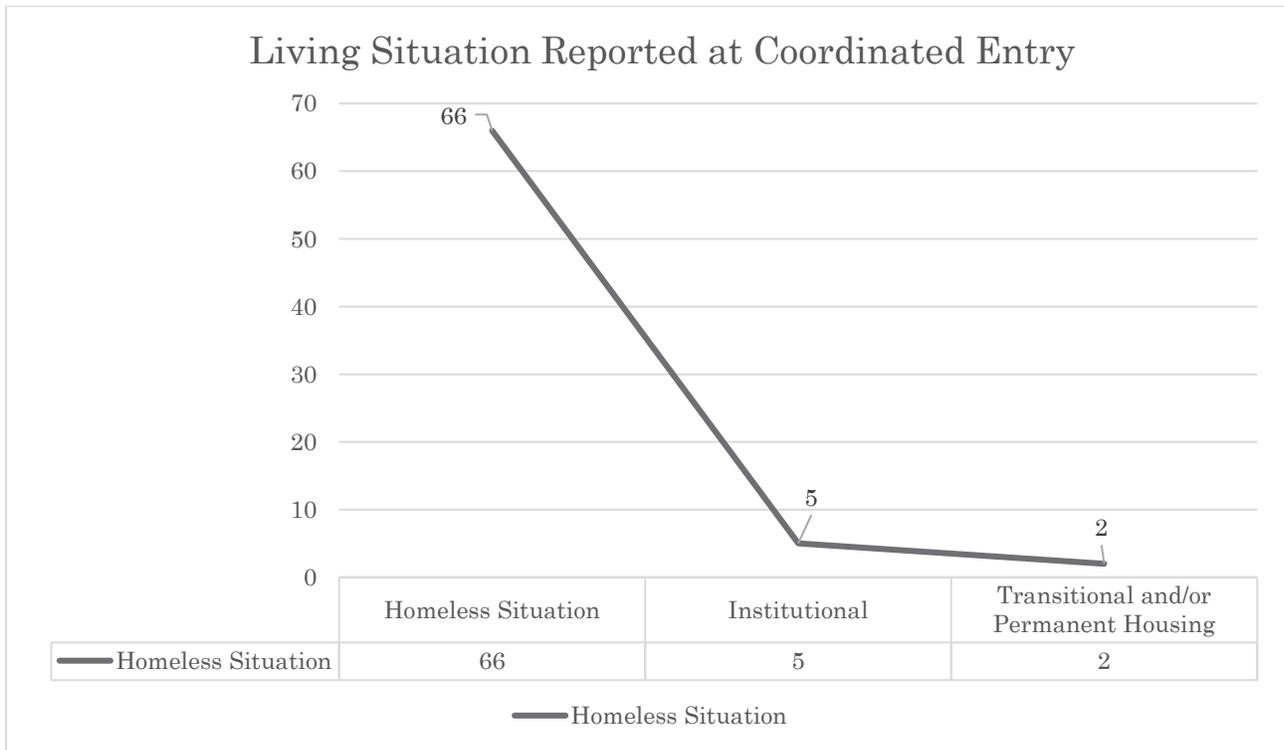
Rate of Change⁹

	January 2021
Identified Veteran	+56%

⁹ Rate of Change is compared to month in prior year.

BOULDER COUNTY LIVING SITUATION REPORTED AT COORDINATED ENTRY

As reflected in the chart below, of the 93 individuals experiencing homeless screened at Coordinated Entry, a majority 78% (73¹⁰) reported a homeless situation. These data have remained stable over time (with a variance of 1-2 percentage points and are in alignment with the annual average of 77% in 2020) regarding an individual’s current living situation. It is important to note that with the moratorium on evictions expansion (through September 30, 2021) issued by the Center for Disease Control, the data reflects a continued and drastic decrease in individuals presenting at Coordinated Entry reporting Transitional and/or Permanent Housing situation prior to experiencing homelessness in comparison to pre-COVID (decrease of 92% in comparison to January 2020).



Rate of Change¹¹

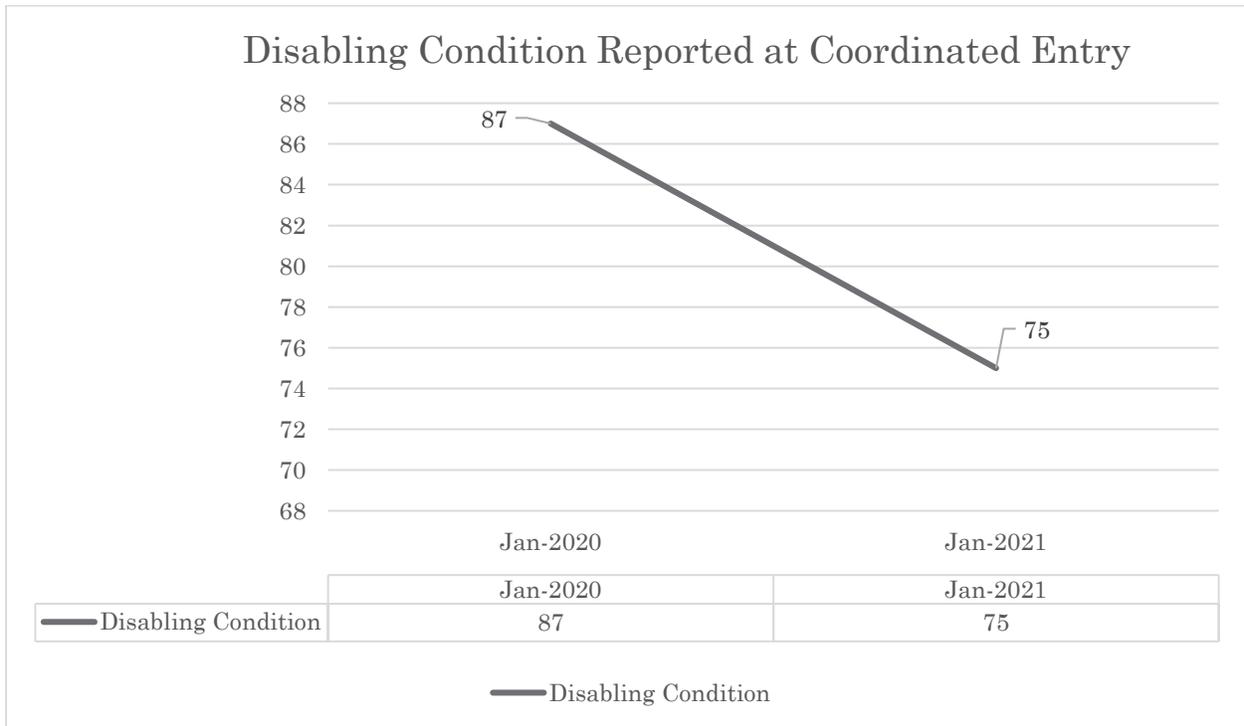
	January 2021
Homeless Situation	-35%
Institutional Situation	-44%
Transitional and/or Permanent Housing	-92%

¹⁰ Totals reflected in chart do not add up to number of screenings. This is a result of not meeting the HUD definition of homeless situation reported at Coordinated Entry (i.e. couch surfing; living with family; etc.).

¹¹ Rate of Change is compared to month in prior year.

BOULDER COUNTY DISABLING CONDITION REPORTED AT COORDINATED ENTRY

Of the 93 individuals screened for services through Coordinated Entry between January 1, 2021 and January 31, 2021, 81% (71) report a disabling condition. Although the chart below reflects a decrease in individuals screened reporting a disabling condition, there was an increase compared to the annual average of 77% in 2020. The decrease is due to the number of screening completed in January 2020 in comparison to January 2021.



Rate of Change¹²

	January 2021
Disabling Condition Identified	-14%

¹² Rate of Change is compared to month in prior year.

RACIAL EQUITY ACROSS SERVICE PROVISION

As part of the County Commissioners identified priorities, the following information explores the racial and ethnic profile for clients presenting at Coordinated Entry and the referral outcome to services.

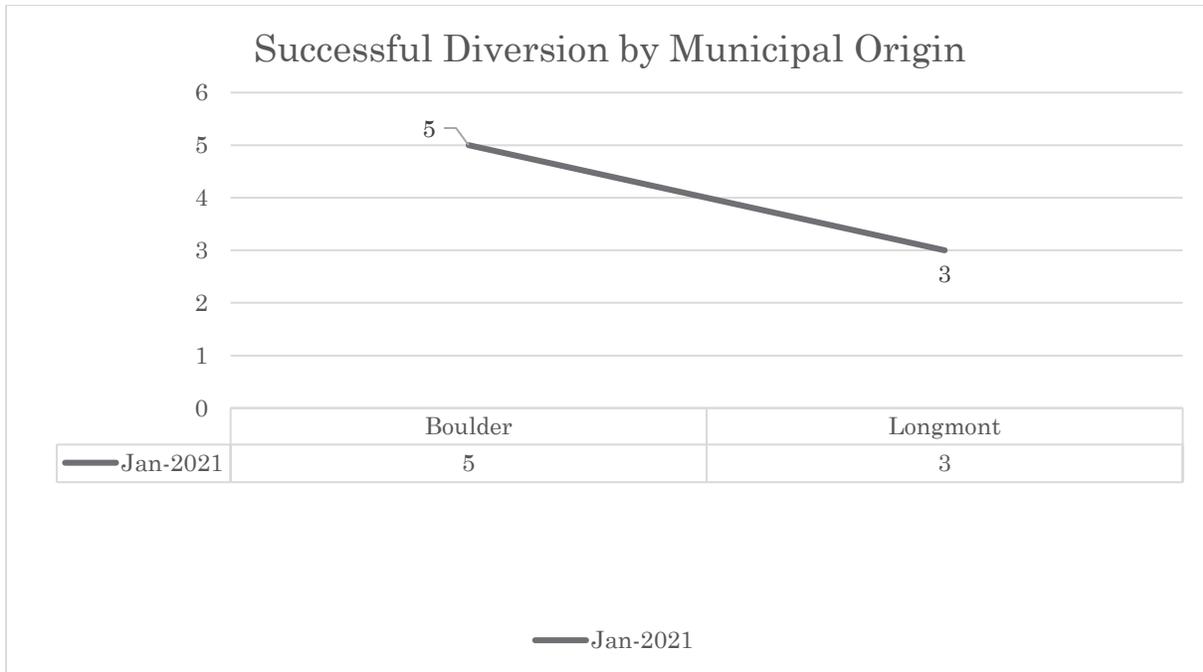
These data are reported quarterly and will be reported for Quarter 1 in May 2021¹³.

DIVERSION SERVICES

During the month of January, 52% (48) unique individuals experiencing homelessness were screened and referred to Diversion services. Of the 48 unique individuals 17% (8) were successfully diverted from sheltering systems with 75% (6) through reunification, 1 (13%) to Other Treatment services, 1 (13%) re-connecting to services they were previously receiving services from.

In the City of Longmont, a total of \$863.95 (average \$287.98/client) of direct service dollars were provided during the month. In the City of Boulder, a total of \$435.47 (average \$87.09/client) of direct service dollars were provided in January.

The following graph reflects the municipal origin of successful diversion services¹⁴.



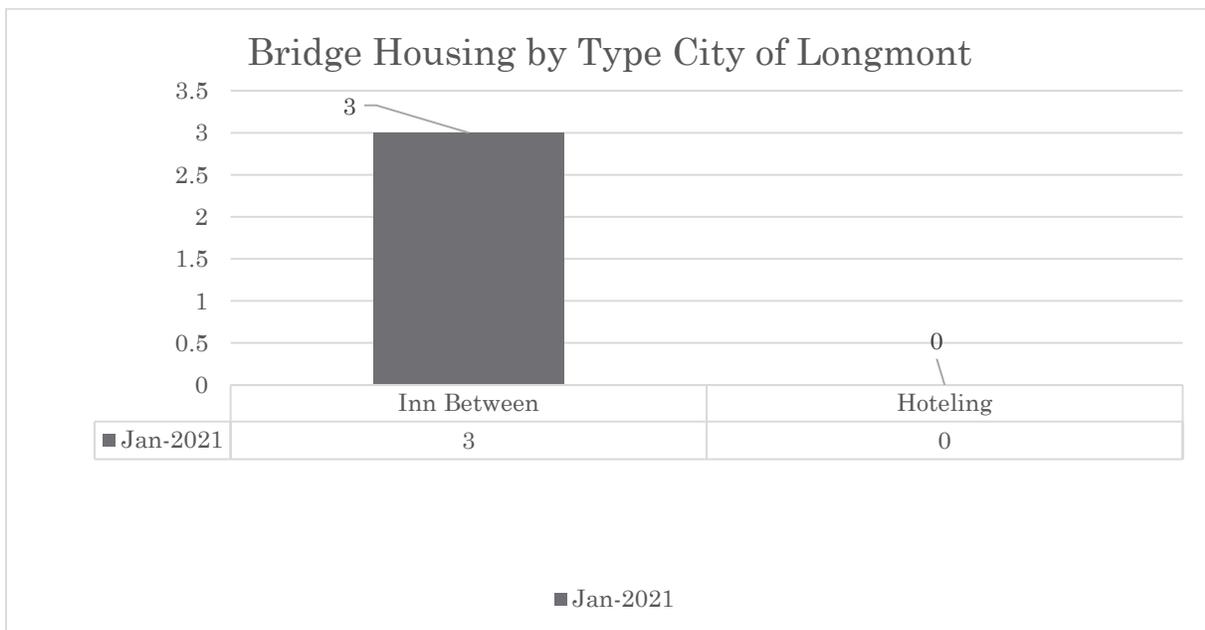
¹³ Timeframe for reporting is due to the lag time between data reporting and Executive Board.

¹⁴ Diversion Services was not implemented until February 2020. Rate of Change not available for January 2020.

BRIDGE HOUSING IN THE CITY OF LONGMONT

In January 2021, the City of Longmont implemented Bridge Housing to support individuals to exit to permanent solutions. This effort combines local funded resources and awarded grant dollars from Emergency Solutions Grant CARES act. The two avenues for Bridge Housing are the Inn Between and Motel stays. Over the course of the fiscal year 2021, HSBC will work with the City of Longmont and partners to evaluate and adjust this program. Individuals in Bridge Housing will not be reflected in Housing Exits section until they have secured a permanent housing solution.

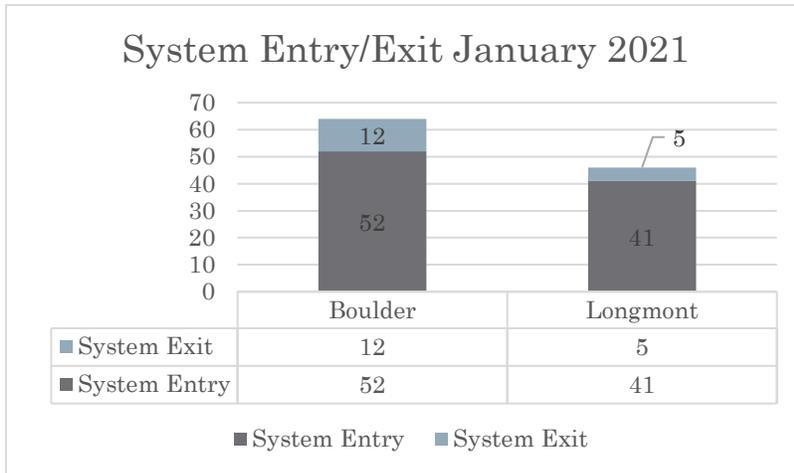
The following graph reflects the Bridge Housing service type currently being utilized by individuals experiencing homelessness. These data will be tracked in subsequent reports.



HOUSING OUTCOMES

The following data and charts reflect individuals experiencing homelessness who have exited the homeless services system to a stable housing outcome. ***It is important to note that the data reflected in the following charts reflect Housing Outcomes via system entry and exit are not the same individuals.***

SYSTEM ENTRY/EXIT JANUARY 2021



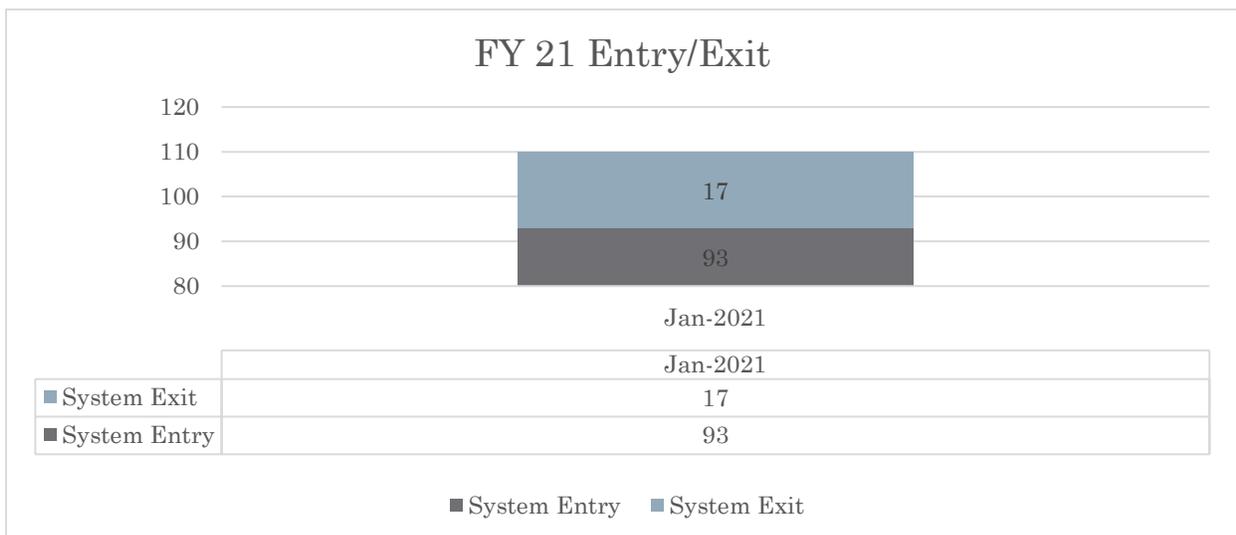
System Entry/Exit

During the month of January 2021, 17 (18%) individuals exited the HSBC system into a stable housing outcome.

FISCAL YEAR 2021 SYSTEM ENTRY/EXIT

In January 2021, Homeless Solutions for Boulder County is exiting 18% of the system entry. These data will be tracked month over month in subsequent reports. In comparison, January of 2020 screened 134 through Coordinated Entry with 43 exiting homelessness: reflecting a 32% system entry/exit.

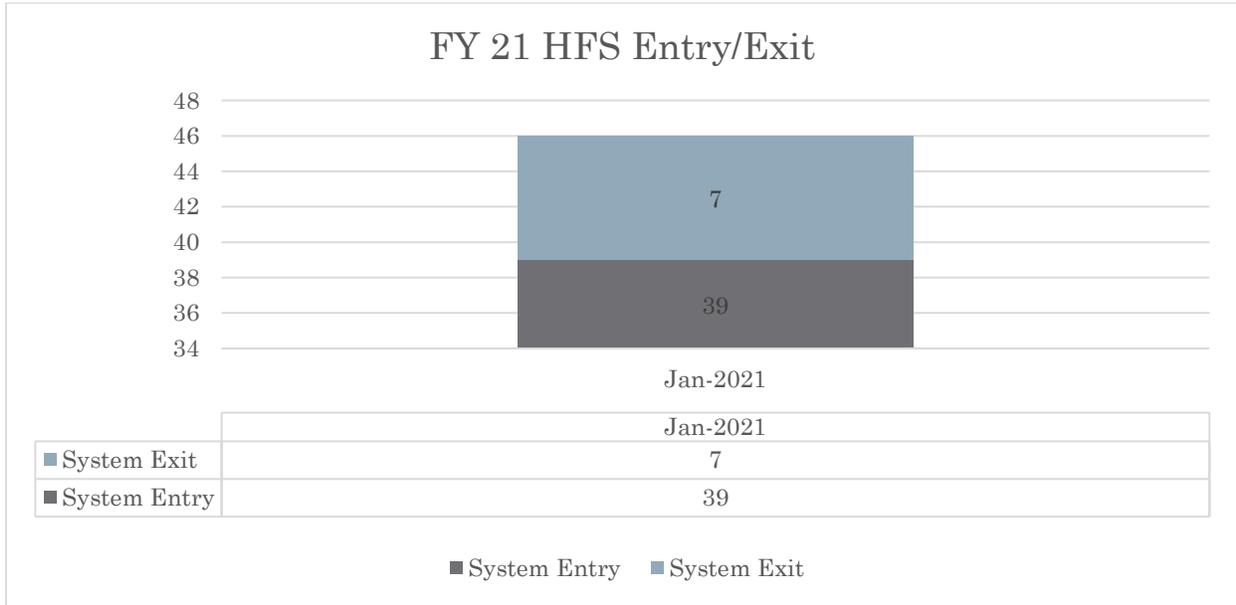
The following graph reflects January system entry/exit data.



HOUSING FOCUSED SHELTER SYSTEM ENTRY/EXIT

In January 2021, Housing Focused Shelter exited 18% of the system entry. In comparison, in January of 2020, 39 individuals were screened to Housing Focused Shelter and 12 exited (reflecting a 31% system entry/exit rate). These data will be tracked month over month in subsequent reports.

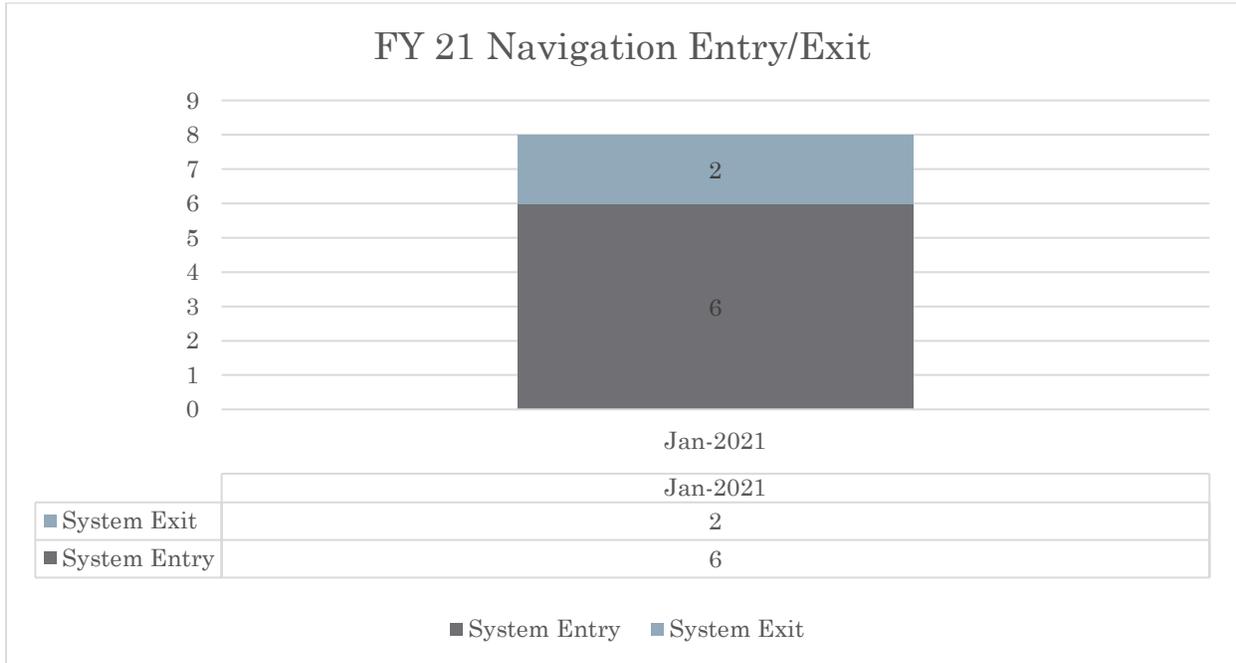
The following graph reflects January system entry/exit data.



NAVIGATION SERVICES SYSTEM ENTRY/EXIT

In January 2021, Navigation services exited 33% of the system entry. In comparison, in January of 2020, 96 individuals were screened to Navigation services and 31 exited (reflecting a 32% system entry/exit rate. These data will be tracked month over month in subsequent reports.

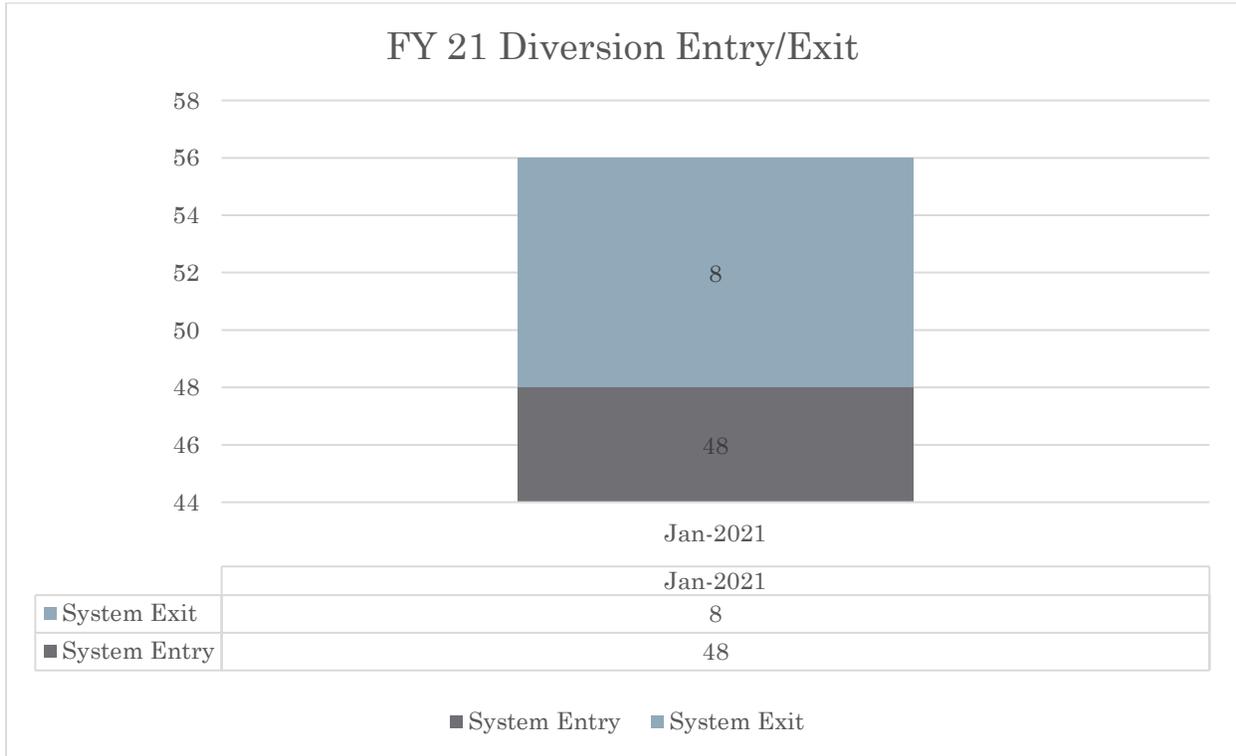
The following graph reflects January system entry/exit data.



DIVERSION SERVICES SYSTEM ENTRY/EXIT

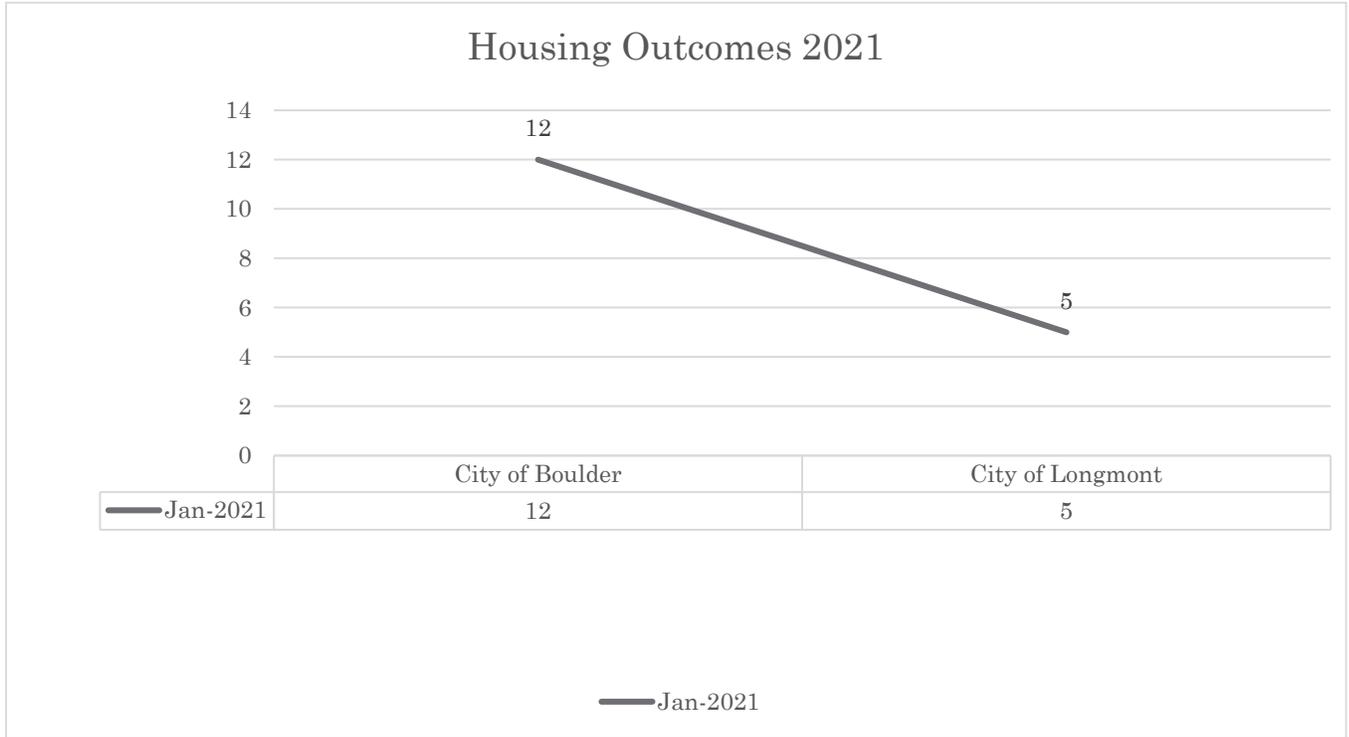
In January 2021, Diversion services exited 17% of the system entry. Comparative data will be available in subsequential reports as Diversion services were integrated into the system in February 2020. These data will be tracked month over month in subsequent reports.

The following graph reflects January system entry/exit data.



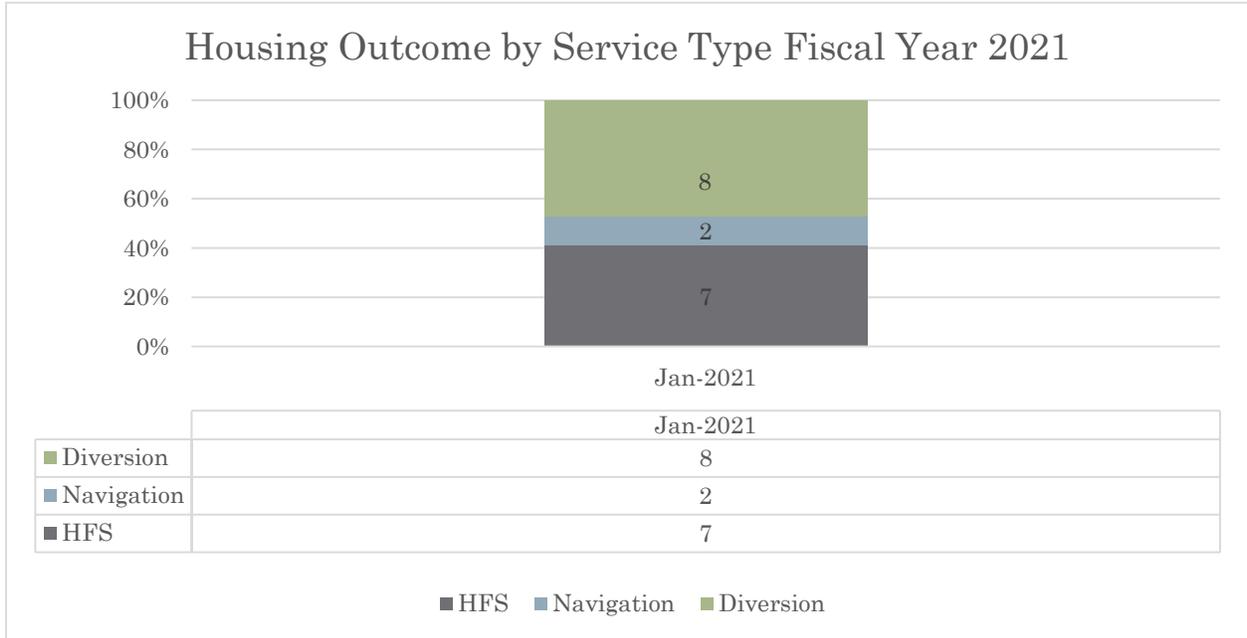
HOUSING OUTCOMES FISCAL YEAR BY COORDINATED ENTRY INITIATED SITE
2021

As reflected, a total of 17 individuals experiencing homelessness exited homelessness. The following data will track housing exits trends for the fiscal year of 2021 will be reflected in subsequent reports.



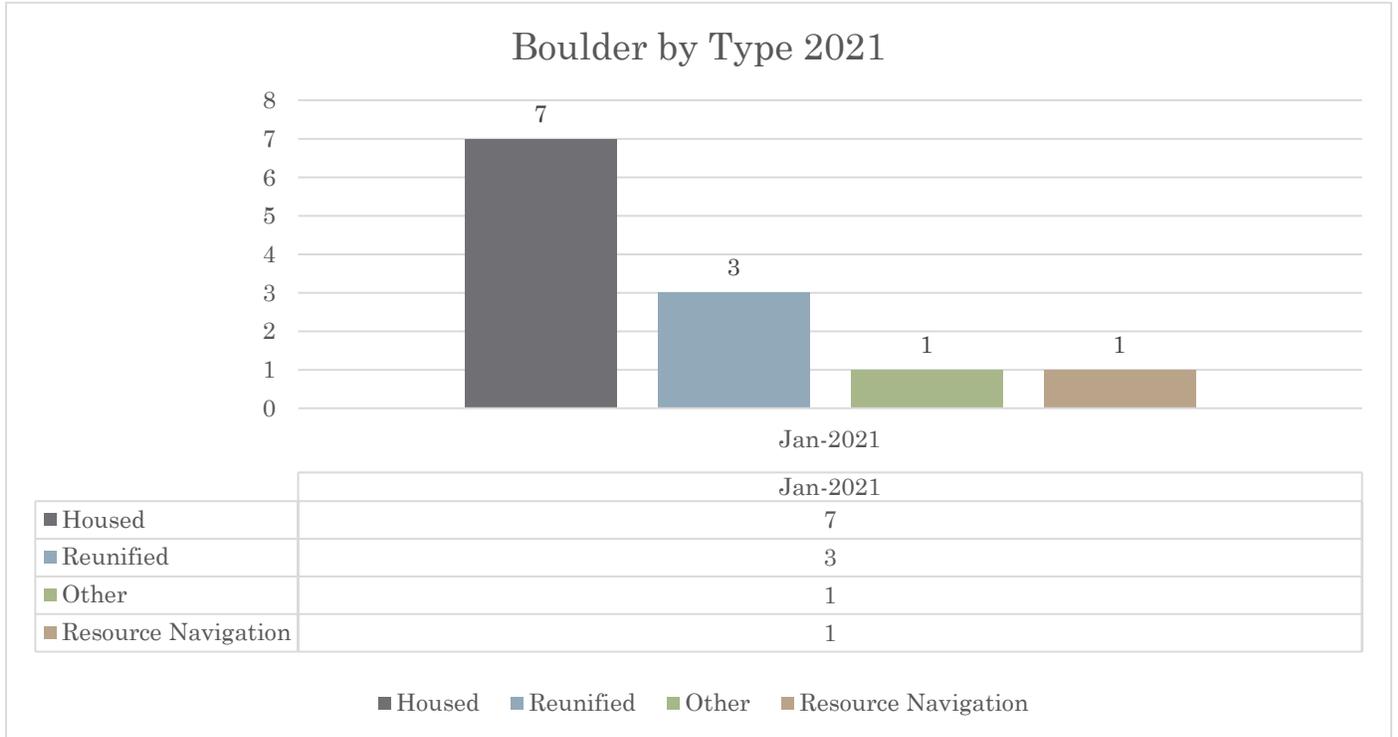
HOUSING OUTCOME BY SERVICE TYPE 2021

The following data reflect the service type resulting in a housing outcome for the fiscal year 2021. Housing exits trends by service type for the fiscal year of 2021 will be reflected in subsequent reports.



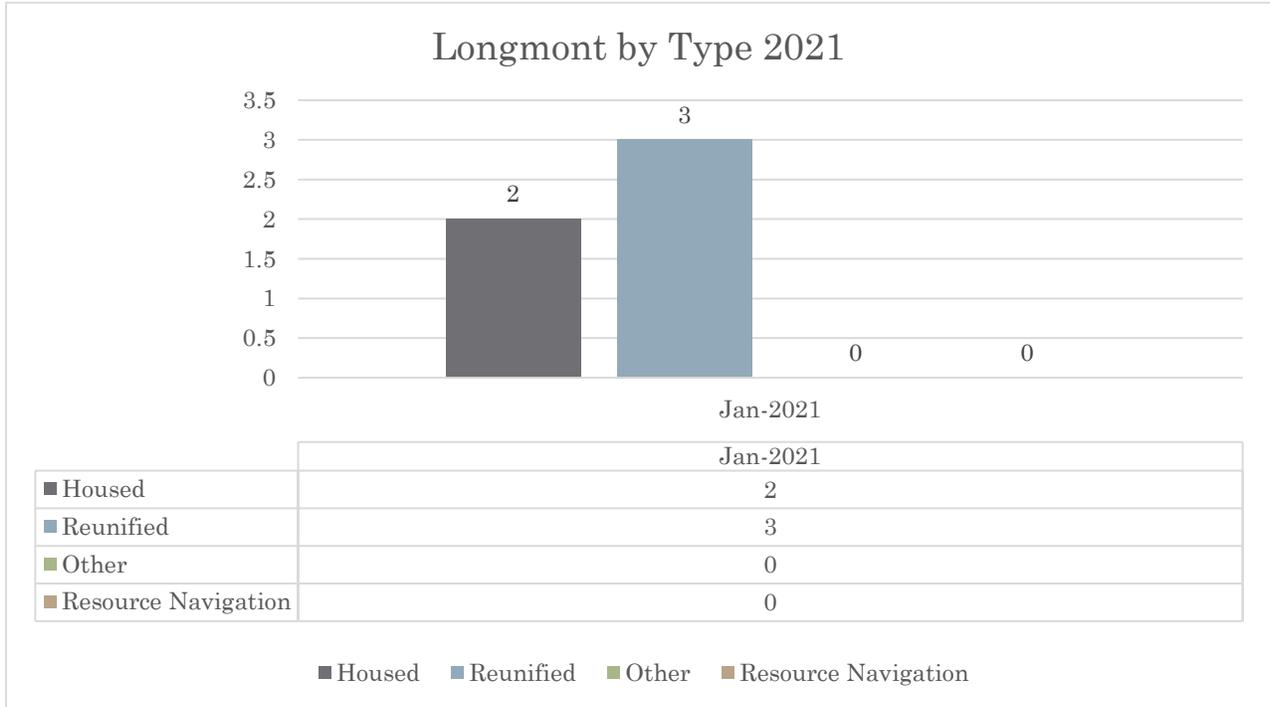
HOUSING OUTCOME BY EXIT TYPE CITY OF BOULDER 2021

In January 2021, in the City of Boulder, a total of 7 individuals exited homelessness to housing; 3 through Reunification; 1 through Other program; and 1 through Resource Navigation. Housing exits trends by exit type for the fiscal year of 2021 will be reflected in subsequent reports.



HOUSING OUTCOME BY EXIT TYPE CITY OF LONGMONT 2021

In January 2021, in the City of Longmont, a total of 2 individuals exited homelessness to housing, and 3 through Reunification. Housing exits trends by exit type for the fiscal year of 2021 will be reflected in subsequent reports.



WORKING GROUP PROGRESS

- **Systems working group** continues to meet two times per month. These meetings focus on emerging challenges, monitoring exit data, identifying data outcome measurement enhancements, reviewing and making recommendations for policy, and discuss any additional supports identified providers. This group has also begun to review these briefings and identify areas where they can identify data trends that reflect emerging challenges.
- **Housing Exits working group** discussed the upcoming Boulder Housing Partner lottery and the selection process for additional 40 mainstream vouchers awarded in December by HUD in response to COVID-19. In addition, the Housing Authorities provided projections regarding the number of Housing Choice Vouchers allocated to HSBC for 2021. The working group also reviewed the four different populations (Move On, Move Up, Alternative Process, and Coordinated Entry screened) that meet the eligibility requirements.
- **Management working group** met and members were presented the new HSBC system structure. Moving forward this working group will be referred to a Community Forum.
- **Implementation Team** continues to address emerging issues, address and review policy recommendations as they emerge, identify priorities for 2021, and the implementation of the new HSBC structure.
- **High Utilizers working group** continues to be placed on hold during the pandemic due to lack of analytic support.
- **Outreach working group** discussed Point in Time challenges, changes and implications for the unsheltered count in 2021. In addition, the Works program (through Boulder County Public Health) shared resources to address the increase in overdose deaths throughout the county.
- **Data and Evaluation** working group did not meet as HSBC continues to work with Google to identify data and evaluation opportunities.
- **Communications** met to review the workplan for 2021. This workplan will be finalized in the March 2021 standing meeting.
- **Veteran Homelessness Built for Zero** working group members first meeting was canceled due to the political challenges as the group was scheduled to meet on January 6th. This meeting has been rescheduled for March 2021. In addition, a small group of Longmont providers will be meeting with both the Northern Colorado CoC and the Metro Denver CoC to discuss, identify, and address the challenges the City of Longmont faces with having two Veteran Affairs designation locations.

ADDITIONAL UPDATES

Pastor Hansen from Nederland announced his resignation from his position. The Nederland Community Presbyterian Church will continue outreach efforts in Nederland with current staff.

Public Comment
HSBC Executive Board Meeting - March 12, 2021

It's been one year since you instituted the 6-month durational requirement and mandatory diversion, and I've been reading through your past [agenda materials](#) to figure out whether you actually ever bothered concocting a non-xenophobic justification for it.

I haven't been able to find that, but I have learned that you spend *so much* time and energy collecting and scrutinizing data about where people lived six months ago. It shouldn't matter. I moved to Boulder in June of 2017. By *July* I had fully updated my driver's license, vehicle title, voter registration, to reflect my new status as a RESIDENT of Boulder, Colorado. In fact, by Colorado law, if you move into the state, you MUST transfer your driver's license in FEWER than 30 days. I had the housing, money, time, bureaucratic know-how, and internet & transportation access to do that.

In the supreme court case [Shapiro v. Thompson](#), residency requirements to access welfare services were deemed unconstitutional. According to the [Cornell Law School Legal Information Institute](#), "persons who have moved recently...have exercised a right protected by the Constitution, and the durational residency classification either deters the exercise of that right or penalizes those who have exercised it"

- justifications "to inhibit migration by needy persons into the state or to bar the entry of those who came from low-paying states to higher-paying ones in order to collect greater benefits" were found IMPERMISSIBLE
- "For justifications that the durational residency requirement served certain administrative and related governmental objectives...then the requirements were rationally related to the purpose but they were not compelling enough to justify a classification that infringed a fundamental interest"
- Boulder County gives NO justifications but vague references to "conserving resources" or blatantly discriminatory complaints about outsiders coming in to use "our" services. Then you go, "huh, gee, why are we disproportionately kicking out Black and Indigenous people by orders of magnitude in a policy that would make Boulder's historically massive KKK presence weep for joy? Must be a weird coincidence. We definitely shouldn't consider ever suspending the mandatory Diversion policy."

Your website proudly claims that "[Coordinated Entry is a national best practice that has been implemented countywide with standardized procedures.](#)"

It's true that something defined by HUD as Coordinated Entry is a national best practice. But what HSBC calls "Coordinated Entry" [does not conform](#) to any of the best practices laid out by HUD, nor does what HSBC calls "Housing First" align with the definitions used by any of national homeless advocacy groups that support REAL Housing First policies, and neither does what HSBC calls "Diversion".

In fact, local journalist Emma Athena reported that a senior HUD Region VIII official, who did not wish to be named, told her that Boulder's discriminatory policies diverge so far from HUD standards that they render HSBC programs INELIGIBLE for HUD funding.

The National Alliance to End Homelessness, in its toolkit for “Housing First” program design, [is explicit that](#):

- The meaning of the Housing First philosophy is that it “does not mandate participation in services either before obtaining housing or in order to retain housing.”
- “prioritizing providing permanent housing” refers to the ORDER in which services are ideally provided to an INDIVIDUAL, ie, provide housing without strings attached and THEN offer drug treatment or job training or whatever
- It does NOT refer to the prioritization of FUNDING on the level of a CoC like MDHI or a “regional integrated service system” like HSBC
- And from a [HUD policy brief](#) on CE - ““Although [Permanent Supportive Housing] is almost always the most effective resource...the lack of available PSH should not result in people languishing...on the streets without further assistance.”

Furthermore, when it comes to defining “Diversion”, NAEH has this to say:

- *“Diversion should always be safe and appropriate for the person or household seeking help”*
- “Safe and Appropriate Diversion” means making IMMEDIATE alternative housing arrangements without having to enter shelter.
- *“Diversion should feel like a service, not like being turned away with no assistance”*
 - I am speaking to you now on behalf of people in DESPAIR and desperation at the contempt with which HSBC, CE, and the only shelter you haven’t yet managed to shut down are treating them. Diversion does NOT feel like a service to them.
- When you place durational requirements ABOVE disability and other considerations, you are not following HUD CE best practices about prioritizing people based on vulnerability
- When you use that forced Diversion categorization to turn long-term homeless, chronically disabled indigent people away from the shelter, *KNOWING FULL WELL THAT THEY HAVE NO OTHER OPTION BUT TO SLEEP ON THE STREET*, you are not following the best practice definition of “Diversion”
- When you pretend that permanent housing and intermediate services are a zero-sum game, you are perverting the meaning of housing first, and you have been spreading this lie in the community and feeding it to the Daily Camera for as long as I have lived here. Defund the police, and then tell me you have no money.

My grandfather worked in social services for decades, and he’s a bitter, racist, xenophobic old man, and I feel sorry for anyone who ever had to put up with him while seeking help, so I know that one need not have humanity to embark on a career in social services, and I’m not going to assume good intent from any of you.

But if any of you, before you climbed to your current positions of power, at some point chose to do this work because you had compassion for your fellow human beings, if you at any point you saw them as people and not numbers, if at any point you cared enough to educate yourselves about your field and strive to do the best job you could HELPING people, regardless of whether you liked them or felt sorry for them or whatever, then DO BETTER.

End the residency requirement and forced Diversion. Meet people where they are and provide what they actually need. And be transparent with the public about what EXACTLY you’re doing it and the EXPLICIT REASONS why.