

C7 L A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, ACCEPTING THE RECOMMENDATION OF THE PUBLIC SAFETY AND NEIGHBORHOOD QUALITY OF LIFE COMMITTEE ("PSNQLC"), MADE AT ITS JULY 10, 2024 MEETING, TO ESTABLISH AFTER-HOURS LIVE ASSISTANCE FOR HOMELESS OUTREACH SERVICES.

Applicable Area:



**COMMISSION MEMORANDUM**

TO: Honorable Mayor and Members of the City Commission

FROM: Eric Carpenter, City Manager

DATE: September 11, 2024

TITLE: A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, ACCEPTING THE RECOMMENDATION OF THE PUBLIC SAFETY AND NEIGHBORHOOD QUALITY OF LIFE COMMITTEE ("PSNQLC"), MADE AT ITS JULY 10, 2024 MEETING, TO ESTABLISH AFTER-HOURS LIVE ASSISTANCE FOR HOMELESS OUTREACH SERVICES.

**RECOMMENDATION**

The Administration recommends approving the Resolution.

**BACKGROUND/HISTORY**

On May 15, 2024, at the request of Commissioner Fernandez, the Mayor and City Commission (City Commission) referred an item to the Public Safety and Neighborhood Quality of Life Committee (PSNQLC) to request the Administration to explore and provide options for live assistance for homeless outreach services during afterhours.

In 2022, the Administration implemented Commissioner Fernandez's MBCARES signs suggestion in highly concentrated areas to promote accessibility to homeless services. These signs included information on the main line for homeless outreach, the walk-in center location, and the website. This initiative has been instrumental in raising awareness and connecting individuals experiencing homelessness with necessary services.

Expanding on the City's ongoing efforts to assist persons experiencing homelessness, there is an opportunity to improve phone coverage for the homeless services main line 305-604-4663 during evening off-hours. Currently, the Homeless Outreach Services Team responds to calls during regular working hours from 7:30 AM to 4:00 PM. Additionally, while conducting street outreach, the City's extended outreach team transfers calls to a city cellphone on Thursdays and Fridays from 4:00 PM to 6:00 PM and on weekends from 7:30 AM to 6:00 PM.

Additionally, outside of regular and extended office hours, concerns are often reported to the police non-emergency number for assistance, managed by the Fire Department's Public Safety Communications Division. Upon receiving these calls, staff dispatches an officer who, depending on the situation, can subsequently reach out to the Police-Homeless Resource Sergeant or New Hope CORPS, a contracted provider for after hours outreach.

The expansion of live assistance guarantees the public's round-the-clock access to report homelessness, demonstrates the City's commitment to providing comprehensive support services, and improves the ability to inform the Mayor and City Commission's decision-making process with further data collection.

At the July 10, 2024, PSNQLC meeting, the PSNQLC recommended establishing live assistance for Homeless Outreach Services during afterhours.

## **ANALYSIS**

In response to the need for continuous support for homeless services, the Administration is set to implement a strategic collaboration involving the Office of Housing and Community Services, the Information Technology (IT) Department, and the Fire Department's Public Safety Communications Division. This initiative aims to enhance our after-hours support by rerouting calls from the homeless services main line to the City's non-emergency number.

The IT Department has already conducted a thorough exploration of the technological requirements necessary for rerouting calls outside of regular working hours. We have successfully addressed technical and operational challenges to ensure that this transition will be both smooth and effective.

Additionally, the Public Safety Communications Division has completed a feasibility assessment and confirmed its capability to manage the anticipated increase in call volume. We are now moving forward with the development and implementation of a protocol designed to assist dispatchers in efficiently handling and responding to homelessness-related calls during after-hours.

To support this transition, the Office of Housing and Community Services will provide specialized training for dispatchers in the Public Safety Communications Division. This training will ensure that dispatchers are well-equipped with the skills and knowledge necessary to address calls related to homelessness effectively. Furthermore, we will make certain that the Police-Homeless Resource Sergeant and the New Hope CORPS are prepared to offer assistance as needed when contacted through this process.

To ensure the continued effectiveness of the rerouted call process, we will establish a robust monitoring and evaluation system. This system will allow us to collect and analyze data, which will help us make informed decisions about any necessary adjustments and improvements.

## **FISCAL IMPACT STATEMENT**

No fiscal impact at this time.

### **Does this Ordinance require a Business Impact Estimate?**

(FOR ORDINANCES ONLY)

If applicable, the Business Impact Estimate (BIE) was published on:

See BIE at: <https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notice/>

## **FINANCIAL INFORMATION**

N/A

## **CONCLUSION**

The Administration recommends that the Mayor and City Commission approve the attached resolution establishing the expansion of the live assistance for homeless outreach services afterhours.

## **SUPPORTING SURVEY DATA**

According to the 2023 Miami Beach Community Survey, 29 percent of survey responders cited efforts to address homelessness as one of the major categories of City services most important for the City to provide. Additionally, the Mayor and City Commission identified the need to address homelessness by continuously evolving and innovating services to help those wishing to end their personal homelessness as a key management objective in the City's 2019 Strategic Plan Through the Lens of Resilience.

### **Applicable Area**

Citywide

**Is this a "Residents Right to Know" item, pursuant to City Code Section 2-17?**

No

**Is this item related to a G.O. Bond Project?**

No

**Was this Agenda Item initially requested by a lobbyist which, as defined in Code Sec. 2-481, includes a principal engaged in lobbying?** No

If so, specify the name of lobbyist(s) and principal(s):

### **Department**

Housing and Community Services

### **Sponsor(s)**

Commissioner Alex Fernandez

### **Co-sponsor(s)**

Mayor Steven Meiner  
Commissioner Joseph Magazine

### **Condensed Title**

Approve Expansion of Live Assistance for Homeless Outreach. (Fernandez/Meiner/Magazine)  
HCS

RESOLUTION NO. \_\_\_\_\_

**A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, ACCEPTING THE RECOMMENDATION OF THE PUBLIC SAFETY AND NEIGHBORHOOD QUALITY OF LIFE COMMITTEE ("PSNQLC"), MADE AT ITS JULY 10, 2024 MEETING, TO ESTABLISH AFTER-HOURS LIVE ASSISTANCE FOR HOMELESS OUTREACH SERVICES.**

**WHEREAS**, on May 15, 2024, at the request of Commissioner Alex J. Fernandez, the City Commission referred an item to the Public Safety and Neighborhood Quality of Life Committee ("PSNQLC") to request the Administration to explore and provide options for live assistance for homeless outreach services during after-hours; and

**WHEREAS**, in 2022, the Administration implemented Commissioner Fernandez's suggested "MBCARES" signs in highly concentrated areas to promote accessibility to homeless services; and

**WHEREAS**, the signs include information for the main phoneline for homeless outreach, the walk-in center location, and the website; and

**WHEREAS**, this initiative has been instrumental in raising awareness and connecting individuals experiencing homelessness with necessary services; and

**WHEREAS**, there is an opportunity to improve phone coverage for the homeless services main phoneline (305-604-4663) during evening off-hours; and

**WHEREAS**, the Homeless Outreach Services Team responds to calls during regular and extended office hours, and concerns are often reported to the police non-emergency number for assistance, managed by the Fire Department's Public Safety Communications; and

**WHEREAS**, upon receiving these calls, staff dispatches a law enforcement officer who, depending on the situation, can subsequently contact the Police-Homeless Resources Sergeant or New Hope C.O.R.P.S.; and

**WHEREAS**, the expansion of live assistance guarantees the public's round-the-clock access to report homelessness, demonstrates the City's commitment to providing comprehensive support services, and improves the ability to inform the Mayor and City Commission's decision-making process with further data collection; and

**WHEREAS**, at the July 10, 2024, PSNQLC meeting, the Committee recommended establishing live assistance for Homeless Outreach Services during afterhours; and

**WHEREAS**, the Administration is set to implement a strategic collaboration involving the Office of Housing and Community Services, the Information Technology ("IT") Department, and the Fire Department Public Safety Division; and

**WHEREAS**, the initiative aims to enhance the City's after-hours support by re-routing calls from the homeless services main phoneline to the City's non-emergency number; and

**WHEREAS**, the IT Department has already conducted a thorough exploration of the technological requirements necessary for rerouting calls outside of regular working hours; and

**WHEREAS**, the Administration has successfully addressed any technical and operational challenges to ensure that this transition will be both smooth and effective; and

**WHEREAS**, the Public Safety Communications Division has completed a feasibility assessment and confirmed its capability to manage the anticipated increase in call volume; and

**WHEREAS**, Administration is now moving forward with the development and implementation of a protocol designed to assist dispatchers in efficiently handling and responding to homeless-related calls during after-hours; and

**WHEREAS**, the Office of Housing and Community Services will provide specialized training for dispatchers in the Public Safety Communications Division to ensure that dispatchers are well-equipped with the skills and knowledge necessary to address calls related to homelessness effectively; and

**WHEREAS**, the Police-Homeless Resource Sergeant and the New Hope C.O.R.P.S. will be prepared to offer assistance as needed when contacted through this process; and

**WHEREAS**, the Administration will establish a robust monitoring and evaluation system to ensure the continued effectiveness of the rerouted call process, to collect and analyze data, which will help us make informed decisions about any necessary adjustments and improvements.

**NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA**, that the Mayor and City Commission hereby accept the recommendation of the Public Safety and Neighborhood Quality of Life Committee ("PSNQLC"), made at its July 10, 2024 meeting, to establish after-hours live assistance for homeless outreach services.

**PASSED and ADOPTED** this \_\_\_\_ day of \_\_\_\_\_, 2024.

**ATTEST:**

\_\_\_\_\_  
Steven Meiner, Mayor

\_\_\_\_\_  
Rafael E. Granado, City Clerk

APPROVED AS TO  
FORM & LANGUAGE  
& FOR EXECUTION

  
\_\_\_\_\_  
City Attorney

8/23/2024  
Date