

City of Portland
Health and Human Services Department
Social Services Division

Oxford Street Shelter for Men
Year End Report
FY 2010

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Who We Are and What We Do

The City of Portland's Health and Human Services Department, Social Services Division operates the Oxford Street for Men, which is the largest emergency shelter in the State of Maine. This low-barrier shelter provides safe, temporary housing for homeless adult men. The Shelter offers a variety of support services to assist homeless individuals enhance their self-esteem, secure housing, and work towards a self-sufficiency plan.

The shelter has a capacity of one hundred twenty nine (129) and an overflow capacity of twenty-five [25 for a total of one hundred and fifty-four (154)]. Hours of operation are Monday – Friday 6:00 p.m. – 8:00 a.m. daily, and weekends/holidays from 1:00 p.m. – 8:00 a.m.

Oxford Street Shelter services provided on site include:

- **Laundry and Shower Facilities**
Laundry and shower facilities are provided. Shelter staff provide training on basic hygiene skills and laundering procedures.
- **Housing Placement & Referrals**
Human Service Counselors provide assistance with housing placement, including transitional/supportive housing and subsidized housing. Staff are available six (6) days a week (Sunday-Friday) 1:00 p.m. – 9:30 p.m. to assist with locating permanent housing.
- **Employment Services**
Services provided include: employment assessment, job development, job placement and follow-up assistance as needed.
- **Mental Health**
A Full-Time Intensive Case Manager (ICM) is assigned to the Shelter by the State of Maine Department of Health and Human Services. The ICM provides clinical services for individuals with mental health issues.
- **Case Work**
Human Services Counselors conduct Intake Assessments, develop goals, provide connections with other social service agencies and make referrals to appropriate resources.
- **Non-English Speaking Clients**
Immediate access to interpreting services over the phone for non-English speaking consumers is available; in-person interpreters can be arranged for as well. The Social Services Division Refugee Services staff provides Case Management for refugee consumers.

- **Oxford Street Shelter Park**

Outside the Shelter, paved walkways, benches, picnic tables, and a gazebo have been transformed into a park for homeless adults. Staff is stationed in the park to conduct outreach services to residents. Park hours are 1:00pm – 10:00pm daily.

Case Management Services

The Shelter’s Support Services component provides a variety of services to assist clients achieve self-reliance and transition into permanent housing. Our emphasis has been to connect quickly with individuals entering the Shelter and assess overall needs, making quick connections to resources, finding suitable and affordable housing and locating gainful employment. Under this initiative, our Counselors work one-on-one with consumers to co-develop plans for finding work and housing.

Counselors call landlords daily to locate vacant rooms, efficiencies or apartments and are also instrumental in finding jobs. Another feature at the Oxford Street Shelter for Men is the weekly Client Orientation, which is designed to help individuals locate housing and employment. At these meetings, topics are presented on living on your own, what strengths participants have in terms of living skills, how to present to a landlord and how to maintain an apartment once it is secured as well as providing crucial peer support to the individuals who have difficulty feeling positive about the potential to “make it all happen.”

*In FY 2010, the Oxford Street Shelter for Men Human Services Counselors placed **409 homeless individuals in permanent housing** (including 63 Veterans and 120 chronically homeless individuals). This intensive outreach approach is very successful in terms of the long-term outcomes, with 14% of those placed returning to Oxford Street Shelter for Men within the same year. Staff works with area landlords, subsidized housing programs, and other area resources on behalf of homeless clients. They assisted clients in making applications for benefits programs, rental applications, employment applications and other important linkages to help move them towards self-sufficiency.*

Oxford Street Shelter for Men Statistics

The Oxford Street Shelter for Men served 1,402 men (unduplicated numbers) in FY 10. This represents an increase of 2% compared to the 1,372 men served last year. The shelter provided 50,304 bed nights in FY 10, which represents an increase of 3% in bed usage compared to the 48,830 bed nights provided in FY 09 (attachment #1).

A significant number of individuals were new to the Shelter system this year. Statistics indicate that 42% of consumers (592 men) were considered new individuals who had never utilized Oxford Street Shelter for Men prior to this year.

The Chronic homeless population as defined by the U.S. Department of Housing & Urban Development (HUD) is another statistic tracked at the Oxford Street Shelter for Men. A total of 479, or 34% of the individuals that stayed at the Oxford Street Shelter for Men were identified as Chronically Homeless. This is an increase of 50 individuals in a one-year period. This represents a 3% increase as a percentage of the total shelter population for the year. In FY 2009 429 individuals, or 31% of all individuals that stayed at the Shelter were identified as Chronically Homeless.

<i>Year Served</i>	<i>FY 2006</i>	<i>FY 2007</i>	<i>FY 2008</i>	<i>FY 2009</i>	<i>FY 2010</i>
<i>Chronically Homeless</i>	<i>36%</i>	<i>36%</i>	<i>31%</i>	<i>31%</i>	<i>34%</i>

The average length of stay at the Oxford Street Shelter for Men indicated the following:

<i>FY 10</i>
<i>378 or 27% of MALE clients stayed between 1 –3 nights</i>
<i>776 or 55% of MALE clients stayed between 4 – 60 nights</i>
<i>136 or 10 % of MALE clients stayed between 61 – 121 nights</i>
<i>84 or 6% of MALE clients stayed between 122 – 243 nights</i>
<i>28 or 2% of MALE clients stayed between 243 – 365 nights</i>

<i>FY 09</i>
<i>446 or 32% of MALE clients stayed between 1 –3 nights</i>
<i>670 or 49% of MALE clients stayed between 4 – 60 nights</i>
<i>140 or 10 % of MALE clients stayed between 61 – 121 nights</i>
<i>95 or 7% of MALE clients stayed between 122 – 243 nights</i>
<i>24 or 2% of MALE clients stayed between 243 – 365 nights</i>

The average length of stay at the Shelter is still under 60 days. A total of 1,154 individuals, or 82%, of all clients served, stayed at the Shelter between 1-60 days. The Shelter continues to be a permanent residence for a core group of clients with mental health/substance abuse issues. A total of 112, or 8%, of clients served stayed at the Shelter between 122-365 days.

Who We Serve

The Oxford Street Shelter for Men serves single males with a variety of underlying issues, which contribute to their homelessness, and each case is unique and complex. The average age of our male clients is between 41 and 55 years old. For many individuals who experience persistent mental health and/or substance abuse problems, employment and stable housing are long-term goals that can be worked on with support staff from the Shelter.

Based on self-reporting, 47% of shelter clients experience mental illness, 43% struggle with substance abuse issues, and 33% experience a physical disability or illness. Many of our clients with significant mental health issues deny having any problems and refuse any form of medication or support.

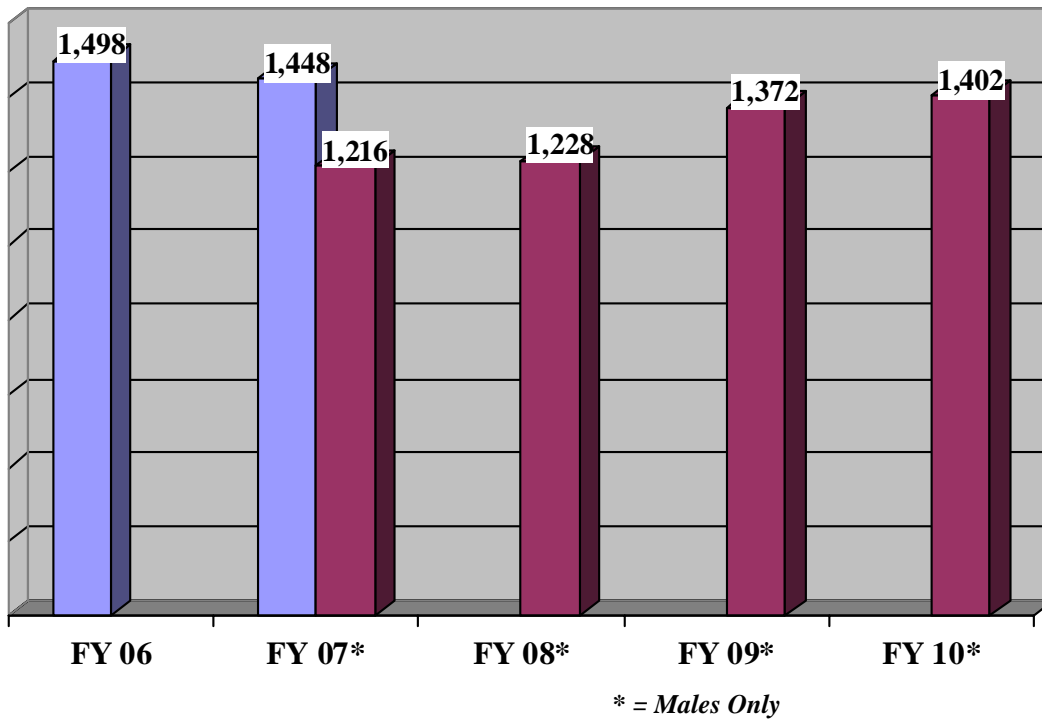
<i>Year Served</i>	<i>FY 2007</i>	<i>FY 2008</i>	<i>FY 2009</i>	<i>FY 2010</i>
<i>Clients Indicating Substance Abuse</i>	<i>44%</i>	<i>40%</i>	<i>41%</i>	<i>43%</i>

The “Residency Summary” graph, which indicates the last known address of our new clients, shows that 772 individuals, or 70% of the population came from Maine, and 328 individuals, or 30% of the population served came from other states (attachments #3). Of the 772 Maine clients, 400, or 52% are Portland residents, and 372, or 48% come from other Maine cities.

Based on self-reporting, 651 intakes out of a total of 1,111, or 59% of all intakes, reported being homeless for the first time in FY 2010 (attachment #5). An Intake is defined as an individual who has not stayed at the Shelter for a period of three (3) months/90-days or longer.

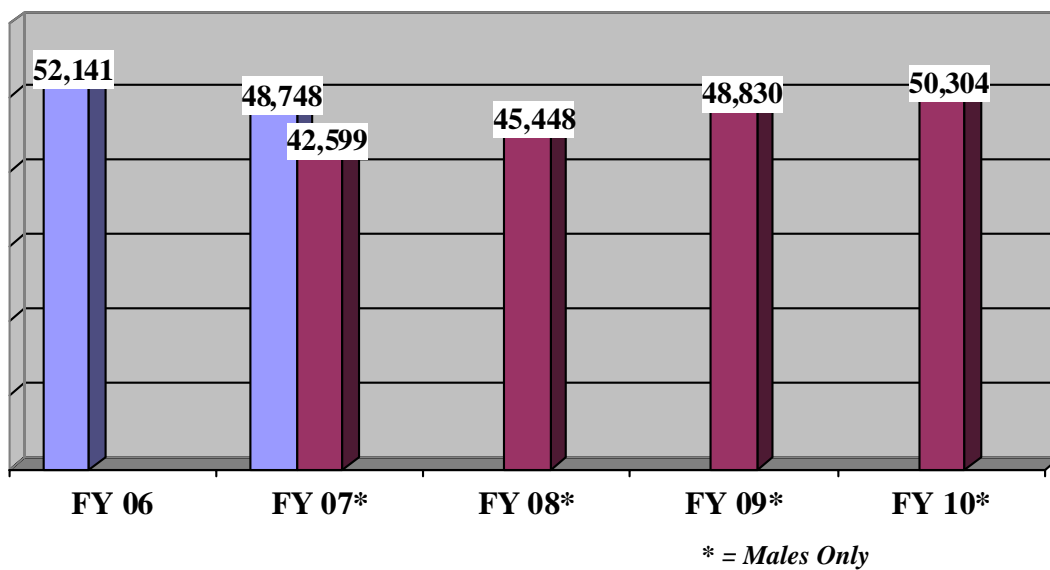
**OXFORD STREET SHELTER FOR MEN
FY 2010**

Number of Individuals Served



The above chart displays the unduplicated number of individuals served.

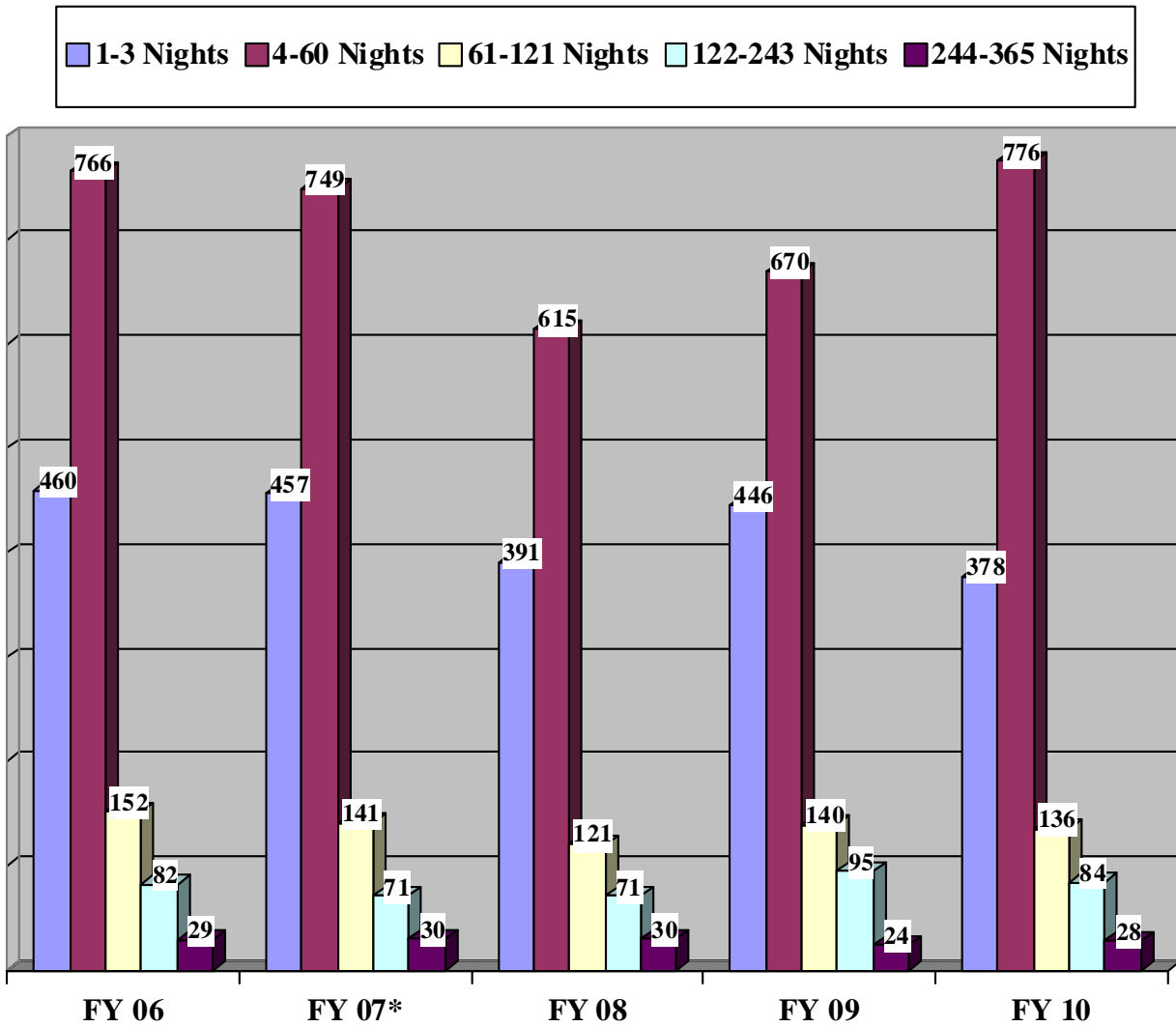
Total Bed Nights



The above chart represents the total number of bed nights used per fiscal year.

* Oxford Street Shelter became a male only facility 01/30/2007.

**OXFORD STREET SHELTER FOR MEN
FY 2010
FIVE YEAR HISTORY**

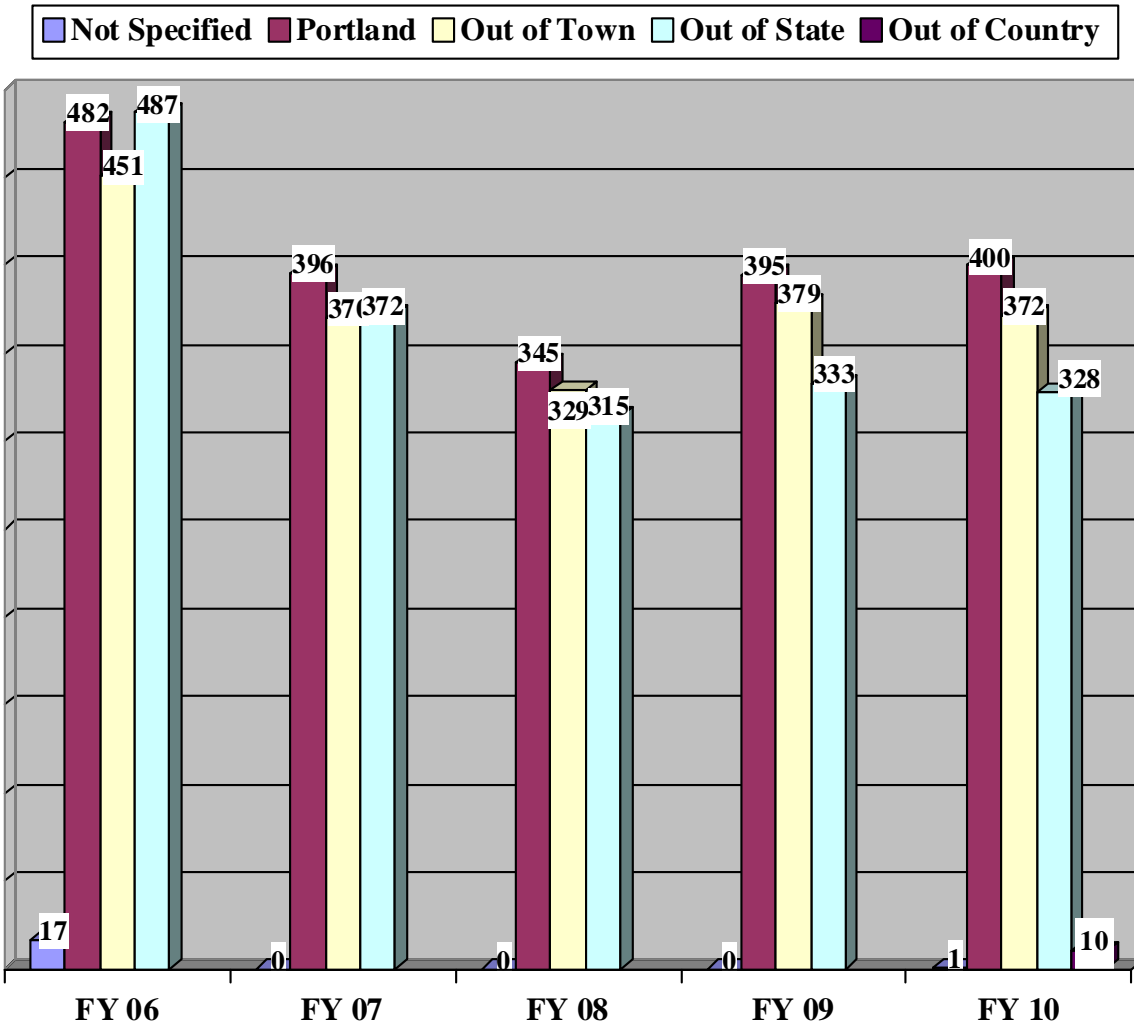


	FY 06	FY 07*	FY 08	FY 09	FY 10
Stayed between 1-3 nights	460	457	391	446	378
Stayed between 4-60 nights	766	749	615	670	776
Stayed between 61-121 nights	152	141	121	140	136
Stayed between 122-243 nights	82	71	71	95	84
Stayed between 244-365 nights	29	30	30	24	28

* As of 01/30/2007, Oxford Street Shelter became a mens only shelter.

**OXFORD STREET SHELTER FOR MEN
FY 2010**

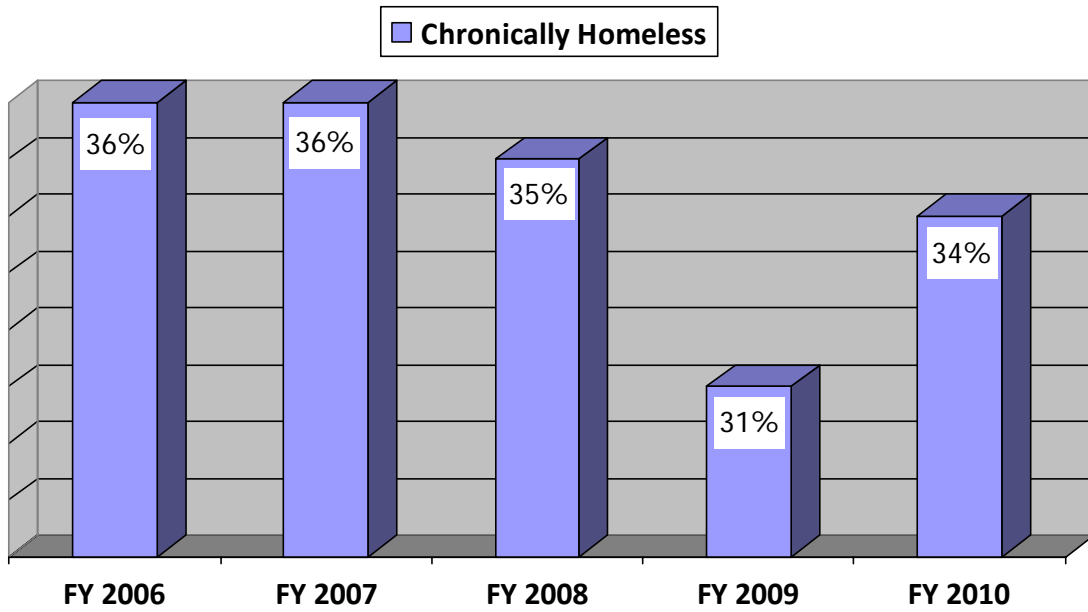
**RESIDENCY OF NEW INTAKES
FIVE YEAR HISTORY**



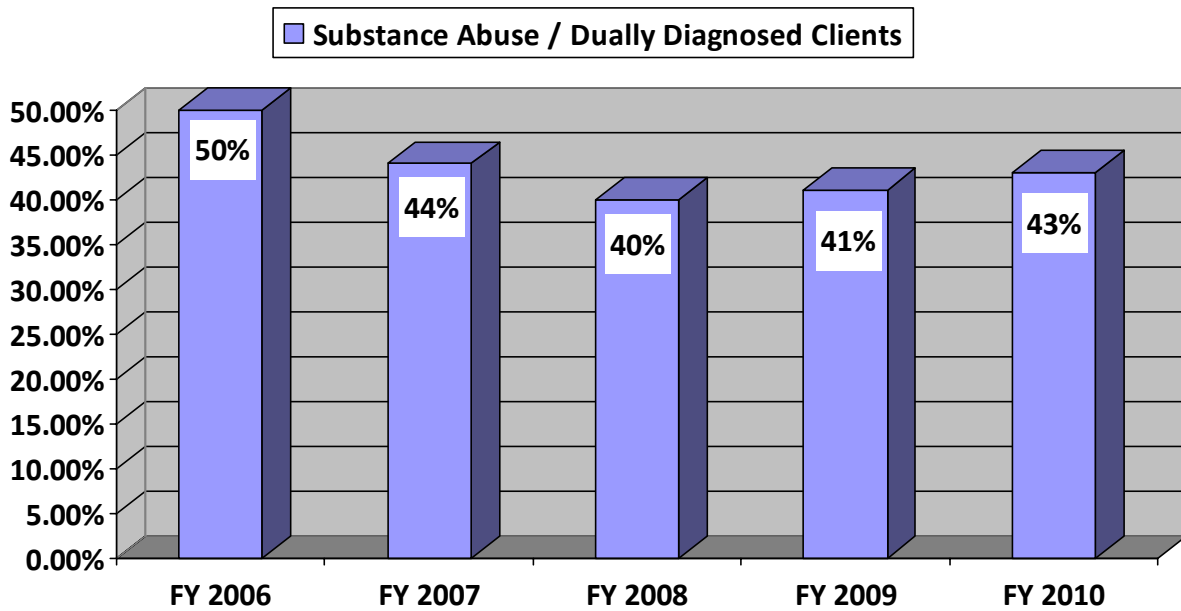
	FY 06	FY 07	FY 08	FY 09	FY 10
Not Specific	17	0	0	0	1
Portland	482	396	345	395	400
Out of Town	451	370	329	379	372
Out of State	487	372	315	333	328
Out of Country	N/A	N/A	N/A	N/A	10

OXFORD STREET SHELTER FOR MEN FY 2010

CHRONICALLY HOMELESS CLIENTS

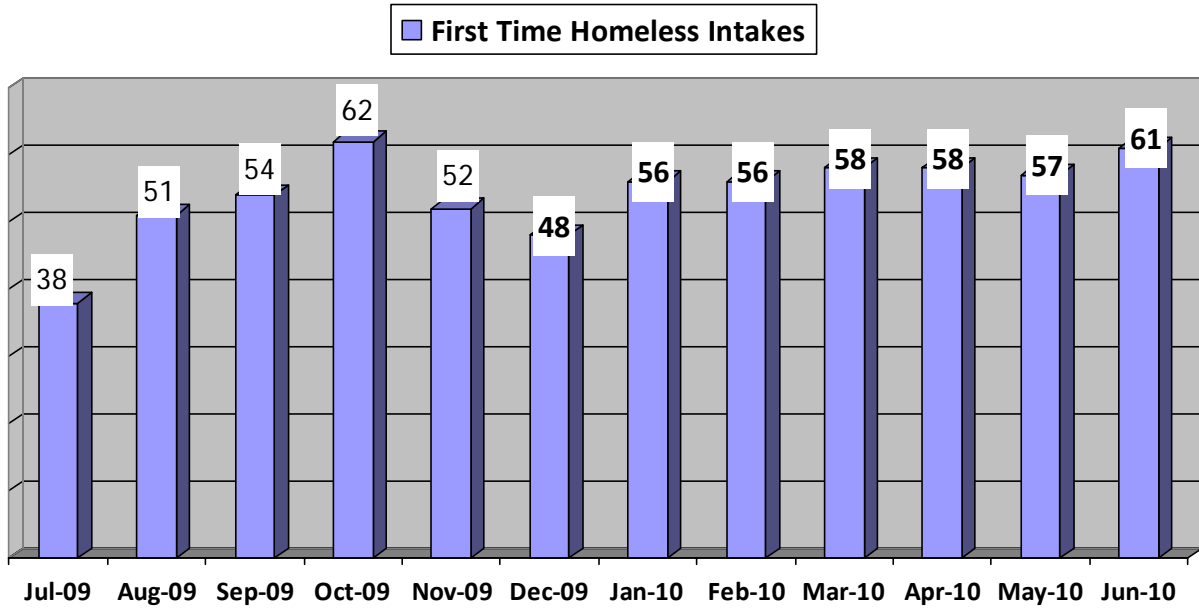


SUBSTANCE ABUSE / DUALY DIAGNOSED CLIENTS



**OXFORD STREET SHELTER FOR MEN
FY 2010**

**FIRST TIME HOMELESSNESS
(Based on Self-Reporting)**

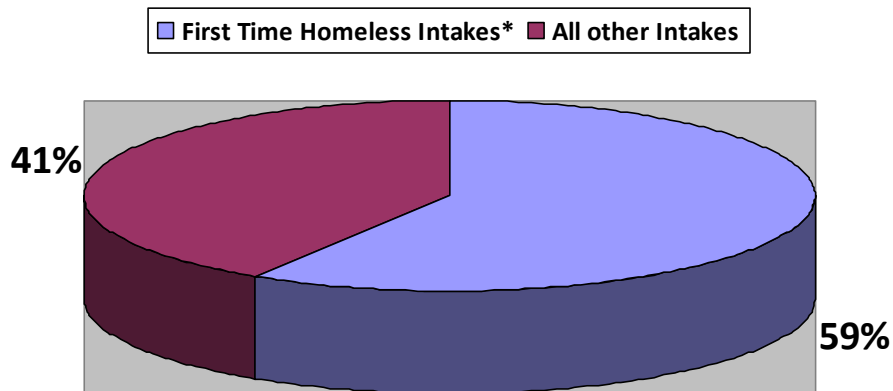


An intake is defined as an individual that has not stayed at the Shelter for a period of three (3) months/90-days or longer.

Total First Time Homeless Intakes in FY 10: **651**

Out of a total of 1,111 Intakes

59% of all intakes self-reported being homeless for the first time at the time of intake



*Based on self-reporting