



Highlighting the Importance of Community Partnership in the New Service Center Model

City of Portland's Emergency Shelter Purpose Statement

Our mission is to provide quality programs to low-income Portland residents that encourage dignity, self-respect, and self-reliance in the transition from public assistance to self-sufficiency.

In partnership with area service providers, we provide services to our consumers with an emphasis on compassion, dignity, respect and the highest standards of professional demeanor toward this mission.

OPPORTUNITY

Building a new homeless services center where guests will be able to have their emergency shelter and on-site meal needs met. This also provides an opportunity for our community partners to have a more accessible physical location to provide service to shared clients when outreaching and /or running groups and workshops. For our guests who utilize emergency shelter services having an easier to access 24-hour location with more space for community providers means easier connectivity with service providers.

WHERE WE ARE NOW

At this time, City Staff have met with 22 community agencies and providers to have initial conversations about services that might continue or develop in the new model. Of those conversations, many have returned a service provider list outlining target populations their agencies serve, days and times they would hope to provide service at the homeless service center, what type of service they could foresee providing, office or space requirements they may need to do this work and their expected outcomes. (See attachments). Staff has created a calendar to show projected services at the new homeless service center. This calendar also includes services provided at the current Oxford Street Shelter by community partners, which we believe will have no discontinuation. (Please see attachment B). Of agencies who responded but were not allocated time on the service calendar those agencies have reported services TBD as the time for the opening of the new location draws closer.

Community Partner List

- Amistad
- DHHS-APS**
- Catholic Charities:
 - ACT Team
 - Refugee* Services**
- City of Portland GA
- City of Portland H.I.R.E
- City of Portland Public Health:
 - Mobile Medical Project
 - Needle Exchange*
- Cultivating Community
- Frannie Peabody
- Goodwill*
- Greater Portland Health
- Homeless Voices for Justice**
- Jesuit Volunteers
- Milestone
- Pine Tree Legal*
- Portland Adult Education*



GOALS

It is the goal and commitment of the City to continue the conversations that have begun with our community partners to discuss how we can best develop these collaborations as we move forward in the process of implementing the new service center model.

Community
Partner
List continued

- Portland Police Department-Community Policing
- Portland Public Library
- Preble Street*
- The Opportunity Alliance
 - PATHS
- Through These Doors
- SARSSM
- Spurwink

*Agency has discussed TBD services

**City Staff met with Community Partner but has not received feedback yet.

Attachment B: Homeless Service Center Community Provider Matrix

<p>Service Provider Amistad</p>	<p>Point Person Brian Townsend & Meredith Pesce</p>	<p>Services List Peer Outreach and Support in the new shelter space and surrounding neighborhood. Development of a Peer Advisory Board, which would engage shelter residences in a direct line of feedback to shelter management via peers employed by Amistad.</p>	<p>Space/Office Requirements Minimal, a private space with a table and chairs for one on one conversations. Peers would also utilize a group space to host various recovery meetings etc if available.</p>	<p>What else is needed? Funding</p>	<p>Expected Outcomes With in house peer support, clients contacts with emergency services will decrease as relationships are built with high needs clients and peers can assist and encourage clients in accessing appropriate services relates to mental health crisis or substance use. A peer program at OSS would link directly into our already existing and successful emergency room peer program and downtown street outreach program. Individuals in crisis or seeking treatment could connect with a peer, be walked to the appropriate resource and have support throughout their experience. Peers would be also to connect with individuals who are struggling and provide them with a sense of community and understanding that can only be achieved through peer to peer work. With a Peer Advisory Board in place, OSS MGMT will have a direct line to a wide representation of current shelter residents that will help address concerns and improve staff and client relationships, as well as boost client engagement. Having peer support in the building will also help create a culture of recovery and upward mobility, as clients have a connection with someone who has been in their shoes and has moved beyond the challenges of homelessness, SUD's and MI. Peer Support is a natural complement to the award winning work done by the housing counselors and the work of support staff in keeping folks safe, with the addition of a peer support team, OSS would have a truly holistic approach in meeting the diverse needs of this complex population.</p>
<p>Days/ Hours Two Peers 11am-11pm 7 days week</p>	<p>Target Demographic Adults w/MH & Substance Use Co-occurring disorders.</p>				

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Service Provider Catholic Charities ACT Team	Point Person Caroline Schnell	Services List Med Management SA Counseling Vocational Med Administration Peer Support	Space/Office Requirements Meeting space available as needed to be scheduled for drop-in meetings. A space that is appropriate for clients to receive injections.	What else is needed? Helpful to coordinate with OSS and PATHS consistently. Opportunity to provide SA groups at the shelter.	Expected Outcomes
Days/Hours M-F 8:30-6:00	Target Demographic Frequent utilizers of crisis & medical services. Chronically homeless.				

Service Provider City of Portland General Assistance	Point Person Aaron Geyer	Services List Provide financial assistance for rent, food, non-food and RX	Space/Office Requirements Confidential space to meet and determine eligibility for General Assistance. Office will require computer and a phone line.	What else is needed?	Expected Outcomes Streamline the eligibility determination process filing client needs while at the Homeless Services Center working to enhance the one stop model. GA staff on-site will assist with shelter move outs and any RX's that are needed for example: any issued through the potential on site health care facility.
Days/Hours M-F 10am-6pm	Target Demographic Individuals under State guidelines for General Assistance				

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Service Provider City of Portland H.I.R.E.	Point Person Aaron Geyer	Services List Provide individuals w/employment counseling and provide individualized self-sufficiency plans. With focus on long term success in employment and/or mainstream resources.	Space/Office Requirements Confidential space to meet and determine eligibility for General Assistance. Office will require computer and a phone line.	What else is needed?	Expected Outcomes Increase access to individualized employment planning to increase self-sufficiency among shelter guest.
Days/ Hours M-F 8:00-4:30	Target Demographic Shelter guests				

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<p>Service Provider City of Portland Mobile Medical Health Project</p>	<p>Point Person Bridget Rauscher</p>	<p>Services List Portland Fire Department paramedics on-site to provide medical care to shelter guests</p>	<p>Space/Office Requirements Private space to discuss personal medical information, provide adequate assessment of medical needs and access to computer/internet to record information</p>	<p>What else is needed? Ideally the use of a more clinical space, such as an exam room. Ongoing interaction with shelter staff, ability to engage with milieu are critical to relationship building.</p>	<p>Expected Outcomes Provide low barrier care to shelter guests, reduce unnecessary medcu transports and ED visits, connect guests to primary care and provide referrals when applicable.</p>
<p>Days/ Hours Tues 1-6pm Wed/Fri 2-7pm Third Monday of each month 9am-1pm</p>	<p>Target Demographic Homeless individuals in Portland, focus on those unable/unwilling to obtain mainstream primary care</p>				

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<p>Service Provider Cultivating Community</p>	<p>Point Person Laura Mailander</p>	<p>Services List Managing shelter community garden, providing garden related education for shelter residents, staff, neighbors, volunteers, and general public.</p>	<p>Space/Office Requirements shed for tool and supply storage, land for gardens, fence surrounding garden, materials for raised bed construction, outdoor vegetable wash station, water spigots within garden area, outdoor seating/gathering space for workshops and social events, multilingual signage. Optional: additional space for perennial berry bushes and/or fruit tree plantings, arbor or other shade structure, greenhouse for extended season production and expanded educational opportunities</p>	<p>What else is needed? Budget for gardening supplies and Cultivating Community staff person's time to manage the gardens and provide educational opportunities for residents and general public; collaboration between shelter social workers and staff to integrate the gardens into shelter community.</p>	<p>Expected Outcomes Healthy food grown on site to be cooked in shelter kitchen. Resident ownership of gardens land around the shelter. Outdoor hands on opportunity for therapeutic healing. Opportunity for residents to gain gardening and cooking job skills. Creation of opportunities for shelter guests and neighbors to collaborate in community garden space where the neighborhood gains a beautiful space to share to increase goodwill amongst local residents.</p>
<p>Days/ Hours 5 days a week 20 hours a week</p>	<p>Target Demographic Shelter Residents, Neighbors, volunteers</p>	<p>Potential part time job opportunities for shelter residence to assist with garden upkeep and programming</p>			<p>Examples of successful programs nationally: www.grow-good.org http://www.homelessgardenproject.org</p>

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Service Provider	Point Person	Services List	Space/Office Requirements	What else is needed?	Expected Outcomes
<p>Frannie Peabody Center</p>	<p>Katie Rutherford</p>	<p>HIV case management, HIV/Hep C testing/ counseling/ referral svcs</p>	<p>Private, discrete small client room for both testing and/or CM appointments, secure wifi/power (not full time space, but easily shared/availability? Potentially 6-8 hrs month total)</p>	<p>Any coordinated services/partners that it would make sense to link up with as a means of fighting stigma, allowing FPC services to be accessible and discreet.</p>	<p>Keeping people engaged in critical comprehensive HIV care to prevent the spread of HIV and provide support to those living with HIV/AIDS, re-engaging people that may have fallen out of care, minimizing barriers and maximizing access to healthcare/social services.</p>
Days/ Hours	Target Demographic				
<p>1-2hrs monthly for prevention services (and by appointment), as needed for case management</p>	<p>People living with HIV and people at risk of HIV & Hep C infection</p>				

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<p>Service Provider Goodwill Northern New England Workforce Services</p>	<p>Point Person Dave Wurm</p>	<p>Services List Workforce programming, info-center services (job search, resumes, etc)</p>	<p>Space/Office Requirements No office needed. For clients who cannot come to Lancaster Street, private confidential interview rooms would be needed.</p>	<p>What else is needed? Internet, wifi, copier</p>	<p>Expected Outcomes Workforce programs support job placement & retention, secondary and postsecondary credential attainment, wage/median earnings increase.</p>
<p>Days/ Hours M-F 8-4 190 Lancaster Street</p>	<p>Target Demographic Youth/young adults, low income or basic skills deficient adults, dislocated workers, individuals w/disability</p>				

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<p>Service Provider Milestone Recovery</p>	<p>Point Person Bob Fowler</p>	<p>Services List Intensive Outpatient Program</p>	<p>Space/Office Requirements Group room to accommodate 12 individuals, plus swing office space for clinicians to do paperwork.</p>	<p>What else is needed? Access to wifi</p>	<p>Expected Outcomes Engagement of shelter clients in substance use treatment, including Medication Assisted Treatment (MAT).</p>
<p>Days/ Hours M-F 12-5</p>	<p>Target Demographic People experiencing substance use disorders</p>				

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<p>Service Provider Portland Police Department/Community Policing Unit</p>	<p>Point Person Vern Malloch, Interim Police Chief</p>	<p>Services List</p>	<p>Space/Office Requirements Private office space for three workstations, telephone, internet access. Restroom facilities. A separate exterior entrance for use by neighbors and other community members with an interior connecting door to the shelter for staff and clients to access the office. Parking for police car(s) in front of the or nearby the office.</p>	<p>What else is needed?</p>	<p>Expected Outcomes Police will work with clients and staff to assist in transition to housing and employment by working with court and other govt. agencies to remove barriers. Ensure a safe environment for all parties. Partner with neighbors to prevent crime and nuisance behaviors. Increased levels of safety and security within the shelter and the surrounding neighborhood.</p>
<p>Days/ Hours Community Policing Unit M-F 08:00-16:00 Emergency Response 24/7</p>	<p>Target Demographic Shelter staff, guests, area residents and neighboring businesses</p>				

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Portland Public Library	Sarah Campbell	Depending on cost & overlap w/other providers Library services may include the following: -collections of books for open use (no check out); -staffed public computing for engaging with government, employers, housing as well general online research, communication and research; -workshops about digital skills; -shared public space that feels safe, welcoming, & inspiring.	TBD	Transportation to/from the Main Library for services not housed on Homeless Services Center premises.	
Days/Hours	Target Demographic				
TBD	Residents who seek these services				

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Service Provider Preble Street	Point Person Fiona Mason	Services List Targeted outreach, engagement and case management services for clients who are homeless & meet program requirements for VHS, ATS, and MARP within Health Services.	Space/Office Requirements TBD	What else is needed? All of the services outlined are provided though and depended on grant funding.	Expected Outcomes Access to specialized services as able.
Days/ Hours TBD	Target Demographic -Veterans -Survivors of Human Trafficking that meet the federal definition of Human Trafficking -Uninsured & high risk individuals w/ Substance Use Disorder that participate in the Medication Assisted Recovery Program (MARP) -Youth age 18 thru 20				

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<p>Sexual Assault Response Services Of Southern Maine</p> <p>Days/ Hours SARSSM is open M-F 8am-5pm</p> <p>Outreach hrs at OSS are the 2nd and 4th Tuesday of each month 10am-noon</p>	<p>Rosie DiBella</p> <p>Whitney Adell</p> <p>Target Demographic -Sexual violence victims (including sexual harassment and/or stalking) -At OSS adults are the target age. SARSSM works with all ages generally. **SARSSM does not work with offenders.**</p>	<p>Provide free and confidential support to anyone impacted by sexual violence (victims and or support persons), while navigating systems (court, school, law enforcement, medical facilities, etc.)</p> <p>Accompany victims/support people to the hospital, police stations and court (regarding sexual assault).</p>	<p>Tabling space (Table and chair to be provided)</p> <p>Private room/office space for confidential conversations</p>	<p>-Help with informing those that use the shelter that services are available.</p> <p>-Letting people know when our outreach hours are-using the flyer.</p>	<p>-To have ongoing support at the shelter/walk-in office hours</p> <p>-To provide an ongoing sexual violence support group</p>

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<p>Service Provider Shalom House, Inc</p>	<p>Point Person Community Integration-Carolyn Blackburn Housing Subsidies Jill Damion</p>	<p>Services List Mental Health Case Management/ Rental Vouchers-BRAP and Shelter Plus Care</p>	<p>Space/Office Requirements Private meeting/Interview rooms equipped with telephone , internet-connected computer, Guest wifi access, availability of a printer.</p>	<p>What else is needed? Public Restroom</p>	<p>Expected Outcomes Ability to connect with potential or existing clients in a private/confidential space to best meet their individualized needs and goals, including housing (with tools to accommodate this search, e.g. internet/connected computer).</p>
<p>Days/ Hours M-F 8-5 Current outreach hours: 9-10am Weekly on Tuesdays</p>	<p>Target Demographic Homeless adults w/a diagnosis of severe & persistent mental illness (MaineCare Section 17 eligible)</p>				

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<p>Service Provider Spruwink Mental Health Center, Spruwink Services</p>	<p>Point Person Benjamin Strick & Tony Thompson</p>	<p>Services List Outpatient psychiatry- Limited grant funding available for uninsured people, Outpatient therapy Assertive Community Treatment (ACT)- Limited grant funding available for uninsured people Adult Behavioral Health Home **Hoping to offer MAT in the future.</p>	<p>Space/Office Requirements It would be helpful to have a drop-in space available for individual and team meetings as needed.</p>	<p>What else is needed? No other specific needs. We have limited funding available to serve uninsured individuals. We would be happy to expand our services in this area should funding become available. We look forward to expanding our work together.</p>	<p>Expected Outcomes Adults and families affected by behavioral health challenges and developmental disability living healthy, engaged lives in their communities.</p>
<p>Days/ Hours</p>	<p>Target Demographic Adults & transition age youth with behavioral health needs, serious mental illness and/or co-occurring disorders</p>				

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<p>The Opportunity Alliance PATH</p> <p>Days/ Hours Typically M-F 7a-6p</p>	<p>Christina Cook</p> <p>Target Demographic Individuals who are homeless, unsheltered, struggling with mental health and/or substance use and unconnected to mainstream services.</p>	<p>Outreach and Engagement-Connections to mainstream resources for folks who are unsheltered.</p>	<p>Space to have confidential meetings- access to copier/fax machine would be helpful.</p>	<p>What else is needed?</p> <ul style="list-style-type: none"> -Will there be an organized plan for clients to receive their mail on-site? -Will there be beds available for folks who work at night? -Will there be a shuttle for folks who day-labor who might need to be there very early in the morning? -Will there be a shuttle to Discovery/Merrimack/etc for methadone dosing? <p><i>Restricted clients:PATH often works with client who are restricted from the shelter. We have a few questions thoughts around restrictions.</i></p> <ul style="list-style-type: none"> -We would love to see the transparency around restrictions continue (reasons, end-dates, etc). -Will there be space/opportunity for us to meet with folks either on the grounds or in the building even if they are restricted from staying the night? -When someone becomes restricted will they still have access to the shuttle? If not, is there a plan in place for them when they become restricted for where they might land in the city? -Will there be a plan in place for folks who are restricted access to food? 	<p>One outcome that we would love to see is a space where we can as a PATH team facilitate the transition for some of our client from sleeping outside to sleeping in-shelter as a stepping stone on their way to engaging with more mainstream services. We are hopeful that the space will be built with the capacity to accommodate our vulnerable clients, particularly in the winter.</p> <p>We are also hopeful that the new facility will have the space and functionality that will make it accessible for our clients who struggle with the anxiety, significant trauma history, and/or difficulty maintaining their behavior in chaotic environments.</p>

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<p>Service Provider Through These Doors</p>	<p>Point Person Kelley Walsh</p>	<p>Services List Domestic violence support services and education</p>	<p>Space/Office Requirements Space for confidential meetings as well as space for group work including art activities</p>	<p>What else is needed? Referrals and collaboration from OSS caseworkers</p>	<p>Expected Outcomes Enhancing safety and support for victims of domestic violence. As well as to assist victims of domestic violence with securing safe and permanent housing.</p>
<p>Days/ Hours Open availability</p>	<p>Target Demographic Victims of domestic violence, dating abuse, stalking and human trafficking.</p>				