

Staff recommendation for a new Homeless Services Center



Presented by: Rob Parritt,
Oxford Street Shelter Director
City of Portland

History of Emergency Services for Homeless Individuals in Portland

Summer – Tent City in Lincoln Park
September – City opens first emergency shelter with a 20 bed capacity

1987

October 1994 - Oxford St capacity rises to 62 beds.

1992-94

1996 - Capacity rises to 80 beds.
1998 - Community asks City to provide temporary services for guests with substance use issues.
1998 - Capacity expands to 108 beds.

1996-98

1988-89

May, 1988 - City moves shelter to Alder Street, increases beds to 25.
December 1989 - Oxford Street Shelter opens with 50 beds

1995

1995 - City leases 197 Oxford St adjacent to main building. Day room & support services open due to increase in numbers

1999-2000

1999 - Capacity expands to 127 beds.
2000 - Capacity expands to 154 beds.

History of Emergency Services for Homeless Individuals in Portland

March 2004 - Salvation Army (SA) overflow used regularly. Reach record high of 199: 154 at OSS & 44 at SA.

2004

2010 - Florence House opens; overflow for women opens at GA office. 2011 - OSS becomes co-ed again. 2012 - Warming centers open at GA for 1st time.

2010-12

Long-Term Stayers Initiative begins.

2015

2005-07

March 2005 - Record number of 51 women sleep at OSS.
2007- Preble Street opens Women's Shelter.

2014

Warming centers phased out
October - Heroin epidemic mentioned in ESAC minutes for 1st time.

2017

City changes zoning ordinances to allow for additional locations in search for modern shelter facility.
City expands OSS to 24-hours.

Current Shelter

- Oxford Street Shelter includes two adjacent properties
- Poorly configured with three floors that requires double the staff
- Cramped sleeping space with mats rather than cots
- No space for meals



Current Shelter

- Lockers and bathrooms are outside for day use
- Inadequate welcome area which limits staff ability to welcome guests
- Current design leads to long lines and large crowds



A New Model for Services

- City announces goal to create a new state-of-the-art adult service center to replace Oxford Street Shelter.
 - 24 hours a day, 7 days a week
 - On-site meals
 - On-site health, mental health, substance use treatment & dental services
 - Housing assistance, peer support, case management
 - Employment assistance (HIRE)
 - Modern design that will limit long lines and crowding



Example of modern integrated shelter design in Lewisham, UK (for illustrative purposes only)

The Search for a New Service Center

- Examination of open concept shelter models in Boston as well as in Maine to view current best practices
- New zoning allowed for expanded search
- City scouted potential locations for service center. Seriously evaluated several opportunities that could match staff recommendations
- Better part of a year searching for sites

Community Response and Feedback

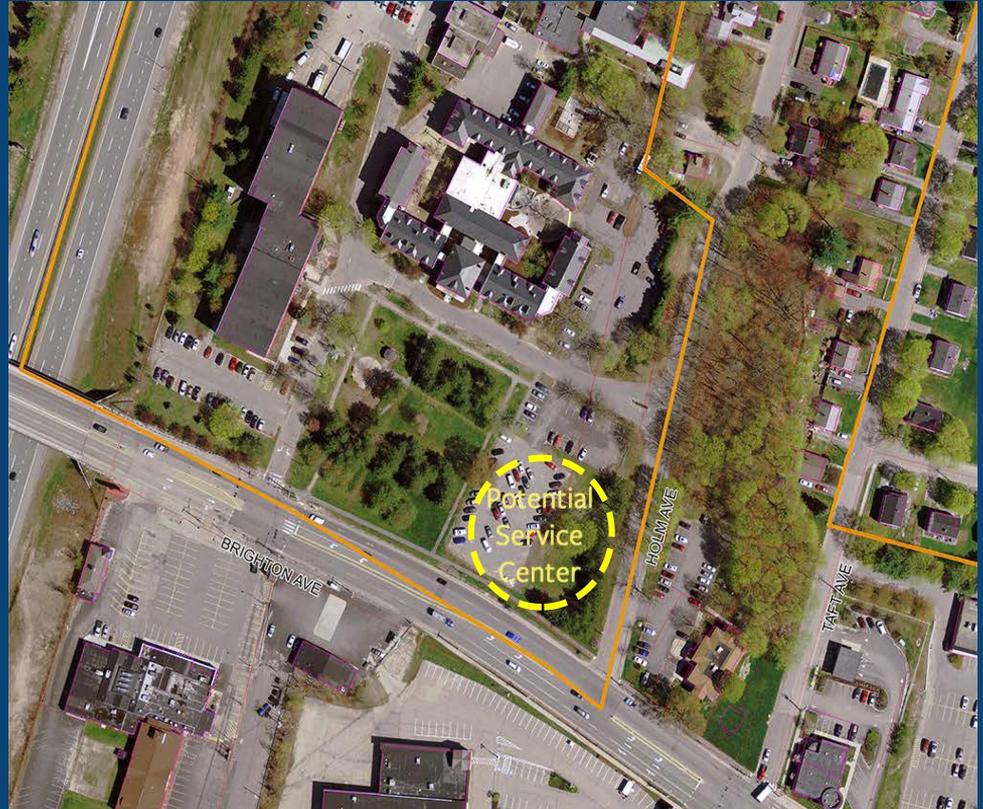
- City staff presented initial concepts to the Health and Human Services Committee as well as the Emergency Shelter Assessment Committee last year
- Overall support that a new facility is needed
- Concerns about transportation
- Concerns about putting the new facility in a hard to get to or industrial site
- Concerns about access to services
- Various suggestions about layout/design



New Location: Vicinity of The Barron Center

Key Attributes of the new location:

- Continued Access to Existing Services
- Enhanced Services On-Site
- Connectivity
- Build to Suit



Access to Services : Current and Future

Existing Services

- Emergency Shelter
- Day Shelter Services
- Housing Services
- Outside Storage & Bathrooms
- Paramedicine
- Mental Health Outreach
- Various other outreach programs

Enhanced Services

- Meals and Laundry services
- More comfortable 24-hour facility
- Public Safety
- On-site health care clinic
 - Mental health care
 - Substance use treatment
 - Dentist services
- Peer services
- Inside Storage & Bathrooms for day use
- Case management
- Employment
- Increased access to public transportation
 - Husky line
 - City of Portland shuttle

Connectivity: Visible and Accessible

Visible

- Located on main artery into Portland downtown
- Convenient location and easy to find
- Modern design that will be an asset to any neighborhood
- Parking and space available for volunteers and community initiatives

Accessible

- Public transportation - buses running every 15 minutes
- Staff assisted accessibility through coordinated entry system
- More space to properly assess and welcome guests at entry
- Improved infrastructure features such as crosswalks, sidewalks and bus shelters
- Accessible on-site services through community partners

Build to Suit: A modern facility

- A day space large enough to serve meals, host community meetings without overcrowding
- Storage so guests don't have to carry their belongings everywhere
- Private, secure patio area where guests can relax
- Enough community space/meeting rooms for community partners to deliver services
- Space for a satellite Community Policing Office
- Potential for sustainable programs such as a community garden

Wrap-Around Services Available at Proposed Site

- Increased access to healthcare via attached health clinic
- Pantry on site. Meals and Laundry
- Volunteer opportunities for the public as well as guests
- Opportunities for employment driven programs such as HIRE and POC to thrive
- City staff will continue award winning housing services
- Functional space for partner case management and service agencies to have a more visible presence
- Portland Public Library programming

The Campus

Modern Design:

- Two floor design with open sight lines and proper beds on first floor + related services, administrative staff, and a medical clinic attached on second floor
- Kitchen and serving area where guests can comfortably access meals
- Designed with a concept for raised beds, no more mats on the floor
- Efficient layout allowing for increased comfort for our guests

Advantages of using City-owned land

- City-owned parcel reduces development costs
- Interested developer to construct building with lease-back option
- Consolidation of City services - more efficient laundry, food and healthcare

Resources Not Only Available in Bayside

- Milestone, India Street
- Amistad, West End
- Florence House, St. John Valley
- USCIS, South Portland
- Day One, South Portland
- CAP Quality Care, Westbrook
- Goodwill, South Portland
- ACT Program, West End
- ACCESS Program, St. John's St.
- Discovery House, South Portland
- Key Three West, Lewiston
- Opportunity Alliance, South Portland
- SMCC, South Portland
- Maine Medical Center, West End
- McGeachy Hall, West End

Current Transportation Access

- On average, we're making transportation arrangements for guests about 40 times per week.
- We use single ride metro passes, taxi vouchers and make use of the City SUV. Ranging from Portland to surrounding communities.
- Folks have to get to doctor's appointments, job interviews, apartment showings, immigration, DHHS etc.

Transportation is Important

- New facility will include a van for shuttle services throughout the day to stop at service centers for appointments as well as getting back to the facility
- New center will be about 4 miles from most services/agencies which will be approximately 10-15 minutes on the shuttle
- Clients will still easily visit Preble St., Amistad, Milestone, Florence House, Career Center and other important sites



Advantages of Co-Locating at an Existing City Site

- Increased opportunity for collaboration between City Programs
- INCREASED access to public transportation and amenities - Husky Line, access to USM, more employers
- More options for employment with employers with track records of hiring new or disabled workers (Lowe's, Home Depot, Shaw's etc.)

Advantages of Co-Locating at Existing City Site

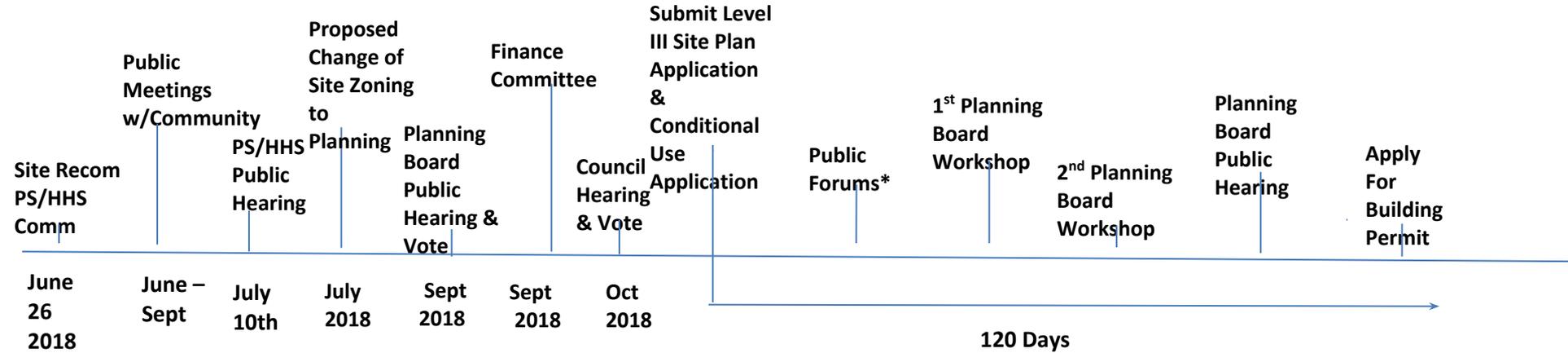
- Parking - Enough secure parking for staff and providers
- Consistent with Portland's Comprehensive Plan because it provides for services along key transit corridors, modernizes our public facilities in a cost-effective way
- Infrastructure improvements coming to Brighton Ave corridor thanks to nearby development projects

Portland's Comp Plan Supports New Shelter at this Location

- Equitable city
- Contemporary homeless services facility
- Embrace innovation & best practices toward ending homelessness
- “One Portland”
 - The whole City shares in providing the services and amenities, and shares in the benefits and challenges that come with that sharing



New Shelter Timeline



***Public Forums to be held at HHS Committee Meetings or specifically scheduled**