

# ***Emergency Shelter Assessment Committee***

## ***Meeting Minutes April 15<sup>th</sup>, 2010***

<b><i>Bob Duranleau</i></b>	City of Portland, Health & Human Services Department, Social Services Division
<b><i>Doug Gardner</i></b>	City of Portland, Health & Human Services Department
<b><i>Aaron Shapiro</i></b>	Cumberland County
<b><i>Aaron Geyer</i></b>	City of Portland, Health & Human Services Department, Social Services Division
<b><i>Josh O'Brien</i></b>	City of Portland, Health & Human Services Dept, Social Services Div, Oxford Street Shelter for Men
<b><i>Maria Tripp</i></b>	Preble Street
<b><i>Ginny Dill</i></b>	Shalom House
<b><i>Danielle Gudroe</i></b>	The Salvation Army
<b><i>Jeff Tardif</i></b>	City of Portland, Health & Human Services Dept, Social Services Division, Family Shelter
<b><i>Kimberly Curry</i></b>	United Way
<b><i>Elizabeth Szatkowski</i></b>	Youth Alternatives Ingraham
<b><i>Susannah Harnden</i></b>	Youth Alternatives Ingraham
<b><i>Tom Allan</i></b>	Milestone Foundation
<b><i>Beth Eilers</i></b>	City of Portland, Health & Human Services Department, Health Care for the Homeless
<b><i>Linda Janson</i></b>	Step Up! Shelter Services
<b><i>Bridget Mancini</i></b>	Cumberland County HPRP / PROP
<b><i>Cullen Ryan</i></b>	Community Housing of Maine
<b><i>Nancy Berg</i></b>	2-1-1 Maine
<b><i>Mary Beth Sullivan</i></b>	Preble Street, HPRP
<b><i>Mary Ellen Welch</i></b>	City of Portland, Police Department, Midtown Community Policing
<b><i>Silver Shea</i></b>	Family Crisis Services
<b><i>Mona Cossaboom</i></b>	Home Support Warehouse
<b><i>Gary Cossaboom</i></b>	Home Support Warehouse
<b><i>Leah Bruns</i></b>	PROP / Cumberland County HPRP
<b><i>Laura Hamilton</i></b>	Wayside Kitchen & Food Rescue
<b><i>Darlene Panzino</i></b>	Youth Alternatives Ingraham
<b><i>Don Kniseley</i></b>	Tedford Housing
<b><i>Robin Oxenhorn</i></b>	PROP

### ***I. Introductions***

Bob Duranleau, ESAC Tri-Chair, welcomed everyone and brief introductions were made.

## II. *March Bed Usage Statistics – Bob Duranleau*

Bob reviewed the monthly shelter statistics for March 2010:

	<u>March 2009</u>	<u>March 2010</u>
Adolescents	9 Individuals	14 Individuals
Adults	232 Individuals	220 Individuals
Families	<u>59 Individuals (23 Families)</u>	<u>61 Individuals (24 Families)</u>
<b>Total</b>	<b>300 Individuals</b>	<b>295 Individuals</b>

### Adolescent Shelter

The total adolescent bed nights for March 2009 were 287 while the total bed nights for March 2010 were 446. These figures indicate an increase of 159 bed nights, or 55% between March 2009 and March 2010. Three (3) individuals stated that they were experiencing homelessness for the first time.

### Adult Shelters

Adult Shelter bed nights usage **decreased by 6%** in March 2010 compared to March 2009, the first decrease in six (6) months due to the HPRP housing placements. Total bed night usage during March 2009 was 7219 while it was 6808 during March 2010, a difference of 411 bed nights.

During the month of March, there were 129 intakes at the Oxford Street Shelter for Men. An Intake or New Arrival is defined as an individual that has not stayed at the Shelter for a period of three (3) months or longer. Based on self-reporting, 58 individuals stated they had never been homeless before in March.

Oxford Street Shelter for Men Support Services team placed 17 individuals into permanent housing, with one (1) individual returning to the shelter within 90 days of housing placement.

Preble Street Women's Shelter served a total of 108 women during the month of March, including 19 new intakes. Based on self-reporting, 7 of these 19 intakes stated that they were experiencing homelessness for the first time.

The Shelter placed 11 individuals into housing, with no women returning.

### Family Shelters

There was a total of 1900 bed nights used for all Family Shelters in March 2010 as compared to 1836 bed nights in March 2009. This represents an increase of 3% in Family Shelter bed usage between March 2009 and March 2010.

The Family Shelter placed 12 families for a total of 41 individuals into housing in March.

The Family Shelter received 22 new families (intakes) for a total of 72 individuals in March. Based on self-reporting 10 families for a total of 39 individuals stated they had never been homeless before in March, of these 5 families for a total of 26 individuals were refugees.

### First Time Homelessness

For the month of March 107 individuals, or 47% of all new intakes, reported experiencing homelessness for the first time.

### Homelessness Prevention & Rapid Re-Housing (HPRP)

In the month of March 2010 the Portland HPRP Program housed 37 households, for a total of 50 individuals. These housing placements represent 5,902 bed nights at the Oxford Street Shelter for Men, 1,238 bed nights at the Preble Street Women's Shelter, and 152 bed nights at Milestone.

Elizabeth asked about the preventative housing placements and whether it was for people already housed

and maintain housing. Josh stated that the preventative housing placements could be maintaining housing by paying arrears and such, or moving housed people to new housing.

### **III. *Homelessness Prevention & rapid Re-Housing Program (HPRP) Updates –***

Josh stated that the Portland HPRP program is still taking referrals and new intakes. He stated that walk-in hours are Monday through Friday, 8:30 to 9:30 AM at 194 Lancaster Street and 5:00 to 6:00 PM at Oxford Street. Josh stated that they are actively seeking feedback for the program and welcome anyone to contact them. He stated that preventative cases enrolled in HPRP have had a 90% success rate in securing permanent housing; of the homeless population there has been an 80% success rate of achieving permanent housing. Josh stated that the HPRP staff is open to bringing the 20% that were not initially successful back into the program and further attempting secure housing for them. Doug mentioned that this week there was great media coverage on the HPRP program, which aired on WCSH 6; the story is available to for viewing online if you did not see its original airing. He stated that NECN is also looking to do an HPRP story on Monday or Tuesday of next week as well.

Josh mentioned that the HPRP team is also working on the Family Housing Stabilization Program, which has hours on Tuesday, Wednesday and Thursday from 10:30 AM to noon, with check-in at 190 Lancaster Street (the Refugee Services entrance).

Leah stated that the Cumberland County HPRP program has been doing a lot of work with the Family Housing Stabilization Program as well. This quarter Cumberland County HPRP has served 309 people in Cumberland County, with 116 successfully obtaining permanent housing. Leah stated that they have a significant amount of data that they will be working on putting together in a format to present. She added that they will be meeting with a few of the GA's in the Cumberland County area to determine what information the towns want to see and begin collecting this information as well.

Cullen mentioned that statewide HPRP has served 1140 households, for a total of 1844 individuals served.

### **IV. *Annual Homeless Point in Time Survey – Results***

Bob stated Cindy wasn't able to be here and that he would distribute and review the Point in Time (PIT) results. Bob handed out the 2010 PIT as well as the 2009 PIT, to compare the two. There was a total of 325 homeless individuals on January 27, 2010 compared to 276 last year, on January 28, 2010; thus numbers this year are slightly higher. The survey response rate this year was 96% (96.8% in emergency homeless shelters and 66.7 unsheltered) compared to 93.8% last year (94.5% in emergency shelters and 33.3 unsheltered). Bob thanked everyone who helped with the outreach for their diligent efforts. Bob stated that the 2010 PIT will be posted on MaineHousing's website very shortly. Beth asked about the services used and whether or not the same questions were asked in the same manner as last year. Josh stated that they tried to keep the category options the same; however they had to pick and chose columns to make the data fit based on what was in HMIS. Doug stated that there was no youth under 18 listed on the 2010 PIT, which seemed rather odd. It was discovered post-meeting via Cindy that the 2010 PIT **did not include unaccompanied minors** this year, which is why the age group is not listed on the PIT. Bob mentioned that Cindy will be at the next ESAC meeting to answer any questions.

### **V. *Salvation Army Life Skills Classes – Update***

Danielle handed out brochures for the "Tools for Life" Program. She stated that the program is offered free of charge to people in the Salvation Army's service area. They are working directly with the Family Shelter and GA. Those interested are required to pre-register and to commit to the initial six (6) core classes, with the finishing tools classes being optional. The first class is on Wednesday, April 21<sup>st</sup> with the finishing tools classes to follow later in the week, providing a chance to get more information with a more individualized, one-on-one approach. Danielle stated that they are very excited, and that the program has great incentives for people to join. She stated that the Children's Museum has donated a free year membership for a drawing at the end of the parenting class, as well as other incentive drawings. It was asked what the program size was. Danielle stated

that they were limiting the class to 16 people, as all of the supplies and resources for the classes are costly and they could only have a maximum of 16 due to these reasons. Currently they only have two (2) people officially enrolled; however they are waiting to enroll people from the Family Shelter. If anyone has any questions regarding the “Tools for Life” classes contact Danielle by email at: [danielle.gudroe@use.salvationarmy.org](mailto:danielle.gudroe@use.salvationarmy.org).

**VI. *Home Support Warehouse Inc. – Gary & Mona Cossaboom***

Gary stated that the Home Support Warehouse is a newly formed non-profit with the goal of providing storage for shelters, foster homes, and other related agencies that don't have storage space for items donated and acquired. Gary mentioned that they are in the process of getting everything together for this endeavor. Home Support Warehouse will take donated items in, clean them, categorize them, and have them available for shelter foster home/etc. referrals. They will store household items, cleaning products, health and beauty aids, furniture, mattresses and so on. Gary stated that they are working on soliciting grants to attain a larger truck and more space for storage. It was asked if they found a warehouse yet. Gary stated that they have not found a facility yet and that they're still searching. They have a few leads in the Biddeford area, which would make them more centrally located for the Portland/Southern Maine communities, though the greatest need is in the Portland area. He stated that they have been approaching companies and wholesalers offering tax incentives for whatever they can donate. It was asked how the storage would work and whether it was first-come first-serve as far as donated goods. Gary stated that everything that is stored will be available for any shelter/foster care facility to utilize on a first-come first-serve basis via referrals from the participating agency. Beth asked whether clients moving into housing for the first time would be eligible to access these donated items. Gary stated that these individuals would be able to access the items; however the individual shelter working with the clients would make the referral to the warehouse to avoid random people from accessing the stored items. Home Support Warehouse booklets were available at the end of the meeting for anyone interested in attaining more information.

**VII. *Milestone – HOME Team Van Project Update***

Tom stated that the “Homeless Outreach Mobile Emergency Team” (HOME) Team Van Project consists of a collaborative group, including the City of Portland Health and Human Services, the Oxford Street Shelter for Men, Youth Alternatives Ingraham (YAI), Milestone, Center for Research at the University of New England, the Portland Police Department, the Portland Fire Department, Portland's Downtown District, and Mercy Hospital. The first planning meeting was held last Friday, April 9, 2010. Tom stated that there will be an early start up, hopefully by May 1<sup>st</sup>, which will include trainings, ride-alongs with the Police Department and EMS, where they will start to get a lay of the land so that when the grant begins on July 1<sup>st</sup> they will be ready to begin. He added that HOME team members will be going to Cambridge, MA to shadow a similar outreach program. They are trying to do a little more fundraising, as they didn't make as much as they'd hoped in previous fundraising events. Tom stated that Portland's Downtown District has been very supportive in this endeavor and that the project truly is a real partnership, with area social services agencies and business partners donating goods and services. The project should make a big difference in the community, helping the Police Department and other emergency services, and hospitals by diverting people to agencies and resources instead. There are two (2) teams with two (2) full-time workers each; one (1) team for street intervention and one (1) for outreach counseling. Tom stated that the project will start in the Bayside neighborhood, responding to people in need of services. They will triage people to intervene and transport folks to the appropriate services. They will be contacting agencies and asking for help from the whole service provider system to have places to bring people. YAI will be working closely with the team to respond in real-time with mental health services. Doug stated that even if this would only help a small group of people it would be an immense aid to the community. Additionally, Tom stated that Tom McLaughlin will be tracking program data for this project. Tom added that this project is not a transportation system;

initially it's a street intervention and outreach program which has the ability to transport people when necessary; however it should not be utilized solely as a taxi service. Doug stated that policies and protocols will evolve over time as far as legal issues are concerned regarding the project. Elizabeth stated that they're looking for the lowest level of intervention, such as connecting people to already established resource connections, to hopefully avoid emergency situations. Doug continued and stated that the goal is to create capacity within existing resources. Mary Ellen commented that it's helpful for this type of intervention, as often Police are called, they handle the immediate situation, and people just move along only to continue in the same manner, eventually ending in an emergency situation.

#### **VIII. *Preble Street Florence House Update – Maria Tripp***

Maria stated that Florence House opened last Tuesday, April 6, 2010. She mentioned that people were moved into Florence House in four (4) groups; though the residents moving in were calm and it went well, there were still glitches thus moving in four (4) groups was a great strategy. The Emergency Shelter the last group to move in, on Thursday, April 8<sup>th</sup>, one week ago today. Maria stated that so far it has been a great experience. Right now they're working on assigning people to case workers, which has involved HPRP to a high degree, to get women out of the emergency shelter. The first night the shelter was open there were seven (7) open beds; however on the third night the shelter was full. It was asked whether or not the Women's Shelter at Preble Street was now closed and Maria stated that it was. It was asked how many beds there are in the emergency shelter. Maria stated that there are ten (10) beds in the emergency shelter, and there is space for twelve (12) cots and three (3) mats in the dining area. There will be a meeting soon regarding the next steps and they will see where that will lead. Maria stated that there were nine (9) new intakes during the past week. She stated that they are seeing a lot of people who may have been in unsafe situations and didn't want to be in the environment at Preble Street who are leaving these unsafe situations now due to the opening of Florence House. Josh asked if they had an overflow plan and what would happen if they reach capacity. Maria stated that they are working this out and are staying in constant communication with area providers and people who often make referrals to them to let them be aware that they are at capacity. Bob mentioned that he and other Social Services Division staff attended the Florence House open house and were extremely impressed with it and all of its amenities.

#### **IX. *Federal & State Legislation***

Cullen stated that Senator Snowe took the lead in creating a sign-on letter to encourage colleagues in appropriating 2.4 million dollars to fund the McKinney-Vento HEARTH act. He stated that this is an opportunity to send a letter of thanks to Senator Snowe for her support in this initiative. Cullen asked everyone if they would like to send a letter from ESAC thanking Senator Snowe for her work. All agreed and Cullen stated he will draft a letter for ESAC and forward it to Bob.

#### **X. *Other Business***

Beth mentioned that Healthcare for the Homeless is now open all day, Monday - Thursday 8:00 - 5:00. She also mentioned that they started a Wellness group on Wednesdays from 10:30-11:30 AM, which addresses stress and anger management, nutrition for mental/physical health, quitting smoking, and so on. Beth stated that sun season is upon us and Healthcare for the Homeless has collaborated with a grant from Public Health to be able to distribute packets of sun screen.

Elizabeth stated that the Young Parent Program has recently had major renovations. She mentioned that there will be two open houses, one on April 28<sup>th</sup> from 11:00 AM-1:00 PM for providers, and one on April 26<sup>th</sup> from 4:30-6:30 PM for the general community. Elizabeth stated that there will be at least one (1) or two (2) apartments available to view at the open house. She stated that they were able to make the common areas look much nicer, and they're able to serve more families in the parent education programs. She commented that they are looking for ideas for more partnering, as

they have a better kitchen can do more nutrition sessions, and so on.

Josh handed out information on the HUD-VASH training in the Oxford Street Shelter for Men Dayroom, located at 197 Oxford Street, on Wednesday, April 21, 2010, 10:00-11:00 AM. Wendy Thomas from TOGUS HUD-VASH will present.

Bob asked if anyone would be interested in a HEARTH act presentation at a future meeting. Bob also asked everyone to email him with any agenda item requests for the next meeting, on May 20<sup>th</sup>, 2010.

***NEXT MEETING:***  
***Thursday, May 20<sup>th</sup>, 2010***  
***8:30 – 10am***  
***Refugee Services Area***  
***190 Lancaster Street***

*Please contact Robert Duranleau, Health & Human Services Department, Social Services Division at 775-6315, extension 224; John Shoos, United Way at 874-1000, or Dee Clark, Preble Street at 775-0026; if you should have any agenda items for the next meeting.*