



Health & Human Services and Public Safety Committee

Tuesday, June 25, 2019, 5:30 PM
Room 209, City Hall

Councilor Belinda Ray, District 1, Chair
Councilor Brian Batson, District 3
Councilor Pious Ali, At-Large

1. Announcements
2. Review and Approval of Minutes from June 11, 2019
 - a. Draft June 11, 2019 minutes
3. Homeless Services Center Policy Discussion
 - a. Shelter Statistics and Policy Information
4. Next Meeting: TBD

NOTE: Since there are no action items on the agenda, there will be no opportunity for public comment at this meeting. Please feel free to send comments to members of the committee on any issue at any time via email. Councilors email addresses are available on the city website: www.portlandmaine.gov

The meeting can be watched online via livestream: www.portlandmaine.gov/livestream

Keep up to date with the new shelter design and planning process at the City's website

www.portlandmaine.gov/shelterplanning

Health & Human Services and Public Safety Committee Minutes

Tuesday, June 11, 2019, 5:30pm, Room 209, City Hall

Committee Attendance:

Belinda Ray, Chair (District 1), Brian Batson (District 3), Pious Ali (At-Large)

Councilors in Attendance: Jill Duson: (At Large), Councilor Kim Cook (District 5)

City Staff: Jon Jennings, City Manager; Heather Brown, Assistant City Manager; Kristen Dow, Director of Health and Human Services; Aaron Geyer, Acting Director of Social Services. Adam Harr, Social Services Division Executive Assistant.

Meeting called to order at 5:35 PM.

AGENDA ITEM 1 – Announcements

- Discussion of Overdose Prevention Sites and Opiate Misuse is postponed to the June 25th Meeting.
- The metro Regional Coalition offered Portland to be the third community in their opiate misuse pilot if the City chooses to do so. .

AGENDA ITEM 2 – Approval of Minutes

- Councilor Ali moved to approve the minutes; Councilor Batson seconded and the minutes were approved 2 – 0 as amended with Councilor Ali abstaining:
 - Item misattributed to Councilor Batson when they should be attributed to Councilor Ray.
 - Mindful of the promise to follow-up.

AGENDA ITEM 3 - Positive Healthcare

GPH is in the third year

162 patients

60 were originally in the City Positive healthcare Program.

- Services are provided at 3 locations
- Park Street
- Preble Street
- Riverton Park
 - Patient advisory committee meet 4 times a year

- Annual Patient Satisfaction survey specifically for positive healthcare patients once a year, a third survey additional to the two annual surveys given to all patients.
- Team:
 - Medical Provider
 - Social Worker
 - Nurse
 - Medical Assent
 - Program Coordinator
- Located at the Park site but is able to travel to its other sites to best meet patient need.
- Feedback from the patient satisfaction survey.
 - In English, French and Portuguese
Administered at the beginning of the year
26 surveys returned.
- Comments in Surveys:
 - Friendly and respectful
 - Areas for improvement:
 - There was staff turnover
 - Satisfaction for callers and their automated answering service.
 - Now there is a direct extension to the team.
- Collection, evaluation of health data:
 - Consumer led board
 - Are qualitative data being quantified into metrics and corresponding goals,
 - Yes, for overall in the organization, such as above 90% satisfaction but there are not specific metrics or goals in the Ryan White Grant Program.
- Riverton Park: do residents in that neighborhood only go to that local clinic or do patients travel to the main location on Park Street?
 - It is primarily a medical facility
 - Dental and behavioral services may see people travel to Park.
 - As Hours have expanded, there has been growth in patients accessing that site.
 - Riverton Park is open to any patient, however 50% of patients must be residents of the neighborhood.
 - It is a condition of using space that would otherwise be used for housing.
- How many patients were active at the City-run program; if every patient transferred to GPH, what would the number of patients be?
 - HHS will determine.
- What is the capacity of the grant?
 - The program is not at capacity and would be able to meet an influx of need.
- Where are patients coming from?
 - The City program served individual across the state.
- Patients not seen within 6 months are followed up with intensive outreach

- After 1 year, patients are no longer considered active
 - Not counted towards active patients but remain in the system.
- 162 Patients now; what outreach is done to increase access to those who need it.
 - At events in the community such as pride.
 - Social Media
 - Services are included in the overall brochure and a program specific program is in development.
- Is there anything Portland could do to increase outreach to people who need services.
- GPH is a “patient centered medical home.”
 - GPH requires they be a patient’s primary care.
 - This differs from the virology center
- How does the Patient Advisory Committee collaborate HIVAC
 - Jen Rogers had led but is changing roles.
 - North Eastern Aids Continuing Medical Education
 - Embedded Frannie Peabody case manager \
 - Joined the CDC call for providers
- GPH takes in patients who do not have insurance.
 - Serves regardless of ability to Pay.
 - Assisted with via the Ryan White Grant program to reduce fees, copays and places a cap on charges. Receipts can be brought in to lower the price for patients.
- GPH does not have a pharmacy
 - Helps patients apply for ADAP (Maine Care HIV education assistance program)
 - Not having insurance is not a barrier to getting medication
 - It is complicated but possible.
- Services still at India Street refers to appropriate providers including GPH.
- Chair Ray expressed gratitude for the GPH staff’s cooperation and advocacy.
- There was a concern of HIPAA violations that halted the process; now that a number of surveys were returned and it was concluded there were no violations, what are the next steps?
- Chair Ray asked the GPH staff if they have any recommendations on how to move forward:
 - Are there any data points that may be helpful?
 - GPH acknowledged the dated nature of some of the results returned but was not able to say what value responses may still be of use.
- Overview from Patient Advocacy and Transition Team Members
 - Concern from the committee; what was the council’s goals in administering the survey?
 - Patient health?
 - Who is left of the original group and who are their providers?

- Being someone displaced from the clinic could lead to a precarious situation where a patient moves to a program that may close or move
 - People need a security blanket that the doctors and care people transition to are permanent.`
 - He suggested to look at the surveys if it appears there could be value in it.
- While GPH is providing great services and it is natural to want to know the status of service, the data from the survey is a separate issue.
 - The data is so old at this point it may not of use, especially with the halt in the process.
 - The most important thing with the surveys is to insure it remains confidential, either from locking it or burning it.
 - To better serve the HIV community, the committee should understand the HIV community in Maine better.
 - The most important thing is to hear the voices of the HIV positive community.
 - Where do they want to move forward with it?
- Stash Bailey, Co-chair of the HIV Advisory Council
 - 3 years later, it's important to reestablish a relationship with the community.
 - The Advisory Council and the biggest city in Maine should be closer.
 - More inclusion that fosters dialogue would help.
- What is the best way to understand the face of HIV in Maine?
 - A survey or CDC data?
 - A conversation.
- There is not value in going over the surveys any longer,
 - Should the City destroy them?
 - Could there be value to compare future survey results?
 - Could only be the City due to confidentiality
 - The City hasn't compiled or analyzed the data yet
 - It is unclear from the HHS perspective how the surveys would add value.
 - Councilor Batson does not want to pursue analyzing the survey data.
 - The committee deferred to staff how best to manage the survey results.
 - Is the state of HIV a data point Public Health is looking at in its analysis of the overall health of the City.
- There was a cosponsored public forum on housing what allowed a collaborative conversation between stakeholders and the committee helped by staff in a way that does not create an illegal meeting.
- The committee considered the state of HIV be included on the committee work plan
 - Not a traditional work plan item but a public forum on the calendar of things to do the year.
- The committee will not pursue the survey but did not decide to destroy it.

- o Not destroying it, keeping it locked without purpose makes things feel uncertain to the community,
- o While there is no HIPPA information, Kristen Dow recommended destroying the records.

AGENDA ITEM 4 - Community Support Fund Policy

- Budget for PCSF FY 2018 286,000 including donations (\$80,000 over budget)
- Upcoming budget has \$200,000 appropriated.
- 39 individuals presented for shelter Sunday night.
- The City manager of San Antonio contacted the City Manager that Border control changed its policy and is now releasing individuals to locations, not paroling them at the border.
- Jon thanked Kristen, her staff, and highlighted Jeff Tardif, the manager of the family shelter and his staff.
- 150 individual left San Antonio and are traveling to Portland
 - o This is one of many locations where people are getting bussed to Portland from.
- The governor, and DHHS leadership were notified.
- With at least 150 individuals on their way, it is important to ask
 - o Should there be more locations opened for shelter?
 - o What financial guidance can the committee offer?
 - The individuals coming from the southern border are not eligible for any assistance.
- City Manager Jennings invited the Council to visit the shelters, salvation army, and each warming center to see the situation first hand.
- It is likely that the family shelter will need the salvation army and the GA office for additional overflow
 - o This would supplant the option for overflow for the Adult shelter.
- This is straining staff and supplies.
 - o The shelter ran out of blankets last night.
 - o The GA office require twice the amount of staffing because the waiting room and conference room do not have clear lines of sight.
 - o After these rooms are full, there is no room for anyone else who presents.
 - o HHS is working on an emergency repose
 - The greatest need is a location capable of providing shelter to 150 people.
 - The 150 is likely the minimum as the people who came this weekend did not come from San Antonio
 - GA is used to provide meals in the mornings and evenings so shelter would need to be broken down for food to be set up and broken down around the GA office hours.
 - o The capacity listed for buildings is the perfect condition, but family size and real-life conditions lower that number.
 - o The Salvation Army is an amazing partner. They requested to not access the space for 1.5 hours later than usual so they could use their pace for an event. This gap has

logistic repercussions that are difficult to work through due to lack of space and staff.

- o Social Services as an 18-passenger van, so it could take ten trips to get families to and from meals.
- The CDC and Red Cross said they could provide assistance if the City pursued the situation as an emergency and had a location.
- A location is needed and a budget is needed.
 - o There are not enough staff at the emergency shelter.
 - More per diems would have a budget impact.
 - Faculty and full staffing will have an impact.
 - o The individuals arriving are not eligible for GA, but would be eligible for the PCSF were it not overspent by \$80,000
- 40 people have fallen into the GAP since February 1st.
 - o It costs about \$1,500 per household to assist for a month each.
 - o 35 households.
- Issues
 - o Shelter Crisis
 - o PCSF access
 - o Insufficient budget for 2019.
 - o How the committee/ council feel about using the PCSF to house people outside of Portland.
 - o OSS is close to needing to open its overflow which may be at odds with the family shelter overflow.
- Has staff explore locations?
 - o Yes, such as City owned buildings and staff have looked at what other cities have done.
 - o Mayor Strimling reached out to the mayor of South Portland and Westbrook for them to contact City Manager Jennings.
- Councilor Cook views this as a Maine community issue for the private nonprofit, business and local government to collaborate on.
 - o What outreach has been done?
 - It appears the state legislature appears willing to get involved.
 - For locations, there are County owned buildings.
 - Trump Administration Policy Change on June 4th.
 - City Manager Jennings asked Susan Collins a Chellie Pingree for help
 - Maine CDC will help with staff and possible funding.
- Does the State have an emergency proclamation that would help?
 - o Katie Hager is researching the possibility of an emergency declaration.
- Setting up an Emergency Response Center will get agencies like the CDC involved; the parameters are unknown.
 - o Cumberland County Emergency Responses
 - o Red Cross May be able to provide a fair ground tent.

- As much as it is a state issue, on the ground in Texas, it is a Portland issue.
 - People at the Boarder are saying they want to go to Portland.
- Average family size of 5; average cost is \$1,500 multiplied by average number of households leads to a projected monthly cost of \$66,000 for new individuals.
 - The 35 families that stopped April 1st
 - Using that for the GAP, the cost would be \$120,000 per month.
 - Just rent \$152k
 - \$88k on rent
 - \$189k just in rent this year.
 - PCSF mirrors GA.
- It's an emergency that is coming tomorrow.
- The spending in the support fund last year was less as there were fewer individuals.
 - It is spiking now.
- Should the PCSF be used to fund housing outside of Portland.
- What is known relief such as work authorization?
- It is a difficult ask to ask shelter guests to move and change school districts.
- It is a big Committee decision with large implications for Portland taxpayers paying rents in other municipalities.
- An individual moved to another municipality
 - 30-day window
 - Staff is asking for the committee give guidance
- Successfully moved people from Portland shelters to their chosen community.
 - Paroled vs non-Paroled.
 - People who are Paroled usually access services
 - Gap timing
 - An individual is paroled when credible fear is cited.
 - All asylum seekers must apply within 1 year
- Lisa Marchleski: people coming from the southern border are coming with A numbers regardless if they are paroled or not.
- Qualifying for GA is a separate issue from not having money to fund the PCSF.
- There is a lot of confusion on eligibility
 - When PCSF went over budget, staff were directed not to add anyone new to the program.
 - Staff will clarify the family of 7 and family of 5
 - The PCSF
- Shelter residents are confused as what to do.
- What is the working relationship between us and family promise?
 - It is the same as any community partnership.
 - Good working relationship
 - City does not pay Family promise
 - City pays for the rent of the household.
 - If there is no money, there is no rent.

- PCSF pays rent directly to landlords.
 - o The program is paying the rent for people who entered the program before April first and is not creating new homelessness.

Jill Duson

- There is an emergency, but what will be done
 - o When created there were 900 people to cover those already in our community.
 - Used \$2 million taken from school funding.
 - o It was to be phased out over time.
 - o It is a program unique in the nation
- Make it clear that no new applications be accepted as of July 1. Set a date where it is certain services will no longer be offered.
 - o Even then it is not sustainable.
- Declare an emergency and make a one-time allocation to take care of the families who are already here who have fallen in the gap.
- PCSF should be phased out over time as it is not sustainable.
 - o Still work with the state.
 - o Still be a welcoming city

Councilor Batson

- Agrees it is not sustainable and can create conditions for people to enter homelessness.
- \$200,000 were appropriated,
- Emergency shelter situation vs housing
- What other organizations did Kristen reach out to.
 - o CHOM, Preble Street, GPH, Opportunity Alliance
 - Receptive to help
 - o Katie Hager reached out to the Cumberland County Emergency Manager.
- If a physical space was not procured, what would happen?
 - o There would be families and children turned away by staff, possibly having no option but to sleep outside if other organizations cannot step in.
 - o Due to the speed of the emergency, the City may need to step up initially as the County and State's responses mobilize.
- Does staff have specific suggestions for buildings
 - o No as staff are seeking policy guidance from the council to determine what that could be.
- What does "do whatever it takes" mean fiscally.
 - o Cannot be predicted.
 - o An official that bought bus tickets for a family cited an article where the mayor appeared receptive or welcoming people to come and be taken care of.
- 35 Families already in area
 - o Estimate \$128,000 per month of known possible
 - o Could be \$200,000 a month even with purposing no new applications as of July 1st.

- Up to 12 months of eligibility for people who are not paroled.
- 70% of people had a length of time of 3 months in PCSF but had 6 months of GA beforehand so the average length of assistance is likely larger.

Pious Ali

- \$200,000 for Councilor Duson's proposal.
 - Application now to July 1st, will be continue to shelter in emergency shelter?
- Are community partners able to house people, or is emergency shelter the only option?

PCSF

- The order language
 - It is open ended and not feasible.
 - It can be used as a guiding document.
 - Would cover RXs as it covers everything GA would Cover.
- Councilor Duson Suggested staff to contact county and state level entities to create a state level emergency response where the City provides and intake and referral entry point.
 - Applications completed here then place families in appropriate communities based on processed application.
 - One concept to address the emergency influx is turning the Portland Expo building into a temporary shelter
 - Only temporary especially due to contractual obligations.
 - 150 cots and tables
 - There are showers.
 - Would need to supplant some community groups who booked the expo during the summer,
 - How long would it be available?
 - Would work with the red claws to move their camp.
 - Postpone floor maintenance
 - When is the next unavoidable date that it would have a hard cut off?
 - Red claws season start in October.
 - Would the red cross be able to come in operate it as a shelter under the emergency management apparatus and nit be additional city staff?
 - Who would take the lead on triage? State? Red cross with interpreters.
- Advocates when the PCSF was being created through it would relieve pressure off the state delaying an actual solution.
- What would happen if another large influx of people happened?
 - Unknown but that could include Cumberland County fair ground.
- As it is an emergency situation, the City Manager has the authority to act which is why he is requesting committee guidance.
 - Mobilize to turn the Expo int an emergency shelter.

- People who come to our state are needed but it cannot be one municipality to insure those people are cared for.
- Chair Ray agreed that the City could move forward in this state emergency that the expo be used as an emergency shelter as country and state organizations mobilize to face the crisis.
- What about the families who are housed now:
 - Do they get evicted and enter the shelter
 - Include them in the households who apply by July 1st.
- Councilor Duson proposed to make a onetime allocation in the fund balance for an emergency situation.
 - The fund balance may not have the \$2 million+.
- Given there could be a rush in applications, Councilor Cook could not see herself supporting using millions of Portland dollars out of the fund balance.
 - If Portland did do so, other entities would need to match it.
 - She supports using the expo as an ephemeral emergency shelter.
 - Find situations that would forego revenue instead of spending money.
- Consensus amongst the committee to
 - Provide a plan on getting the state, county and providers to collaborate in a state level response.
 - Pursue the expo as an emergency shelter
 - PCSF to be determined at the Council meeting Monday.
 - Staff to clarify details on the 35 families who are not able to pay their rent.
 - Some entered the gap after PCSF funding ran out
 - A difference between never applied for PCSF and never applied for and received assistance (State GA)
 - A family in need could rationally expect assistance would have continued to cover their gap were it not for the over subscription of the fund.
 - Can the cost be calculated and these families be covered?
 - That would mean back rent if authorized.
 - \$52,000 per month; \$157,500 through to July 1.
 - Would continue in PCSF based on July 1 cut off.
 - Councilor Batson thinks it makes sense but does this relief for the 35 families prevent the situation from repeating itself?
- PCSF and its Order
 - Adding a hard-cutoff date when no new applications would be accepted
 - Proposed date July 1, 2019 deadline in the order language.
 - This date would include people who arrive and apply by then.
 - The date of application of whatever deadline is set.
 - Paragraph in 2015 order allows a phase out but does not address the 35 families.

- o Allocation of money to cover people already receiving assistance, including the 35 households assisted through GA who would have been covered by PCSF were the funds not exhausted.
- o No new applications date be the current April 1, 2019 except for people who had received GA in 2019
 - Households newly arrived. That had not received assistance would be welcomed into emergency shelter.
- o Staff will work with corporation council to address the 35 previously assisted families in a separate order given at the council on Monday.
- o There will be public comment and a vote at the full council on Monday
 - There is not public comment or vote tonight as it is guidance based on months of discussion.
- o A financial appropriations could waive the second reading in an emergency action.
- o City Manager Jennings Authorized the 4 April and 8 May families to be assisted immediately to prevent eviction.
- o An appropriation is not necessary with the July 1st cut off because it is a programmatic change that spends down in July which would then necessitate an appropriation in July.

Next Steps

Set the policy on Monday with just a first read; 7 votes to waive the second read and seven votes to pass the policy. 5 votes would allow for reconsideration of a regular read that would trigger a 30 day delayed start.

It is the understanding of the staff that they are instructed to move forward knowing there is buy-in expressed by the agencies previously mentioned.

A meeting of councilors, staff and public notice with the governor.

The Councilors in attendance thanked staff.

The meeting adjourned at approximately 9:00 PM

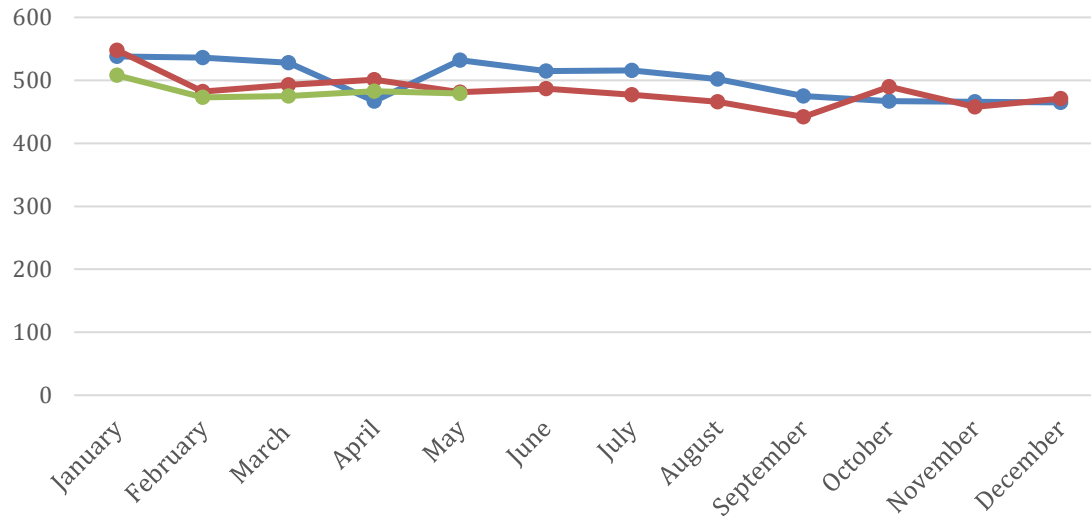


CITY OF PORTLAND
Social Services Division
Aaron Geyer, Acting Director

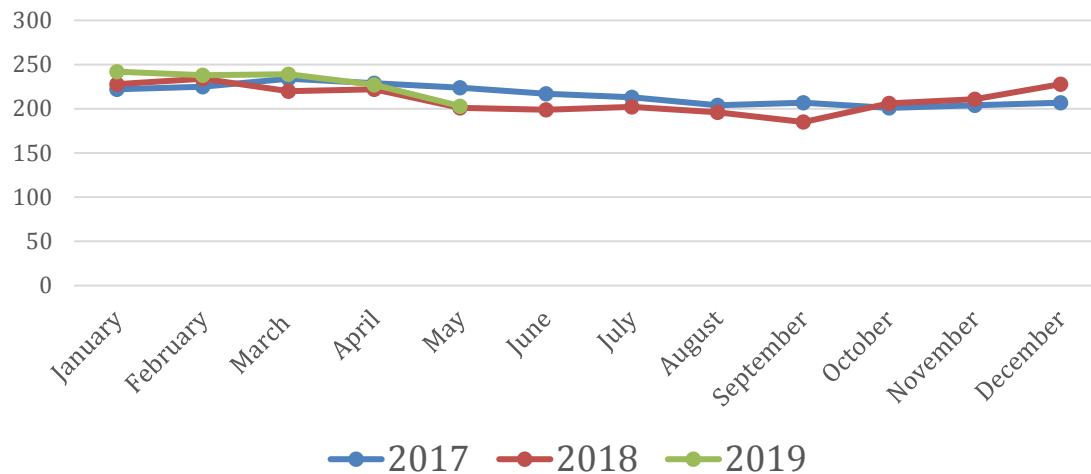
MEMORANDUM

TO: The Health and Human Services Committee
FROM: Aaron Geyer, Acting Social Services Director
DATE: June 24th, 2019
RE: Shelter Statistics: Monthly Unduplicated Guests and Bednight Averages

Total Number of Shelter Guests by Month



Mean Bednights per Month



Source: OSS Database Shelter Occupancy Report.

Month	Unduplicated Individuals	Average Bednights
May-19	479	203
April-19	483	227
March-19	475	239
February-19	473	238
January-19	508	242
December-18	471	228
November-18	458	211
October-18	490	206
September-18	442	185
August-18	466	196
July-18	477	202
June-18	487	199
May-18	481	201
April-18	501	222
March-18	493	220
February-18	482	234
January-18	548	228
December-17	465	207
November-17	466	204
October-17	467	201
September-17	475	207
August-17	502	204
July-17	516	213
June-17	515	217
May-17	532	224
April-17	467	229
March-17	528	234
February-17	536	225
January-17	538	222



CITY OF PORTLAND

Social Services Division

Aaron Geyer, Acting Director

MEMORANDUM

TO: The Health and Human Services Committee
FROM: Aaron Geyer, Acting Social Services Director
DATE: June 24th, 2019
RE: Low-Barrier Shelter.

At Oxford Street Shelter we do not have requirements around work or residency. We do not restrict access based on criminal background. We do not have requirements around sobriety. We do not allow drugs, alcohol or weapons on property. Clients are searched upon entry and may choose to leave the shelter for the night if they refuse a search.



CITY OF PORTLAND

Social Services Division

Aaron Geyer, Acting Director

MEMORANDUM

TO: The Health and Human Services Committee

FROM: Aaron Geyer, Acting Social Services Director

DATE: June 24th, 2019

RE: Entry Requirements for the Local Wet Shelter

Milestone Recovery operates an emergency shelter and detox facility in Downtown Portland. Clients seeking shelter often have a history of drug use, or are actively using when entering shelter. As sobriety is not a requirement for entry, Milestone Recovery can be considered both low barrier and a 'wet' shelter. Other characteristics of a shelter with low barriers to entry:

- Most clients self-refer (present for shelter) and typically do so for the specialized services provided on-site.
- No work requirement
- No residency requirement

The restrictions that are imposed on clients center around health and safety:

- No drugs or alcohol are allowed inside the building
- All clients are searched when entering the building.
- No client bags are allowed inside.
 - o any bags brought to the shelter are tagged with the client's name and are secured in an outdoor storage unit.
 - o Clients do not have access to their bags until they leave for the day.

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CITY OF PORTLAND

Social Services Division

Aaron Geyer, Acting Director

MEMORANDUM

TO: The Health and Human Services Committee

FROM: Aaron Geyer, Acting Social Services Director

DATE: June 24th, 2019

RE: Correspondence with Regional Shelter: Entry Requirements

Father Bill's Place, Quincy, and MainSpring House, Brockton (FBMS) are both open year-round, 24 hours day and shelter individual adults age 18 and up. Intake begins at 4:30 p.m. and ends at 6:00 p.m. daily. Guests who check-in late under unallowable circumstances will be permitted to stay that night with FOLLOWING 'cold night:' a 24-hour hour restriction the following day to encourage compliance with check-in policy and give enough time for guests find alternative shelter. Below is a memo sent to Social Services from FBMS:

Father Bill's and MainSpring consists of an individual shelter in Quincy (Father Bill's) and an individual shelter in Brockton (MainSpring House). Father Bill's has a catchment area that includes 21 towns and Brockton has a catchment area that includes 20 towns, as shown below.

We allow Level 1 and Level 2 sex offenders at Father Bill's and Mainspring allows Level 1, Level 2, and Level 3 sex offenders. There is not a waiting list for entry into our shelter. In order to stay for more than 1 day (Father Bill's) / 3 days (MainSpring), you must verify ties to one of the following towns:

Father Bills

Braintree
Canton
Cohasset
Dedham
Duxbury
Hanson
Hanover
Hingham
Hull
Kingston
Marshfield
Milton
Norwood
Norwell
Pembroke
Quincy
Randolph
Rockland
Scituate
Westwood

MainSpring

Avon
Abington
Bridgewater
Brockton
Carver
Easton
East Bridgewater
Halifax
Holbrook
Marion
Mattapoisett
Middleboro
Lakeville
Plymouth
Plympton
Rochester
Stoughton
Wareham
West Bridgewater
Whitman

Weymouth

You would need to have lived or attended school, or be currently working in the area. You would have to provide one of the forms of documentation listed below. If you arrive on a weekend or holiday, you will not be required to prove ties until the next business day.

Residence can be verified with a Massachusetts State issued ID (driver's licenses or IDs are acceptable) Also acceptable are a recent utility bill, typewritten lease or eviction notice, a letter from the RMV or city/town hall, or other official mail.

Working in the area can be considered a tie if the guest is currently working a full time job (at least 30 hours/week) on the books for at least the past 30 days. This can be verified with a pay stub. Previous work will not constitute as a valid tie.

If you have never stayed with us before, you can come in any time between 10am and 2pm and we will do a new intake with you. Check in for all guests starts at 4:30pm and ends at 6:00pm. Everyone has to be out of the shelter by 7:30am. We can discuss this in more detail if you would like.

If you do not have ties to one of these towns, here is a list of shelters in Boston that do not require you to have ties to the area.

Pine Street Inn (Men)

444 Harrison Ave, Boston, MA 02118
Phone: (617) 892-9100

Pine Street Inn (Women)

363 Albany Street, Boston, Ma 02118
Phone: (617) 521-7189

112 Shelter (Men)

112 Southampton St, Boston, MA 02118
02119

Wood's Mullen Shelter (Women)

784 Rear Mass Ave, Boston, MA

Phone: (617) 534-6100

Phone: (617) 534-7100

Bristol Lodge Men's Shelter

27 Lexington St #2, Waltham, MA 02452

Phone: (781) 893-0108

Rosie's Place (Women)

889 Harrison Ave, Boston, MA 02118

Phone: (617) 442-9322

If you have any questions, please feel free to write or call me.

Best,



Taylor DeSanty, LCSW | *Re-Housing Manager*
38 Broad St. | Quincy, MA 02169
Phone: 617.770.3314 x 2837 | Fax: 617.773.3146
tdesanty@helpfbms.org | www.helpfbms.org

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CITY OF PORTLAND
DEPARTMENT OF HEALTH & HUMAN SERVICES – SOCIAL SERVICES DIVISION
OXFORD STREET SHELTER

GUEST CONTRACT

The Oxford Street Shelter is operated by the CITY OF PORTLAND to offer safe, temporary shelter to homeless individuals at least 18 years of age. Support services staff are available to work with guests to secure transitional to permanent housing and to help form linkages with other community resources. The following rules are intended to provide a safe and comfortable environment for all guests accessing our Shelter. Any violations of our Shelter safety protocols will not be tolerated.

Rules & Responsibility

- Illegal drugs and drug paraphernalia are not allowed in the shelter building or anywhere on the premises.
- Alcohol and marijuana are not allowed in the in the shelter building or anywhere on the premises.
- There is no smoking of any kind in the building at any time, or within 25 feet of any window or entrance/exit.
- Using, selling, purchasing, or distributing any form of illegal drugs, alcohol, or marijuana in the shelter building or on the premises is strictly prohibited and could be grounds for be restriction from access to shelter.
- **Weapons of any kind are not allowed in the shelter building or on the premises. Including but not limited to: Guns, Pellet/BB Guns, Paint Guns, Stun Guns/Tasers, Knives of any kind, Multi-tools, Screwdrivers, Walking sticks or canes not otherwise prescribed, etc. This list is not exhaustive.**
- **All guests and their belongings are subject to immediate search or random searches upon entry and/or re-entry into any of the shelter buildings, waiting areas or overflow sites. Any illegal drugs, alcohol, weapons or other contraband will be confiscated and discarded by staff or Portland Police for safe discard.**
- **No fighting, intimidation, provocation, threatening, or verbal abuse at any time. Any acts of violence will result in immediate revocation of access to shelter.**
- No use of profanity/swearing. No loud music on property. No horseplay or aggressive behavior/language on property.
- **Use of inappropriate speech can result in restriction from shelter access. The shelter has a zero tolerance policy for racial slurs/derogatory language and hate speech.**
- **The shelter has a zero tolerance policy for sexual harassment. Engaging in harassing behaviors can result in restriction from shelter access.**
- Sexual activity of any kind is not permitted in the shelter or on shelter grounds.
- You must be appropriately dressed (*i.e. fully clothed*) while in the shelter and on the grounds. This includes wearing shoes while moving around the shelter.
- Cell phones must be silenced or turned off while in the building. Guest phones are available for use during daytime hours. **For reasons of client confidentiality, there is no filming allowed inside the shelter.**
- Good personal hygiene is a priority. Showers are available after check in. Personal hygiene items are available upon request from staff at the front desk. The available personal hygiene items include: soap (in the showers), towels, toilet paper, shaving cream, toothbrushes, toothpaste, and combs.
- Outdoor restrooms are available between 8am & 8pm daily.
- Blankets, towels and linen must be returned and placed in the bins at the front desk on the 1st floor and may not be removed from the shelter.
- Personal linens such as: blankets, sheets and pillows, are not permitted in the building and are not to be used in the dorms.
- All guests are expected to keep the building and grounds clean by disposing of all trash in appropriate containers that are located throughout the facility.
- The shelter curfew (lights out) is at 8:30pm.
- Electronic devices that emit light and/or noise are not permitted to be used in the Shelter after lights out (8:30pm). Devices that do not emit light and are used with headphones and do not disturb other shelter guests may be permitted at the discretion of shelter management or the supervisor on duty.
- Once you have checked in and have been assigned a bed, you may leave the building but stay on property for up to 30 minutes. If you leave the building for more than 30 minutes, you will be considered to have left for the night. If others are waiting for bed space, the bed you were assigned may be reassigned to the next person waiting. If at anytime you leave property you are at risk of having your bed stripped and reassigned. If you leave before 11pm and return you may be checked back in once. If you leave after 11pm you will not be checked back in.
- The shelter does not allow check-ins past 2am.
- All guests must be out of bed no later than 7:30am (earlier in some areas).
- The City is not responsible for lost and stolen belongings. Any items left behind or unattended will be discarded immediately. You may bring into the facility the amount of personal possessions that you can reasonably carry by yourself in one trip. You are not permitted to bring shopping carts, carriages, and similar carrying devices into the building.
- Shelter staff is not permitted to hold, monitor or administer medications for you. If you have medication that must be refrigerated, you will be able to store your medication in a refrigerator designated for medication storage only. You store your medications in this refrigerator at your own risk.
- All individuals who access the shelter must be able to safely exit the building in the event of an emergency, guests also must be able to ambulate to meals on their own and toilet themselves. Staff are not able to provide medical assistance. If you feel you need medical assistance at any time please notify staff and we will assist you in contacting the appropriate resource.

- Lockers are available onsite. Please see a staff member to sign up. Lockers are only accessible from 5am-6am, 9am-10am, 1pm-2pm and from 8pm-9pm daily. You must have a picture ID to access your locker. Only you are able to access your locker and you may not access the locker of any other guest. There is a limit of one locker per guest.
- Day services are available from 8:30am-3:30pm. You must check in on the ramp side of the property.
- The shelter dayroom is open Monday-Friday from 3:30pm-7:30pm. Hours may vary on weekends and holidays, or in case of inclement weather.
- Shelter ID's are available daily at housing orientation from 1:00pm-2:00pm. All guests must attend housing orientation the day following their intake to the shelter for important referrals to services. If you have questions or concerns please ask a supervisor.

- *I hereby accept shelter at the City of Portland Social Services Division Oxford Street Shelter and consent to abide by all of the rules and regulations and procedures listed above. I understand that the City of Portland is not responsible for any lost, stolen or discarded items.*
- *I understand that I am applying for General Assistance through the City of Portland Social Services Division to pay for my Shelter bed night stay and that at any time in the future I am found to be eligible to receive Supplemental Security Income (SSI) benefits, an amount equal to the amount of public assistance given to me may be deducted by the Maine Department of Human Services from my first retroactive payments of SSI benefits.*
- *I authorize the Social Services Division Oxford Street Shelter to release any information necessary to determine General Assistance eligibility and understand that this information may also be used in the formulation of case management plans and hereby give my consent. As provided by the General Assistance statute, this information will not be given to the general public.*
- *I understand that Shelter Staff and/or management may restrict my access to the Shelter, dayroom and/or grounds if I violate any of the rules listed above and that I have the right to grieve decisions made by staff relating my staff at the Shelter.*

Guest Signature	Date	Guest Name Printed
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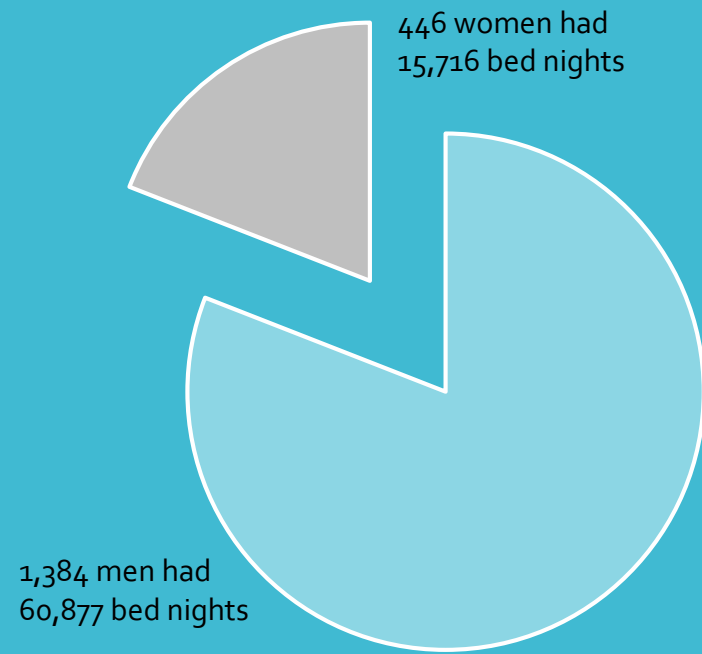
Staff Signature _____ Date _____

In accordance with title VI of the Civil Rights Act of 1964 (42 U.S.C. s 2000 et.seq.), Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. s794), the Maine Human Rights Act (5 MRSA 4551, et.seq.) and the Age Discrimination Act 1975, as amended (42 U.S.C. s6101 et. Seq.), the City of Portland Social Services Division does not discriminate on the basis of race, sexual orientation, national origin, handicap or age in admission or access to treatment or employment in its program or activities.

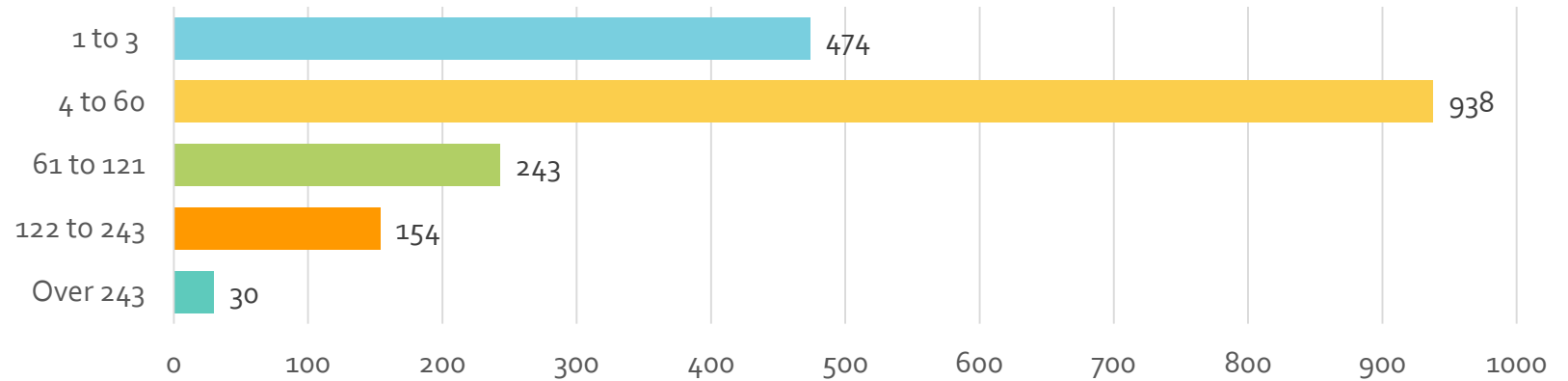
Staying at OSS

Average Monthly Bed Nights and Length of Stay Across Age and Gender at the City Operated Low-Barrier Emergency Shelter

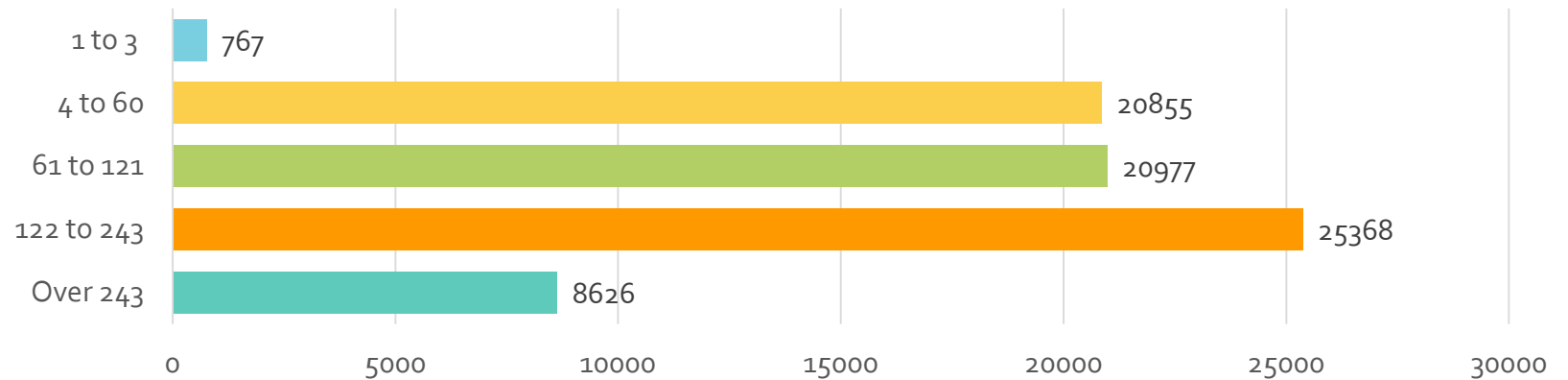
Total 2018 Bed Nights: by Gender



Shelter Stays: 1,839 Unduplicated Individuals



Total Bed Nights: 76,983



Staying at OSS

Stayed 1 to 3 nights

Stayed 4 to 60 nights

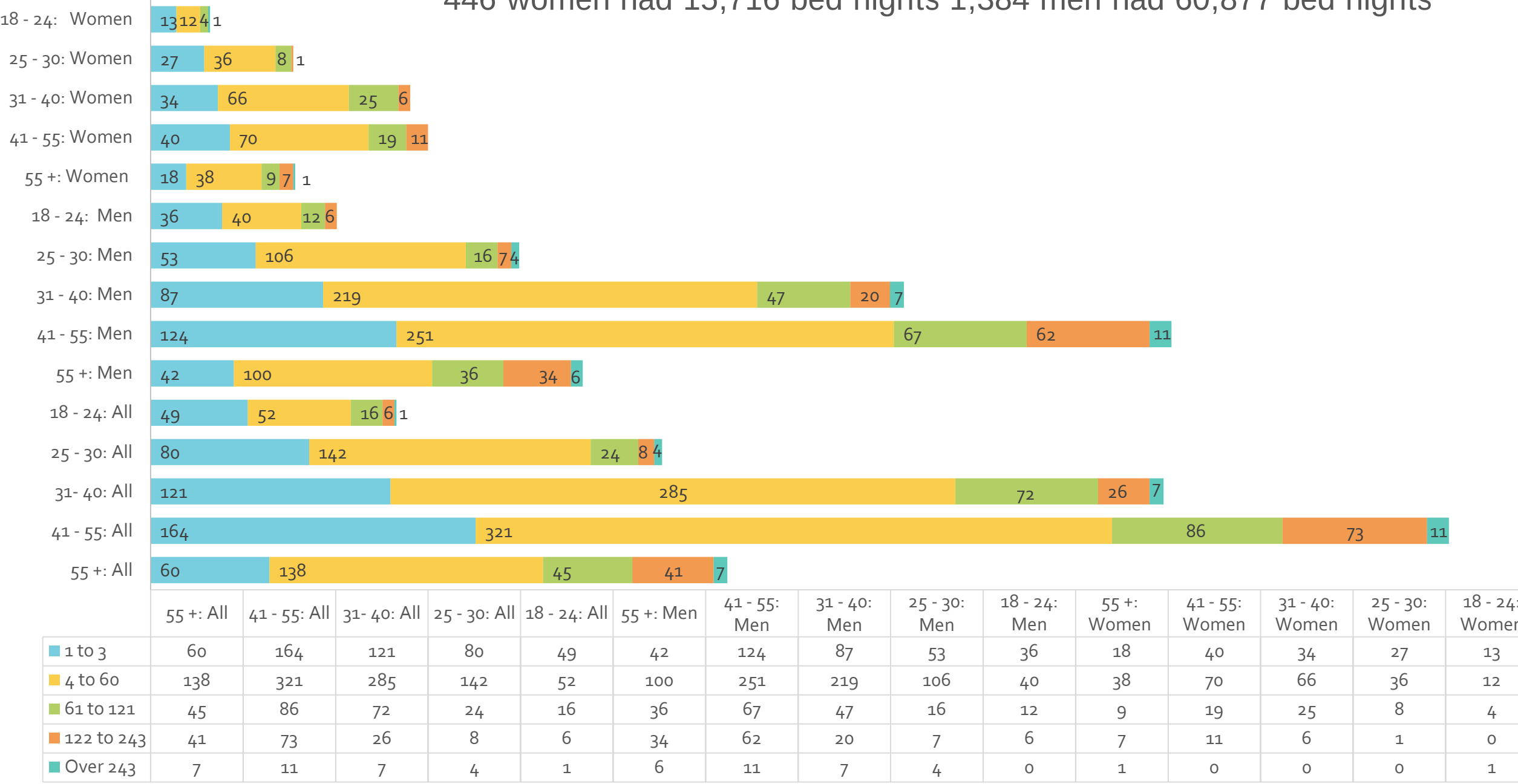
Stayed 61 to 121 nights

Stayed 122 to 243 nights

Stayed over 243 nights

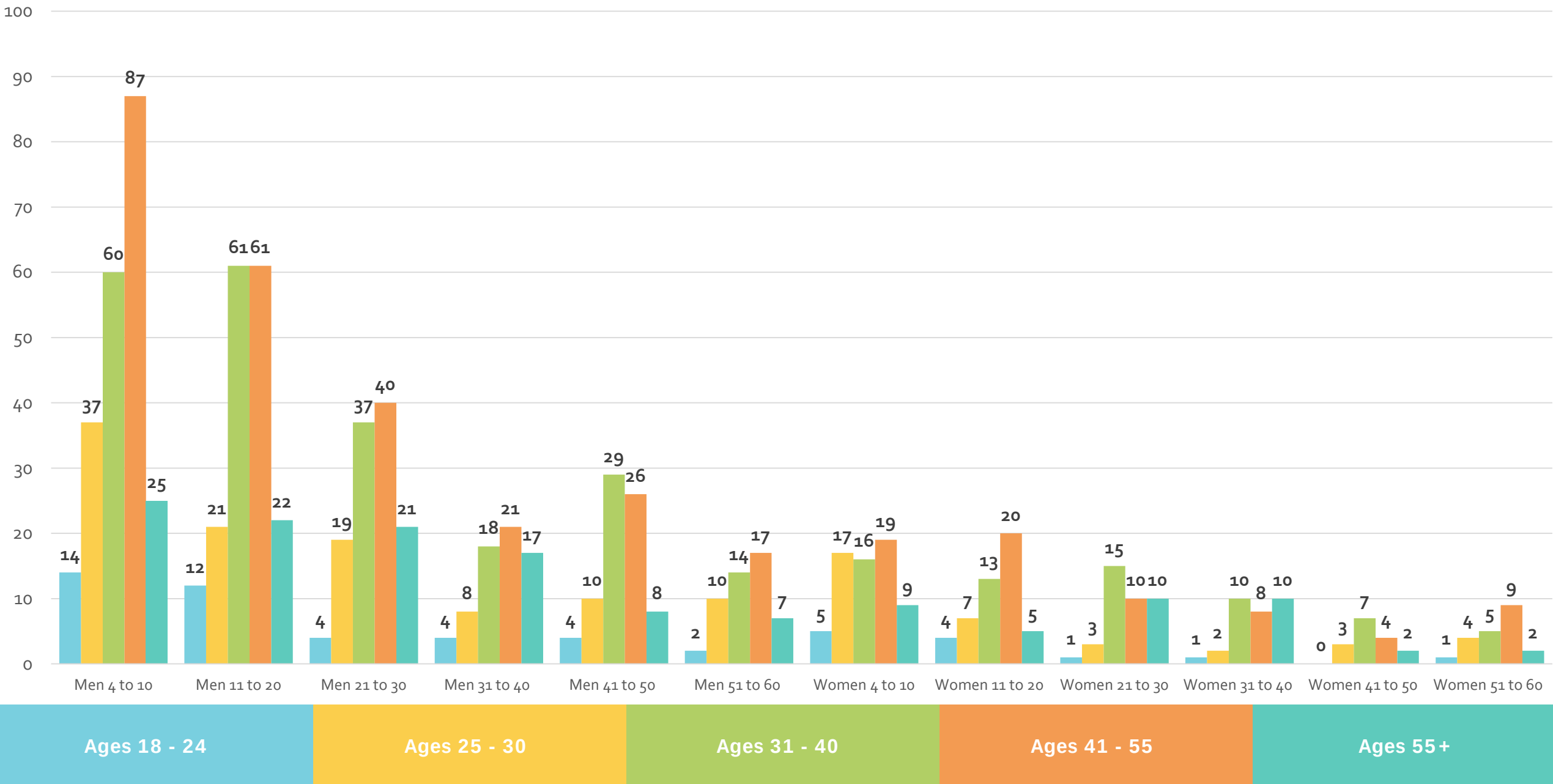
Length of Stay in 2018: 1,839 Unduplicated Individuals by Age and Gender

446 women had 15,716 bed nights 1,384 men had 60,877 bed nights



STAYED 4 – 60 DAYS AT OSS: 938 UNDUPLICATED INDIVIDUALS

716 MEN HAD 15,929 BED NIGHTS; 222 WOMEN HAD 5,103 BED NIGHTS

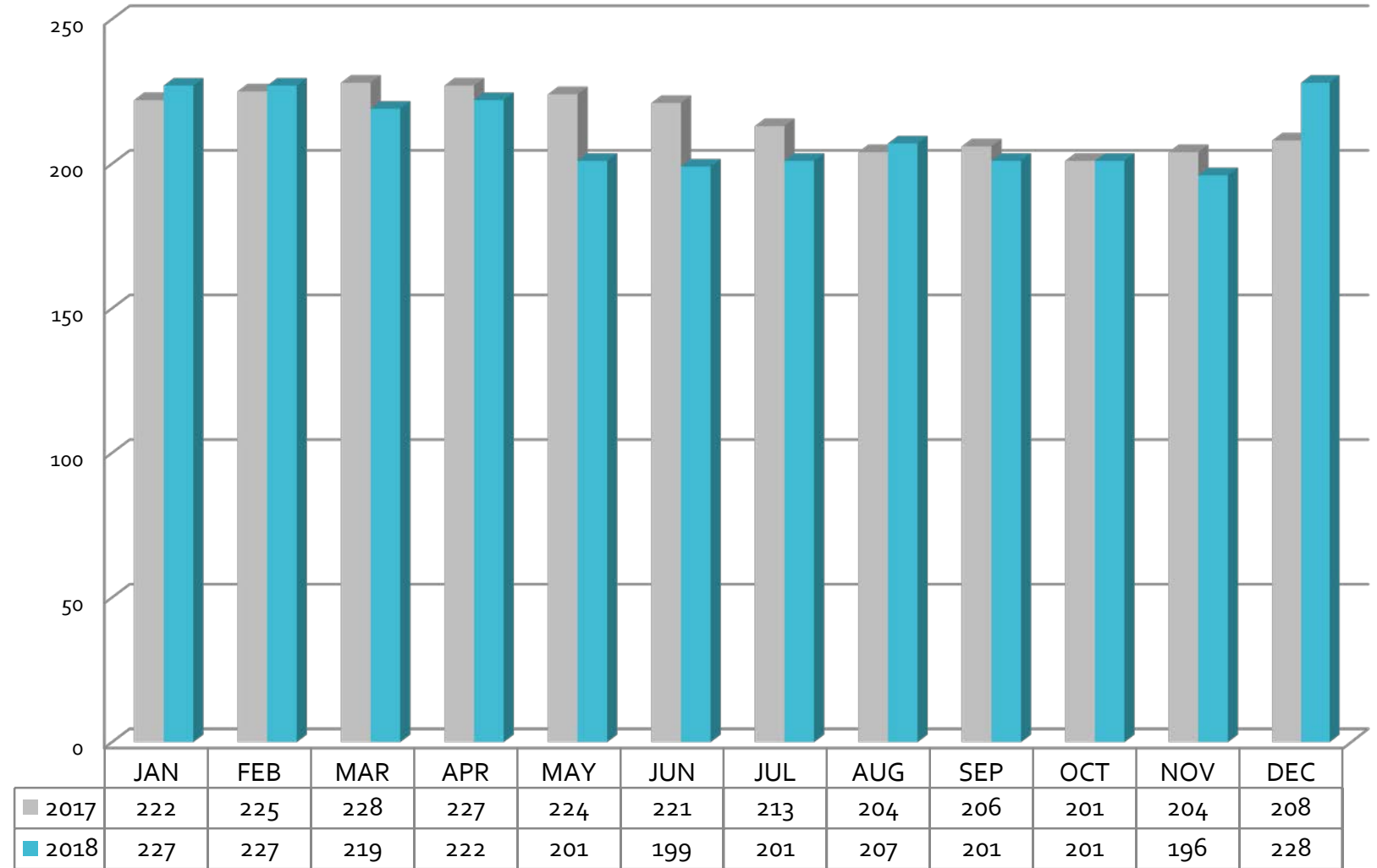


Oxford Street Shelter Bed Nights

2018

- On 1/28/2019 270 individuals slept at the shelter
- On Average, 211 people stayed at OSS per night
- An individual stayed an average of 42 nights
- The median length of stay was 17 days

Average Bed Night: average number of people at OSS on any given night in a month



Shelter Name	Location	Funding Source/s	Restrictions	Population Served	Size	
Bangor Area Homeless Shelter, Emergency Shelter	Bangor	ESHAP, Private Funding, Grants, TCM	Sober Only	General	43	ESHAP - Emergency Shelter Homeless Assistance Program TCM - MaineCare Targeted Case Management GA - General Assistance C0-Op - Communal farming/goods agreement OSA - Office of Substance Abuse CDBG - Community Development Block Grant RHY - Runaway and Homeless Youth Act FQHC - Federally Qulaified Health Center Private Funding - Fundraising/donations Grants - Various grants which may be specific to programs or client type
Bread of Life Ministries, Emergency Shelter	Augusta	ESHAP, Private Funding, Grants, TCM	Sober Only	General	38	
Caring Unlimited DV Shelter - Audrey's House	York County	ESHAP, Private Funding, Grants, TCM	Sober Only, Fleeing DV	DV	18	
City of Portland, Family Shelter (4 Buildings)	Portland	ESHAP, GA, Grants, TCM	Sober Only	Families	151	
City of Portand, Oxford Street Shelter	Portland	ESHAP, GA, Grants, TCM, CDBG	None	Single Adults	229	
Families And Children Together	Bangor	ESHAP, Private Funding, Grants	Sober Only	Families	8?	
Through These Doors	Portland	ESHAP, Private Funding, Grants, GA, TCM	Sober Only, Fleeing DV	DV	16	
Family Violence Project, Kennebec DV Shelter	Kennebec & Somerset Counties	ESHAP, Private Funding, Grants, TCM	Sober Only, Fleeing DV	DV	16	
Family Violence Project, Somerset DV Shelter	Kennebec & Somerset Counties	ESHAP, Private Funding, Grants	Sober Only, Fleeing DV	DV	14	
HOME, Inc., Emmaus Homeless Shelter	Ellsworth	ESHAP, Private Funding, Co-Op, Grants	Sober Only	General	25	
HOME, Inc., Sister Marie Ahern House	Ellsworth	ESHAP, Private Funding, Co-Op, Grants	Sober Only	General	12	
HOME, Inc., St Francis Inn	East Orland	ESHAP, Private Funding, Co-Op, Grants	Sober Only	General	11	
HOME, Inc., Dorr House Shelter	Orland	ESHAP, Private Funding, Co-Op, Grants	Sober Ony	General	7	
Homeless Services of Aroostook, Sister Mary O'Donnell Shelter	Presque Isle	ESHAP, TCM, Private Funding, Grants	Sober Only	General	49	
Hope and Justice Project, Houlton DV Shelter	Houlton	ESHAP, Private Funding, Grants	Sober Only, Fleeing DV	DV	14	
Hope and Justice Project, Caribou DV Shelter	Caribou	ESHAP, Private Funding, Grants, TCM	Sober Only, Fleeing DV	DV	12	
Hope and Justice Project, Fort Kent DV Shelter (St John Valley)	Fort Kent	ESHAP, Private Funding, Grants	Sober Only, Fleeing DV	DV	8	
Knox County Homeless Coalition, Hospitality House	Rockport	ESHAP, Private Funding, Grants, TCM	Sober Only	General	26	
Mid-Maine Homeless Shelter	Augusta	ESHAP, Private Funding, Grants, TCM, GA	Sober Only	General	65	
Milestone Recovery, Emergency Shelter	Portland	ESHAP, Private Funding, MaineCare, OSA, GA, CDBG	Must be intoxicated	Single Men	41	
New Beginnings, Emergency Shelter	Lewiston	ESHAP, RHY, Private Funding	Youth only services	Teens	12	
Next Step, DV Shelter	Ellsworth	ESHAP, Private Funding, Grants, TCM	Sober Only, Fleeing DV	DV	12	
Partners for Peace, DV Shelter	Bangor	ESHAP, Private Funding, Grants	Sober Only, Fleeing DV	DV	17	
Penobscot Community Health Center, Hope House Shelter	Bangor	ESHAP, TCM, GA, Private Funding, FQHC, OSA. Grants	Campus Limitations	Single Adults	76	
Preble Street, Joe Kreisler Teen Shelter	Portland	ESHAP, RHY, Private Funding, GA	Teens only, shelter cap	Teens	24	
Preble Street, Florence House Women's Shelter	Portland	ESHAP, TCM, GA, Private Funding, Grants	Only serves women, shelter cap	Women	25	
Rural Community Action Ministries, Family Shelter	Leeds	ESHAP, TCM, GA, Private Funding, Grants	Sober Only	Families	10	
Rumford Group Homes, Norway Homeless Shelter	Norway	ESHAP, TCM, GA, Private Funding, Grants	Sober Only	Women & Children	15	
Rumford Group Homes, Rumford Family Center Shelter	Rumford	ESHAP, TCM, GA, Private Funding, Grants	Sober Only	Families	17	
Rumford Group Homes, Monier Family Center	Rumford	ESHAP, TCM, GA, Private Funding, Grants	Sober Only	General	14	
Safe Voices, Annie Pearl Shelter	Auburn	ESHAP, Private Funding, Grants	Sober Only, Fleeing DV	DV	17	

Shaw House Emergency Youth Shelter	Bangor	ESHAP, RHY, Private Funding, GA	Teens only, shelter cap	Youth		16
Tedford Housing, Federal St. Family Shelter	Brunswick	ESHAP, TCM, Private Funding, Grants	Sober Only	Families		29
Tedford Housing, Cumberland St. Adult Shelter	Brunswick	ESHAP, TCM, Private Funding, Grants	Sober Only	General		16
Western Maine Homeless Outreach	Farmington	ESHAP, TCM, Private Funding, Grants	Sober Only	Families		16
York County Shelter Programs, Inc., Adult Emergency Shelter	Alfred	ESHAP, TCM, Private Funding, Grants	Sober Only	Single Adults		37
York County Shelter Programs, Inc., Family Emergency Shelter	Alfred	ESHAP, TCM, Private Funding, Grants	Sober Only	Families		18
Hope Haven Gospel Mission	Lewiston	Privately Funded	Sober Only, Religious	General		32
Saint Martin de Porres Residence	Lewiston	Privately Funded	Sober Only, Religious	Single Adults		10
Maliseet DV and Sexual Assault Program	Houlton	Privately Funded	Sober Only, Fleeing DV	DV		10
New Hope for Women	Rockland	Privately Funded	Sober Only, Fleeing DV	DV	?	
The Shephard Godparent Home	Bangor	Privately Funded	Sober Only, Religious	Pregant Women	?	
New Hope Shelter	Solon	Privately Funded	Sober Only, Religious	Women		20
Trinity Shelter	Skowhegan	Privately Funded	Sober Only, Religious	Single Men		85
Passamuoquoddy Peaceful Relations	Pleasant Point	Privately Funded	Sober Only, Fleeing DV	DV	?	

*The City of Portland operates the only municipal run shelters which are the only shelters to run multiple overflow sites. All other on attached are either privately operated non-profits or religious organiza



tions with boards of directors.

City of Portland, ME

06/25/2019 09:54
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CITY OF PORTLAND, ME
NEXT YEAR / CURRENT YEAR BUDGET ANALYSIS

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bgnrpts 1

PROJECTION: 20500 FY20 City Budget (CM-FA Entry)

FOR PERIOD 99

ACCOUNTS FOR:

			2018	2019	2019	2019	2019	2020	PCT
Oxford Street Shelter			ACTUAL	ORIG BUD	REVISED BUD	ACTUAL	PROJECTION	COUNCIL	CHANGE
0100	General Fund								
10044304	335030	ME SS GA	-628,106.09	-320,000.00	-320,000.00	-662,886.30	-480,000.00	-725,750.00	126.8%
10044304	335250	Medicaid	-113,109.12	-102,800.00	-102,800.00	-71,317.28	-77,800.00	-102,800.00	.0%
10044304	398000	Misc Reimb	.00	-170,417.00	-170,417.00	-154,112.19	-170,417.00	-170,417.00	.0%
10044304	398400	Grnt Reimb	-1,161,768.68	.00	.00	.00	.00	-1,277,664.00	.0%
10044304	400110	Salaries	1,691,027.75	1,322,990.00	1,322,990.00	853,828.14	1,202,990.00	2,142,024.04	61.9%
10044304	400130	Temporary	570,368.69	128,567.00	128,567.00	195,037.01	248,567.00	550,080.32	327.9%
10044304	400140	Overtime	132,232.78	68,913.00	68,913.00	18,778.38	68,913.00	64,232.00	-6.8%
10044304	400260	Work Comp	1,459.08	.00	.00	.00	.00	.00	.0%
10044304	400274	Cell Phone	885.67	.00	.00	.00	.00	1,800.00	.0%
10044304	402020	Travel/Tra	4,755.40	2,000.00	2,000.00	1,490.58	2,000.00	4,000.00	100.0%
10044304	403034	Supplies	46,443.19	.00	.00	714.00	.00	65,950.00	.0%
10044304	403076	Transport	12,460.65	6,488.00	6,488.00	5,909.60	6,488.00	13,500.00	108.1%
10044304	403500	Contr Svcs	195,150.37	133,102.00	133,102.00	212,826.33	217,158.00	185,593.00	39.4%
10044304	403530	Auto Expen	3,753.52	4,000.00	4,000.00	2,540.78	4,000.00	4,000.00	.0%
10044304	403545	Interprete	2,570.25	.00	.00	.00	.00	3,500.00	.0%
10044304	403565	Prgm-Act	11,022.49	.00	.00	.00	.00	.00	.0%
10044304	404010	M&R Bldgs	67,684.62	.00	.00	.00	.00	68,946.00	.0%
10044304	404510	L/Bldg Rnt	151,893.75	35,976.00	35,976.00	35,976.00	35,976.00	255,915.00	611.3%
10044304	404530	Off Eq Rnt	2,695.22	.00	.00	.00	.00	2,365.00	.0%
10044304	405520	Supply-Oth	115,170.24	.00	.00	.00	.00	243,407.00	.0%
10044304	405560	Minor Equi	3,409.58	1,500.00	1,500.00	276.40	4,444.00	3,000.00	100.0%
10044304	405565	Comp/Tech	1,895.34	2,000.00	2,000.00	181.94	2,000.00	4,000.00	100.0%
10044304	405570	Office Sup	14,908.96	.00	.00	.00	.00	15,000.00	.0%
10044304	406310	Gas Svc	10,265.91	8,937.00	8,937.00	13,822.89	8,937.00	10,574.00	18.3%
10044304	406320	Electricit	14,120.37	12,306.00	12,306.00	12,340.54	12,306.00	14,544.00	18.2%
10044304	406330	Water/Sewer	18,019.16	17,995.00	17,995.00	19,430.59	17,995.00	18,559.00	3.1%
10044304	406335	Stormwater	396.00	.00	.00	.00	.00	.00	.0%
10044304	406340	Telephone	5,654.02	5,750.00	5,750.00	3,989.98	5,750.00	5,823.64	1.3%
10044304	407020	C-Bldg Imp	68,520.44	.00	.00	.00	.00	.00	.0%
TOTAL General Fund			1,243,779.56	1,157,307.00	1,157,307.00	488,827.39	1,109,307.00	1,400,182.00	21.0%
TOTAL Oxford Street Shelter			1,243,779.56	1,157,307.00	1,157,307.00	488,827.39	1,109,307.00	1,400,182.00	21.0%
TOTAL REVENUE			-1,902,983.89	-593,217.00	-593,217.00	-888,315.77	-728,217.00	-2,276,631.00	283.8%
TOTAL EXPENSE			3,146,763.45	1,750,524.00	1,750,524.00	1,377,143.16	1,837,524.00	3,676,813.00	110.0%
GRAND TOTAL			1,243,779.56	1,157,307.00	1,157,307.00	488,827.39	1,109,307.00	1,400,182.00	21.0%

** END OF REPORT - Generated by Ali Chouhad **