

Homeless Services Informational Memo
 City of Portland
 City Council Health and Human Services and Public Safety Committee
 March 19, 2019

Prepared By: Rob Parritt, Homeless Services Consultant
 To: Jon Jennings, City Manager

At the February 26th Health and Human Services and Public Safety Committee meeting, the Committee narrowed down a list of potential Homeless Services Center locations from 11 to 3 sites. Once the Committee members settled on the three sites, City staff from the Planning and Urban Development and Health and Human Services Departments were tasked with providing additional information on the three sites. HHS staff has identified several sectors of information that have been found to be pertinent to the discussion regarding a new site from a social services perspective; basic zoning criteria being one. In May of 2017, the Planning Board made some zoning adjustments regarding emergency shelter.

The zoning specifically lists several criteria pertaining to emergency shelters and building design. It will be important for any potential site to be able to meet the following criteria:

- Space for on-site providers to provide a variety of services for shelter residents
- A private, screened outdoor area
- A centralized office design with clear sight lines
- ¼ mile access to Metro; or be within ½ mile of Metro with space inside large enough inside to accommodate ALL guests and implement strategies to help residents utilize transit
- Enough space for security searches
- 1 parking space for every two employees
- A Management Plan addressing shelter management responsibilities, process for resolving neighborhood concerns, staffing, access restrictions, on site surveillance, safety measures, controls for resident behavior and noise levels and monitoring reports

HHS staff will provide information regarding the proposed sites' proximity to existing resources and service providers. The concentration of and access to social services has been a constant talking point throughout the site location process so staff felt it important to provide that information. Please note that although access to Metro is an important factor, there will be additional transportation services regardless of site location. These services include a City shuttle van, continued access to taxi vouchers and coordinating with providers for other alternate forms of transportation.

It is important to hear from community service providers to see if the three proposed sites will work for them or if there are concerns that need to be identified so that partnerships can be identified that will allow our shelter residents to receive much needed services. Key partners and community agencies have been contacted and asked to provide feedback on the three proposed sites. The agencies we have contacted thus far include:

Avesta, Amistad, Catholic Charities- ACT Team, Cultivating Community, GA/HIRE, City of Portland- Mobile Medical Outreach, Frannie Peabody, CHOM, Goodwill Northern New England Workforce Services, Milestone Recovery, Portland Adult Education, Portland PD-Community Policing, Portland Public Library, Preble Street, PTLA, SARSSM, Shalom House, Spurwink Mental Health Center, TOA/PATH, Through These Door and HVJ. Please see the attached exhibits regarding the feedback we received from agencies. Exhibit 1.

Please reference table 1.1 for a quick overview on transportation access, providers near each site, services available near each site and themes that occurred based on feedback from service providers.

Table 1.1

Site	Metro Access	Providers Located Near Proposed Site	Services Offered by Providers	Provider Feedback Themes
Angelo's Acre 431 Commercial Street	Yes	<ul style="list-style-type: none"> ● Amistad ● Catholic Charities ● STRIVE U ● Frannie Peabody Center ● Milestone Recovery ● Florence House ● VA Clinic ● Through These Doors Domestic Violence Outreach at the Portland Police Department 	<ul style="list-style-type: none"> ● Emergency Shelter ● Detox ● Peer Support ● Case Management ● Medical Treatment ● Mental Health Care ● Meals ● Vet Services ● Healthcare ● Housing Navigation ● DV Services ● Street Outreach ● HOME Team ● HIV/AIDS Services ● Anti-trafficking services 	<ul style="list-style-type: none"> ● Waterfront safety concerns ● Weather Exposure ● Ease of access to transportation and amenities ● Likely opposition from businesses and residents
County Way	Yes	<ul style="list-style-type: none"> ● Shalom House ● Florence House ● Iris Network ● Logan Place ● Metro Office 	<ul style="list-style-type: none"> ● Case Management ● Emergency Shelter ● Services for Blind People ● Transportation ● Housing Navigation ● Housing Subsidies ● Anti-trafficking services 	<ul style="list-style-type: none"> ● Some concerned with proximity to jail ● Acceptable access to transportation and services ● Could be seen as hiding the homeless ● Likely opposition from businesses/residents
Riverside Street 654 Riverside Street	Yes	<ul style="list-style-type: none"> ● Spurwink ● Riverton Community Policing ● ITN Portland 	<ul style="list-style-type: none"> ● Transportation ● Community Policing ● Case Management ● Crisis Services ● Behavioral Health ● Youth Services ● Autism Services ● Refugee Services ● Foster Care Services 	<ul style="list-style-type: none"> ● Isolation ● Physical Access ● Hiding the homeless ● Long bus ride ● Difficult for MAT programs to operate ● Difficult to access services

Table 1.1 Summary:

In summary, all three sites appear to meet accessibility criteria regarding Metro access as clearly stated in the zoning language.

The number of service providers within a close distance of each site varies from site to site. Angelo's Acre is the site that has the most service providers located in a close proximity, County Way had the second most and the Riverside location had the least. It is worth noting that although there are social

service providers within a reasonable proximity of each site, not all of those services are designed specifically for people experiencing homelessness.

Community service providers were asked to weigh in on each potential location. One clear concern raised by providers is the safety concerns raised by the Angelo's Acre site due to its proximity to the waterfront. Community providers do not seem to view any location as an obstacle for continuing to provide on-site services except for administering any sort of medication assisted treatment (MAT). Some feedback seems to indicate that the location at Riverside Street is perceived as being isolated and could potentially be seen as "hiding the homeless." At least one provider stated that the proposed location at County Way would have a similar effect of "hiding the homeless." Most community providers do not seem to have an issue with a services center being located closely to the Cumberland County Jail campus (only one provider noted this as a concern).

This memo is not meant to steer the Committee's opinion or indicate staff preference for any location. The information gathered is being presented so that the HHS&PS Committee can make an informed decision based solely on information provided at their request. City staff also completed a SWOT analysis on each location as requested during the February 26 HHS&PS Committee Meeting and can be found below in table 1.2.

Staff examined what social services, medical services, emergency services, employment opportunities and schools are located within a close proximity of the three proposed sites. Staff created a table providing specific details of what entities are located near each potential site. Please reference table 1.3.

SWOT (Strengths, Weaknesses, Opportunity, Threats)

Table 1.2

Site	Strengths	Weaknesses	Opportunity	Threats
Angelo's Acre	Flat Parcel, City Owned, Metro Access	Waterfront Proximity, Water Safety Concerns, Small Site	Community Integration, Employment	Potential issues with tourists/patrons, Loss of parking in Old Port
County Way	Large Parcel, Metro Access		Potential Partnerships with the County, Large enough site to build a flexible building	Land Acquisition
Riverside Street	Large Parcel, Flat Parcel, Metro Access	Isolation, Access	Large enough site to build a flexible building	Building remodel/Re-build

**Location Matrix
Table 1.3**

Service Providers within the area of Potential Homeless Service Center Locations

Angelo's Acre	50 County Way	Riverside Industrial Park
<ul style="list-style-type: none"> ● Amistad 66 State Street Distance: 0.3 miles ● Catholic Charities 66 State Street Distance: 0.3 miles ● STRIVE U 2 Nye Street Distance: 0.2 miles ● Frannie Peabody Center 30 Danforth Street Distance: 0.4 miles ● Milestone Recovery 65 India Street Distance: 1. mile ● Florence House 190 Valley Street Distance: 1.2 miles ● VA Clinic 144 Fore Street Distance: 1.1 miles ● Through These Doors Domestic Violence Outreach at the Portland Police Department 109 Middle Street Distance: 0.9 miles 	<ul style="list-style-type: none"> ● Shalom House 106 Gilman Street Distance: 1.1 miles ● Florence House 190 Valley Street Distance: 1.2 miles ● Iris Network 189 Park Ave Distance: 0.8 miles ● Logan Place 52 Frederic Street Distance: 0.5 miles ● Metro 114 Valley Street Distance: 1.4 miles 	<ul style="list-style-type: none"> ● Spurwink 899 Riverside Street Distance: 420ft ● Riverton Community Policing 57 Riverton Drive Distance: 0.6 miles ● ITN Portland 90 Bridge Street Distance: 3.8 miles

Fire Stations within the area of Potential Homeless Service Center Locations

Angelo's Acre	50 County Way	Riverside Industrial Park
<ul style="list-style-type: none"> ● Fire Headquarters 380 Congress St. Portland, ME 04101 Distance: .9 miles ● Bramhall Station 784 Congress St. Portland, ME 04102 Distance:.9 miles 	<ul style="list-style-type: none"> ● Bramhall Station 784 Congress St. Portland, ME 04102 Distance: .7 miles 	<ul style="list-style-type: none"> ● Riverton Station 1592 Forest Ave. Portland, ME 04103 Distance: 1.2 miles

Employment Opportunities

Angelo's Acre	50 County Way	Riverside Industrial Park
<ul style="list-style-type: none"> • Over 160 restaurants / bars / coffee shops. • Hospitality options in multiple old port hotels • Working waterfront, to include fish markets • Seasonal employment 	<ul style="list-style-type: none"> • McDonald's • Amato's • Dunkin Donuts • Sullivan Tire • LaQuinta • Paulin's Tire • D'Angelo's • Save-A-Lot • Dollar Tree • Denny's • HP Hood • Barber Foods • Cozy Harbor 	<ul style="list-style-type: none"> • Riverside Recycling Facility • Hannaford • 7 Eleven • Tortilla Flat • Garbage to Garden • Orkin Pest & Termite Control • Micucci's Wholesale Foods • Seacoast Coffee Company • Family Dollar • Multiple Breweries

Schools Within the Area of Potential Sites

Angelo's Acre	50 County Way	Riverside Industrial Park
	<ul style="list-style-type: none"> • Reiche Community School Distance: 1.6 miles • Waynelete Distance: 2.2 miles 	<ul style="list-style-type: none"> • Riverside Elementary School Distance: 1.3 miles • Casco Bay High School Distance: 2.8 miles • Portland Arts & Technology High School Distance: 2.8 miles • Lyman Moore Middle School Distance: 2.6 miles • Harrison Lyseth Elementary Distance 2.7 miles

Medical Providers Within the Area of Potential Sites

Angelo's Acre	50 County Way	Riverside Industrial Park
<ul style="list-style-type: none"> • Frannie Peabody Center Distance: 0.4 mile • Milestone Detox Distance: 1. Mile • VA Portland Clinic Distance: 1.1 miles • Portland Community Free Clinic Distance: 1.1 miles 	<ul style="list-style-type: none"> • Mercy Fore River Distance: 1.4 miles • Maine Medical Center Distance: 0.8 miles • 180 Park Ave Distance: 0.7 miles • Iris Network Distance: 0.8 miles 	