

Community Meeting #2

The first meeting was in September at Mt Hood Community College.

Michael Austin, Deputy Director - Just Compassion

- Washington County shelter's goal of "100 days from shelter to housing" and they are often below that.
- Noticed a gap in family shelter and housing services.
- Key Staffing:
 - Behavioral Health Specialist
 - Case Manager/Family Advocate
 - Childcare Development Specialists
 - Youth Services Coordinator
 - Safety Coordinator
 - Collaborate with orgs to provide Employment services

Question and Answer:

- **Question:** Is it 50 beds or units? **Answer:** 50 units. About half have 2 beds, half have one. All units have pull out couches.
- **Question:** Acceptance criteria? **Answer:** 4 Systems of Care: Adults, Families with children, Unaccompanied Youth (ages 18-25), and Domestic and Sexual Violence. Families call 211 to be put on a waitlist. Ask preferences for Will do S.O. background checks. Check for legal guardianship.
- **Concern:** Not a sobriety criteria. **Answer:** Zero tolerance for drugs on site. Progressive model around engagement/intervention. For example: If they are smoking weed, have a conversation and refer to treatment. If they are selling drugs, that gets elevated to higher level

- **Question:** Are staff on site? **Answer:** Yes, 24/7 staffing and other staff are located on site. 10am-6pm general curfew. Must communicate if they will be outside of the shelter outside of these hours.
- **Question:** Are there security cameras? **Answer:** Yes!
- **Question:** What is the procedure when people use substances outside of the shelter site? **Answer:** Staff will engage with them and get them back into services. If there is concern of the welfare of their child, then CPS may get involved. All staff are mandatory reporters.
- **Question:** At what point do you determine referrals to services are not working? **Answer:** Use the progressive model but we may exit them to another program.
- **Question:** What is the average length of stay? **Answer:** Approximately 4-6 months. If it takes longer, as long as they continue to engage then will continue to work with them.
- **Question:** Since the building is being leased, is it a temporary shelter? **Answer:** It is a 10 year lease and have annual opportunity to exit annually. High majority of families will be Gresham residents.
- **Question:** Is it easier to lease a building versus own? **Answer:** Considerations - Price of the building and do we have capital funding to purchase? Leasing includes a lot of services, including maintenance and housekeeping. This is usually the better option.
- **Question:** How much accountability is there for maintenance and housekeeping? **Answer:** Rooms are paid for nightly, so if the rooms are not at a certain standard, then we do not pay for it. We have a relationship with this current landlord and they have been great to work with.
- **Question:** Does housekeeping and maintenance interact with families? **Answer:** Try to schedule them for when families are not in the room. Typically during the day

- **Question:** Are there common areas? **Answer:** Yes, there is a large space where the owners used to live that will be a common area. There is also a shared dining area.
- **Question:** How do you ensure people have access to transportation? **Answer:** Yes, funding to help with bus passes.
- **Question:** Can you talk about how to address issues that participants cause outside of the shelter? **Answer:** Good Neighbor Agreement - addressing site and surrounding property.
- **Question:** Do you have the ability to take families in on emergency cases? Such as families fleeing DSV. **Answer:** Considering making some of the rooms be emergency shelter rooms. Working on developing a process for this.
- **Question:** How many staff do you have 24/7? **Answer:** 1:25 person ratio is required. Try to do 1:20.
- **Question:** How is your staffing? **Answer:** We are one of the lucky agencies during this time as we are expanding. Getting a lot of great, qualified applicants. Michael is specifically going into each interview to make sure the right people are being hired into this space.
- **Question:** Do you have a rotation schedule for going on site? **Answer:** Yes, Michael will personally be going regularly, especially at the beginning. Likely once a week at least. Hiring a shelter Director who will be there half the time. Shelter Manager and Supervisor will be there almost every day. Address concerns and calls immediately.
- **Question:** What is the policy about addressing reports? **Answer:** Safety coordinator will be first response. Non emergency will be called as needed. Emergency response will also be used of course.

- **Question:** Will sobriety be a requirement? **Answer:** No, but they cannot do drugs on site. Room inspections - check cleanliness, no drugs, any maintenance needs, etc.
- **Question:** Food service - kitchenettes? **Answer:** No commercial kitchen on site, but hoping to collaborate with a Church to get hot meals. Lots of refrigerators to store food and good ways to heat them up on site. Mini fridges in the rooms and microwaves.
- Housing Placement Out of Shelter - Funds will go to helping pay for application costs, deposit, a few months of rent, other fees, etc. 98% success rate for housing out of shelter.
- **Question:** Are you going to develop relationships with orgs like My Father's House as well as Churches? **Answer:** Yes! Love making connections and have great relationships with many people
- **Question:** Waitlist? **Answer:** Waitlist for family system for all of Multnomah County is 9-10 months currently and 350 households. Opening up these 50 units will help reduce this waitlist.
- **Question:** Are you looking at the Woodland Flats affordable housing property as a potential place to refer families out of shelter? **Answer:** Sounds great!
- **Question:** How are you going to communicate this with the community? **Answer:** Street Outreach Teams and engaging with the school districts to identify families in need of shelter. Focus on eviction prevention. **Answer:** Public website, ListServ, community engagement meetings,
- **Question:** How do you pick the people to engage in a Good Neighbor Agreement? **Answer:** Work with community organizations that represent a large body in the area. Mt Hood Business Plaza - engage with them to identify businesses to participate. Suggestion - Gresham PD Community Outreach. Potentially work with a facilitator.

School Districts to connect with parents and the community in general. List of potential stakeholders. Holding these meetings to establish a group of community members who are aware, show interest, and have community connections. Stay apprised by going to Project Page (URL on FAQ document).

- **Concern:** Housing without connection to treatment and services. Answer: 4-6 months in shelter is spent providing connection to services, including treatment, employment, budgeting, etc. Check in regularly in person and see how they are doing. ICM - Intensive Case Management model.
- **Question:** Is there a medical facility on site? Answer: No, but will coordinate with the Mobile clinics, getting hair cuts on site and other medical services.
- **Question:** Parenting classes? **Answer:** Yes! Child Development Specialist will be focusing on this.

Commissioner Jones-Dixon - District 4:

- Working on better Communication pathways. Will continue to create communication to the community and stakeholders.