

City of Portland
Health and Human Services Department
Social Services Division

Family Shelter Program
Year End Report
FY 2012

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Who We Are

The City of Portland's Health & Human Services Department, Social Services Division operates the Family Shelter, which is the largest shelter for families in the State of Maine. The Family Shelter offers both preventative services for families at risk of experiencing homelessness and support services to assist families locate housing and achieve stability.

Shelter Services

The Family Shelter provides temporary housing to families with children under the age of eighteen (18). The shelter is located at 54 - 56 Chestnut Street. Administrative and support services staff are located on the first floor of 54 Chestnut Street. Shelter apartments are located at 54 - 56 Chestnut Street, including one handicap accessible unit. Combined, we have a total capacity of eighty-four (84) beds in an apartment style living environment. Apartments are shared by families and are furnished with beds, kitchen tables and chairs. Residents have access to telephones, cleaning supplies, transportation and other basic needs accessed through the City's General Assistance Program. Upon entrance into the shelter, each family member is assigned a Case Manager who works with families to develop self-sufficiency work plans, which will lead to permanent housing.

Support Services provided on-site include:

- **Housing Location**
Case Managers provide assistance with housing placement, including transitional, subsidized housing, and market rents.
- **Life Skills**
Individual workshops and training sessions are conducted on personal daily life skill, such as: food and kitchen safety, fire prevention, cleaning and hygiene, basic parenting skills, community resources, public transportation and family relationship skills.
- **Household Items**
Cleaning supplies and household items, such as sheets, pillows and blankets are provided. Shelter staff provides training on basic hygiene and household cleanliness. Each unit is supplied with pots, pans, baking and cooking utensils, dishes, glasses/cups, silverware, other needed kitchen utensils and towels, as necessary.
- **House Meetings**
Staff and families meet weekly to discuss issues that may arise from multiple families sharing living space at the Shelter. These meetings also provide a forum for reviewing rules, procedures and gather consumer input.
- **Case Management Services**
Crisis intervention and case management services are provided which include counseling, referrals to available resources and advocacy. Case management services are provided while families are in the shelter and continue for up to 90 days once housing is located. Case Managers meet with families 1-2 times per month and work on issues such as landlord/tenant negotiations, accessing community resources, accessing General Assistance, preventing evictions, and working toward securing more affordable housing.

- **Laundry Services**

The Family Shelter has two separate laundry areas for client use. There are two washers & dryers located at 54 Chestnut and a washer & dryer at 55 Chestnut.

- **Transportation**

Bus tickets are available for families to attend appointments pertaining to their self-sufficiency plan.

Preventative Family Services

Through crisis intervention, case management and advocacy, the preventative segment of our program was instrumental in preventing homelessness for 22 families this year consisting of 66 individuals. Through phone consultation we were able to assist additional families with preventative services such as advocating with their town of residency, landlord/ tenant negotiations and family reunification.

<i>FY 08</i>	<i>FY 09</i>	<i>FY 10</i>	<i>FY 11*</i>	<i>FY 12*</i>
<i>86 families/ 264 individuals</i>	<i>55 families/ 147 individuals</i>	<i>78 families/ 242 individuals</i>	<i>16 families/ 47 Individuals</i>	<i>22 Families/ 66 Individuals</i>

**In FY 2011 and 2012 preventative services to homeless families were provided through the *Homeless Prevention and Rapid Re-Housing Program (HPRP). This project was funded through the American Recovery and Reinvestment Act of 2009.*

Follow-Up Case Management

The Family Shelter Staff provide follow-up case management services. Case Managers meet with families once a month, or more if needed. Follow-up services consist of assisting consumer’s with their budget; landlord/tenant negotiations; connecting to area resources; assist with accessing General Assistance; preventing evictions; and applying for affordable/subsidized housing. This past year 248 families were sheltered and only 13 families returned for a second stay for a 5% recidivism rate, which is an decrease of 1% when compared to last year . Of the 248 families that were sheltered, 216 or 87% received follow-up case management services for at least one month after they secured housing.

The Family Shelter staff conducted follow-up case management services to the majority of shelter residents who were placed in permanent housing during the past year. Below are two successful follow-up scenarios:

A Portland mother of two (2) entered the shelter during the summer months. Mother had previous work experience, but was unemployed at the time. Mother was connected to the City’s employment program and successfully secured employment and was eligible for a “Stability Through Engagement Program” (STEP) voucher. Mother secured an apartment (subsidized) and remains there today.

A refugee family of twelve (12) entered the shelter during the fall. The family had many evictions in the past and presented with many issues. The family was connected to a case manager and needs were identified. The family was connected to needed services, which included healthcare, case management for some of the children and legal services. The family eventually secured permanent housing and remains in housing.

Refugees/Immigrants

The Family Shelter also serves as an unofficial Welcome House for New Mainers or refugees/immigrants (which include secondary migrant refugees, asylees, asylum seekers, people pending asylum, and undocumented non-citizen). New Mainers often arrived in Maine without resources or housing, speaking limited or no English. They initially presented themselves in Portland as homeless. Refugees/immigrants tend to have very large families.

Each family is referred to the Division’s Refugee Services Program and assigned to a multi-lingual Case Manager. A full range of case management services are provided for a period of three months. All services are offered to persons with limited English speaking abilities. Employment Case Managers provide assistance,

information, and referrals for employment, education and training opportunities. Cultural skills training are offered on an individual and group level. Workshops address cultural orientation, understanding systems, adjusting to Maine winters, building a household, health and safety, money management and budgeting.

This year, the Family Shelter provided housing for 96 refugee/immigrant families consisting of 363 individuals, [including 35 families/123 individuals who entered the Country via B1/B2 visa (visiting visa)]. This number represents 43% of the total number of individuals residing in the Shelter in FY 2012. This fiscal year, we have experienced an increase of 57% in the number of refugees residing at the Shelter compared to last fiscal year.

Shelter Statistics

This year, the Family Shelter provided shelter for 248 families consisting of 848 individuals for a total of 24,784 bed nights. Of the 248 families served, 13 families were homeless two or more occasions during this fiscal year for a 5% homeless recidivism rate.

The Shelter experienced a increase of 5% in the number of individuals served (heads of household and children) and an increase of 25% in the number of bed nights used. The average length of stay increased from 24.5 days to 29.2 days (attachment 1).

Of the 248 families served, 100 families had relocated from other states, 16 families were from other countries, 58 families were from Maine (but not Portland), and 74 families were from Portland. Of the 100 families coming from outside Maine, 43 families were secondary migrant refugee families from several different countries who had originally resettled outside the State of Maine.

Client Characteristics

<u>Age Range</u>	<u>FY 11</u>		<u>FY 12</u>	
	<i>Males</i>	<i>Females</i>	<i>Males</i>	<i>Females</i>
<i>1 year old & under</i>	17	19	11	17
<i>1 – 5 years old</i>	130	92	109	113
<i>6 – 12 years old</i>	56	78	79	82
<i>13 – 17 years old</i>	22	21	36	36
<i>18 – 30 years old</i>	56	162	49	134
<i>31 – 50 years old</i>	57	85	73	102
<i>51 – 61 years old</i>	5	6	3	3
<i>62 + years old</i>	0	0	0	1
TOTAL	343	463	360	488

	<u>FY 11</u>	<u>FY 12</u>
<i>Adults</i>	371	365
<i>Children</i>	435	483
Total	806	848

	<u>FY 11</u>	<u>FY 12</u>
<i>Veteran</i>	0	2
<i>Non-Veteran Adults</i>	371	363
Total Adults	371	365

<u>Length of Stay</u>	<u>FY 11</u>	<u>FY 12</u>
<i>1-30 nights</i>	183 Families or 73%	169 Families or 68%
<i>31-60 nights</i>	65 Families or 26%	67 Families or 27%
<i>61-90 nights</i>	3 Families or 1%	8 Families or 3%
<i>91 + nights</i>	0 Families or 0%	4 Families or 2%
TOTAL	251 Families	248 Families

<i>Family Composition</i>	<i>FY 11</i>	<i>FY 12</i>
<i>Female Single Parent Family</i>	<i>146 Families or 58%</i>	<i>140 Families or 57%</i>
<i>Male Single Parent Family</i>	<i>10 Families or 4%</i>	<i>8 Families or 3%</i>
<i>Two Parent Family</i>	<i>95 Families or 38%</i>	<i>100 Families or 40%</i>
<i>TOTAL</i>	<i>251 Families</i>	<i>248 Families</i>

Reasons for Homelessness

The major reasons for being homeless, as self-reported by families were relocation, domestic violence/family conflict, lack of affordable housing, and failure to pay rent resulting in eviction. Many families, 35% of all families in FY 12, indicated “relocation” as their reason for homelessness; the majority of refugees/immigrants indicated they moved to Portland because they wanted a safe place to raise their children. Some clients, 19% of all families in FY 12, experienced domestic violence and/or family conflict and had to leave their current living situations. Other clients, 12% of all families in FY 12, reported having difficulty locating and securing affordable housing. Failure to pay rent resulting in eviction was indicated by 21% of all families in FY 12. Other reasons for homelessness as self-reported by families include loss of job, substandard housing, loss of public assistance, and health and safety reasons. The aforementioned reasons combined accounted for 13% of all families in FY 12.

Overflow

When the Family Shelter reaches maximum capacity it operates an overflow shelter. The shelter utilizes area motels to ensure families who present as homeless will have a safe place to stay. This year, the Family Shelter reached maximum capacity and utilized area motels for overflow from July 10th, 2011 through November 17th, 2011, and again on June 22-25th, 2012 for a total of 68 nights, or 19% of all nights, in FY 2012; this is a dramatic increase from FY 2011, where the Family Shelter only utilized a motel for overflow one (1) night throughout the entire year (see Attachment #6). The Family Shelter overflow had a total of 147 motel placements for a total of 597 bed nights during that period (see Attachment #6). Families remain in motels until room is available at the shelter or until permanent housing is located, whichever occurs first. The Family Shelter also increased its capacity from seventy-seven (77) beds to eighty-four (84) beds this past year to accommodate the increased demand in families requesting shelter. An additional two bedroom apartment was leased and the dining room of one apartment was converted into a bedroom to further increase capacity.

Bell Street Transitional Housing Project

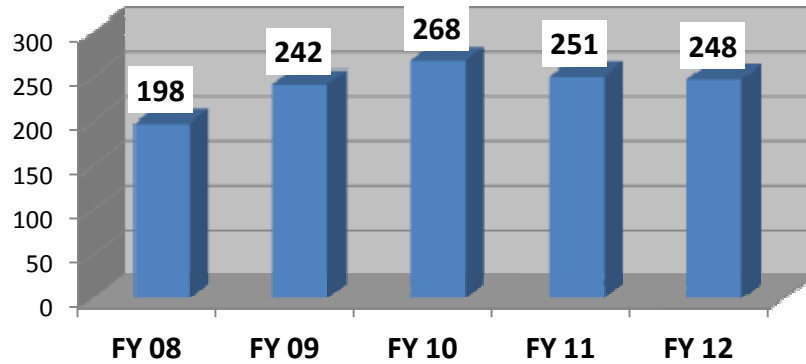
In collaboration with Learning Works, the Social Services Division provides intensive, long-term case management services for four families who reside in apartments on Bell Street in Portland. Eligibility for the Bell Street Transitional Housing Project is contingent upon a family residing in a homeless shelter at the time of their application. This program is funded entirely through a Department of Housing and Urban Development (HUD) grant.

During the two-year residency, clients work with a Case Manager to develop individual service plans identifying short and long term goals designed to eliminate barriers to self-sufficiency. The plan is reviewed, updated and renewed every 90 days. Residents are expected to pursue education, employment training or employment. An array of support services is made available to these families, which include transportation, subsidized rent, childcare, counseling, social interaction opportunities, school self-esteem boosting activities, medical and dental care as needed.

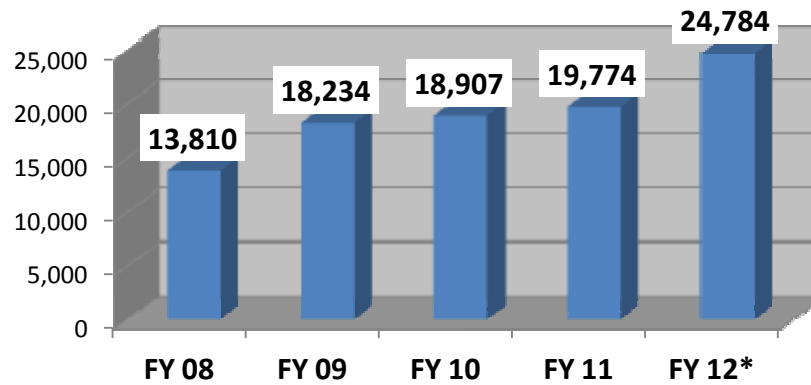
This program has served a total 8 families, which consisted of 29 individuals, in FY 12, compared to 3 families for a total of 11 individuals in FY 11, an increase of 167% from FY 11 to FY 12. Three (3) families successfully completed the program and began their path towards self-sufficiency by transitioning to permanent housing in FY 12, compared to two (2) families in FY 11, an increase of 50% from FY 11 to FY 12. Additionally, two (2) families left the program for non-compliance in FY 12.

FAMILY SHELTER

Number of Families Served



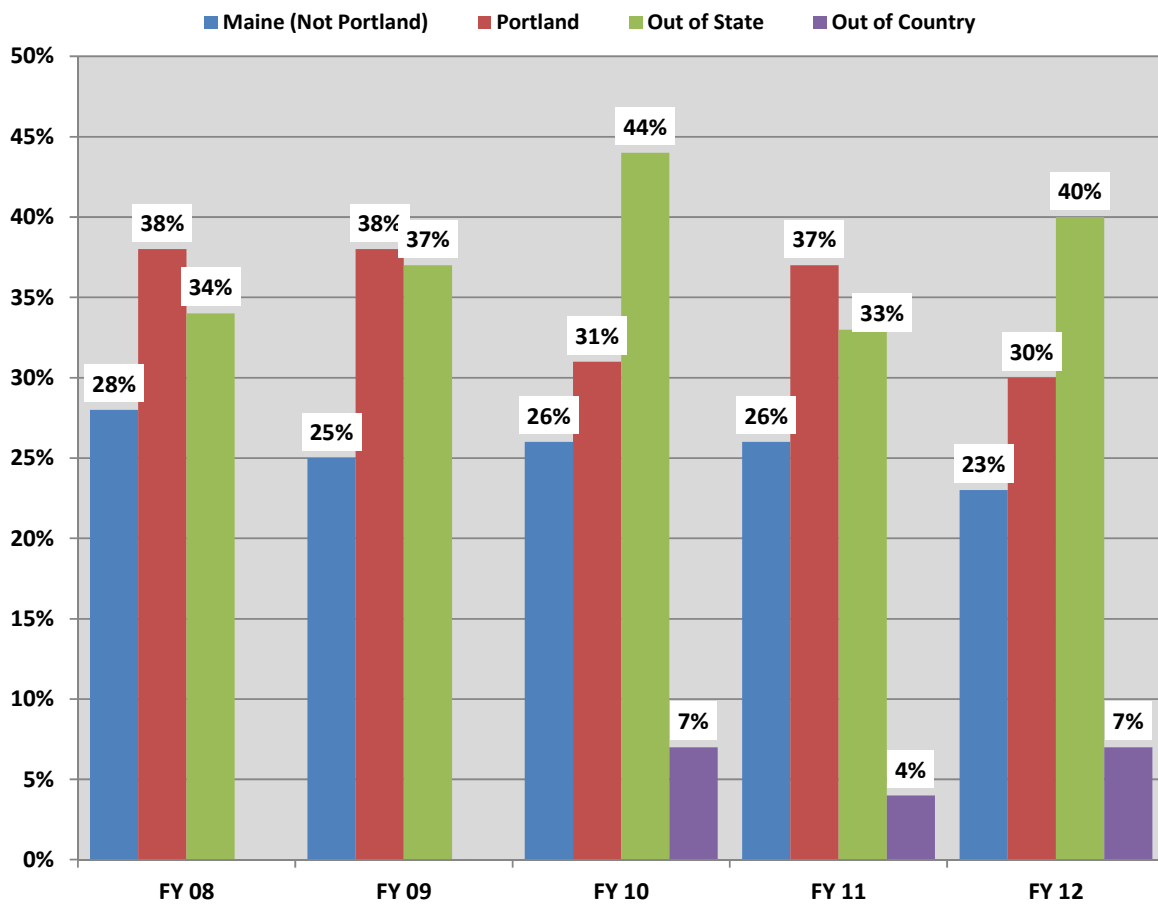
Number of Bed Nights



Family Shelter Program	FY 08	FY 09	FY 10	FY 11	FY 12*
Number of Families	198	242	268	251	248
Number of Individuals	628	822	886	806	848
Number of Bed Nights	3,810	18,234	18,907	19,774	24,784
Average Family Size	3.2	3.4	3.1	3.2	3.4
Average Stay (Days)	21.9	22.2	21.3	24.5	29.2

*Includes 597 hotel bed nights in FY 2012

FAMILY SHELTER



Residency of New Intakes* Number of Families

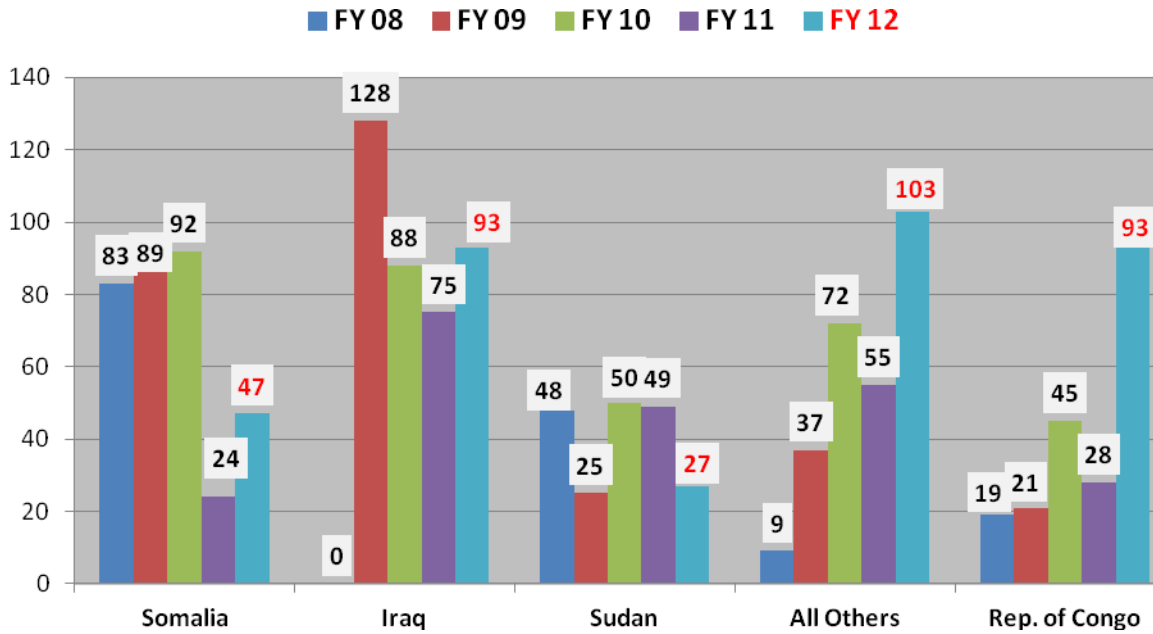
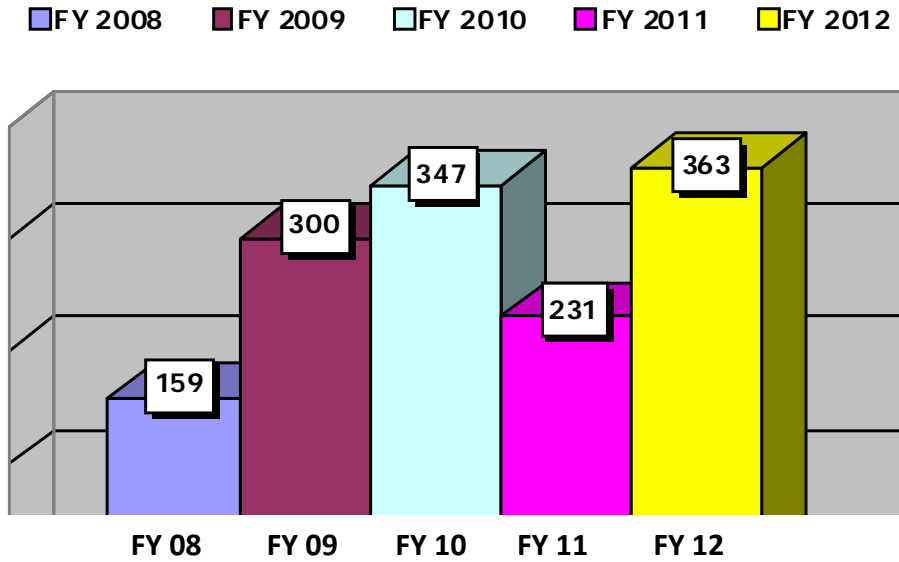
	FY 08	FY 09	FY 10	FY 11	FY 12
Maine (Not Portland)	56	60	69	65	58
Portland	75	93	82	94	74
Out of State	67	89	97	84	100
*Out of Country	N/A	N/A	20	8	16

- Based on self-reporting by consumers.
- * FY 10 is the first year tracking out of country families.

REFUGEES/IMMIGRANTS*

A total of 363 individuals, or 43% of all individuals residing in the Shelter

Total Number of New Mainers



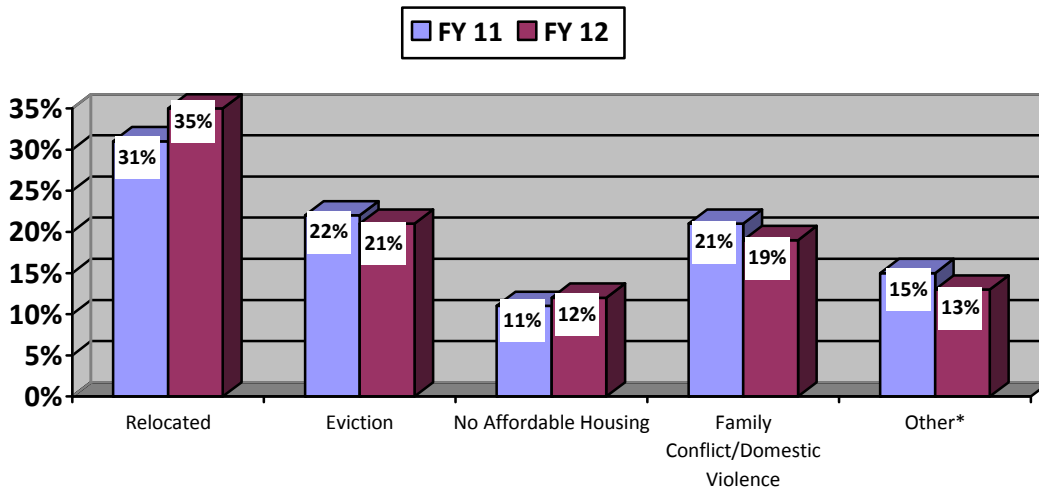
Somalia – 13% Sudan – 27% Rep. of Congo – 26% Iraq – 26% All Others – 28%

All others include: Djibouti, Rwanda, Burundi, Angola, and Eritrea

*Refugees/Immigrants include: secondary migrant refugees, asylees, asylum seekers, people pending asylum, and undocumented non-citizens

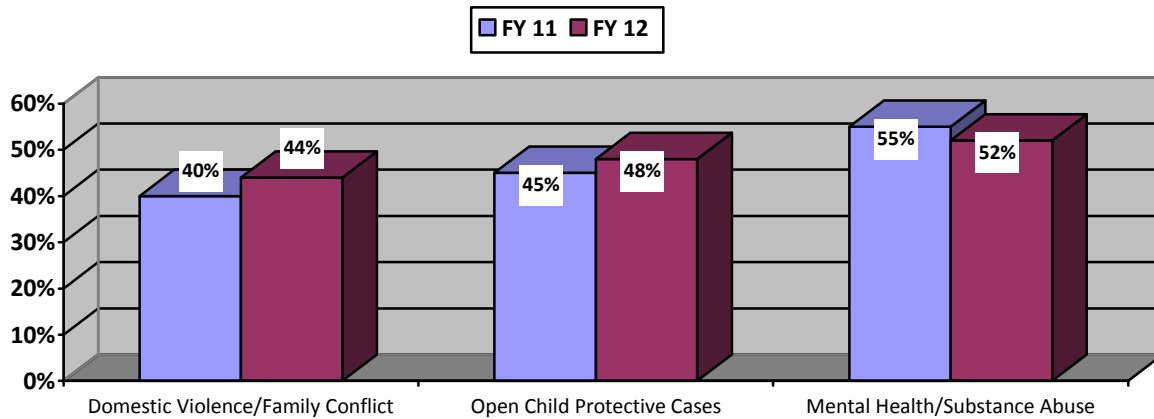
FAMILY SHELTER CLIENT CHARACTERISTICS FY 2012

The graph below represents the primary reasons homeless families utilized the City of Portland Family Shelter in FY 12

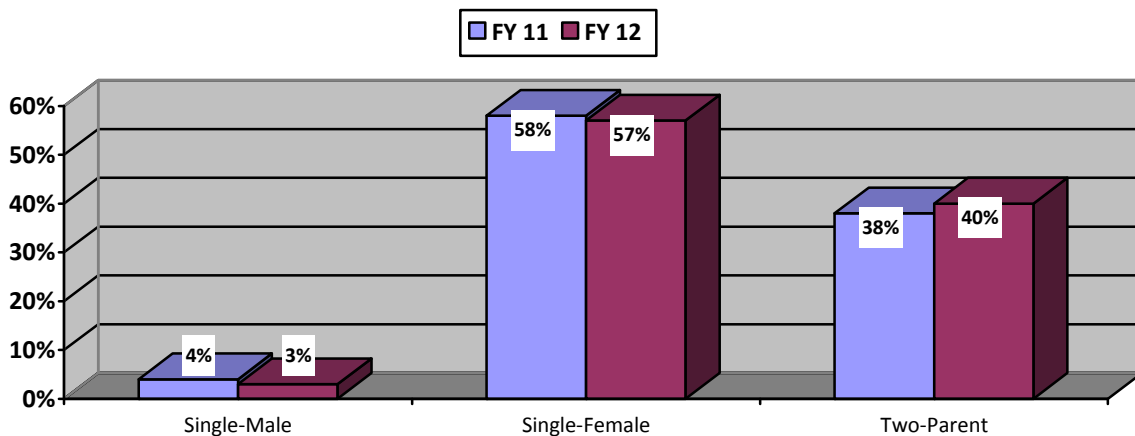


*Other includes: Loss of job, substandard housing, loss of public assistance, and health & safety reasons.

Estimates of sub-population characteristics experienced by our homeless families are as follows (these estimates reflect individuals who have multiple characteristics):

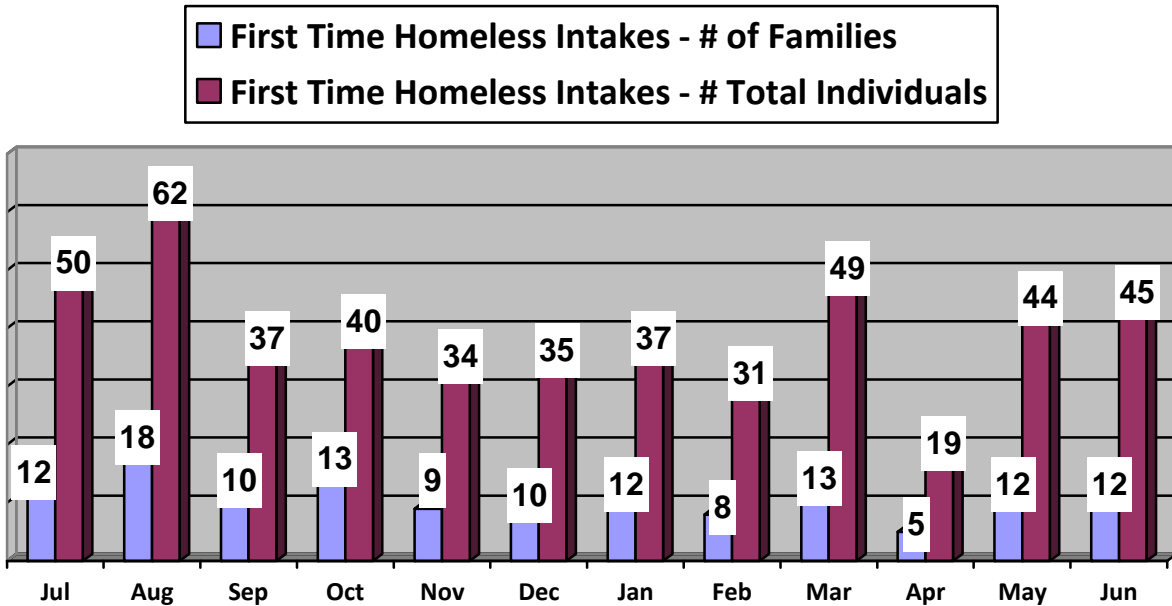


The graph below indicates the Head of Household for the 248 families served by the Family Shelter in FY 12.



FAMILY SHELTER FY 2012

First Time Homelessness
(Based on Self-Reporting)

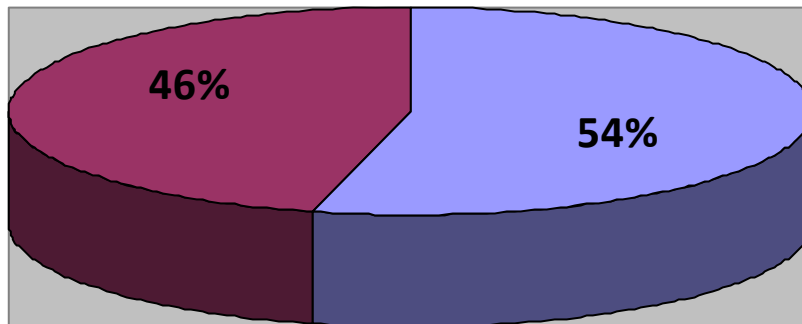


An intake is defined as an individual that has not stayed at the Shelter for a period of three (3) months/90-days or longer.

Total First Time Homeless Intakes in FY 12: 134 Families for a total of 483 Individuals

Total FY 12 Intakes = 248 Families for a total of 848 Individuals

54% of all new families self-reported being homeless for the first time at the time of intake

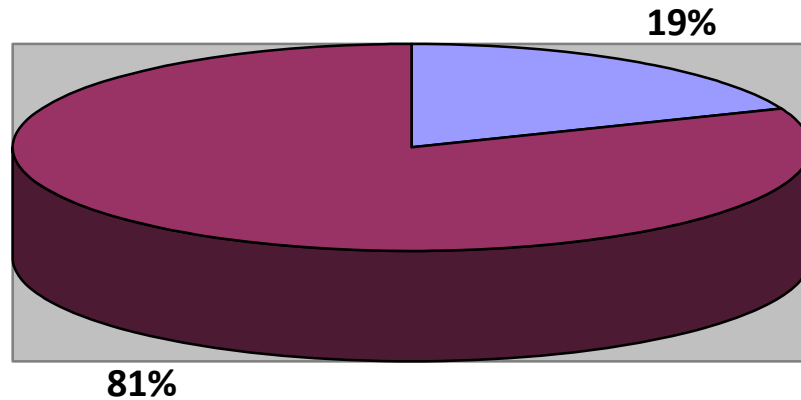


**Based on self-reporting*

FAMILY SHELTER - OVERFLOW FY 2012

■ Overflow Used ■ Overflow Not Used

*Percent of total nights in FY 12



Overflow was used 68 nights, or 19% of all nights in FY 12

Total Overflow bed nights used in FY 12: 597

Total Overflow bed nights used in FY 11: 2

Total Nights Overflow was used in FY 12: 68

Total Nights Overflow was used in FY 11: 1

**Overflow usage, based on number of nights used, has increased
6700% from FY 11 to FY 12**

*Area motels are used as overflow for the Family Shelter