

City of Portland
Health and Human Services Department
Social Services Division

Oxford Street Shelter &
Community Overflow Shelter
Year End Report
FY 2012

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Who We Are and What We Do

The City of Portland's Health and Human Services Department, Social Services Division operates the Oxford Street Shelter, which is the largest emergency shelter in the State of Maine. This low-barrier shelter provides safe, temporary housing for homeless adults. The Shelter offers a variety of support services to assist homeless individuals enhance their self-esteem, secure housing, and work towards a self-sufficiency plan.

The shelter has a capacity of one hundred and fifty-four (154) if mats are used for sleeping. This year the shelter has experienced a greater number of clients requesting special accommodations due to medical issues which require the use of cots/roll-away beds. This has reduced the shelter capacity to an average of one hundred and forty (140) beds. Hours of operation are Monday-Friday 6:00 PM – 8:00 AM daily, and weekend/holidays from 1:00 PM – 8:00 AM.

The Oxford Street Shelter also operates an off-site Community Overflow Shelter at the Preble Street Resource Center which has a capacity of seventy-five (75). The Community Overflow Shelter is open daily from 8:00 PM – 7:30 AM. In addition to the overflow shelter, the General Assistance (GA) waiting room is used as a warming center that seats up to seventy-five (75) clients. The GA waiting room is used when the Oxford Street Shelter and the Community Overflow Shelter reach full capacity. Consumers use the warming center as a waiting area until a shelter bed is available.

Oxford Street Shelter services provided on site includes:

- **Shower and Laundry Facilities**
Shower and laundry facilities are provided on site. Shelter staff provide training on basic hygiene skills and laundering procedures.
- **Housing Placement & Referrals**
Human Service Counselors provide assistance with housing placement, including transitional/supportive housing and subsidized housing. Staff are available seven (7) days a week, 1:00 p.m. – 9:30 p.m. to assist with locating permanent housing.
- **Employment Services**
Services provided include: employment assessment, job development, job placement and follow-up assistance as needed.

- **Veteran's Services**
A full-time VA-TOGUS Social Services representative was assigned to the shelter by the Veterans' Administration, as well as a part-time VA Benefits Representative. This position was discontinued by the VA in June 2012.
- **Mental Health**
A Full-Time Intensive Case Manager (ICM) was assigned to the Shelter by the State of Maine Department of Health and Human Services. The ICM provides clinical services for individuals with mental health issues. This position will be discontinued by the State of Maine in July 2012.
- **Case Work**
Human Services Counselors conduct Intake Assessments, develop goals, provide connections with other social service agencies and make referrals to appropriate resources.
- **Non-English Speaking Clients**
Immediate access to interpreting services over the phone for non-English speaking consumers is available; in-person interpreters can be arranged for as well.
- **Oxford Street Shelter Park**
Outside the Shelter, paved walkways, benches, picnic tables, and a gazebo have been transformed into a park for homeless adults. Staff is stationed in the park to conduct outreach services to residents. Park hours are 1:00pm – 9:00pm daily.

Case Management Services

The Shelter's Support Services component provides a variety of services to assist clients achieve self-reliance and transition into permanent housing. Our emphasis has been to quickly connect with individuals entering the Shelter and assess overall needs, making connections to resources quickly, finding suitable and affordable housing and locating gainful employment. Counselors work one-on-one with consumers to co-develop plans for finding work and housing.

Counselors call landlords daily to locate vacant rooms, efficiencies or apartments and are also instrumental in finding jobs. Another feature at the Oxford Street Shelter is the weekly Client Orientation, which is designed to help individuals locate housing and employment. At these meetings, topics are presented on living on your own, what strengths participants have in terms of living skills, how to present to a landlord and how to maintain an apartment once it is secured as well as providing crucial peer support to the individuals who have difficulty feeling positive about the potential to "make it all happen."

Shelter Overflow

In April of 2010 Preble Street opened a new Women's Shelter at Florence House. This new facility included both permanent, transitional and shelter beds for women. The Women's Shelter was relocated out of the Preble Street Resource Center and into the Florence House. The number of women requesting shelter increase drastically during the summer of 2010 and the Preble Street Women's Shelter was filled to capacity. The City of Portland's Health & Human Service Department and Preble Street quickly responded and created an emergency overflow for shelter for women. The Social Services Division Refugee Services Conference Room was used as the women's overflow from June 23, 2010 through January 19, 2011. This emergency overflow space was only open from 9:00 PM – 6:00 AM. The number of men residing at the Oxford Street Shelter for Men decreased in the winter of 2011 due to the high number of men placed into permanent housing through the very successful Homelessness Prevention & Rapid Re-Housing program (HPRP). On January 20th, 2011 the Oxford Street Shelter began to serve women as a means of overflow which reduced the need to open additional overflow space. In May 2011, the Oxford Street Shelter reached full capacity of 154 beds with both men and women. The Preble Street Resource

Center is currently used as the emergency overflow for men when Oxford Street reaches full capacity. Staff from Oxford Street opens the overflow at 8:00 PM and up to 75 men sleep on mats until 7:30 AM. This represents another sharp rise in homelessness during the past year. In the month of June all of the adult shelters in Portland were filled to capacity and for the first time ever, the overflow shelter reached full capacity. In early June the General Assistance (GA) waiting room was opened and used as a warming center for consumers to sit in chairs while they wait for an available shelter bed to open. The GA waiting room has a capacity of seventy-five (75) individuals; in mid June of 2012 up to 45 individuals were using the warming center while they awaited shelter beds.

Oxford Street Shelter Statistics

In FY 2012, the Shelter staff located **permanent housing for 493 homeless**, 366 men and 127 women, (including 56 Veterans and 107 chronically homeless individuals). This intensive outreach approach is very successful in terms of the long-term outcomes, with an 12.6% recidivism rate (returned to Oxford Street Shelter within the same year). Staff works with area landlords, subsidized housing programs, and other area resources on behalf of homeless clients. They assisted clients in making applications for benefits programs, rental applications, employment applications and other important linkages to help move them towards self-sufficiency.

The Oxford Street Shelter served 1,603 men and 476 women for a total of 2,079 individuals (unduplicated numbers) in FY 12. This represents an increase of 9% compared to the 1,458 individuals served last year. The shelter provided 69,619 bed nights in FY 12, which represents an increase of 8% in bed usage compared to the 54,456 bed nights provided in FY 11 (attachment #1).

A significant number of individuals were new to the Shelter system this year. Statistics indicate that 50% of consumers (1,048) were considered new individuals who had never utilized Oxford Street Shelter prior to this year.

The Chronic homeless population is another statistic tracked at the Oxford Street Shelter. (Chronic homelessness as defined by the U.S. Department of Housing & Urban Development (HUD) and the McKinney-Vento Act: “an individual or family who has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 1 year or on at least 4 separate occasions in the last 3 years.”). A total of 615, or 30% of the individuals that stayed at the Oxford Street Shelter were identified as chronically homeless. In FY 2011 a total of 489 individuals or 29% of all individuals that stayed at the Shelter were identified as chronically homeless.

<i>Year Served</i>	<i>FY 2008</i>	<i>FY 2009</i>	<i>FY 2010</i>	<i>FY 2011</i>	<i>FY 2012</i>
<i>Chronically Homeless</i>	<i>31%</i>	<i>31%</i>	<i>34%</i>	<i>29%</i>	<i>30%</i>

The average length of stay from men and women at the Oxford Street Shelter indicated the following:

<i>Length of Stay</i>	<i>FY 11</i>	<i>FY 12</i>	<i>FY 12 - Men</i>	<i>FY 12 - Women</i>
<i>1-3 nights</i>	<i>432 or 30%</i>	<i>697 or 34%</i>	<i>500 or 31%</i>	<i>197 or 41%</i>
<i>4- 60 nights</i>	<i>789 or 54%</i>	<i>1049 or 50%</i>	<i>816 or 51%</i>	<i>233 or 49 %</i>
<i>61-121 nights</i>	<i>111 or 7%</i>	<i>193 or 9%</i>	<i>160 or 10%</i>	<i>33 or 7%</i>
<i>122-243 nights</i>	<i>99 or 7%</i>	<i>94 or 5%</i>	<i>84or 5%</i>	<i>9 or 2%</i>
<i>243 – 365 nights</i>	<i>27 or 2%</i>	<i>46 or 2%</i>	<i>42 or 3%</i>	<i>4 or 1%</i>
<i>TOTAL</i>	<i>1,458</i>	<i>2,079</i>	<i>1603</i>	<i>476</i>

The average length of stay at the Shelter is still under 60 days. A total of 1,746 individuals, or 84%, of all clients served, stayed at the Shelter between 1-60 days. The Shelter continues to be a permanent residence for a core group of clients with mental health/substance abuse issues. A total of 140, or 7%, of clients served stayed at the Shelter between 122-365 days.

Who We Serve

The Oxford Street Shelter serves adult men and women with a variety of underlying issues, which contribute to their homelessness, and each case is unique and complex. The average age of our male and female clients is between 41 and 55 years old.

The average age breakdown at the Oxford Street Shelter indicated the following:

<u>Age Range</u>	<u>FY 11</u>	<u>FY 12</u>	<u>FY 12 - Men</u>	<u>FY 12 - Women</u>
18-24 years old	208 or 12%	286 or 14%	191 or 12%	95 or 20%
25-30 years old	245 or 15%	287 or 14%	213 or 13%	74 or 16%
31-40 years old	400 or 24%	511 or 24 %	395 or 25%	116 or 24%
41-55 years old	621 or 37%	767 or 37 %	620 or 39%	147 or 31%
55 + years old	193 or 12%	229 or 11%	184 or 11%	45 or 9%

For many individuals who experience persistent mental health and/or substance abuse problems, employment and stable housing are long-term goals that can be worked on with support staff from the Shelter.

Based on self-reporting, 56% of shelter clients experience mental illness, 38% struggle with substance abuse issues, and 40% experience a physical disability or illness. Many of our clients with significant mental health issues deny having any problems and refuse any form of medication or support.

<u>Year Served</u>	<u>FY 2009</u>	<u>FY 2010</u>	<u>FY 2011</u>	<u>FY 2012</u>
Clients Indicating Substance Abuse	41%	43%	39%	38%

The Oxford Street Shelter serves a growing population of homeless veterans. In FY 2012, we served 219 veterans, comprising 11% of the total individuals served, totaling 9,981 bed nights. Last year, we served 192 veterans, comprising 12% of the total individuals served, totaling 8,346 bed nights.

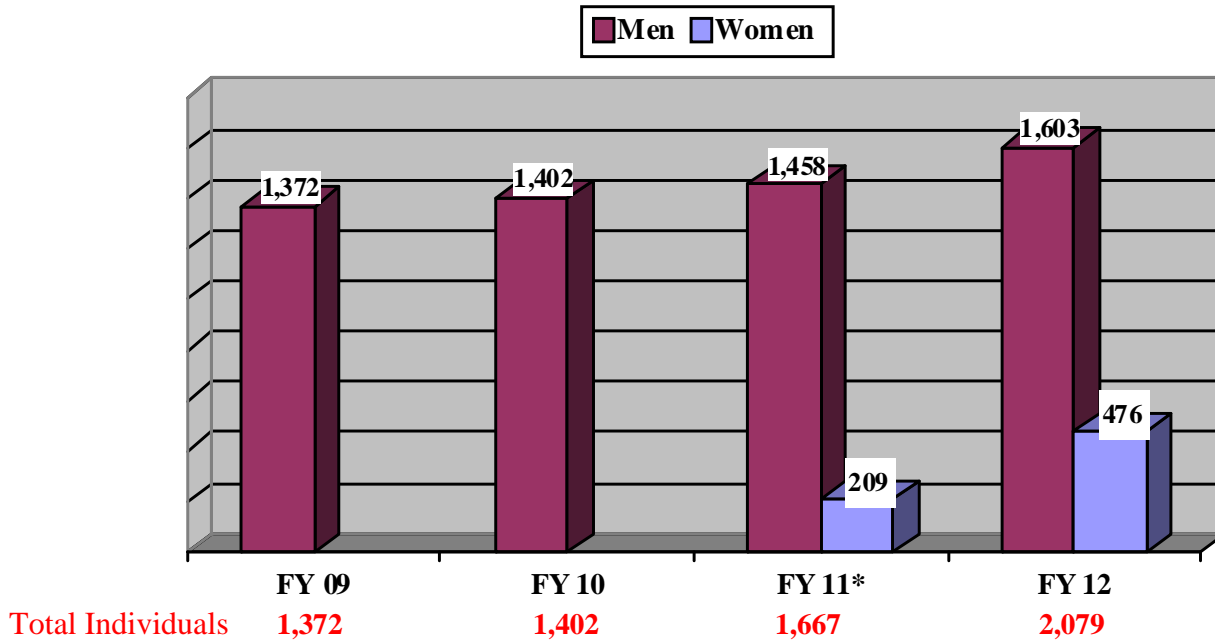
<u>Year Served</u>	<u>FY 2011</u>	<u>FY 2012</u>
Total # of Individuals	192	219
Total # of Bed Nights	8,346	9,981
Chronically Homeless	75 or 39% of all veterans	89 or 41% of all veterans

The "Residency Summary" graph, which indicates the last known address of our new clients, shows that 1,194 individuals, or 69% of the population came from Maine, and 619 individuals, or 36% of the population served came from other states (attachments #3). Of the 1,194 Maine clients, 620, or 52% are Portland residents, and 574, or 48% come from other Maine cities.

Based on self-reporting, 437 intakes or 24% of all intakes, reported being homeless for the first time in FY 2012 (attachment #5). An Intake is defined as an individual who has not stayed at the Shelter for a period of three (3) months/90-days or longer.

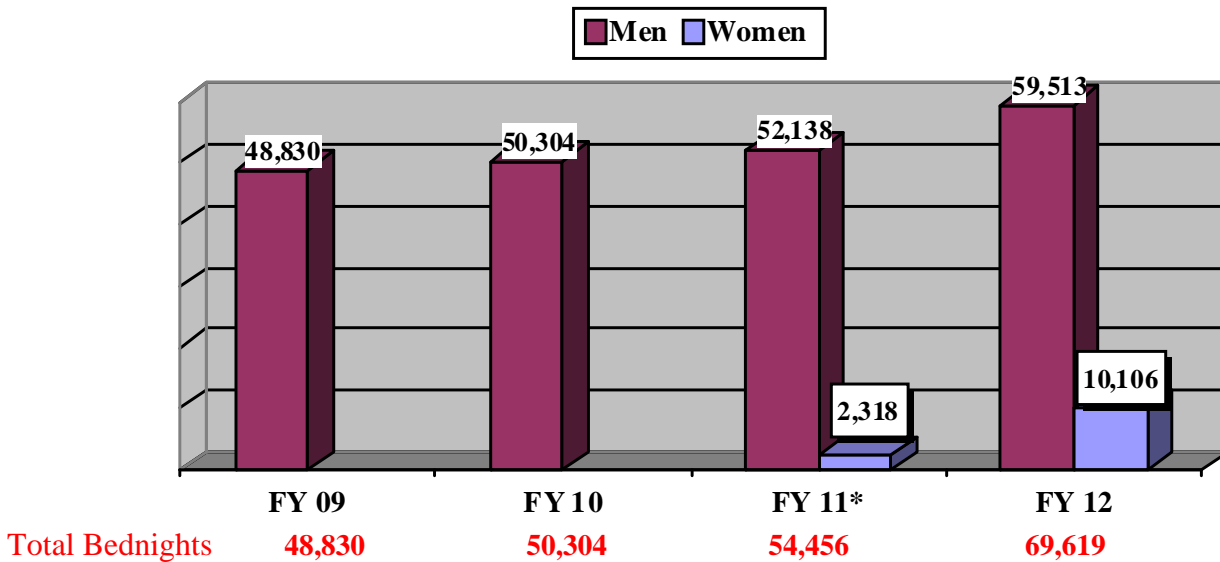
**OXFORD STREET SHELTER
FY 2012**

Number of Individuals Served



The above chart displays the unduplicated number of individuals served.

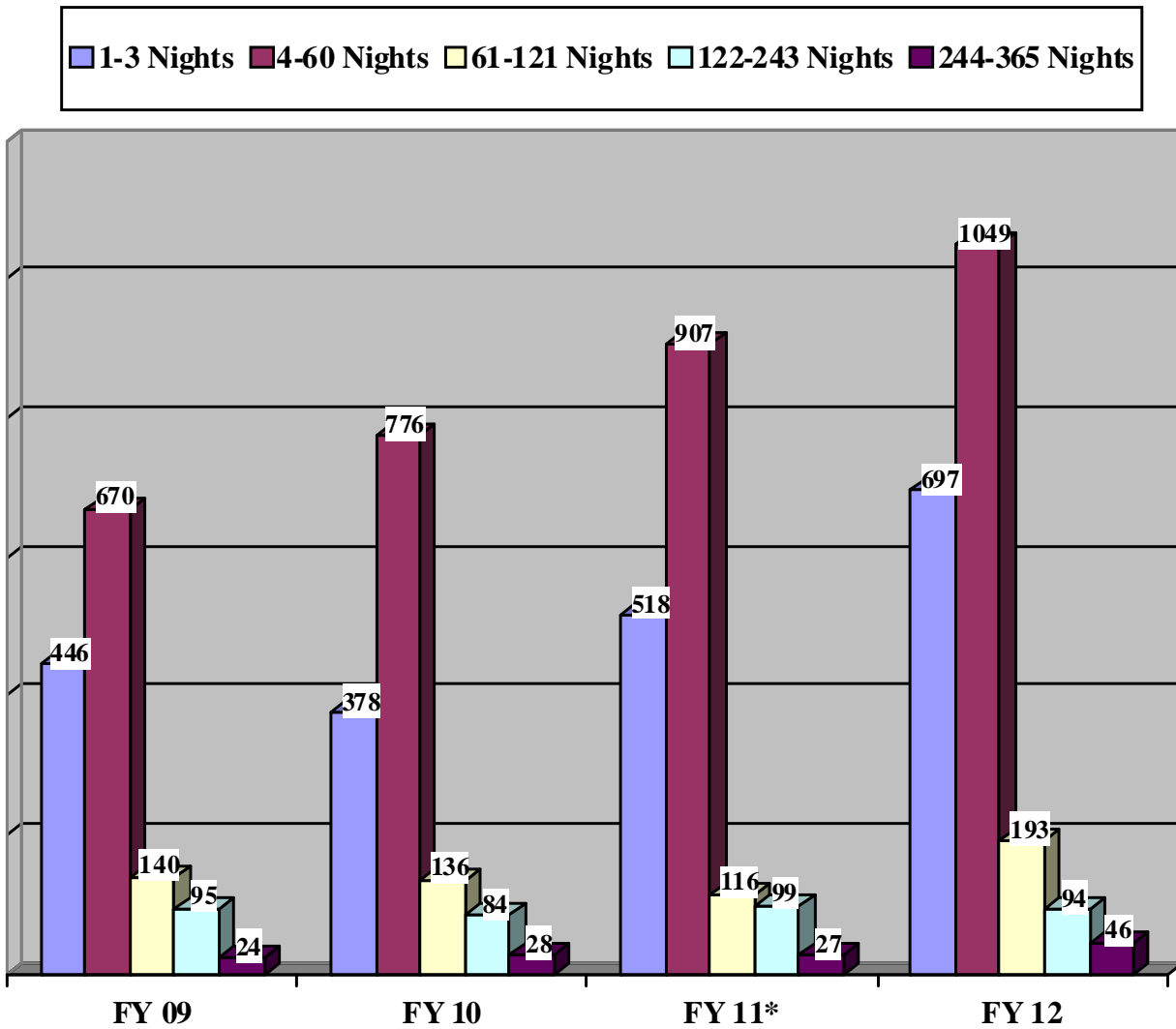
Total Bed Nights



The above chart represents the total number of bed nights used per fiscal year.

*As of January 20, 2011 Oxford Street began sheltering women as a means of overflow for Preble Street Women’s Shelter. Thus, the above information includes statistics for men and women.

**OXFORD STREET SHELTER
FY 2012
FOUR YEAR HISTORY**

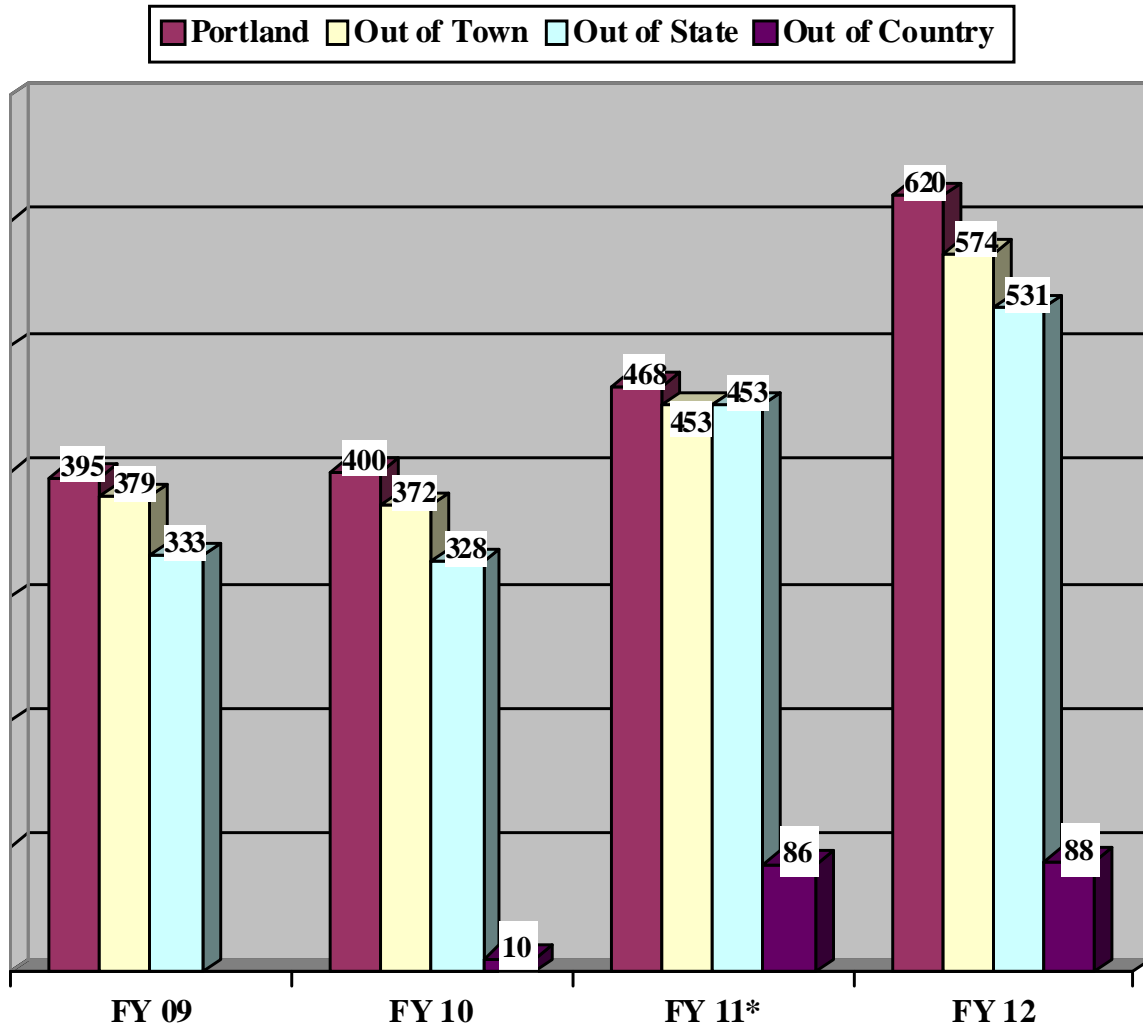


	FY 09	FY 10	FY 11*	FY 12
Stayed between 1-3 nights	446	378	518	697
Stayed between 4-60 nights	670	776	907	1049
Stayed between 61-121 nights	140	136	116	193
Stayed between 122-243 nights	95	84	99	94
Stayed between 244-365 nights	24	28	27	46

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**OXFORD STREET SHELTER
FY 2012**

**INTAKE RESIDENCY STATISTICS
FOUR YEAR HISTORY**



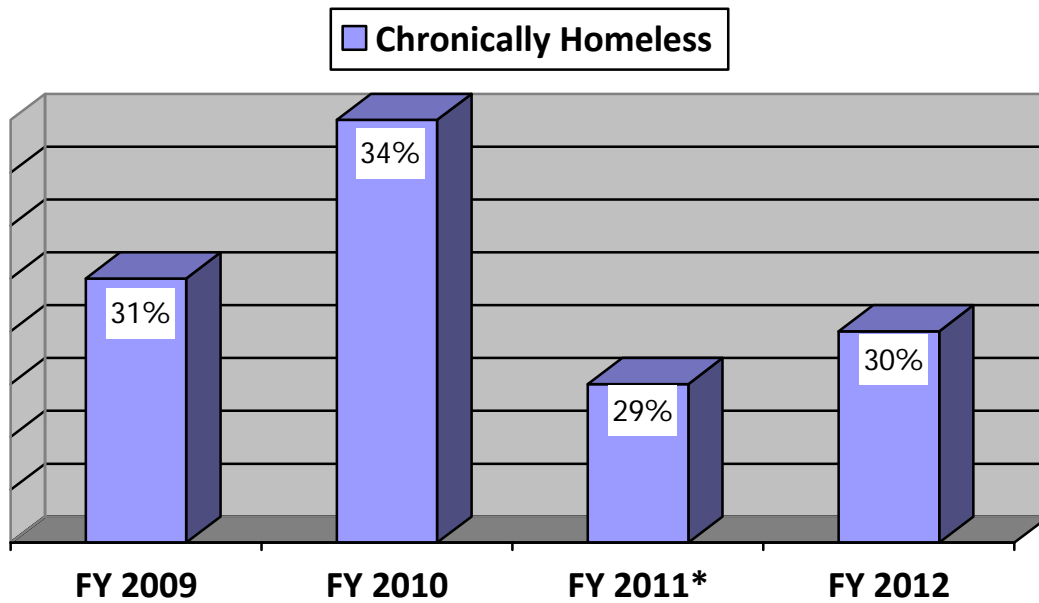
	FY 09	FY 10	FY 11	FY 12
Portland	395	400	468	620
Out of Town	379	372	453	574
Out of State	333	328	453	531
Out of Country	N/A	10	86	88

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.

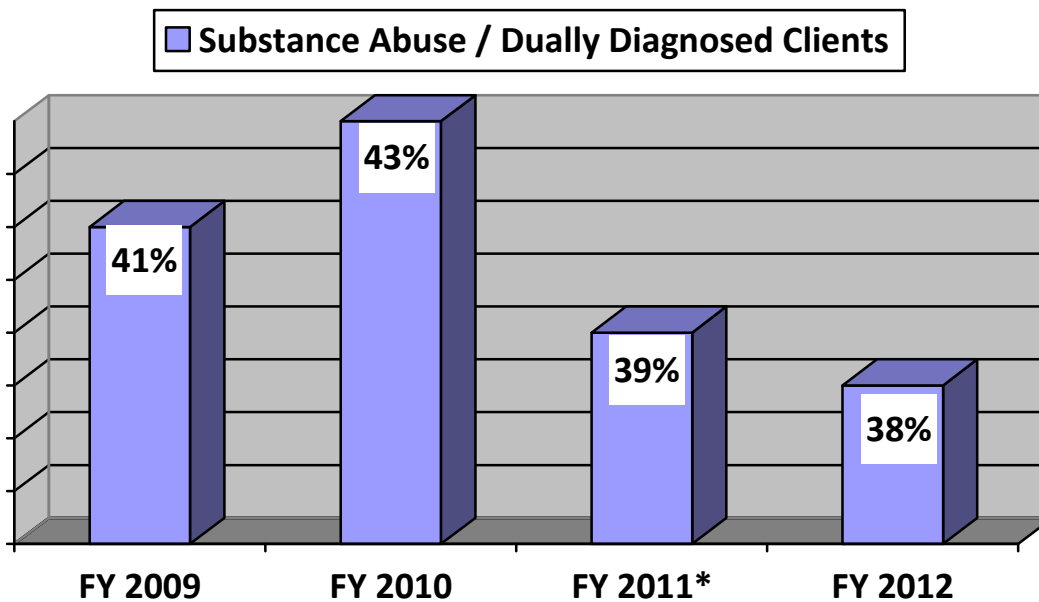
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OXFORD STREET SHELTER FY 2012

CHRONICALLY HOMELESS CLIENTS



SUBSTANCE ABUSE / DUALLY DIAGNOSED CLIENTS

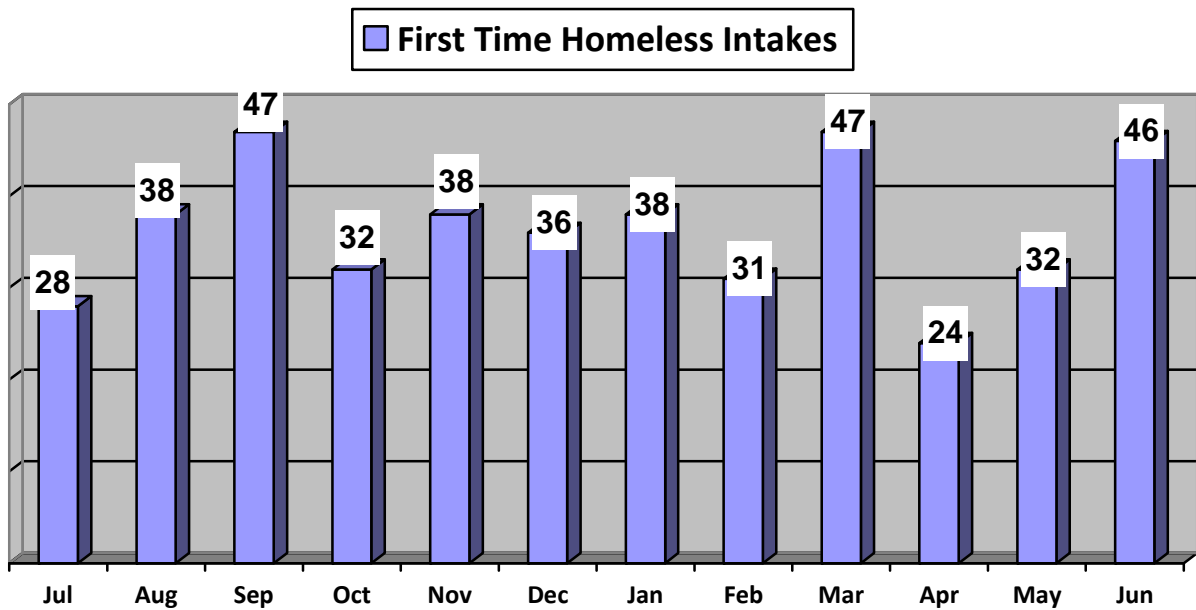


Substance Abuse/Dually Diagnosed data is based on self-reporting

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**OXFORD STREET SHELTER
FY 2012**

**FIRST TIME HOMELESSNESS
(Based on Self-Reporting)**

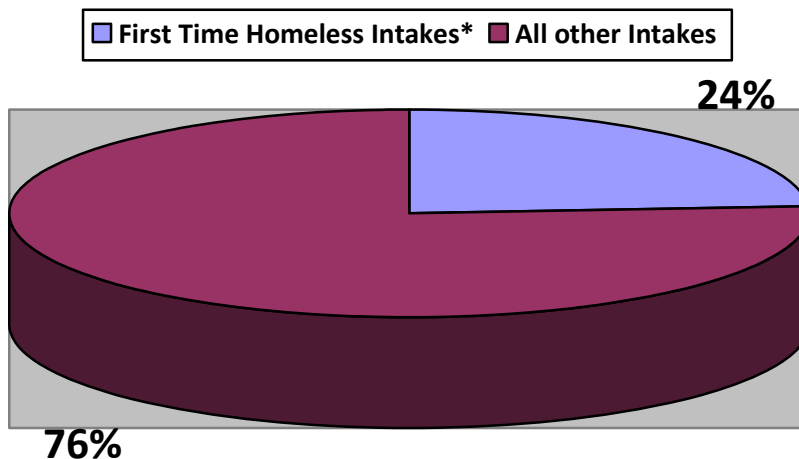


An intake is defined as an individual that has not stayed at the Shelter for a period of three (3) months/90-days or longer.

Total First Time Homeless Intakes in FY 12: **437**

Out of a total of 1,813 Intakes

24% of all intakes self-reported being homeless for the first time at the time of intake



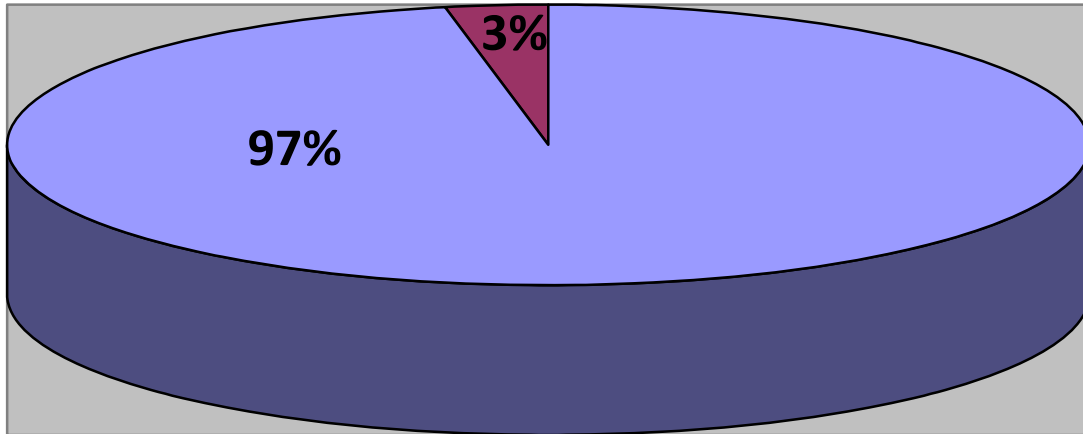
*Based on self-reporting

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COMMUNITY OVERFLOW SHELTER FY 2012



*Percent of total nights in FY 12



Overflow was used 355 nights, or 97% of all nights in FY 12

Total Overflow bed nights in FY 12: 14,936

Total Overflow bed nights used in FY 11: 6,447

Overflow bed nights increased 132% from FY 11 to FY 12

*The Preble Street Resources Center is used as the Community Overflow Shelter. The Community Overflow Shelter is operated & staffed by the City's Oxford Street Shelter Program and has a maximum capacity of 75 individuals.