

City of Portland
Health and Human Services Department
Social Services Division

Oxford Street Shelter
Year End Report
FY 2011

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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 twenty nine (129) and an overflow capacity of twenty-five [25 for a total of one hundred and fifty-four (154)]. Hours of operation are Monday – Friday 6:00 p.m. – 8:00 a.m. daily, and weekends/holidays from 1:00 p.m. – 8:00 a.m.

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 six (6) days a week (Sunday-Friday) 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 is assigned to the shelter by the Veterans' Administration, as well as a part-time VA Benefits Representative.
- **Mental Health**
A Full-Time Intensive Case Manager (ICM) is 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.
- **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. The Social Services Division Refugee Services staff now provides on-site Case Management for refugee consumers at Oxford Street every Monday and Wednesday.
- **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. Staff moved the conference furniture and placed mats on the floor. Two staff was stationed at the overflow when used: one Preble Street and one Oxford Street Shelter Attendant. 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 9:00 PM and up to 30 men sleep on mats until 6:00 AM. This represents a 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/or overflowing. (Please see Attachment #6)

Oxford Street Shelter Statistics

*In FY 2011, the Shelter staff located **permanent housing for 492 homeless**, 420 men and 72 women, (including 49 Veterans and 107 chronically homeless individuals). This represents a 17% increase in permanent housing placements compared to FY 10. This intensive outreach approach is very successful in terms of the long-term outcomes, with an 11% 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 1,458 men (unduplicated numbers) in FY 11. This represents an increase of 1% compared to the 1,402 men served last year. The shelter provided 54,456 bed nights in FY 11, which represents an increase of 9% in bed usage compared to the 50,304 bed nights provided in FY 10 (attachment #1).

A significant number of individuals were new to the Shelter system this year. Statistics indicate that 46% of consumers (761 men) were considered new individuals who had never utilized Oxford Street Shelter prior to this year.

The Chronic homeless population as defined by the U.S. Department of Housing & Urban Development (HUD) is another statistic tracked at the Oxford Street Shelter for Men. A total of 489, or 29% of the individuals that stayed at the Oxford Street Shelter were identified as Chronically Homeless. This is an increase of 10 individuals in a one-year period. This represents a 5% decrease as a percentage of the total shelter population for the year. In FY 2010 a total of 479 individuals or 34% of all individuals that stayed at the Shelter were identified as Chronically Homeless.

<i>Year Served</i>	<i>FY 2007</i>	<i>FY 2008</i>	<i>FY 2009</i>	<i>FY 2010</i>	<i>FY 2011</i>
<i>Chronically Homeless</i>	36%	31%	31%	34%	29%

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

<i>Length of Stay</i>	<i>FY 10</i>	<i>FY 11</i>
<i>1-3 nights</i>	<i>378 or 27%</i>	<i>432 or 30%</i>
<i>4- 60 nights</i>	<i>776 or 55%</i>	<i>789 or 54%</i>
<i>61-121 nights</i>	<i>136 or 10 %</i>	<i>111 or 7%</i>
<i>122-243 nights</i>	<i>84 or 6%</i>	<i>99 or 7%</i>
<i>243 – 365 nights</i>	<i>28 or 2%</i>	<i>27 or 2%</i>
<i>TOTAL</i>	<i>1,402</i>	<i>1,458</i>

The average length of stay at the Shelter is still under 60 days. A total of 1,425 individuals, or 85%, 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 126, or 8%, 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:

<i>Age Range</i>	<i>FY 10</i>	<i>FY 11</i>
<i>18-24 years old</i>	<i>169 or 12%</i>	<i>208 or 12%</i>
<i>25-30 years old</i>	<i>187 or 13%</i>	<i>245 or 15%</i>
<i>31-40 years old</i>	<i>329 or 24 %</i>	<i>400 or 24%</i>
<i>41-55 years old</i>	<i>564 or 40%</i>	<i>621 or 37%</i>
<i>55 + years old</i>	<i>155 or 10%</i>	<i>193 or 12%</i>

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, 49% of shelter clients experience mental illness, 39% struggle with substance abuse issues, and 33% 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.

<i>Year Served</i>	<i>FY 2008</i>	<i>FY 2009</i>	<i>FY 2010</i>	<i>FY 2011</i>
<i>Clients Indicating Substance Abuse</i>	<i>40%</i>	<i>41%</i>	<i>43%</i>	<i>39%</i>

The Oxford Street Shelter serves a growing population of homeless veterans. In FY 2011, we served 192 veterans, comprising 12% of the total individuals served, totaling 8,346 bed nights. Last year, we served 186 veterans, comprising 13% of the total individuals served, totaling 7,447 bed nights.

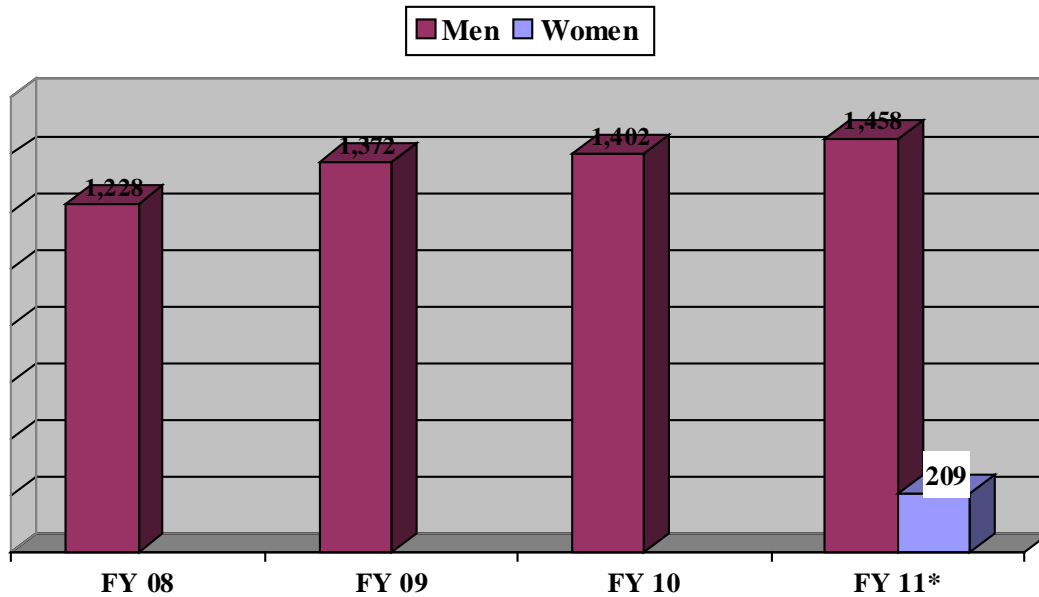
<i>Year Served</i>	<i>FY 2010</i>	<i>FY 2011</i>
<i>Total # of Individuals</i>	<i>186</i>	<i>192</i>
<i>Total # of Bed Nights</i>	<i>7,447</i>	<i>8,346</i>
<i>Chronically Homeless</i>	<i>65 or 35% of all veterans</i>	<i>75 or 39% of all veterans</i>
<i>Substance Abuse/Mental Health Issues</i>	<i>145 or 78% of all veterans</i>	<i>114 or 59% of all veterans</i>

The “Residency Summary” graph, which indicates the last known address of our new clients, shows that 921 individuals, or 67% of the population came from Maine, and 539 individuals, or 33% of the population served came from other states (attachments #3). Of the 921 Maine clients, 468, or 51% are Portland residents, and 453, or 49% come from other Maine cities.

Based on self-reporting, 289 intakes out of a total of 1,375, or 21% of all intakes, reported being homeless for the first time in FY 2011 (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.

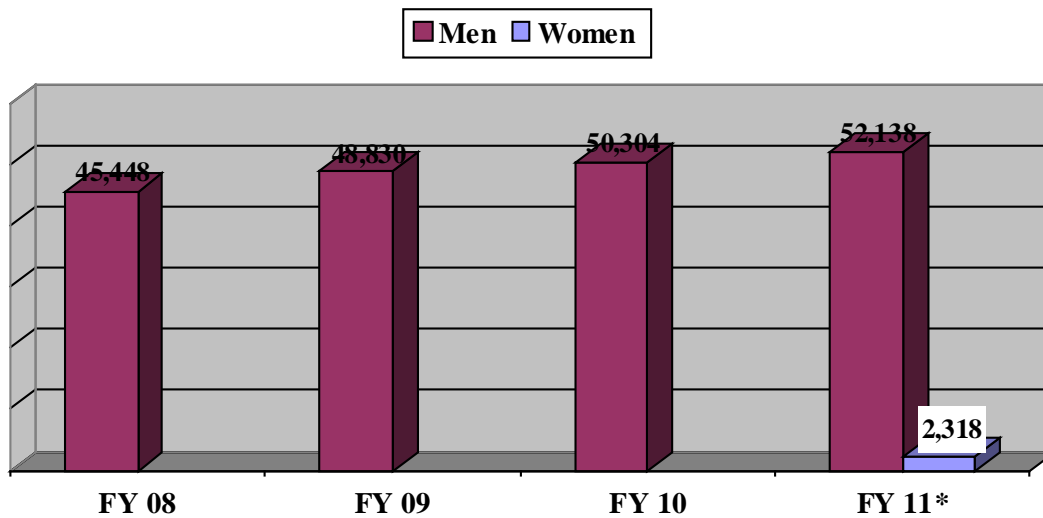
OXFORD STREET SHELTER FY 2011

Number of Individuals Served



The above chart displays the unduplicated number of individuals served.

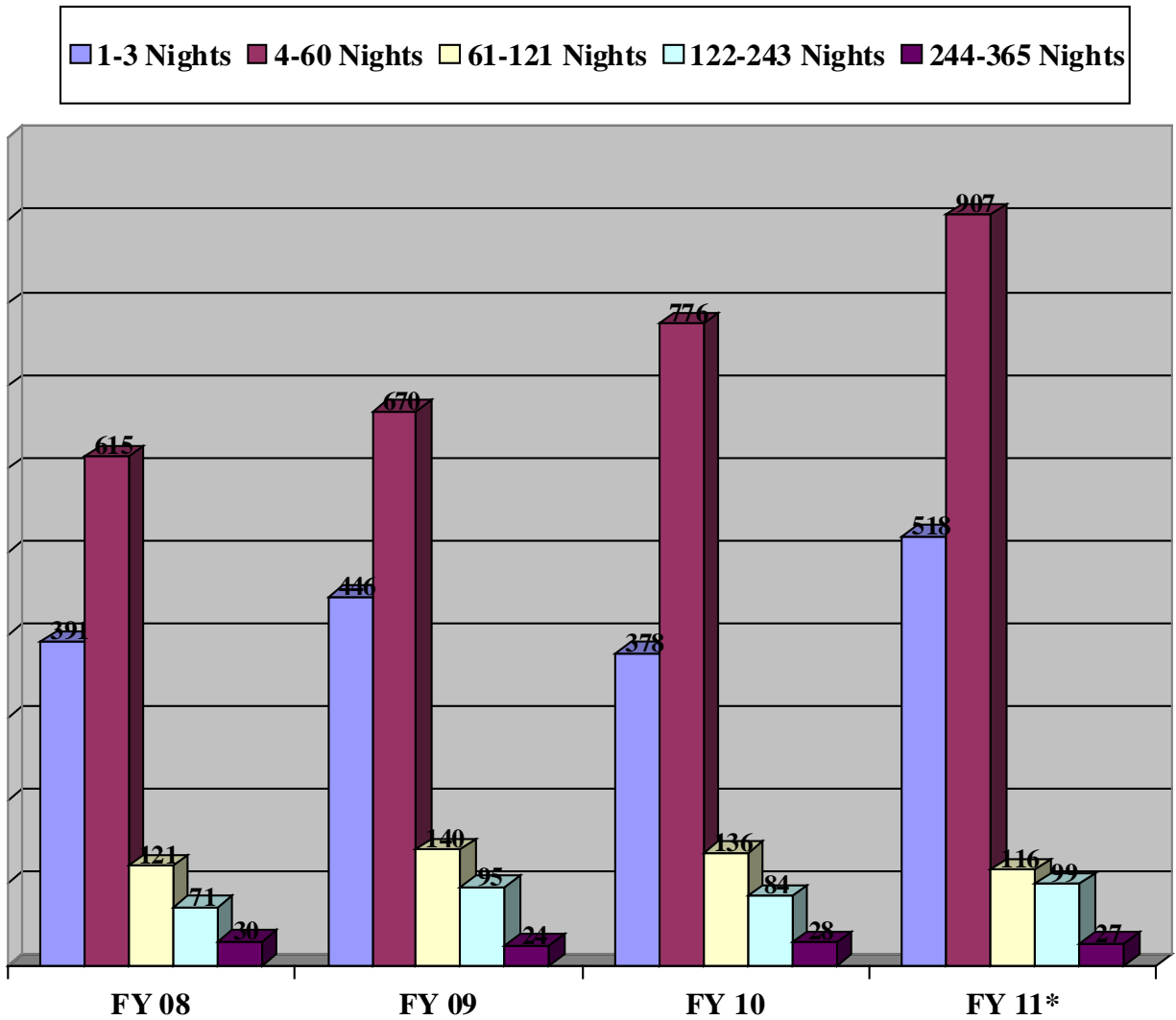
Total Bed Nights



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 2011
FOUR YEAR HISTORY**

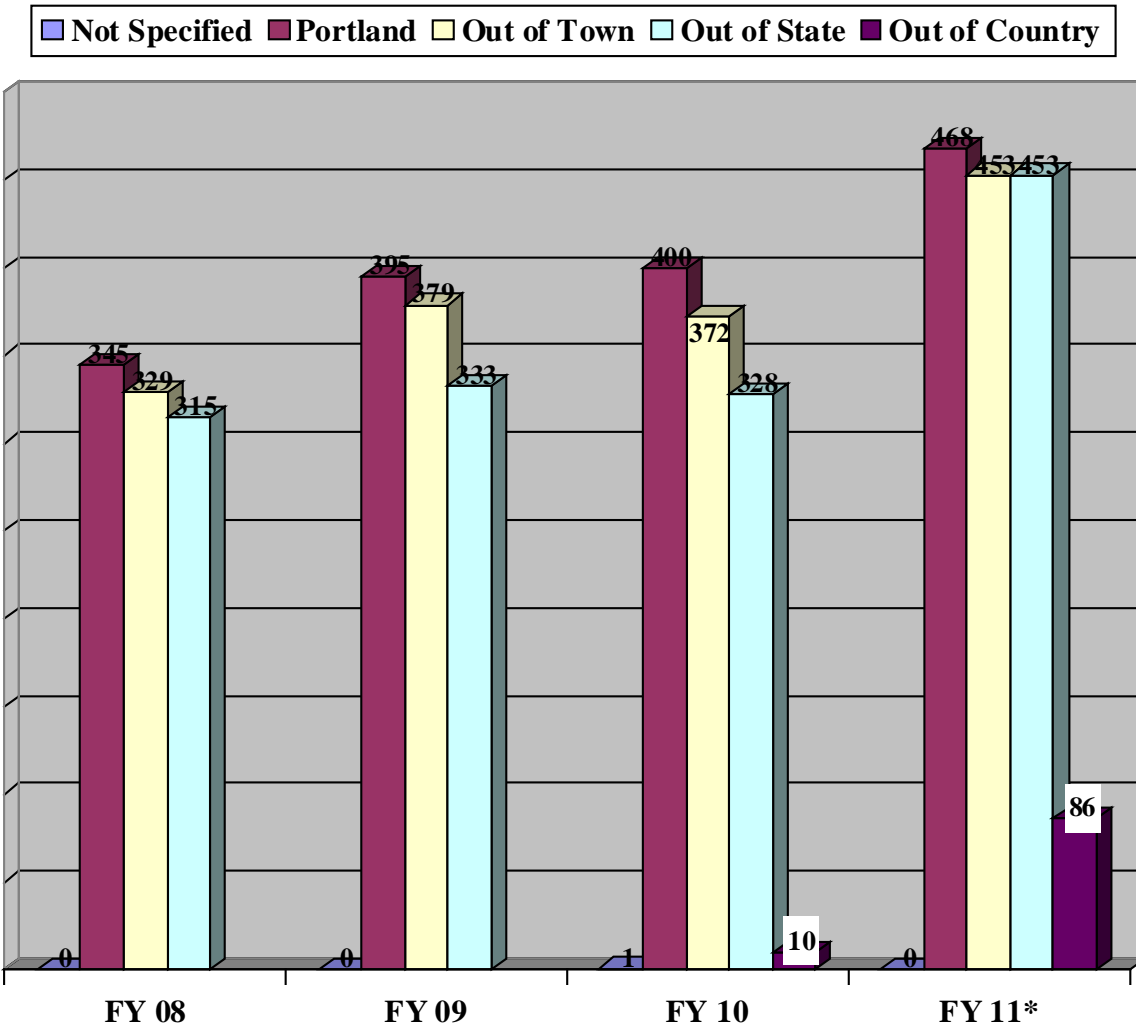


	FY 08	FY 09	FY 10	FY 11*
Stayed between 1-3 nights	391	446	378	518
Stayed between 4-60 nights	615	670	776	907
Stayed between 61-121 nights	121	140	136	116
Stayed between 122-243 nights	71	95	84	99
Stayed between 244-365 nights	30	24	28	27

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**OXFORD STREET SHELTER
FY 2011**

**RESIDENCY OF NEW INTAKES
FOUR YEAR HISTORY**

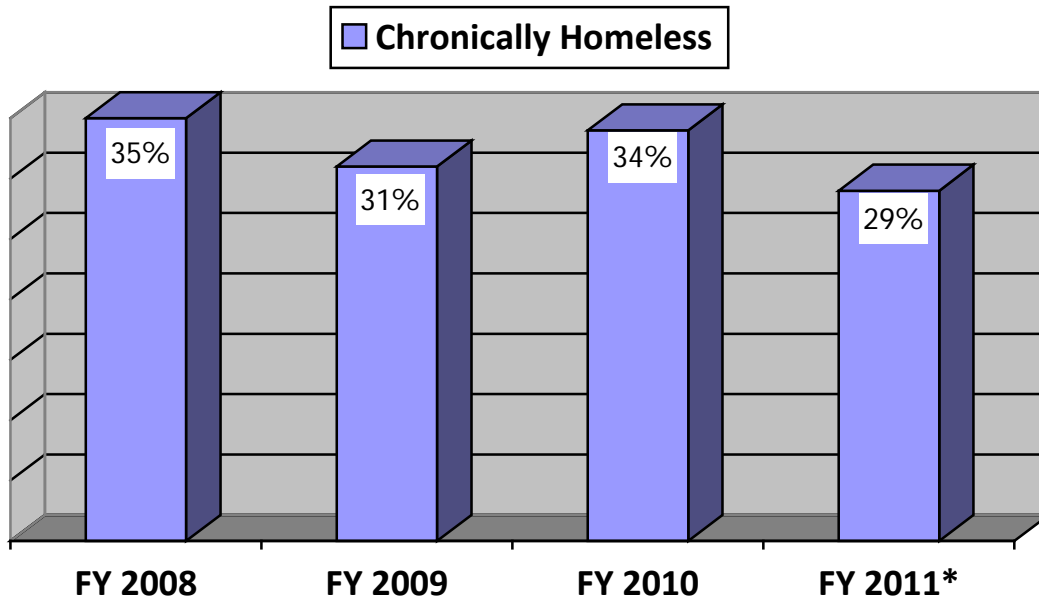


	FY 08	FY 09	FY 10	FY 11
Not Specific	0	0	1	0
Portland	345	395	400	468
Out of Town	329	379	372	453
Out of State	315	333	328	453
Out of Country	N/A	N/A	10	86

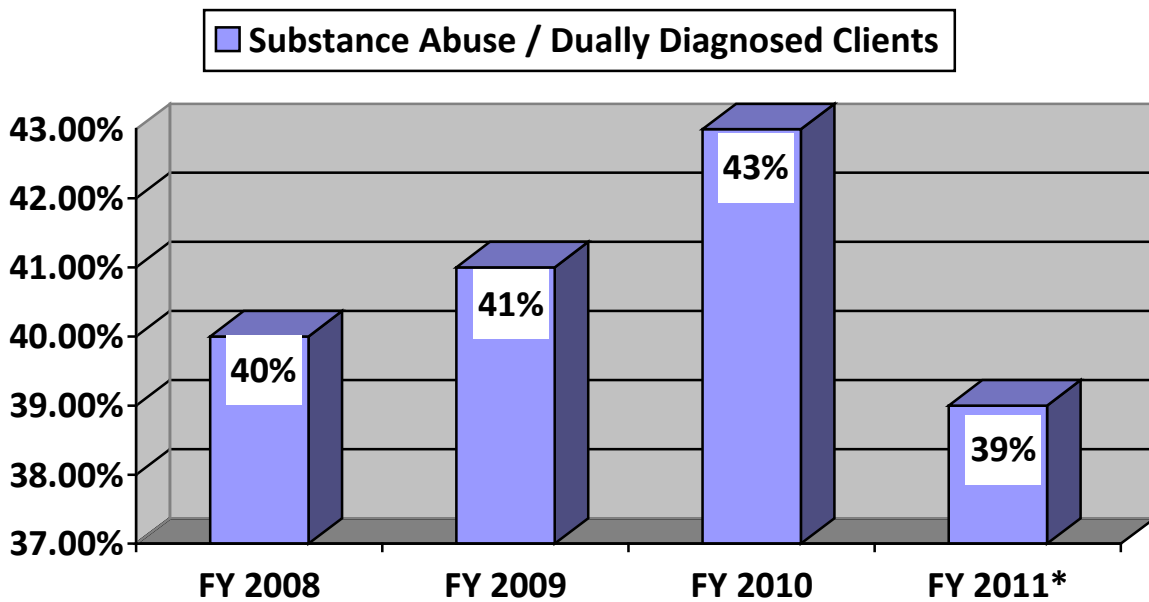
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OXFORD STREET SHELTER FY 2011

CHRONICALLY HOMELESS CLIENTS



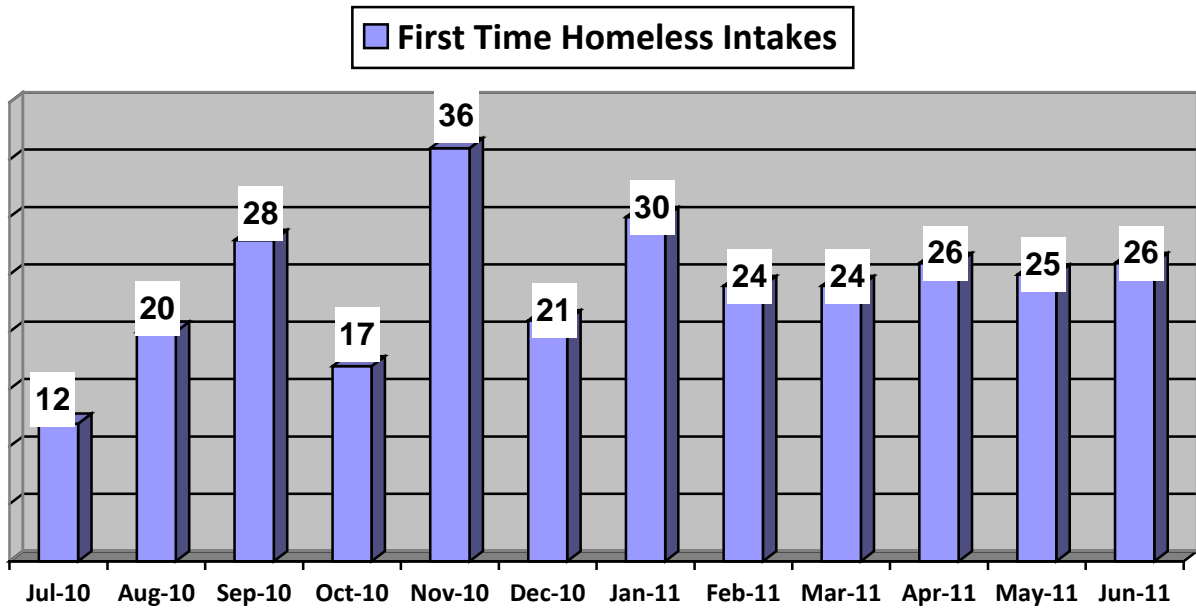
SUBSTANCE ABUSE / DUALY DIAGNOSED CLIENTS



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**OXFORD STREET SHELTER
FY 2011**

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

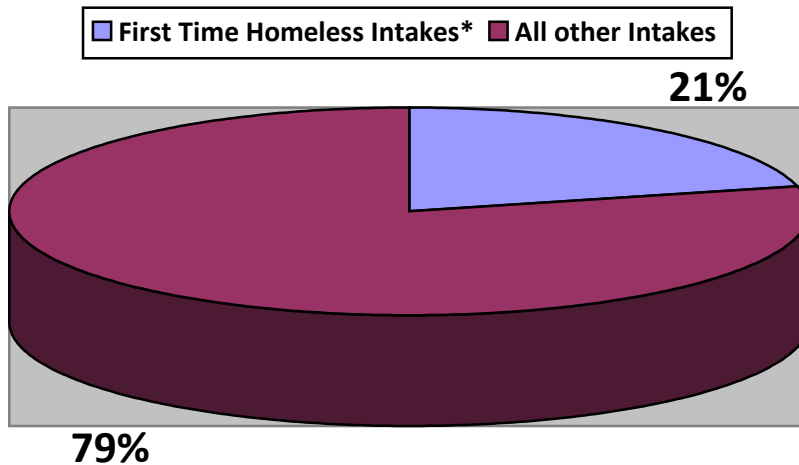


An intake is defined as an individual that has not stayed at the Shelter for a period of three (3) months/90-days or longer.

Total First Time Homeless Intakes in FY 11: **289**

Out of a total of 1,375 Intakes

21% of all intakes self-reported being homeless for the first time at the time of intake



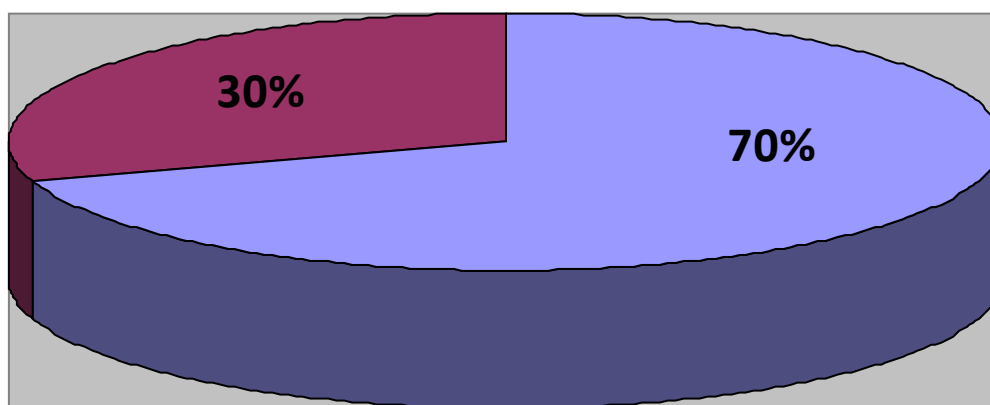
*Based on self-reporting

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OVERFLOW FY 2011

■ Overflow Used ■ Overflow Not used

*Percent of total nights in FY 11



Overflow was used 256 nights, or 70% of all nights in FY 11

**An adult overflow shelter was open for all 12 months in FY 11
Including the following locations:**

City of Portland Social Services Division

190 Lancaster Street (Refugee Services Conference Area)

Women's overflow July 2011 – January 19, 2011

190 Lancaster Street was used 200 nights, for a total of 5,411 bed nights,
averaging 27 women per night in FY 11.

Preble Street Resource Center (PSRC)

Men's overflow beginning January 20, 2011

Preble Street Resource Center was used 56 nights, for a total of 1,036 bed nights,
averaging 19 men per night in FY 11

Total overflow bed nights in FY 11: **6,447**

Total overflow nights used in FY 11: **256**

