



SUMMARY OF NEIGHBORHOOD ENGAGEMENT WORKSHOPS

JUNE 2016

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THIS DOCUMENT PRESENTS:

HIGHLIGHTS

- a report on our public engagement efforts in Salt Lake City in June 2016;
- specific steps related to engaging residents in prioritizing established criteria for Homeless Resource Facilities; and
- a review of the results from the June 2016 Neighborhood Engagement Workshops.

OUR PRINCIPLES

Meaningful participation begins with a transfer of knowledge about the past, the existing conditions, and future trends.

Engaging a broad, diverse public by providing multiple venues and means for community involvement is important in the creation of a democratic, representative plan.

Involving as many people as possible is key to the City's commitment to public engagement.

PUBLIC ENGAGEMENT

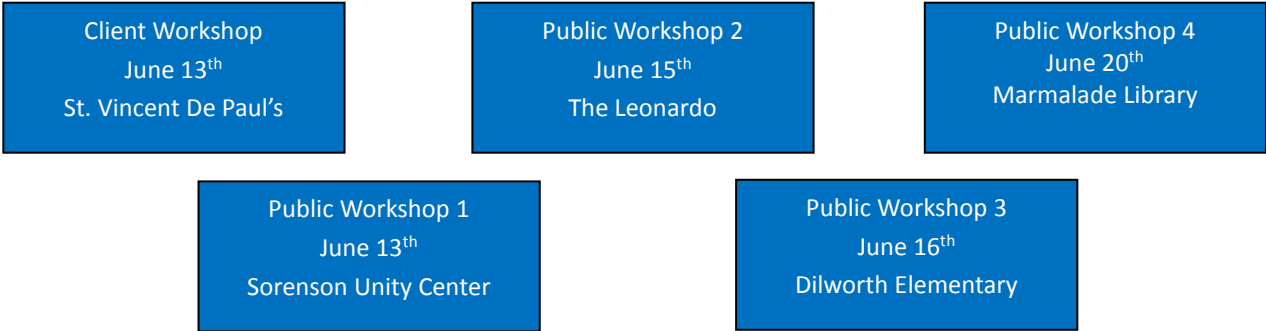
Public engagement is a term that is widely seen in policy and local government. The goal of public engagement in Salt Lake City is to inspire and harness public input as a prominent part of planning and community development. For Salt Lake City, this begins with meaningful transferring of knowledge about the past, the existing conditions, and future trends. By providing multiple venues such as NEW's and digital inclusion through Open City Hall, community involvement is reaffirmed as important in the creation of a democratic, representative plan. The subsequent involvement of as many people as possible was key to the City's commitment to public engagement and would not have been possible without dispersed engagement locations.

NEIGHBORHOOD ENGAGEMENT WORKSHOP SUMMARY

After the culminated efforts of the Homeless Services Site Selection Commission & County Collective Impact in 2015, the State of Utah allocated funds towards new sites for Homeless Resource Facilities (HRFs) in Salt Lake City. In 2016, the Salt Lake City Mayor’s Office reached out to the greater Salt Lake City community to help prioritize criteria for site locations in Salt Lake City. These sites are intended to meet the needs of individuals who are experiencing homelessness along with the needs of the community at large. This balancing act required all to participate in finding the right solutions. In order to do that, Salt Lake City’s Housing & Neighborhood Development Division designed and administered five Neighborhood Engagement Workshops with guided exercises as well as opportunities to meet with city officials, police officers, service providers, and county representatives.

In addition to providing accessibility for input through physical engagement, Salt Lake City’s Civic Engagement Team created an online survey that modeled the guided exercises. The workshops and survey opportunities were not only designed to help refine criteria for two new homeless resource facilities, but to also provide an opportunity for residents to learn more about people experiencing homelessness. These engagement tools fostered a discussion about how a new model for homeless services can be incorporated into the greater community, by posing two main questions:

- 1. How can smaller homeless resource facilities designed to serve distinct homeless groups, such as single women and men, fit into the fabric of Salt Lake City?**
- 2. How do we balance the needs of individuals and families experiencing homelessness with those of the broader population?**



NEIGHBORHOOD ENGAGEMENT WORKSHOP SUMMARY

The first Neighborhood Engagement Workshop (NEW) was a closed workshop specifically for individuals who were currently experiencing homelessness in Salt Lake City. The other workshops were spread throughout the city over a two week period and open to the general public. Each workshop began with an empathy exercise titled, Walk in My Shoes; allowing participants to engage themselves in the struggles of those experiencing homelessness in order to understand the complexity behind the circumstances that lead to becoming homeless. Participants then prioritized a list of criteria to be used when selecting sites for the resource facilities such as: proximity to services, case management, and safety for the broader community.

The results of the Neighborhood Engagement Workshops showed that Salt Lake City residents are ready to support our local citizens who are currently experiencing homelessness. The exercises showed that sites that are 1) Well distanced from drug trade, 2) Include easy access to services (medical, behavioral health, detox, community partners, space for pets, storage) and are 3) Designed for safety using Crime Prevention Through Environmental Design standards (CPTED) were the top three criteria for the two new HRF's.



ENGAGING ART

A graphic recorder was hired by Salt Lake City to do live graphic recordings to synthesis the workshop content, discussions, and outcomes. The graphic recorder was Karina Mullin Branson, an artist from ConnerSketch LLC., Fort Collins, CO.

HOW DID WE GET HERE?

BACKGROUND

Started in fall 2013, a long term situational assessment revealed the need a need for more homeless services. Since early 2015, community leaders, service providers, and elected officials have been meeting to find lasting solutions to Utah's homelessness and housing crisis.

Community members participated through workshops, open houses, and conversations.

The Homeless Services Site Evaluation Commission (Commission), formed by Salt Lake City, recommended a scattered site model that called for smaller, separate facilities for subpopulations (such as families with children, single adult men, single adult women, etc.). Additionally, under that model the Commission recommended six success criteria for new homeless resource facilities.

On March 25, 2016, Governor Gary Herbert signed into law HB436 (sponsored by Rep. Francis Gibson), and the Utah State Legislature provided funding for this innovative model by dedicating \$9.25 Million with future funding anticipated over the following two years.

The \$9.25 million in state funding during Fiscal Year 2016 through HB 436 represented the first appropriation of the State's commitment to fund the \$27 million request over a three year period. That initial funding,

supplemented by private donations, as well as funding from Salt Lake City and Salt Lake County, will be used to support homeless programs and services, two new smaller HRFs in Salt Lake City and an increase in affordable housing statewide. The funding also helped establish a year-round facility for families with children in Midvale in 2016. These are all critical steps towards a new way to provide services.

Read more about Phase 1 of the Homeless Services Site Selection Commission:

<http://www.slcgov.com/hand/homeless-site-evaluation>

HOW DID WE GET HERE?

GOALS OF THE HOMELESS SERVICES SITE EVALUATION COMMISSION

- Determine appropriateness for up to two resource facilities in Salt Lake City. These facilities will serve the single male and single female populations, and will be designed not to exceed 250 persons. Resource facilities will provide housing, treatment, and services.
- Develop a site selection model to be used by communities across the state.

SALT LAKE CITY
JUNE 22, 2016

HOMELESS SERVICES SITE EVALUATION COMMISSION



SUCCESS CRITER

The aforementioned Homeless Services Site Evaluation Commission (Commission), recommended sixteen success criteria for new homeless resource facilities. These criteria were created through rigorous dialogue with local community members in 2015.

HISTORY OF CRITERIA: developed in 2015 through public engagement, sit downs with service providers and those experiencing homelessness, community leaders and best practices nationwide.

PURPOSE: to add details and finalize the location criteria so the city can begin

searching for locations. This is not to ask where the city should place the new facilities, but what type of location is best.

WHERE DOES THE CRITERIA FIT IN THE PROCESS?

The criteria itself received prioritization during the workshops in order to identify a location through qualitative community input.

The qualitative community input shapes how available land is identified and inventoried. Ultimately, it influence STAGE 2 of the Resource Center Location Process illustrated below and on the next page.

SUCCESS CRITERIA FOR NEW HOMELESS RESOURCE FACILITIES

Well-designed building and site

Has community, not institutional feel, aesthetically pleasing

Design for safety using Crime Prevention through Environmental Design standards (CPTED)

Integrated into surrounding area

Flexibility to accommodate systematic development and changing needs of homeless population

Design to affirm innate human dignity

Appropriate for sub- populations to be serviced

Part of larger neighborhood

Close to public transportation as appropriate to access needed services

Not conducive for regional drug trade, safety is key

Internalized services, no public queuing

Includes outdoor gathering space

Space for 24/7 occupation

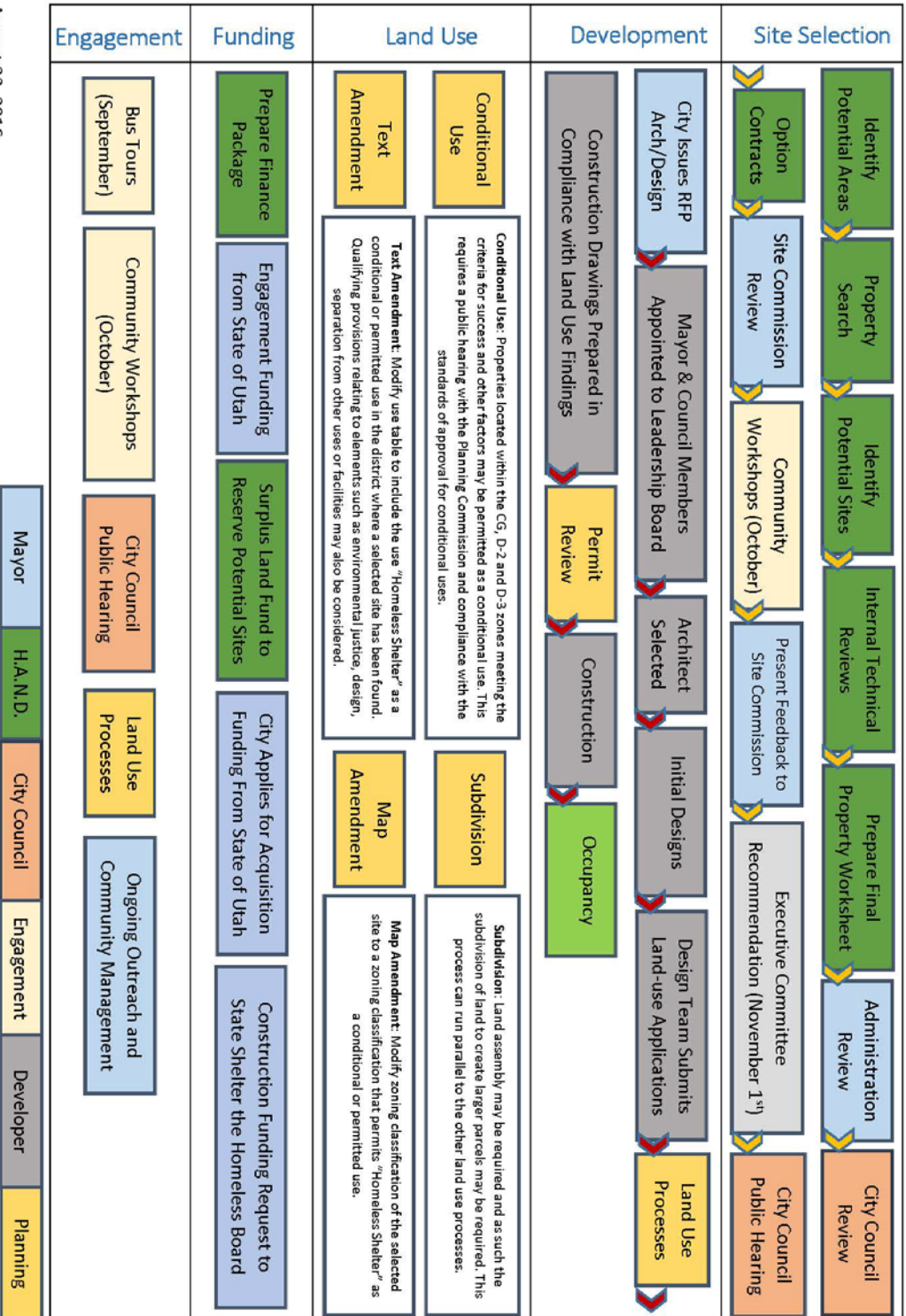
Includes easy access to: shelter, day services, medical, behavioral health, detox, community partners, space for pets, storage, hot box (decontaminate clothing and personal belongings)

Site to include office space for intake and case workers to better serve

Utilize technology to better serve

LOCATION PROCESS

Homeless Resource Center Site Selection Process



August 23, 2016



WORKSHOP EXERCISES

The exercises created for the NEW's were intended to open up a dialogue on services and prioritizing the recommended services to best assist individuals experiencing homelessness.

Walk in My Shoes

Walk in My Shoes is an activity created to instill and inspire empathy through examining the unique circumstances of each individual experiencing homelessness. Activating empathy within the broader community is important for prioritizing the needs of individuals at HRFs within Salt Lake City.

Facilitators were stationed at each round table to explain seven scenarios. At each table a volunteer was asked to read each story to the rest of the table and ask questions that would lead to an expanded discussion on specific needs. The questions below were provided to the facilitators as a supplementary guide.

- Where could they have stayed before the shelter?
- Who could they have called for help?
- If they were your neighbor, how might you have assisted them?
- What would be the first thing they would need to help with when they enter a homeless resource facility?
- Can you think of someone that is struggling with a situation who might lead to homelessness?
- What services can help this person leave the shelter?
- What services would they need every day? Every week? Every month?
- Was it one thing that led to them becoming homeless?
- What is their biggest barrier to being housed?

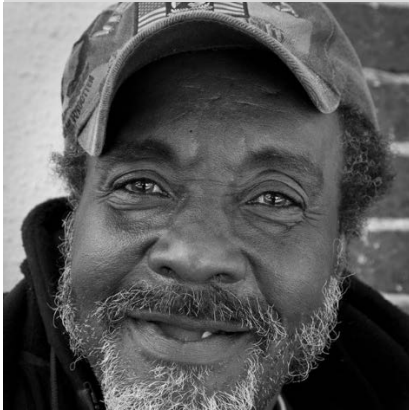
Walk in My Shoes Results

As mentioned above, facilitators requested that the rest of the table to ask questions that would lead to an expanded discussion on specific needs. Most discussions highlighted the complexity involved with each story. Participants found that some profiles needed mental health assistance more than job training or drug rehabilitation more than assistance reconnecting with family, some profiles simply needed assistance connecting to resources that had been lost before their crisis. All in all, the empathy exercise allowed participants to step outside of their own daily experience and recall upon an experience where someone they know was facing similar struggles in remaining housed. People responded well to this exercise and were in the mindset to focus on prioritizing particular services based on the discussion they has just completed.

WORKSHOP EXERCISES

Walk in My Shoes, an exercise in empathy building.

Hi, my name is Ray.
I am 68 and I am from Utah.



“I was a school teacher in Utah for 15 years, I am a veteran too. I was laid off and lost most of my retirement benefits because my employment ended before my benefits could kick in. I am trying to salvage what I can from Social Security. It is really difficult for me to figure out my retirement benefits, so I can have somewhere to live.

I lost my house in a divorce and I can't afford an apartment on my own with my fixed income. I can't start a new career at my age, I don't know who would hire me anyway. I try to access veteran's services, but I don't understand the process. I have been staying at the shelter for almost a year now, I need a change.”

Hi, my name is Heidi.
I am 57 and I am from Utah.



“My husband and I raised our kids in rural Utah before they moved out of state for work and college. Soon after that, my husband became ill and passed away. I picked up a second job to pay for the medical bills that were left behind and then I hurt my back. I started taking pain killers to cope with the pain and continue to work both jobs to cover the leftover medical bills. I became addicted to the pain killers and began missing work. I was fired from both my jobs. There are no shelters where I am from so I came to a homeless shelter two years ago. I have been depressed and trying to get clean so I can find a job. My depression and anxiety rule most of my day.”

Hi, my name is Josh.
I am 37 and I am from Utah.



“I used to be an engineer. I did everything I was supposed to, I graduated from college, had savings and a nice girlfriend. I was going to get promoted and propose to my girlfriend. I learned I was schizophrenic on my 30th birthday. I tried to manage it, my company had great benefits- but they were expensive. I had to switch medication a couple times to find one that fit our budget. I was let go after a couple of “episodes.” I was just trying to get rid of the voices.

I wound up at an emergency shelter after my medication ate up my savings and my girlfriend was fed up with my mood swings. I have been self-medicating since 2013 with whatever I can find to keep me calm. I really miss my old life.”

WORKSHOP EXERCISES

Criteria Prioritization

Prioritization was an activity that directly utilized the prior discussion about individual needs and services in “Walk in My Shoes” to refine and apply importance to the Success Criteria. The exercise furthered the efforts of the Homeless Services Site Evaluation Commission and the broader public from 2015.

“PURPOSE: to add details and finalize the location criteria so we can begin searching for locations. This is not to ask where we should place the new facilities, but what type of location is best.”
- Elizabeth Buehler, SLCs former Homeless Services Coordinator

Facilitators were stationed at the head of each table accompanied by a scribe to track important themes and particular comments that stood out among each group discussion. Facilitators were given a large board to draw on that illustrated the Success Criteria. They were then encouraged to rank each criteria with their group.

After both exercises were completed, each facilitator provided a summary of their group discussions and all rankings tallied and tabulated. All responses were summarized and questions and comments for encouraged for a “wrap up”.

Criteria Prioritization Results

Participants responded well to this exercise and were very proactive in centering the discussion on prioritizing. Discussions and all rankings were tallied and tabulated when the activity was completed, as mentioned above. Throughout all of the NEW’s, the recurring theme was that facilities that are not conducive for regional drug trade, includes easy access to services (day services, medical, behavioral health, detox, community partners, etc.), designed for safety using Crime Prevention Through Environmental Design standards (CPTED), close to public transportation as appropriate to access needed services, and including space for 24/7 occupation are the most important priorities for HRF’s located within Salt Lake City. The private NEW held specifically for individuals currently experiencing homelessness, echoed the same message with the addition of the need for an HRF designed to affirm innate human dignity.

CRITERIA PRIORITIZATION RESULT

The sixteen criteria presented at the NEW's were in no particular order when participants were asked "What is most important to you in having a new HRF in an SLC neighborhood?" The results are from the 445 attendants of the NEW's and the 644 digital respondents.

➤ 1	Not conducive for regional drug trade, safety is key
➤ 2	Includes easy access to: shelter, day services, medical, behavioral health, detox, community partners, space for pets, storage, hot box (decontaminate clothing and personal belongings)
➤ 3	Design for safety using Crime Prevention through Environmental Design standards (CPTED)
➤ 4	Close to public transportation as appropriate to access needed services
➤ 5	Space for 24/7 occupation
➤ 6	Design to affirm innate human dignity
➤ 7	Site to include office space for intake and case workers
➤ 8	Flexibility to accommodate systematic development and changing needs of homeless population
➤ 9	Well -designed building and site.
➤ 10	Has community, not institutional feel, aesthetically pleasing
➤ 11	Internalized services, no public queuing
➤ 12	Utilize technology to better serve
➤ 13	Appropriate for sub-populations to be serviced
➤ 14	Integrated into surrounding area
➤ 15	Includes outdoor gathering space
➤ 16	Part of larger neighborhood

WORKSHOP RESULTS

The Neighborhood Engagement Workshops (NEW's) were all very well attended. The first NEW was a closed workshop specifically for individuals experiencing homelessness and was not open to the general public. Having the first NEW as a closed workshop specifically for individuals experiencing homelessness, was pivotal in providing a safe space for underrepresented and sensitive populations of citizens.

Addressing the same question to both populations, created a leveled and equitable foundation for all participants. This workshop also had a separate survey that asked: Where Did You Sleep Last Night & What Services Are You Currently Using The survey revealed that the most highly utilized services were The Weigand Center, Saint Vincent's Dining Hall, The Road Home, and A Place for Your Stuff.

Client Workshop
June 13th
St. Vincent De Paul's

This workshop had an estimated attendance of 160 and most participants notified of the event through the Weigand Center, the VOA, and by walking by and seeing posters.

Public Workshop 1
June 13th
Sorenson Unity Center

This workshop had an estimated 94 attendees present. Each workshop had approximately 15 tables that seated 10, to anticipate seating a total of 150 participants. A lot of the main concerns at this workshop addressed safety for the existing community.

Public Workshop 2
June 15th
The Leonardo

This workshop had 58 attendees present. Most of the main concerns at this workshop addressed services and the need for the existing transportation to be adequate.

Public Workshop 3
June 16th
Dilworth Elementary

There were 29 attendees at this workshop. The participants were heavily concerned with an attractive design that fit into the neighborhood fabric. They expressed concern with size and what types of servicing options available at the HRF's.

Public Workshop 4
June 20th
Marmalade Library

104 people attended this workshop. The conversations were lively and centered around on site case management, adaptability for changing populations, and design for safety. Most concerns highlighted the need for Medicaid expansion and affordable housing.

WORKSHOP RESULTS



Public Workshops

FAST FACTS

86%

86% of participants surveyed had some experience with individuals experiencing homelessness.

24%

24% of attendees lived in District 2, while 22% lived in District 4 and 14% in District 3.

14%

86% of attendees live in Salt Lake City, while only 14% did not.

22%

78% of participants work in Salt Lake City, 22% do not, and only 7 individuals are retired.

Additional concerns



Training & workforce services

The public expressed a need for staffing within the facility.



Detox & rehab resources

Participants expressed concern over monitoring drug use.



Dining & food availability options

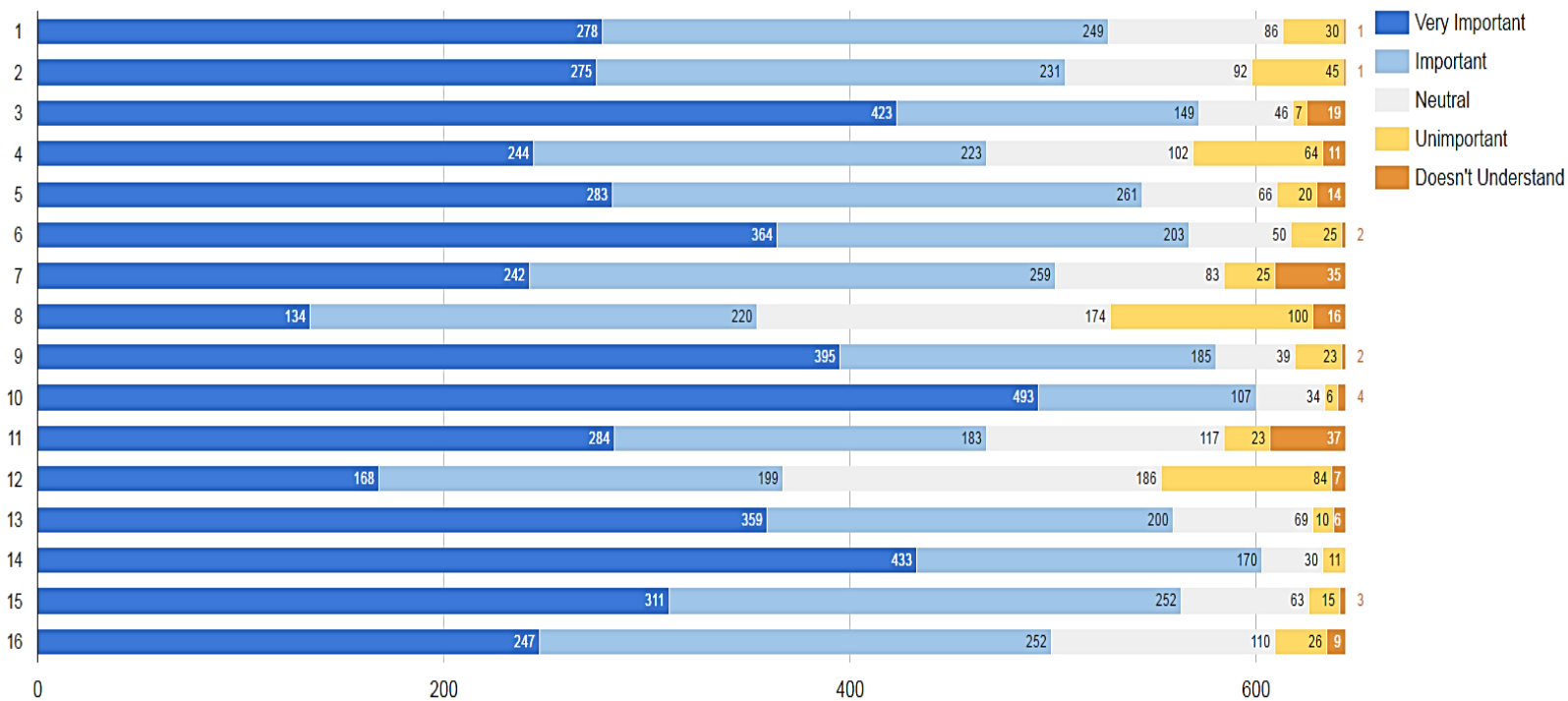
DIGITAL INCLUSION

In addition to the Neighborhood Engagement Workshop's (NEW's) being held in different areas of Salt Lake City, online surveys through Open City Hall and Facebook were made available in June and July, 2016. An estimated total of 445 participants came to the NEW's around Salt Lake City. A total 644 responses were received for the Success Criteria prioritization via Facebook and Open City Hall!

Identical to the NEW's Criteria Prioritization exercise, online participants were asked to prioritize the 16 criteria guiding Success Criteria recommended from the Homeless Services Site Evaluation Commission during phase 1.

The graph below shows the outcome of the online digital inclusion engagement. Here, we see what was most important to respondents.

Digital Inclusion: Online Criteria Prioritization Results (Total 644 respondents)



1) Well -designed building and site, aesthetically pleasing, 2) Has community, not institutional feel, 3) Design for safety using Crime Prevention through Environmental Design standards (CPTED), 4) Integrated into surrounding area, 5) Flexibility to accommodate systematic development and changing needs of homeless population, 6) Design to affirm innate human dignity, 7) Appropriate for sub-populations to be serviced, 8) Part of larger neighborhood, 9) Close to public transportation as appropriate to access needed services, 10) Not conducive for regional drug trade, safety is key, 11) Internalized services, no public queuing, 12) Includes outdoor gathering space, 13) Space for 24/7 occupation, 14) Includes easy access to: shelter, day services, medical, behavioral health, detox, community partners, space for pets, storage, hot box (decontaminate clothing and personal belongings), 15) Site to include office space for intake and case workers, & 16) Utilize technology to better serve.

DIGITAL INCLUSION

The image below summarizes responses from 367 participants in the “Walk in My Shoes” online empathy exercise when asked, “What services could help this person leave the shelter?”

“Walk in My Shoes”



Number of times participants mentioned,
“What services could help this person leave the shelter?”
(367 total participants)

CONCLUSION

An estimated 445 citizens participated in the five total NEW's throughout Salt Lake City in the month of June. Each NEW began with empathy and ended with action and an open dialogue session. This dialogue session after the exercises really allowed people to express their root concerns and questions directly to city staff. The first two exercises were important in setting up the educational component that unpacked some perceptions about the city's process for the two HRF's.

The results of the NEW's showed that Salt Lake City residents are ready to support our local citizens that are currently experiencing homelessness. Concerns regarding access to public transportation, discouraging regional drug trade, providing adequate services through quality case management, and maintaining dignity to individuals navigating these services seemed to be an overarching theme.

The results of the Digital Inclusion exercises, a total 644 responses reflected the same concerns. The criteria prioritization showed us that sites that are 1) not conducive for regional drug trade, safety is key, does 2) Include easy access to: shelter, day services, medical, behavioral health, detox, community partners, space for pets, storage, hot box (decontaminate clothing and personal belongings), and have are 3) designed for safety using Crime Prevention Through Environmental Design were the top 3 most important Success Criteria for the 2 new HRF's. For the "Walk in My Shoes" exercise, the need for employment, job training, medical assistance, case management, and transportation support were the important areas of assistance when asked, "What services could help this person leave the shelter?"

Moving forward into the next phase of the Homeless Services Site Evaluation Public Engagement process, it will be critical to refer back to the methods and outcomes from this first stage of public engagement which will serve as a tool in guiding further engagement efforts. In addition to the Neighborhood Engagement Workshop's (NEW's) being held in different areas of Salt Lake City in June, another series of engagement will continue into September and October. These next steps will include bus tours to successful Homeless Resource Facilities (HRF's) to provide an example a quality service providers existing in our community. Further steps in October will encompass workshops, exhibits, and continued dialogue.
