



THE PATH MALL

Los Angeles, CA Vertical Campus

LOCATION

The PATH mall is located halfway between Downtown Los Angeles and Hollywood. The area is predominantly a mid-urban with small businesses in older buildings, low-to-medium density housing developments, and public schools nearby. The Metro Subway stop is two blocks away.

POPULATION

Total= 53,798	Homeless Veterans= 6,248
Male Adult = 36,682	Severely Mentally Ill= 16,229
Female Adult = 12,449	Chronic Substance Abuse= 19,207
Male Child = 2,439	HIV/AIDS= 511
Female Child = 2,228	Domestic Violence= 4,827
Chronically Homeless =13,613	
Homeless Youth= 5,736	

(Second largest homeless population in the nation)

DAY SERVICES

- Basics (showers, restrooms, hygiene items, phones, mail, clothing)
- Salon, Personal Care
- Sack lunches for all Visitors
- Behavioral Health and Medical Services
- Substance Abuse Recovery
- Housing Assistance
- Employment Assistance
- Veterans Services
- Public Benefits Assistance
- Legal Assistance

NIGHT SERVICES

- 39 beds – single men
- 21 beds – single women
- 20 beds – 2 per private room
- 10 private transitional rooms - single mothers with school-age children
- 18 private transitional rooms – single men with HIV/AIDS

Other Area Services

- Los Angeles Homeless Services Authority
- Los Angeles Mission
- Skid Row Housing Trust
- LAMP Community

About the PATH Mall

The PATH Mall (People Assisting The Homeless), opened in 2002 in a former manufacturing building. It is a 4-story building employing the vertical campus model of homeless services. PATH Mall is based on a shopping center concept of all services being in the same building. The current facility incorporates shelter areas with day service areas and case management. In the first floor of the building are a health center, legal assistance, benefits assistance, mental health care, job center, veteran services, substance abuse treatment, personal care center and basic services. The upper floors of the building have transitional housing units for single men, women, families and single men living with HIV/AIDS in separated floors.

PATH has offered homeless programs, including day centers, job programs and housing, across the Los Angeles since 1984. PATH is currently progressing with plans for a PATH Metro Campus with construction of two additional buildings on-site of the PATH Mall for 190 permanent supportive housing units.



PROS

- Multiple Services Within One Building
- Health, Behavioral Health, Job Center, Veteran Assistance, etc.
- Model Can Be Copied
- PATH opened PATH Connections in San Diego in 2013
- Community Health Clinic, Day Services, Transitional Housing
- Adaptive re-use of historic building in Downtown San Diego

CONS

- Serves Small Number of Area Homeless Individuals
- Los Angeles has largest number of individuals living on streets in nation
- Approximately 40,000 unsheltered individuals (~ 2/3 of total pop.)



About Bud Clark Commons

This vertical campus building, constructed in 2011 and known as the Bud Clark Commons building, consists of a single building with eight stories. Floor 1 includes the shelter (90 beds for men), kitchen, exercise room, and storage. Floors 2 and 3 include day services available to all area homeless individuals. Day services include showers, clothing, laundry, voice mail services, computer lab and housing assistance. Floors 4-8 include 130 permanent supportive housing units for the most vulnerable homeless.

Part of the City of Portland’s Ten Year Plan to End Homelessness. Bud Clark Commons is a partnership between the City of Portland, Multnomah County, Home Forward (local housing authority) and Transition Projects, a local non-profit. Transition Projects operates the shelter and day services on the lower floors of the building. Home Forward manages the permanent supportive housing units on the upper floors.

Bud Clark Commons is the first LEED Platinum-certified building built specifically for homeless services. The building has also won awards from the America Institute of Architects for its design.



LOCATION

Bud Clark Commons is located adjacent to Portland, near the Portland Union Rail Station and Greyhound Bus terminal, and the Willamette River. It is surrounded by mid-rise office and government buildings.

POPULATION

Total= 6,824
Singles = 4,700
Persons in Households with Children= 2,028
Persons in Households only Children= 42
Chronically Homeless Individuals= 1,908
Homeless Youth= 579
Disabling Condition=2,352
Veterans= 413
Domestic Violence= 835

DAY SERVICES

- Basics (showers, restrooms, hygiene items, phones, mail, clothing)
- Message Service
- Lockers
- Laundry
- Food Pantry
- ID assistance
- Case Management
- Behavioral Health and Medical Services
- Housing Assistance
- Job Training
- Transit Tickets
- Internet/Computers
- Bicycle Parking
- Pet Area

NIGHT SERVICES

90 shelter beds – single men
130 permanent supportive housing units

PROS

- AIA award winner and LEED-Platinum Certified Building
- Aesthetically pleasing building reduces stigma of “public housing”
- Uses vulnerability index to Place People into 130 Housing Units
- Men’s Emergency Shelter and Engaged Day Center located Inside Building.
- Includes job training and life skills, restrooms, mailboxes, storage lockers, and clothing for job interviews

CONS

- Neighbors Unhappy
- Reports of crime from within the building
- Increase in Police calls to area
- Two Agencies Responsible for Services
- People confuse Transition Projects day and shelter services with Home Forward’s permanent supportive housing program



Other Area Services

- Portland Rescue Mission
- Salvation Army Female Emergency Shelter
- Goose Hollow Family Shelter
- My Father’s House Family Shelter



About the CASS

CASS (Central Arizona Shelter Services) Home Service Campus is a multi- building campus that includes administration offices, the day resource center, an adult shelter, a human services building, and a men-only emergency shelter. The campus model began in 1984 with construction of the first buildings.

Clients start at the Men’s Outreach Shelter. The maximum length of stay is 90 days. If clients need assistance following that time period, they transition into the Single Adult Shelter. Case management begins once clients enter the Men’s Outreach Shelter.



LOCATION

The campus is located in close proximity to downtown Phoenix, in a light industrial area with large, open lots, next to a main railroad line, and a major bus route. The campus is located off major thoroughfares and reduced street frontage. The reduced street frontage allows for controlled entry into the campus.

DAY SERVICES

Basics (showers, restrooms, hygiene items, phones, mail, clothing)
ID Assistance
Case Management
Behavioral Health and Medical Services, including Dental
Veterans Assistance
Housing Assistance
Employment Assistance
Financial Counseling
Child Development and Family Services
Rapid Re-housing for most vulnerable

POPULATION

Total= 5,918
Adults (over 24) = 3,491
Homeless Youth = 601
Children (under 18)= 1819
Persons in Households with Children= 2,429
Persons in Households only Children= 24
Persons in Households without Children= 3,435
Veterans= 297
Chronically Homeless Individuals= 499
Severely Mentally Ill= 320
Chronic Substance Abuse= 299
HIV/AIDS= 6
Domestic Violence- 337

NIGHT SERVICES

400 beds – single adult shelter (male and female; Designated shelter beds for veterans)
300 spaces/mats – men-only emergency shelter

Other Area Services

Vista Colina Emergency Family Shelter
Arizona Housing, Inc.
Phoenix Rescue Mission
Respite Shelter
Tumbleweed Center for Youth Development (9-18 years)
Homeward Bound

PROS

Case Managers Work with Each Single Adult Shelter Client
Case managers develop individual plans to help clients leave homelessness
Campus Allows Multiple Services On-Site
Includes Case Management, Veteran, Employment, Housing and Family Services, as well as Dental Clinic and Basic Services

CONS

Very Basic Services at Men’s Outreach Shelter
Sleeping mat, blanket and water
Night time only
Not Enough Beds
300-400 individuals sleep in a parking lot (East Lot) each night due to overcrowding at Men’s Outreach Shelter



HAVEN FOR HOPE

San Antonio, TX Campus

LOCATION

Located 1.5 miles from the downtown “core”, near the intersection of several major interstate highways in an area with other office buildings, light industrial businesses and some multi-family residential buildings. It has access to major bus routes via a short walk.

DAY SERVICES

- Basics (showers, restrooms, hygiene items, phones, mail office, donation warehouse, clothing)
- Food services
- ID Assistance
- Behavioral Health
- Substance Abuse Recovery
- Spiritual Services
- Job Training
- Employment Services
- Education Services
- Skills Training and Education
- Legal Services
- Childcare
- Youth and Family Activities
- Library
- Locked Storage
- Pet Kennels

POPULATION

Total= 2,892
Adults(over 24)= 2048
Homeless Youth= 195
Children (under 18)= 649
Mental Illnes= 501
HIV/Aids= 30

Physical Disavility= 299
Chronic Substance Abuse= 530
Veterans= 262
Chronically Homeless Individuals= 101

NIGHT SERVICES

Prospects Courtyard-600
Transformational Campus Housing-795

Other Area Services

Alamo Area Resource Center
City of San Antonio Homeless Assistance Services
San Antonio Housing Authority
Salvation Army

About Heaven for Hope

Opened in 2010, Haven for Hope is a closed campus with centralized intake services. Prospects Courtyard is an outdoor sleeping space with basic services, including: meals, showers, laundry and basic medical and behavioral health care. If a client is a Bexar County resident, he can graduate into the Transformational Campus. A client of the Transformational Campus receives case management to find permanent housing. Haven for Hope hosts 36 community partners on site.



PROS

Partners with 93 Service Providers
36 Located on Campus,
45 Community Referrals,
12 Community Support Partners

Actively Move Towards Housing
Case managers work with clients
to obtain housing on their own or with programs’ help

CONS

Neighbors Complain
about Cleanliness and Crime
Police calls have increased 42%
in neighborhood
Require increase police patrols
Claims problems of homelessness simply shifted
from Downtown to new neighborhood

Long Waiting List
Limited space in Transformative Campus keeps clients in
Prospects Courtyard



About the Multiple Buildings

New York City’s Department of Homeless Services provides scattered services throughout the city and boroughs, primarily in facilities operated by nonprofit organizations (under contract with the City). Homeless New Yorkers receive social services on-site, and shelters target specific populations of clients to better address their varying circumstances and needs. The City uses 311 to provide 24/7 outreach services. Clients seeking shelter must go through specific intake centers and then are sent to shelters around the City.



LOCATION

New York City Homeless services are scattered throughout the city, neighborhoods, and surrounding area

POPULATION

Total= 64,060
Largest homeless population in the nation

DAY SERVICES

Office of Client Advocacy to help with various public and homeless services

Veterans Service Unit
(services and resources connections, housing placement, medical care, public assistance)

Homeless Prevention in the form of: rental assistance; landlord/tenant mediation; budgeting; job training; public benefits

Street Homelessness and Outreach teams, 24/7

Legal services for homeless advocacy

NIGHT SERVICES

“Right to Shelter” mandate provides temporary emergency shelter via many shelters throughout the community

Adult Families
(without minor children younger than 21)
Families with Children, and Pregnant Women
Single Adults

Grand Central Food Program
(1,000 meals each night to homeless on the streets)

“Homebase” program serves to prevent homelessness via: rental assistance; landlord/tenant mediation; budgeting; job training; public benefits

Private apartments with support services on site for single adults

Apartments for single mothers with children
Housing for HIV/AIDS homeless people

PROS

Department Houses over 50,000 individuals Nightly
DHS is mandated to provide housing and shelter to anyone without housing alternatives
Over 250 Shelters and Housing locations throughout five boroughs

Approximately 95% Shelter Rate
Allows for daily census

Supportive Services On-Site
Most Shelters/Housing have services in Same Location

Public Hospitals
Eliminate the Need for Health Clinics

Security In Every Service Location
Peace Officers required to be in every city and city-contracted facility

CONS

Homelessness Rates Still Rising
Due to Lack of Affordable Housing
Opened over 20 new shelters last year to meet demand

Budget for DHS is \$903.5 million Annually
Department employs over 2,000 individuals

Neighborhoods Complain
Shelter Site Selection is Not Transparent
No Notification Requirement
(though it is standard policy)



Other Area Services

Coalition for the Homeless



About the Rescue Mission

Homeless services in Denver closely mimic those offered in Salt Lake City. Independent organizations offer a variety of services within close proximity to each other. Programs are coordinated by Denver’s Road Home. The organization is charged with implementing the City’s Ten Year Plan to End Homelessness.

The Denver Rescue Mission operates a number of facilities and shelters around Denver. The Lawrence Street Shelter opened in 1970 and is the closest to being a “main facility” for DRM. It houses a medical clinic offering a variety of services. There is also a shelter with 300 beds, client services including clothing distribution and other needs and meals available at the Lawrence Street facility. Many of these client services are also available at other locations.

St. Francis Center is the largest day center, it can serve up to 900 people a day. St. Francis offers basic day services, including: showers, clothing, storage, day labor jobs, basic case management.



LOCATION

Most homeless services are located due West of Downtown

POPULATION

Total= 11,167
Chronically Homeless = 709
Domestic Violence = 1,395
Persons in Households with Children= 1,853
Veterans = 626
Homeless Youth =921

DAY SERVICES

Varies On Facility

NIGHT SERVICES

Varies On Facility

PROS

The Rescue Mission Runs Lawrence Street Emergency Shelter and The Crossing

Allows for easy coordination between Shelter and Transitional Housing
The Crossing houses up to 500 men, women, and children

Day Center Largest Services Program

St. Francis Day Center can help 900 persons/day
Lawrence Street Emergency Shelter sleeps 300 persons/night

CONS

Lack of Funding
Especially during Winter

Operating At or Near Capacity
Because there is a number of small shelters, the system has excess capacity to sleep individuals each night



Other Area Services

The Gathering Place
The Delores Project
Colorado Coalition for the Homeless
Catholic Charities



THE ROAD HOME

Salt Lake City, UT Scattered Site

LOCATION

Located 1.5 miles from the Downtown “core”, near the intersection of several major interstate highways in an area with other office buildings, light industrial businesses and some multi-family residential buildings. It has access to light rail and major bus routes via a short walk.

POPULATION

Individuals in ES= 5,110
Persons in Families in ES= 2,583

Individuals in TH= 514
Persons in Families in TH= 532
Total= 1046

Individuals in PSH= 906
Persons in Families in PSH= 802
Total= 1,708

DSBL COND in ES= 3,402
DSBL COND in TH= 513
DSBL COND in PSH= 1,140
DSBL COND = Disabled Condition

Veterans in ES= 673
Veterans in TH= 369
Veterans in PSH= 224

Youth (18-24) in ES= 599
Youth (18-24) in TH= 17
Youth (18-24) in PSH= 40

DAY SERVICES

Case Management
Basic Services
VA Outreach

NIGHT SERVICES

Men’s Emergency Shelter
Women’s Emergency Shelter
Family Emergency Shelter (during winter months)

Other Area Services

Catholic Community Services
4th Street Clinic
SLCPD HOST Program
Volunteers of America, Utah
Veterans Affairs
The Rescue Mission
Crossroads Urban Center
YWCA
Valley Storefront/Safe Haven
The Good Samaritan Program
Homelnn
Welfare Square

About the Road Home

The Road Home operates the Salt Lake Community Shelter, the largest Emergency Shelter in the State of Utah. In addition to the Emergency Shelter, the Road Home operates Palmer Court and the Wendell Apartments, which are scattered site PSH. They operate the Community Winter Shelter, 529 W. 7300 S., during the winter months, which is an Emergency Shelter for Families. Formerly the Travelers Aid Society, the Road Home was established in 1923. The Salt Lake Community Shelter has been at its current location, 210 Rio Grande Street, since 1988.

The Shelter has beds for Single Women and Single Men as well as Medical and Case Management beds available. Palmer Court is a 201 unit PSH facility and the Wendell Apartments is a 32 unit facility. There are a variety of services located at the Shelter including laundry, showers, hygiene products, clothing, employment services, IDs and transportation assistance. There are Case Managers on site to assist clients in finding housing and other services. The Department of Veteran Affairs has an outreach office located at the Shelter in order to help veterans find housing and services quickly.

Across the street, Catholic Community Services operates St. Vincent dePaul’s Food Kitchen and the Weigand Center, a day center for clients. Also located nearby is the 4th Street Clinic which is a medical and dental clinic for homeless individuals and families. VOA has a Street Outreach Team (SET) which engages clients and provides service referrals and assistance. SLCPD’s HOST program operates out of the Metro Support Bureau’s Resource Center, located at 420 West 200 South.

PROS

The Road Home does not turn anyone away from its Emergency Shelter
People can sleep on mats on the floor if necessary
There is an overflow shelter at St. Vincent’s Dining Hall

There are medical beds on site for those who need to recover from surgery/illness

There are Case Managers on site to work directly with the clients

VA has outreach on site to help refer individuals / to services

Community Winter Shelter is open during the winter months for Families

Works well with other service providers to coordinate care and services for clients

Uses VI-SPDAT to assess the vulnerability of clients
Most services are within walking distance which allows easier access for clients

CONS

Not enough PSH/TH to meet the need
Not enough Medical Detoxification beds
Not enough Behavioral Health Services available

Not enough Long-Term Storage for clients
Clients must line up outside the Road Home to enter each night
Clients need to be out of Shelter from 8:00am -10:00am every day for cleaning
There are issues with cleanliness, safety and crime in the area, particularly on Rio Grande Street
Some clients avoid finding work so that they can stay in line

Drug Dealers use the mass of people as cover for their drug activities