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Homeless Services Site Evaluation Commission

Factors for Success

What We've Heard from YOU



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Sources of Information

- Situation Assessment -- ~60 interviews
- Small group meetings with Commission members
- Group meetings with 100+ homeless individuals
- Group meeting with interested community members (including shelter volunteers)



Small Group Discussion Questions

What are the essential elements/factors for success for an ideal placement of homeless services in Salt Lake City?

Are there any gaps in homeless facilities in Salt Lake City?

The City is currently evaluating homeless services in six cities. Are there other cities you suggest we look at as successful examples of siting/configuring homeless services?

What is the main interest that you want to have satisfied in this process?



What We've Heard

Priority Concerns

- Safety and security
- Community buy-in
- Current facilities / services can be improved
- Biggest facility-related gaps
 - Mental health facilities
 - Detox facilities
 - Housing
 - Capacity for day services
 - Connecting individuals to needed resources



Organization of Presentation

What We've Heard about Factors for Success

- What are the functions we need to provide in these facilities?
- What are the physical characteristics of the neighborhood and/or structures that will create the greatest opportunity for success?
- Practical considerations



What We've Heard

Need Adequate Facilities for these Functions

- ID check / limit access to those with ID
- Intake / immediate connection with needed services
- Outreach / find individuals to connect them with needed services
- Potential clients are not only the homeless
- Case managers to help individuals transition out of homelessness
- Employment support (e.g., education, training, vocational rehab)



What We've Heard

Need Adequate Facilities for these Functions

- Day services
 - Daily and long-term storage of worldly belongings
 - Laundry
 - Personal hygiene / bathrooms, showers
 - Mail
 - Trash bins / recycling
 - Meals (late into evening and weekends as well)
 - Drinking water
 - Daytime “hang-out” space
 - Daycare
 - Safe place for medical supplies / drug dispensing
 - Weekend facilities



What We've Heard

Need Adequate Facilities for these Functions

- Essential personal health services
 - Mental health (evaluation, beds and ongoing support)
 - Detox (beds, ongoing support, AA/NA meetings all day)
 - Medical services
 - More dentists
 - Better pharmacy
 - Restive care / hospice care
- Emergency shelter
 - Families with children don't need to move
 - Adequate space/beds so do not need to check out each day
 - Storage capacity for belongings while working or seeking services
 - Restrooms with doors
 - Washer/dryer
 - Intentional consideration of how to handle homeless individuals denied entry



What We've Heard

Need Adequate Facilities for these Functions

- Open outdoor space dedicated for homeless population use
 - “Hang out” space
 - Garden area
 - Secure playground for children
- Space for community partnerships
- Housing
 - Affordable housing for those below poverty level (prevent homelessness)
 - Transitional housing (especially for families) (transition out of homelessness)
 - Permanent supportive housing (prevent return to homelessness)



What We've Heard

Which Functions to Co-Locate

- Multiple homeless services in close proximity
 - Get all services in one trip
 - Within walking distance
- Shelter and services
 - Mental health / detox
 - Case managers (connection to jobs and housing)
- Shelter and transitional housing
- Housing and support services
- Food and services



What We've Heard

Which Functions to **Keep Separate**

- Men's and family shelter spaces
- Youth and adult shelter / services
- Place permanent supportive housing everywhere



What We've Heard

Physical Characteristics of Neighborhood and/or Structures

- Self-contained / “internalize” activities
- Drug traffic easy to control (dealers can't hide in homeless presence)
 - Street configuration / landscaping
 - Facility design
- Easy access
 - Connect homeless individuals to services and jobs
 - Community volunteers to reach facilities
 - Location near public transit (preferably free zone or provide vouchers)
 - Provide private transportation services



What We've Heard

Physical Characteristics of Neighborhood and/or Structures

- Emergency shelter should be centrally located, not isolated
 - Family shelter should have good access to schools
- Clear signage / communication about facilities
 - Help direct homeless to needed resources
 - Help community members identify ways to help
- Flexibility in potential use of space
- Blend into neighborhood



What We've Heard

Physical Characteristics of Neighborhood and/or Structures

- Create a “community feel”
- Pay attention to building ambiance
- Adequate room / orientation to support security measures
- Facilitate use of technology to make process more efficient



What We've Heard

Physical Characteristics of Neighborhood and/or Structures

- Design against bugs
- Handicap access (interior and exterior spaces)
- Design for privacy
- Accommodate homeless individuals with pets
- Provide safe smoking areas



What We've Heard

Practical Considerations

- Cost
 - Immediate costs to renovate / relocate / build
 - Ongoing costs (O&M)
- Retain and recoup investments in existing facilities
- Funding / how will it be paid for?
- Zoning



Discussion

Any key Factors for Success missing?

