



Addressing Homelessness

CITY OF EUGENE UPDATE, WINTER 2017-18



The City of Eugene works with governmental and community partners on a range of efforts to address homelessness in our community.

In these efforts, the City strives:

1. To address the need for both permanent solutions and more short-term emergency shelter strategies
2. To acknowledge and demonstrate through collaboration that partnerships are essential to successful outcomes
3. To balance livability of neighborhoods with compassionate and humane responses to homelessness and the reality of our current housing and homelessness crisis

Emergency Services and Helping People Move Toward Permanent Housing

Continued Support for Social Services

Support for human services is a critical piece of the City's strategies and efforts in addressing homelessness. The City of Eugene provided \$350,000 in CDBG funds and \$935,000 in FY17 General Fund dollars to the Lane County Human Services Commission to support critical social services that support people who are homeless and in poverty. These resources are combined with other federal, state and local resources received by Lane County to support a range of general and specialized social services including:

1. Community Service Centers in four locations for low-income persons
2. Three Homeless Access Centers for singles, families and youth
3. Hunger relief services including food box distribution and meal sites
4. Early childhood programs
5. Cultural and linguistic access

The resources also support a range of emergency, transitional and permanent housing programs and services provided by a variety of non-profit social service organizations in the community.



2017-18 Winter Strategies

The City of Eugene allocated \$155,000 to the Lane County Human Services Commission to help support winter strategies for unsheltered homeless persons through the Dusk to Dawn program. This season, Human Services Commission funding for winter strategies will support the following programs from November 1 to March 31:

- **Dusk to Dawn:** Approved in December 2015, Dusk to Dawn provides approved sites for people to sleep overnight. City Council approved two new sites for the 2017-18 winter season which has added capacity to the program. A St. Vincent de Paul-owned site for individuals in northwest Eugene, a Lane County-owned site for individuals with vehicles in north Eugene, and a St. Vincent de Paul-owned site for families with children in southeast Eugene will together serve over 110 people nightly. St. Vincent de Paul manages the program for each site.
- **Emergency shelter seasonal warming through the Egan Warming Centers:** For singles and couples without children, Egan Warming Centers offer overnight shelter on nights when the temperature drops to 30 degrees or below. The centers rely heavily on a cadre of volunteers and donated spaces for overnight shelter. In 2016-17, the Egan Warming Centers activated 25 nights and served over 1,600 unique guests.
- **Motel vouchers to assist homeless families with children:** On nights that Egan Warming Centers activate, Catholic Community Services administers motel vouchers for families with children.

Car Camping Program

The City of Eugene's Car Camping program, run in partnership with St. Vincent de Paul, currently hosts over 70 single spaces and eight family spaces at over 42 addresses, both public and private. The City of Eugene provides \$89,000 annually for the program, which has been increased by \$50,000 through the Supplemental Budget the past few years. St. Vincent de Paul administers the program, providing sanitary facilities as well as camper screening and placement.



EUGENE'S CAR CAMPING PROGRAM

- ▶ 70+ SINGLE SPACES
- ▶ 8 FAMILY SPACES

Lindholm Service Station

The City of Eugene provided over \$190,000 in CDBG funds for critical improvements at the Lindholm Center Service Station. Improvements were made to the lavatory, shower and laundry facilities to support increased use by Service Center clients. Construction was completed in December 2016.

Looking Glass Youth Shelter

The City of Eugene Police Department provides \$36,000 annually to the Human Services Commission that goes towards Looking Glass Station 7 to provide shelter services for homeless youth. Station 7 and its Rural Program component operate 24 hours a day to provide crisis intervention services for youth, ages 11 to 17, and their families.

Eugene Community Service Center

The City of Eugene allocated over \$168,000 in CDBG funds for rehabilitation of the Eugene Community Service Center, owned and operated by Catholic Community Services. This facility served over 10,000 people in 2015 and is the largest distributor of food boxes in Lane County. Funds will be used to replace the walk-in freezer/cooler, improve accessibility at the entrance, replace windows and light fixtures to achieve greater energy efficiency, and install an exterior awning to protect clients in inclement weather. Work will commence in 2018.

Rest Stops

Rest stops provide approved sites where people experiencing homelessness can sleep in tents or Conestoga huts, keep their belongings, and receive assistance connecting with social services. Currently, five rest stops managed by local non-profits are in operation, serving up to 92 people at any one time. In December 2016, Council approved one-time funding of \$25,000 for the program, and in February 2017, Council approved the removal of the sunset date for the program. In 2017, City staff created an Outreach Handbook on the Rest Stop and Car Camping programs to provide detailed information about the programs as well as tools to assist community members and neighborhood groups interested in working with staff to increase awareness and identify new potential sites.

**5 REST STOPS CAN
SERVE UP TO 92
PEOPLE**

*Two rest stop residents
distribute firewood to fellow
residents.*





**OPPORTUNITY
VILLAGE EUGENE
CAN SERVE UP TO
35 PEOPLE**

Opportunity Village

A self-managed micro-housing site located on City-owned property, Opportunity Village has been providing low-cost shelter for people experiencing homelessness since August 2013. The site consists of common bath, kitchen and gathering spaces and 29 temporary residential units with capacity to serve up to 35 people at any one time.



Homeless Medical Recuperation Program

The City of Eugene allocated \$108,000 in CDBG funds to rehabilitate ShelterCare's Homeless Medical Recuperation facility. This program provides 19 units of safe supportive emergency housing, including meals and wrap-around services, for medically fragile people discharged from hospitals with no place to go. Funds will be used for exterior repairs, HVAC upgrades, improvements to cold food storage, and to replace the roof. Work will commence in 2018.

Community Justice and Outreach Initiatives

The City of Eugene has launched several programs for which the goals are to intervene and help people connect with resources to address needs which may be contributing to frequent interactions with law enforcement and the criminal justice system. While the following programs serve both those with and without housing, many whom they serve are homeless.

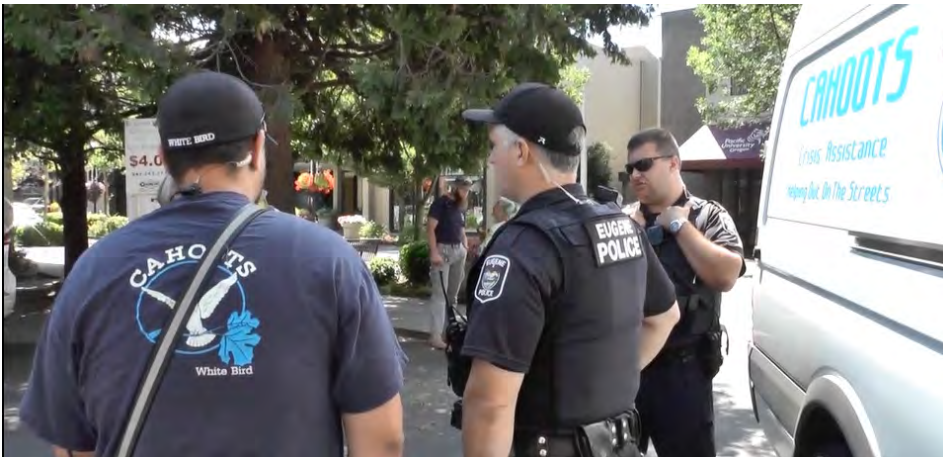
- **Community Court:** Eugene Municipal Court launched Community Court in September 2016 as a program for those who have committed non-violent offenses in the downtown area. Community Court happens once a week in the downtown library, and participants are required to do community service and meet with service providers who can help with housing and a variety of other needs. The program had 51 graduates in its first year, and walk-ins also take advantage of the opportunity to come meet with providers.
- **CAHOOTS:** Crisis Assistance Helping Out On The Streets (CAHOOTS) provides 24/7 mobile crisis intervention and is dispatched through the police non-emergency communications center. Each team consists of a medic and crisis worker who can provide immediate stabilization, assessment, referral, information, and advocacy. The Eugene Police Department contracts with White Bird for CAHOOTS services, providing over \$900,000 in funding and owning and maintaining three vans used for the program.
- **Community Outreach and Response Team (CORT):** A partnership between the Downtown Police Team and CAHOOTS, this team identifies top users of police resources in the downtown area and spends two days a week working with individuals to help them address underlying needs and barriers. CORT has helped 31% of their clients enter housing.
- **Park Ambassadors:** Park Ambassadors work in City parks to help promote safety and quality experiences in the parks system. Ambassadors perform a variety of tasks, including providing information and explaining rules to park visitors, helping maintain clean parks, and connecting with and assisting those who are experiencing homelessness.

Buckley House/Willamette Family Treatment Center

The City of Eugene Police Department contracts with Willamette Family Treatment Center annually in the amount of \$79,000 to provide sobering services.



The Community Court program had 51 graduates in its first year.



The Community Outreach and Response Team has helped 31% of their clients enter housing.



Parks Ambassadors work throughout the City of Eugene's parks and natural areas to help promote safety, cleanliness and positive experiences.

The 15th Night Initiative addresses youth homelessness in Eugene.



15th Night Initiative

The City of Eugene is partnering with the 4J and Bethel School Districts and a number of community partners on the 15th Night Initiative to address youth homelessness. A total of 311 students who are unaccompanied minors experiencing homelessness have been identified in Eugene. The 15th Night's Rapid Alert Network system responded to 120 requests between January and September 2017. The City's Recreation Division is also partnering with 15th Night to provide a variety of recreational experiences, programming and development opportunities for youth participants. Three 15th Night youth were hired this past summer by the Recreation Division following their completion of an internship and job training program.

Looking Glass McKay Lodge

The City of Eugene allocated almost \$425,000 in CDBG funds to rehabilitate McKay Lodge, which is a residential facility for male juvenile ex-offenders. McKay Lodge is owned and operated by Looking Glass and supports 35 youth annually. Funds will be used to renovate the kitchen, replace the roof, replace the HVAC system, and for other interior improvements. Work will commence in 2018.

Whiteaker School

The City of Eugene allocated \$250,000 in CDBG funds to rehabilitate Whiteaker School, which is owned and operated by Head Start of Lane County. At this location, Head Start provides services to almost 200 children and provides over 4,000 meals per month. Funds will be used for roof repairs, kitchen expansion and renovation, and security improvements. Work will commence in 2018.

Homelessness Prevention and Permanent Housing Solutions

Access to permanent affordable housing is critical to both prevent and end homelessness. The lack of affordable housing opportunities is the most significant barrier identified by homeless service providers in their work. Eugene has invested in multiple projects to expand the number of affordable housing units available and to also preserve the existing stock. Eugene invests its federal HOME and CDBG funds for this purpose and also provides local System Development Charge waivers and property tax exemptions.

EXPANDING THE SUPPLY OF AFFORDABLE HOUSING

Over the past year, 64 units of affordable housing were created through completion of one new construction and two acquisition projects. Of the total, 13 units are for homeless persons and 11 units are for youth aging out of the foster care system. Three additional projects with 23 affordable housing units are underway including The Monroe, River Road Apartments, and Youth House. Descriptions of these projects are provided below.

Delta Court

Cornerstone Community Housing used HOME funds to acquire Delta Court, an eight-unit apartment building on Hunsaker Lane. The rehabilitated units serve as transitional housing for homeless families with children.

Bascom Village Phase Two

This new construction project was developed by Housing and Community Services Agency of Lane County (HACSA). It includes 47 affordable housing units and one on-site manager unit. HACSA received HOME funds to support the development, and the land was purchased with CDBG funds. CDBG funds were also used to pay for the street infrastructure for the development.

Bascom Village



North Polk Street Apartments

Neighborhood Economic Development Corporation (NEDCO) acquired a 12-unit apartment building with HOME funds. The apartments were renovated with CDBG funds and other sources. Eleven units are dedicated to housing very-low income youth aging out of foster care and one is for an on-site manager. This is the first project of its kind in Oregon that meets the critical housing needs of youth aging out of foster care.

Youth House

SVdP was awarded HOME funds to acquire a former church building to provide 13 transitional housing units for homeless youth age 16 to 18 and one on-site manager unit. Construction to adapt the building for this purpose has commenced and will be completed in early 2018.



North Polk Street Apartments

AFFORDABLE HOUSING BY THE NUMBERS

► 64
NEW UNITS CREATED

► 23
ADDITIONAL UNITS
UNDERWAY

► 267
UNITS OF EXISTING
AFFORDABLE
HOUSING
REHABILITATED

The Monroe

Liberty Housing Group LLC used HOME funds to acquire a six-unit apartment building in the Whiteaker neighborhood. Veterans will be the target population for these two-bedroom units. Rehabilitation will be completed by the end of December.

River Road Apartments

NEDCO used HOME funds to acquire a four-unit apartment building targeted to very-low income persons living with HIV/AIDS. Building rehabilitation will be completed by the end of December.

HOUSING REHABILITATION PROGRAM

In addition to creating additional affordable housing units, Eugene invested CDBG funds to preserve 267 units of existing affordable housing through its Housing Rehabilitation Program. Specific projects completed or underway are described below.

West Town on 8th

Cornerstone Community Housing received a \$158,000 CDBG loan to repair construction defects that led to a failed roofing system. Rehabilitation was completed in 2017. These repairs preserved 102 affordable housing units in downtown Eugene.



Olive Plaza

Olive Plaza, a 150-unit affordable housing development for very low-income seniors, received a \$360,000 CDBG loan for relocation of residents while significant rehabilitation took place including seismic upgrades and accessibility improvements. Work was completed in September 2017.



Eugene Emergency Home Repair Program

Fifteen very low-income households received assistance through Eugene's emergency home repair and accessibility improvements program totaling \$53,000. These repairs address critical health and life safety issues and prevent displacement and homelessness.

City of Eugene Support for Community Initiatives

Veterans Homelessness

Work to leverage \$3 million in additional federal grant resources that were awarded to St. Vincent de Paul in 2014 resulted in more closely coordinated efforts to address homelessness among veterans, over 400 veterans being housed, and over 50 avoiding imminent homelessness through the local initiative dubbed Operation 365. Since March 2016, 445 homeless veterans on Lane County's By-Name Homeless Veterans List have been housed.

Housing Policy Board

The City of Eugene supports the intergovernmental Housing Policy Board, which acts as a forum for public input into the community issues related to affordable housing. The HPB reviews low-income housing issues and makes policy, funding, and other recommendations regarding affordable housing to Eugene and Lane County governments. The mission of the HPB is to increase the availability of decent, affordable housing for low and very-low income families and individuals in Lane County.

► **445**
HOMELESS VETERANS
HOUSED SINCE 2016

Poverty and Homelessness Board

The Poverty and Homelessness Board (PHB) is an action oriented group of elected officials, community stakeholders, and individuals who represent low-income and homeless people's concerns. The board developed a five-year strategic plan in 2016 that included creating 600 additional housing opportunities for chronically homeless individuals and 300 additional emergency shelter beds, as well as other strategies related to the key goals of increasing housing, shelter, and services, preventing homelessness and poverty, and enhancing public awareness and advocacy. The Mayor of Eugene sits on the PHB as a voting member, and City staff also provide support.

Human Services Commission

The Lane County Human Services Commission (HSC) is the lead agency for the Continuum of Care Plan, coordinating an integrated community safety net delivery system of social services, supportive housing, and healthcare services for low-income and homeless community members. In addition to providing over \$800,000 in annual funding to the HSC for a variety of critical social services, the City of Eugene is represented on the commission by elected officials who join those from Lane County and the City of Springfield.

Recent Council Actions and Resolutions

- In May 2016, the Eugene City Council passed Resolution No. 5153, which affirmed the City of Eugene's support and commitment to the Housing First approach.
- In October 2015, Council approved Resolution No. 5142, acknowledging the current housing and homelessness situation as a crisis and urging state assistance to help address it.
- City Council voted unanimously on February 27, 2017, to remove the sunset dates from the Rest Stop and Dusk to Dawn programs.
- The FY18 City of Eugene budget that Council adopted in June 2017 included adjustments to allocate:
 - o \$154,655 for the Dusk to Dawn program
 - o \$1 million of one-time Comcast Settlement Funds for a shelter

Challenges and Priorities

1. The number of households living in poverty is rising, and the number of affordable market rate housing units is shrinking. Over half of Eugene renters and a third of homeowners have a moderate or severe housing cost burden that places them at risk of homelessness. While Eugene continues to support development of affordable and special needs housing, development has not kept pace with the growth in need.
2. Unauthorized camping in City parks and public right-of-ways is having a taxing impact on the community, the unhoused, and the City. While interdepartmental teams continue to explore and implement strategies to increase public health and safety, and help address the needs of the unhoused, finding workable solutions that meet the magnitude and urgency of the need is a continuing challenge.
3. Education and outreach around the issue of homelessness and City and community efforts are key to increasing awareness and opportunities for partnerships and collaboration within the community.
4. Many efforts and initiatives have been implemented that are helping people meet their basic needs, find shelter, connect with services, and access housing. The City will continue to work with Lane County and other agencies, non-profit organizations, community partners and individuals to identify and support practical, humane, collaborative and sustainable solutions to homelessness.

LEARN MORE: www.eugene-or.gov/homelessness or 541-682-5010