

Downtown Homeless Solutions Task Force

Meeting Agenda #4 – Community Solutions

Tuesday, April 04, 2018, 6:00 p.m. to 8:00 p.m.

Salem City Library, Anderson A & B, 585 Liberty St SE

Action Agenda/Minutes complements the meeting audio recording attached to the online Minutes.

1. CALL TO ORDER AND ROLL CALL

Audio: 00:00:25

CALL TO ORDER: 6:00 p.m.

Welcome and Introductions

(Hr. Min. Sec)

ROLL CALL: Councilors Cara Kaser-Chair (Ward 1), Councilor Jim Lewis (Ward 8); and Matthew Ausec (Ward 5); Al Tandy-Taylor Jackson-Salem Summit, Dana Vugteveen-Salem Center Mall, Evan Delgado-Governor's Cup, Gayle Doty-Building Owner, Christy Wood-Run-Away Art Studio; Neal Kern-CANDO, Paul Logan-NW Human Services, Sandy Powell-Olivia's, Shannon Garcia-Oregon Law Center, Trevor Phillips-Salem Hospital, Steven Hill-Union Gospel Mission (UGM)

MEMBERS ABSENT: Brad Compton, Irene Bernards, Jon Reeves

STAFF: Kristin Retherford and Sheri Wahrgren-UD, Chief Gerald Moore, Sgt. Kevin Hill-SPD

GUESTS: Lorrie Walker, Delana Beaton, Pamella Watson and Kathleen Thorpe -Home Base Shelters of Salem; Gary Miller-DSA; Joan Tomlinson-City Vibe; Mike Potts, Tom Ellis and Jeanine Knight-UGM; Jim Quincan; Bela Wilch; Councilor Brad Nanke (Ward 3); Angela Puntney; Matt Maceira and Gary Schreck-Be Bold Street Ministry; Karen Kirschner; Tara Arichad; Kevin Cunningham; Micki Varney; Ken Houghton; Councilor Tom Andersen (Ward 2); Beth Hays-Community Resource Trust; Kim Bender.

2. APPROVAL OF AGENDA

00:02:20

Motion: Move to amend, move item 5b (Define Consequences) to after announcements, and approve the agenda for April 4, 2018,

Motion by: Member Doty

Seconded by: Member Wood

Action: Agenda for April 4, 2018, approved as amended.

Vote: Aye: Unanimous

MOTION CARRIES

3. APPROVAL OF MINUTES

00:03:57

Motion: Move to approve the minutes for March 20, 2018, as presented.

Motion by: Member Ausec

Seconded by: Member Phillips

Action: Minutes for March 20, 2018, approved as presented.

Vote: Aye: Unanimous

MOTION CARRIES

4. ANNOUNCEMENTS

A. Summary of Homework

00:04:10

Presented by: Kristin Retherford

Information was displayed on the wall. Displayed materials are attached to minutes.

B. Governor's Reentry Council

Presented by: Kristin Retherford

Information in packet

C. Homeless Input at Meeting

Presented by: Kristin Retherford

Mr. Potts and Mr. Elli, who are in the Union Gospel Mission program, gave review of their situations.

1. Homeless need a hand up – not a handout

• A place to feel needed, wanted and respected

1. There are few places for families to stay together

- A place to eat a nutritious meal, wash their clothes and take a shower = self-respect
 1. You build it – they will come (transportation accessibility required)
 2. A place to take pride in
- A person has to want to change
 1. They need a place to start
 2. Having the opportunity to make the right choice
 3. Mental illness is an issue
- Behavior and Consequences
 1. Give rewards for positive behaviors
 2. Consequences: community service
- Tent Cities
 1. Need to be run by member of the homeless community

Comments and questions: Potts, Ellis, Lewis (location of shelter), Doty (housing), Wood (the attraction to downtown, consequences businesses can offer), Garcia (barriers to accepting services), Retherford (behavioral issues and tent camps)

5. DISCUSSION

- a. **Define consequences** (order moved on Agenda by committee action) 00:43:45
1. Have homeless person clean up their own mess
 - i. May not be well received
 - ii. Need an ordinance - no racial slurs, no spitting, no vomiting, no leaving refuse, no defecation
 1. Need someone to enforce the ordinance
 2. Need consequences and rewards
 2. Community Service and job options
 - i. Need an established sense of community
 1. Establish relationships – pull back into community
 2. Need housing
 3. Expectations
 - i. Social services partner with police department
 - ii. Homeless should clean-up after themselves
 1. Business owners cannot ask employees to clean
 2. Employees don't feel safe
 - iii. Treat others with respect or suffer consequence
 - iv. Everyone should have same expectations
 - v. Currently sidewalk cleanliness is business owner responsibility
 1. Should cleanliness just be on the business owner?
 2. **Expand downtown Clean Team?**
 - a. **Currently Clean Team is two people (\$90,000 per year-Parking Fund)**
 - b. **Training intensive**
 - c. **Collect around 70 bags of garbage daily - Monday through Friday**
 - d. **They are not on call**
 - e. **They do not power wash**
 - f. **They clean trash receptacles and benches**
 - g. **They can clean hazardous waste**
 - h. **They don't go on private property**
 - vi. Property value in jeopardy
 - vii. Folks sleeping on sidewalk
 1. Should be against the law
 2. **Need alternatives for sleeping, eating, facilities – “Where”**
 - a. **Need options to have expectations**
 - viii. Should move once business opens

Comments: Chief Moore (sit-lay ordinance 7 a.m.to 9:00 p.m.), and Sargent Hill (make-up of the homeless community, crime, respect, community, jail may not be a deterrent; Mobile Crisis Response Team, enforcement partners)

- b. Continued brainstorming of solutions 00:00:00
 - 1.
 - c. Identification of possible obstacles 00:00:00
 - 1.
 - d. **Next steps – Focus on Downtown solutions** 01:41:00
 - 1. Take solutions developed from prior meetings and homework assignments to City staff to research funding opportunities and what partners would need to be involved in solutions.
 - i. Homework assignments: were reviewed
 - 1. Funding solution: Construction Excise Tax
 - 2. Space for people to eat, sleep, launder, and facilities.
 - a. Multiple places for facilities
 - 2. Research solutions from other cities
 - i. New Mexico model: homeless are employed to assist in clean-up
 - 1. Research partners and needed funding.
 - ii. One-to-one relationships – fund people to connect with the homeless
 - iii. Provide temporary housing of some type
 - iv. Put them to work to keep them busy and train them – to feel part of the community
 - 3. Bring staff research back to this Task Force to formulate recommendations to City Council.
6. **ADJOURN** 08:00 p.m. **NEXT MEETING: TBD** 01:59:20

Solutions from March 20 Meeting

Behavioral Solutions:

- Reach out and make contact,
- Offer assistance.
- Ask for assistance
- Downtown training for consistent empathetic approach to homeless.
- Have consistent boundaries and consequences.
- Assessment of laws and ordinances to protect everyone;
- - Simplify the 211 guide
 - Provide simple flow chart – Male and Female options
 - Current 211 not updated often enough. Portland based.
 - Make 211 local

Funding Solutions:

- Install parking meters for donations
- Explore revenue options such as a bond measure for housing or CET.

Sanitation and Hygiene Solutions:

- Expand clean team, possible work opportunities for homeless. (New Mexico model)
- Options to have safe disposal of hazardous materials.
- Low maintenance and safe toilet facilities in multiple location on public or private properties: \$\$
 - Could be Art-a-Potties or Permanent facilities (i.e. Portland “Loo”:
<http://theloo.biz/>)
 - Provide safe controlled storage for possessions. \$\$
 - Need more locking garbage collection sites downtown,
 - Emptied daily.

Broader Issue Solutions:

- Consider other types of safe housing. \$\$\$
 - Tent communities to pods or tiny houses.
 - Identify places for organized camping.
 - Provide tents.
 - Provide sanitation.
 - Control the area. Identify who monitors the camps.
 - Bins with mailing address for homeless to establish a residence.
 - Consider large shelters
 - Like aluminum buildings which can be heated
 - Consider distributed shelters

- Multiple smaller sites

Statements (Service Providers and Faith Organizations)

- Service providers do not have enough resources to meet needs.
 1. What resources are needed (more laundry, showers, bathrooms, health care, housing, etc.) and how to we support the levying of the resources needed?
 2. What do service providers need to have enough resources? (Funding, public support, etc.)
 3. Are there enough service providers to meet the needs?
 4. How can we get Service Providers and Faith Organizations the resources they need?
 - a. Repurpose parking meters downtown to be donation stations with proceeds going to service providers.
 - b. Create a city line items in the general budget to provide financial support of critical downtown services, i.e toilets, trash pick-up etc.
 - c. Support those working with the homeless by adding inmate labor and/or peer volunteer forces to police the downtown area for trash clean up.
 - d. Support peer volunteer outreach to educate and reinforce downtown behavior code with businesses, shoppers and homeless clientele.

Statements (Service Providers and Faith Organizations) Continued

5. How can access to services be increased?
 - a. Programs can be created to increase services to homeless individuals such as food, showers, laundry, etc.
 - b. Don't forget physical health issues are also involved.
 - c. Pay homeless individuals to do some of the things that are needed by the city such as cleaning streets, parks, bathrooms or recycling in the community. Vocational rehabilitation programs would be great, perhaps this could be a small scale start for the city.

6. What is the limitation of resources to increase services?
 - a. How much are stakeholders willing to contribute to provide increased services to homeless individuals
 - b. How much are they willing to contribute towards cleaning up after or shifting homeless individuals away from downtown?
 - c. Include homeless individuals in the group to provide services.

7. Can the current service providers meet the experience great demand for access to case management, shelter, food, showers, clothing, and laundry equipment and health care (mental health/substance abuse)?

Statements (Workers and Visitors)

- People who work and visit downtown are concerned about safety issues.
 1. How can we educate workers and visitors to empower them to recognize when someone is a risk to themselves and when someone is a risk to others?
 - a. Better ordinances to improve downtown safety/sanitation, more funding for police presence downtown. Especially into the evening hours.
 2. How do we make downtown feel safe for all who are concerned with safety issues?
 - a. Better ordinances to improve downtown safety/sanitation, more funding for police presence downtown. Especially into the evening hours.
 3. What are the primary safety issues that concerns these people?
 - a. Mostly heard that the presence of homeless individuals drives business away because of fear of what might happen. Correlation vs causation.
 - b. Let people know that treating homeless individuals with respect can benefit both parties, and that people need not be afraid.
 4. What are actions that could limit these issues?
 - a. Establish a code of conduct that benefits community members. For example, homeless individuals are welcome to use business restrooms if they don't take "baths" in them. Whereas homeless individuals will not loiter in front of businesses downtown (and will no longer need to leave waste near businesses). Homeless individuals can sleep downtown if they don't leave anything behind and move along before business hours.

Statements (Workers and Visitors) Continued

5. How can we make visitors feel safer when visiting downtown?
 - a. Increase the presence and visibility of peer/navigator support (i.e. LEAD) and community policing in the downtown core.
 - b. Post a downtown behavior code at sites visible to all.
 - c. Endorse a single point of phone contact (i.e. 211 or non-emergent police line or NWHS Hotline) as contact for businesses to call for support in dealing with issues related to homelessness.

6. Why do people who work and visit downtown feel concerned about safety issues?

Statements (Businesses)

- Businesses have homeless individuals camp and loiter in front of their storefront.
 1. What tools can we develop to help business owners create relationships with the people they encounter to set expectations of behavior and communicate consequences?
 2. Why do business have homeless individuals camp and loiter in their storefront?
 - a. More police presence, ordinances that prevent panhandling and overnight camping on city sidewalks.
 3. Where can homeless individuals go that would be better for everyone?
 - a. Lockers for storage so that homeless individuals can secure their belongings and they will likely leave fewer things behind.
 - b. Ask homeless individuals to participate in clean up and maintenance. Business can provide tools and incentives (sleeping bag/breakfast/etc) if homeless individuals clean up and leave before business opens.
 4. What is the City of Salem's responsibility to the property and business owners who have homeless individuals camping and loitering in front of their storefront?

- Businesses have homeless individuals trespass on their private property and use facilities intended for customer use.
 1. See above
 2. Why do homeless individuals trespass on private property and use customer facilities?
 - a. Better public facilities such as minimal privacy toilets, etc.
 3. Is this a separate problem?

Statements (Businesses) Continued

- Businesses have customers who don't want to go into their stores because of behaviors of homeless individuals.
 1. See above
 2. Why are customers avoiding stores because of homeless behavior?
 - a. Educate the public on homelessness for better awareness and understanding.
 - b. Adjust downtown variances/ordinances to limit certain behaviors that keep customers away.
 3. Is this the same safety issue as workers and visitors?

- 4. How can we help businesses effectively address homeless issues that negatively affect their ability to attract customers, remain financially viable and protect their investments downtown?
 - a. Provide city monies to build and maintain adequate toilet facilities downtown for customers, visitors and homeless clientele.
 - b. Financially support UGM to create temporary storage spaces for homeless belongings.
 - c. Identify property(s) where homeless are safe to camp for limited duration.
 - d. Use city buses to augment the work of Community Action in providing warming shelters during nights of inclement weather.
 - e. Create a working Phase 2 group of business owners, service providers, i.e. UGM Search and Rescue, LEAD, NWHS HOPE, Community Action, SPD, city council representative (ie Cara), homeless and formerly homeless individuals, and others working and ministering to Salem's homeless population to:
 - i. create a downtown behavior code;
 - ii. develop a plan and budget for downtown sweep teams to clean up trash and human waste;
 - iii. develop a plan and budget for downtown public toilet facilities and identification of site for limited duration homeless campsite(s);

Statements (Businesses) Continued

- iv. identify a single point of contact for businesses to call to connect with homeless resource support and/or law enforcement via 211, non-emergent police line or NWHS Hotline;
 - v. coordinate outreach and education to business owners to create awareness and availability of community support and back-up; as well as outreach and education to homeless individuals to improve understanding of behavior expectations and alternative community resources available to them.
- Businesses don't know who is able to help nor who to contact to get help with (and for) homeless individuals.
 1. Can we develop a meaningful tool to use when needing resources?
 2. Would a periodic workshop geared toward business owners navigating resources and developing community agreements help them to feel less helpless?
 3. Why do business not know who to ask for help with or call for contact?
 - a. A one stop call certain trained in all the resources Salem has to offer. Call the number and the operate\or/assistant on the other end can help transfer you to the appropriate service for the situation.
 4. Can the 211 number be turned into a helpline with operators working a navigators to the resources?
 - a. Establish a way for someone with understanding of the resources available to act as navigators to the homeless individuals and the other community members.

Statements (Businesses) Continued

5. Can the existing information be categorized in a way that is easier to understand?
 - a. Create flow charts with questions that lead to actions that are clearly described for issue resolution.

 6. What is the protocol for business owners to use to get help and who to contact to get help with the homeless individuals?
- Businesses experience increased shoplifting due to homeless population.
 1. How do we know this is true? Is there hard data we can assess without relying on presumptions and bias?

 2. Is this really due to the homeless individuals?
 - a. Part of a code of conduct could include shoplifting.
 - b. Businesses could ask for help from service providers to create relationships with homeless individuals so that mutual respect prevents hostile actions.

 - Businesses should engage financially in the solution.
 1. Can business be more upset with the epidemic of homelessness than they are with the existence of homeless people?
 2. Can we ask businesses what actions they are willing to subsidize and align that with task force outcomes.

Statements (Property Owners)

- Property owners face many of the same issues as business owners, such as sanitation, waste, camping, and loitering.
 1. Would a periodic workshop geared toward home owners navigating resources and developing community agreements help them to feel less helpless?
 2. How do we resolve the issues with sanitation, waste, camping and loitering?
 - a. Adding ordinances to limit the amount of people participating in these activities.
 3. Is this a separate question?
 4. See restated questions for business owners.
 5. How can the city assist in solving the sanitation, waste, camping, and loitering?
 - a. A comprehensive plan for public restrooms (in spaces such as Riverfront park, the space next to the downtown fire station, selected alleys that are lit with bright lights to limit camping.
- Property owners have challenges attracting and keeping tenants due to the impacts of homelessness.
 1. Is this a meaningful trend? How does this statement exist with the reality that we are in a housing crisis and do not have enough homes for all who need one?
 2. See above answer. While everyone deserves a chance at a successful and comfortable life, we should not sacrifice the quality of life for others at the same time. A successful shift in downtown policies could prevent certain activities from taking place if they have appropriate repercussions for those that don't share in the goal for a healthy, happy and safe downtown.
 3. Is this a separate question?

Statements (Property Owners) Continued

- Property owners incur costs for security and cleaning related to the impacts of homeless individuals.
 1. How do we shift the emotional burden from home owners and homeless individuals to our elected officials who have been largely complacent in the development of the crisis we are in today?
 2. How do we help offset the cost of property owners being responsible for cleaning and security needs related the homeless population?
 - a. A team of trained individuals skilled in cleaning hazardous waste (human waste, drug paraphernalia, etc) and also potentially a downtown security team that can work with Salem PD to help provide safety and security for everyone downtown.
 3. Can this task force leverage the resources represented by its members to oversee a partnership to provide these services generally to downtown?
 - a. Establish services through a PPP.

BROAD ISSUES

- Service providers experience great demand for access to case management, shelter, food, showers, clothing, and laundry equipment and health care (mental health/substance abuse).
 1. How do we provide stable and affordable housing for people without barriers in order to reduce the number of people living in crisis?
 2. How do we lower demand for access to case management, shelter, etc?
 - a. Provide more locations where those resources are available.
- Service providers have expertise in relationship building and mentoring.
 1. How do you harness their expertise in order to come up with working solutions in lieu of addressing the housing crisis?
 2. How can Salem better utilize expertise in relationship building and mentoring to help improve life for all?
 - a. Train more community in those skills to provide a community outreach program to build more positive relationships.
 3. How can service providers leverage their expertise to have a wider impact?
 - a. Leverage community partners, especially schools, to provide training to those willing to give their time.
 - b. Publicize ways that any resident can help. A flyer with information of where to contribute for what services and how to volunteer or even just how to treat individuals with respect and what benefits that can have.
 - c. Establish programs to mentor or just welcome homeless individuals as members of the community themselves.
 4. How can we connect the service providers that have expertise in?
 5. What is the role of this task force to increase resources?
 - a. Establish/agree to a governance group to represent a Public Private Partnership (PPP) for homeless work.

BROAD ISSUES

6. Are task force members solely making recommendations to the city or are they also considering how the group they represent can contribute?
 - a. Work with stakeholders to consider funding programs through the governance group.
 - b. Include homeless individuals in this process so that we can better understand what they need and are willing to contribute to get those needs met.

- Businesses have homeless individuals camp and loiter in front of their storefront.
 1. Where can homeless individuals go that would be better for everyone?
 - a. Identify land/areas where homeless individuals can sleep, can spend their time and feel safe and not hassled that is close enough to services that a new barrier of travel is created.
 - b. Create a permanent address for service providers to use.
 - c. Provide a locking door for shelter as assaults are common upon homeless individuals and their safety needs to be addressed.