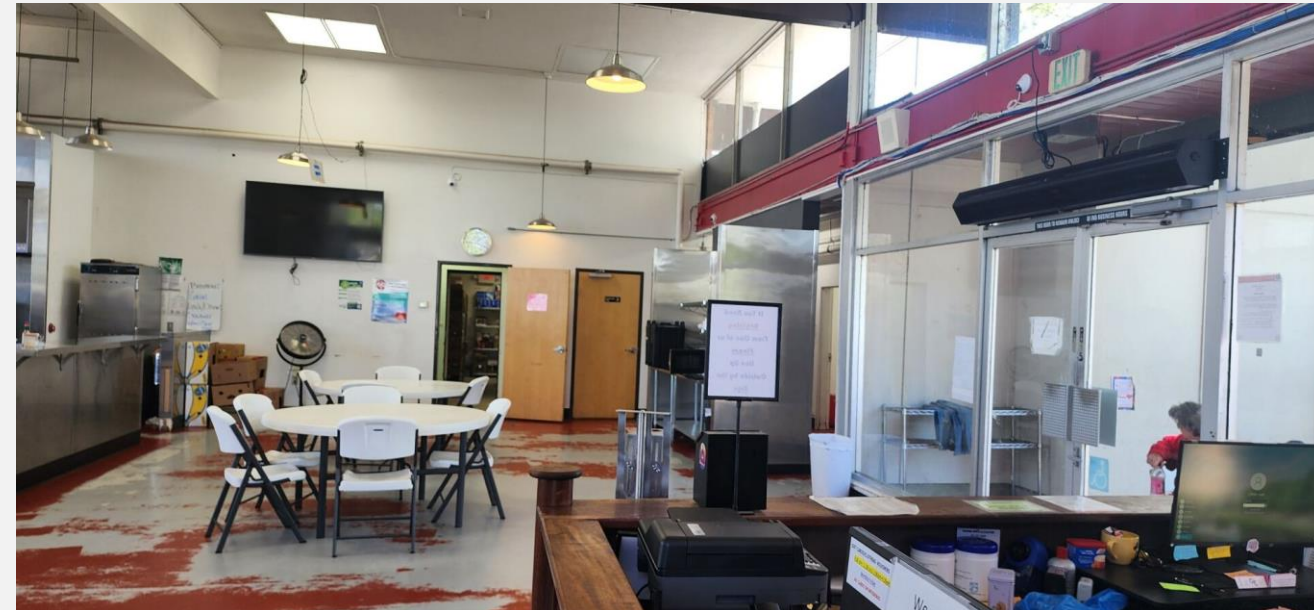


# COTTAGE GROVE PRESENTATION

# PROGRAM OVERVIEW

# EUGENE SERVICE STATION (ESS)

- ESS is the cornerstone of homeless services in Eugene.
- Hundreds of meals and showers, dozens of loads of laundry every day.
  - 2 meals a day, 3 for D2D clients.
- Considered the meeting place for service providers across the community.
- Over 95% of unhoused individuals in Eugene stop by ESS.
- Also provide a mailing address for unhoused individuals.



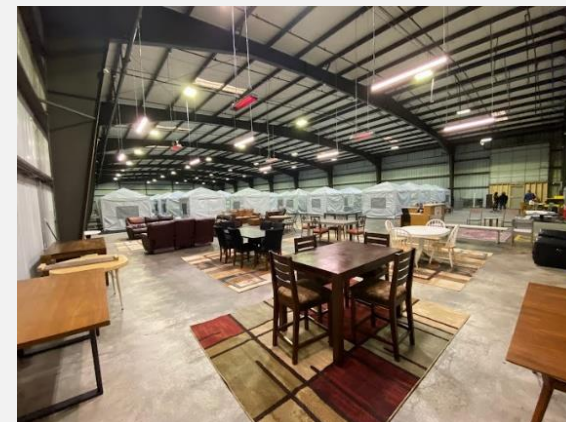
# DUSK TO DAWN

- Lowest-Barrier staffed shelter in the county. Only require check-ins at ESS.
- Currently 125 individuals a night, pre-COVID was 250.
  - Communal shelters, 8 individuals per tent.
- Phoenix house and meeting building also on site.
- Hours shift has impacted the program, requires Service Station.
- Very valuable shelter for city, Cahoots, Police, etc.
  - Cahoots emergency drop off pallet shelters.



# SAFE SLEEP 410 GARFIELD

- The first of the Safe Sleep Sites, 410 Garfield consists of 86 camp spaces set up inside a hangar, with an additional 8 pet units.
  - The hangar has cooling fans, and is heated. Also onsite is clean water, restrooms, garbage service and shower trailers.
  - Indoor gathering area offers comfortable seating, TV, dining room space and reading areas.
- Each camp space is provided with a 8' x 8' canopy tent, mat, sleeping pad and bag, an electric heater, chair and side table. As well as a mini fridge for medication if needed.
- Higher barrier than Dusk to Dawn.
- High rate of success: employment, exits to housing.



# SAFE SLEEP 310 GARFIELD

- The second of the Safe Sleep Sites, 310 Garfield offers 55 spaces for people living out of their vehicles.
- Fenced site, monitored by 24/7 staff.
- 2 warmed, common spaces provided, one has kitchen facilities, and the other is a living room type space.
- Unique program rules-wise.
  - Clients have done a great job being flexible.
- Great community.
- Our easiest to run program.



# PROGRAM NUMBERS

Here is an example of numbers we collect monthly through HMIS:

- Service Station Numbers:
  - April total served: 2,682
  - March total served: 2,548
  - February total served: 2,390
- Feb-April:
  - Meals Served: 37,536
  - Showers provided: 8,698
  - Loads of Laundry: 5,061
- Dusk to Dawn Numbers:
  - April total served: 187
    - Exited to housing: 6
    - May exits to housing: 10
  - March total served: 177
    - Exited to housing: 3
  - February total served: 206
    - Exited to housing: 3
- Feb-April demographics:
  - Age:
    - 18-34: 13%
    - 35-54: 46%
    - 55+: 41%
  - Chronic Health conditions: 49%
  - Developmental/Physical disability: 72%
- 410 Garfield Numbers:
  - April total served: 96
    - Exited to housing: 4
  - March total served: 101
    - Exited to housing: 3
  - February total served: 95
    - Exited to housing: 3
- Feb-April demographics:
  - Age:
    - 18-34: 23%
    - 35-54: 40%
    - 55+: 37%
  - Chronic Health conditions: 45%
  - Developmental/Physical disability: 73%

INFORMATION



# “LOW BARRIER”

- “Low Barrier” is a simple idea, but difficult to safely and effectively pull off.
  - Barriers refer to the amount of obstacles between a client and the shelter.
  - Low Barrier national definition:
    1. Same day and easy access to shelter.
    2. No sobriety, income, or case management requirements.
    3. No chores required of individuals staying in the shelter.
    4. No criminal background checks.
    5. No ID required.
    6. Secure space for personal belongings provided.
    7. No religious requirements.
    8. Pets allowed onsite.
    9. Staff available onsite whenever shelter is open.
- The thing that limits us (except for Dusk to Dawn) is the same day access to shelter.

# POPULATION AND INFORMATION

- HMIS (Homeless Management Information System), an excellent county-wide system.
- The homeless population we serve changes year to year.
  - Fastest rising demographic is elderly individuals. Specifically elderly women.
  - Currently 35% of our clients across programs are in the 55+ category, vs 29% last year and 25% year before.
  - High percentage of individuals are employed full time. Since September, 410 has fallen below 48%.
- Information is key.
  - Allows us to prepare and plan what is needed.
  - Allows us to work with the city or county on what specific supports are needed.
  - Also, serves the greater good as it helps individuals get logged into the system, get connected to shelters and case management. Greatly helps that process of getting people healthy and housed.
- Case Management
  - A comprehensive and strategic form of service provision whereby a case worker assesses the needs of the client (and potentially their family) and, where appropriate, arranges, coordinates and advocates for delivery and access to a range of programs and services designed to meet the individual's needs.
  - Our goal is care coordination, connecting with providers to give services in their fields instead of the shelter doing it all.

# STRUCTURE

A few quick basics on how we universally run programs:

1. Our shelter programs must be self sustaining.
  - Meaning we want each program to have a 24 hour plan.
  - We also want to be sure that basic needs are met (shower, food, laundry) at every program we run.
  - This is to not burden a community we run a shelter in.
2. Staff presence every hour the shelter is operational.
  - Ensures safety and accountability.
  - This can range from 2 staff a shift to more, whatever is needed shelter to shelter.
3. Shelters follow the Housing First model.
  - This means that steps in the shelter are each geared towards moving the individual onto long term housing.
  - We recognize it also isn't a simple process.
4. Rules.
  - We operate our shelters with transparent, client reviewed and signed rules.
  - Kindness and continued service is the goal, rules create structure for success.

# STAFF TRAININGS

- Standard First Aid and CPR
- Harm Reduction
- Working with People with Mental Health Issues/Addictions/Concurrent Disorders
- Motivational Interviewing
- Trauma Informed Care/Service Provision
- Working with Victims of Violence
- Self-Care for People in Helping Professions/Stress Management
- Case Management (and specific training on any case management software or tools)
- Training on any theories or approaches used by the agency
- Communication and Active Listening
- Conflict Resolution
- LGBTQ and Gender Non-Conformity
- Crisis Response and Management
- Non-Violent Crisis Intervention
- Understanding and Managing Aggressive Behaviour
- Anti-Racism/Anti-Oppression
- Measuring Success/Evaluation Strategies
- Sex Workers and Victims of Human Trafficking
- Professional Boundaries

# TRAUMA INFORMED CARE

- Many individuals seeking homeless services are trauma survivors.
  - Traumas include many things, but homelessness itself is a traumatic experience and being homeless often increases the risk of further victimization and retraumatization.
- The goal of trauma-informed care is to avoid retraumatization and exacerbation of trauma symptoms. Becoming trauma-informed means implementing and adopting a holistic view of care and recognizing the connections between housing, employment, mental and physical health, substance abuse, and trauma history. Trauma-informed services “create an environment that acknowledges the impact of trauma and tries to create a sense of safety.”
- The core principles of a trauma-informed culture include safety, trustworthiness, choice collaboration, and empowerment:
  - **Safety** – ensuring physical and emotional safety
  - **Trustworthiness** – maximizing trustworthiness, making tasks clear, maintaining appropriate boundaries.
  - **Choice** – prioritizing consumer choice and control over recovery.
  - **Collaboration** – maximizing collaboration and sharing power with consumers
  - **Empowerment** – identifying what patients are able to do for themselves; prioritizing building skills that promote recovery; helping consumer find inner strengths needed to heal.

## OTHER IMPORTANT NOTES

- Extreme Weather:
  - We make sure that our shelters and programs are able to hold up against as much extreme weather as possible.
  - We run the Egan Warming Centers, and use our shelters as a hub for supplies and resources for those.
- Community Safety:
  - We recognize difficulties that come up when shelters and services operate.
  - We aren't afraid to address those, it is a priority for us that we make sure a place does not get worse due to us operating there.
  - Solutions we have found are highlighted on the previous slide.
- We recognize strengths and weaknesses of our programs. No perfect program has been created. And are always working to do better.
- Also, we all wanted to say it's been a joy to learn about the incredible work you all are doing for the unhoused here. Your community has done and is doing an incredible amount for those in need, we haven't seen anything like this before. Genuinely has inspired us all.