

## 39 Forest Ave Community Questions FAQ

*\* This document will continue to be updated as questions are answered by staff*

***Q) I have heard this new location will have security guards. What is the rationale behind this?***

Answer) We currently have security guards at our Ga location that have been in place since at least 2006. These staff are able to offer an increased level of protection if ever needed but most often help clients navigate through the building to register and to specific offices as needed.

***Q) What are the advantages of staying in the general area of the current facilities?***

Answer) The majority of individuals accessing these services at multiple sites throughout the city do not have private vehicles and either walk or rely on public transportation. The building at 39 Forest Avenue will still be accessible/reachable by the majority of clients who currently walk to the existing sites, as well as being at a location that is accessible through public transportation.

***Q) Consolidating services at this location will cost almost the same as leaving them where they are. What would be the estimated cost difference if this does not happen and the City must rent a similar size space at a higher price per square foot?***

Answer) Here is the cost breakdown of our current rent that also includes the estimated cost of an additional space that would need to be rented for the Prevention and Diversion space:

India Street (6,122 sf @ \$11.33 psf) \$69,362
Lancaster Street (10,217 sf @ \$14.69 psf + \$24,326 common area maintenance) \$174,414
Estimated Cost of Diversion Space (1,300 sf @ \$13 psf) \$36,400
<b>TOTAL CURRENT RENT \$280,176</b>

***Q) Have you done a comprehensive search in the city for all locations that might have the appropriate square footage? If so, what did you find?***

***Q) Were any other neighborhoods or properties considered?***

***Q) Are there other appropriate sites that have been considered?***

Answer) City staff completed a recent site search for available locations to house City DHHS consolidated operations. There are three available locations which are large enough to accommodate the required 37,000 square feet. The three locations include two in the Old Port area - one in a free standing building and one in a large multi-tenant building and another located on Congress Street near Monument Square. None of the three alternative locations meet all the city requirements and all three options are close to two (2) plus times more expensive than the 39 Forest Avenue location.

***\*\* If there were questions that were general in nature about a specific program that did not pertain to the 39 Forest Ave location, staff will do our best to answer them and post on the programs website.***

***Q) Is this already a done deal? I'm not getting the sense that those nearby have any power to really impact change here.***

Answer) The lease for the 39 Forest Avenue space will ultimately need to be approved by the City Council. The date for when it will go before the full council has not been determined at this time.

***Q) Are the security guards uniformed? Do they carry firearms?***

Answer) No, the security guards are not uniformed other than a yellow vest. Our security guards are not armed.

***Q) Do you intend to install security cameras? If so, in what locations?***

Answer) There is not currently a plan to install security cameras on the premises.

***Q) Will there be staff patrolling adjacent areas periodically, similar to the monitoring of streets near OSS?***

Answer) The security staff will monitor both the internal and external space associated with the new location. In addition to the outside grounds being monitored we will have a telephone line in place for neighbors to report concerns, in line with our Good Neighbor practices at other HHS locations.

***Q) Is there a plan for direct outreach with abutting property owners?***

Answer) Yes. Emails will be sent to abutters offering meetings to discuss any concerns or questions they may have. Additionally there will be a public forum hosted by Portland Downtown on 4/23/21 and a community meeting for abutters will also be scheduled.

***Q) Please share more details on the timing? Is it June 1st construction beginning, July 1st partial occupancy?***

Answer) The hope would be to have construction on the upper level begin on June 1, 2021 and a move-in date for General Assistance and those located at 196 Lancaster street to be July 1, 2021 when the lease expires. Staff is currently looking to extend the lease at 196 Lancaster through September 1, 2021, which would change the move-in date to be in August 2021.

Construction on the clinic space on the lower level would be in the summer months with a move-in date in October 2021.

***Q) Although there are no overnight accommodations, some neighbors have expressed concern that this might lead to increased overnight visitors. Has this been discussed? If so, can you share that information?***

Answer) At our current locations at 196 Lancaster St and 103 India Street overnight visitors have not historically been an issue. As we would with any locations, this will be something that we will monitor and work with the police department as necessary. There will also be a 24hr line for neighbors to call if there is concerning behavior that we need to be made aware of.

***\*\* If there were questions that were general in nature about a specific program that did not pertain to the 39 Forest Ave location, staff will do our best to answer them and post on the programs website.***

***Q) Have you done a comprehensive search in the city for all locations that might have the appropriate square footage? If so, what did you find?***

***Q) Were any other neighborhoods or properties considered?***

***Q) Are there other appropriate sites that have been considered?***

Answer) City staff completed a recent site search for available locations to house City DHHS consolidated operations. There are three available locations which are large enough to accommodate the required 37,000 square feet. The three locations include two in the Old Port area - one in a free standing building and one in a large multi-tenant building and another located on Congress Street near Monument Square. None of the three alternative locations meet all the city requirements and all three options are close to two (2) plus times more expensive than the 39 Forest Avenue location.

***Q) Entrance locations and security presence? There is both concern & confusion around this. Additional information and details are welcome.***

Answer) There are three entrances to 39 Forest Ave; Oak Street, Forest Ave by the parking lot (upper level), and Forest Ave at the sidewalk (lower level). The only entrance that will have a consistent security presence will be the entrance for the upper level which will be for General Assistance and the Prevention & Diversion program. The lower level entrance will be for the public health clinics and the Needle Exchange and the Oak Street entrance will be for staff, neither of these entrances will have security stationed at them. There will be one security guard that will do perimeter checks.

***Q) Is there any crossover with the new shelter?***

Answer) The Prevention and Diversion will work closely with the new Homeless Services Center, however until that project is completed P & D will work closely with the current shelter to prevent and divert as many individuals as possible from having to enter the shelter system. These efforts will focus on natural supports and alternative housing options to avoid shelter entry.

***Q) Housing Navigation: Will all new arrivals to the Emergency shelter be required to present and register at 39 Forest Ave? If so, how will they be transported to the Emergency Shelter?***

Answer) When the Prevention and Diversion program opens, initially we expect individuals who are new to the system may continue to present to City shelters. Over time, we would expect all those new to the shelter system to present to the Prevention and Diversion program directly. The intention of the Prevention and Diversion program is to return individuals to housing options so that they would not need to access emergency shelters. If an individual was referred to

***\*\* If there were questions that were general in nature about a specific program that did not pertain to the 39 Forest Ave location, staff will do our best to answer them and post on the programs website.***

a shelter for the night or if they presented to the shelter and needed to get to the Prevention and Diversion program, then transportation would be provided.

***Q) Prevention and Diversion: Can you describe the Prevention and Diversion program that operates 12pm-8pm everyday? Is this registration for the Emergency Shelter? Once the Shelter moves to Riverside, will transportation be offered between 39 Forest and the Homeless Services Center?***

Answer) The Prevention and Diversion program is modeled after the Pine Street Inn Front Door Triage Program in Boston. The intent through discussion of the new Homeless Services Center has always been to have an on peninsula program where staff would have the ability to connect with individuals before they enter emergency shelter and homelessness. Staff would have the ability to seek alternate resources, connect with landlords to mediate evictions, and enroll individuals in prevention case management services. For those who do need to enter shelter, transportation would be provided.

***Q) Will you be adding more needle boxes in the community, especially in the areas between 39 Forest Ave and the shelters on Portland and Oxford Streets?***

Answer) Yes, we continually assess the need and locations for the additional sharps boxes throughout the city along with our partners from the departments of Public Works and from Parks, Recreation, and Facilities. We anticipate we will be adding additional boxes in the area mentioned.

***Q) Will you give needle exchange clients a current map of needle box locations each time they come in, and remind them of the importance of properly disposing of needles that they don't intend to return?***

Answer) Yes, we do and will communicate with needle exchange clients the locations and availability of sharps boxes and encourage safe disposal as well as other good neighbor practices.

***Q) Will existing gated fences remain between 100 & 104 and 92 & 100 Oak Street remain in place?***

Answer) We are working with the adjacent property owner to determine how best to manage the alley between the two existing buildings.

***Q) How will the City and Portland Police Department measure success from a Public Safety perspective? Are there statistics or metrics that are used around other city facilities?***

***\*\* If there were questions that were general in nature about a specific program that did not pertain to the 39 Forest Ave location, staff will do our best to answer them and post on the programs website.***

Answer) This will be ongoing and part of the success will be collaboration between HHS and PD staff. Portland Police Department staff recommend monthly meetings between departments and key stakeholders to start, to make sure any concerns can be communicated and addressed.

The Police Department's most common measures of impacts involve calls for service and crime reports. This would include looking at the type and nature of the reports as well. Are they based on neighborhood complaints; proactive reporting by HHS staff; PD initiated contact; or do they even relate to the location or is the location just where something occurred? To start, we would likely look to use the combined data from Lancaster and India Streets as a baseline and compare any future calls/reports with that data.

Success will be in increased neighborhood collaboration/ownership and decreased calls/reports. Other measures would be resource referrals, which (although hard to quantify) may lead to reductions in other calls