

PROPOSED

# HOMELESS RESOURCE CENTER 2



**Palm Beach County**  
**COMMUNITY**  
**SERVICES**

**Helping People Build Better Communities**

*in collaboration with*  
**FACILITIES DEVELOPMENT & OPERATIONS DEPARTMENT (FD&O)**  
and  
**COUNTY ADMINISTRATION**

# Responses to Meeting 1

## Key Questions and Comments

### ➤ **Lessons Learned**

- ✓ HRC is a **nationally** accepted model and best practice for homelessness prevention and service delivery using a housing focused approach
- ✓ **Coordinated Entry** to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs
- ✓ **Extensive pre-design community input** plays an important role in the success of the HRC

# Responses to Meeting 1

## Key Questions and Comments

### ➤ Walk-Ups

- ✓ Are NOT accepted!
- ✓ Walk-ups are defined as *persons that do not have an advance referral, active enrollment or prior permission to be accessing the facility*
- ✓ Persons coming without an appointment are given referrals to community resources (“navigators”), receive diversion services such as relocation locally or out of area with family, or are given an appointment time after an initial assessment

# Responses to Meeting 1

## Key Questions and Comments

### ➤ Individuals/Families “Refused” Service

- ✓ **Refused** many times mean that the client refused services.
- ✓ **Not qualified** for services through the Lewis Center for a variety of reasons
  - ✓ 85% were not homeless or only seeking homeless prevention services.
  - ✓ 7% refused to separate from their pet
  - ✓ 5% has a criminal warrant
  - ✓ 3% sexual offenders

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## Key Questions and Comments

### ➤ Security Incidents

- ✓ *Any situation that requires an emergency or non-emergency law enforcement response, emergency medical response, security assistance, and/or other formal attention by HRC security personnel*
- ✓ Only about 10 instances in 6 years posed a direct safety and/or security threat such as a physical altercation, verbal intimidation, or entry by an unauthorized individual

# Responses to Meeting 1

## Key Questions and Comments

### ➤ Departures

- ✓ 66% of persons leaving the Lewis Center are entering **permanent housing** programs in the community (affordable housing assistance combined with wrap-around supportive services)
- ✓ 31% either voluntarily returned to homelessness or refused to report their living condition (and approximately 20% of this 31% ultimately returned to the Lewis Center for additional services and to access permanent housing)
- ✓ 3% exited to a treatment center or hospital for further care

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## Key Questions and Comments

### ➤ Neighborhood Benefit

- ✓ Ending homelessness benefits the **entire** community, as individuals experiencing homelessness are otherwise left to public encounters and exposure in public areas (like the commercial establishments, roadways, and sidewalks that were identified by residents)

# Responses to Meeting 1

## Key Questions and Comments

### ➤ West Palm Beach Police Chief Mooney

- City's and/or neighborhood experience as it relates to the Lewis Center
- adherence to the Operating Provisions of Interlocal Agreement
- Staff's commitment to the facility being a good neighbor
- HRC from a law enforcement perspective



# Responses to Meeting 1

## Key Questions and Comments

### ➤ Law Enforcement

- ✓ The proposed HRC2 is planned to **incorporate a PBSO field station** providing offices and facility support services for patrolling deputies, as well as a multi-purpose room for various types of PBSO sponsored community programs
- ✓ Heightened presence of law enforcement personnel on the street is key to reducing existing crime and upholding safe and secure conditions
- ✓ PBSO field station was identified in the Infrastructure Sales Tax Plan for this area and the HRC2 will bring this great improvement for the community **to your neighborhood**

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