

Coordinated Response Team Overview

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Overview

- Joint effort by 12 City Departments; in constant collaboration with organizations for outreach and safety (Newmarket BID, Pine St. Inn, BHCHP, Ware Security, New England Security, BMC, among others).
- Implement Encampment Protocol Citywide and respond to ongoing public health crisis in area known as ‘Mass and Cass’.
- Response components include:
 - Harm reduction
 - Public Safety
 - Housing
 - Street Cleaning

Strategic Outlook

The City aims to:

- Make experiences of unsheltered homelessness rare, brief, and non-recurring
- Ensure unsheltered individuals impacted by substance use have a path to a stable recovery and home
- Promote safe and healthy streets in our neighborhoods

Strategies include:

- Outreach
- Service Navigation
- Low threshold shelter + housing
- Harm Reduction + Treatment
- Recovery Supports
- Behavioral Health Workforce



Summer 2023 Operations

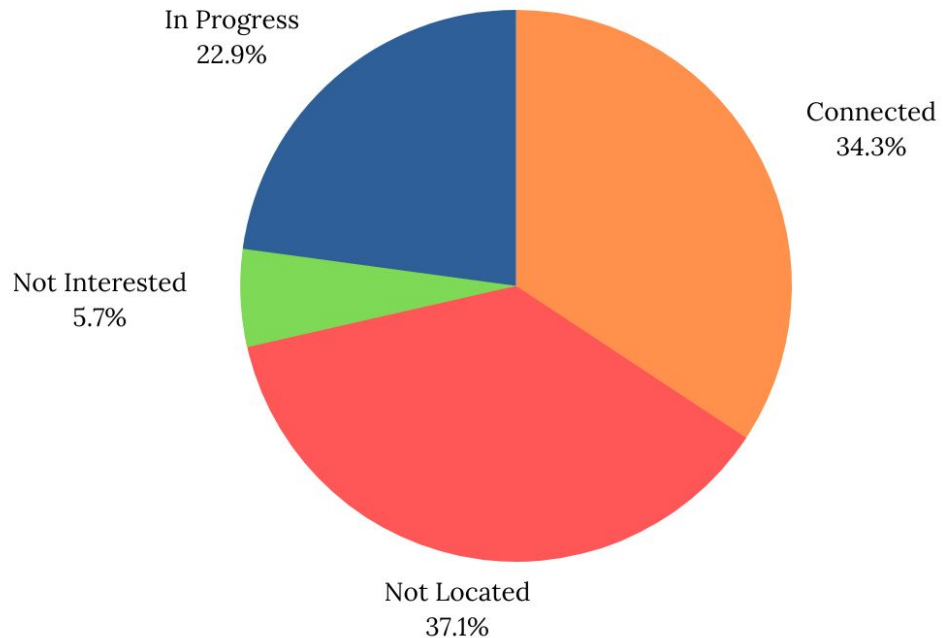
The City is focusing on five points to manage the Atkinson St. encampment this summer:

- No tent or structure policy
- 7x/week clean ups
- Crowd control measures
- Ongoing enforcement of criminal activity with a focus on high level crimes; stay away order use in collaboration with DA's Office; increased referrals to Homeless Court
- Deep case management team focusing on housing readiness; friends and family reunification



Friends and Family Unification

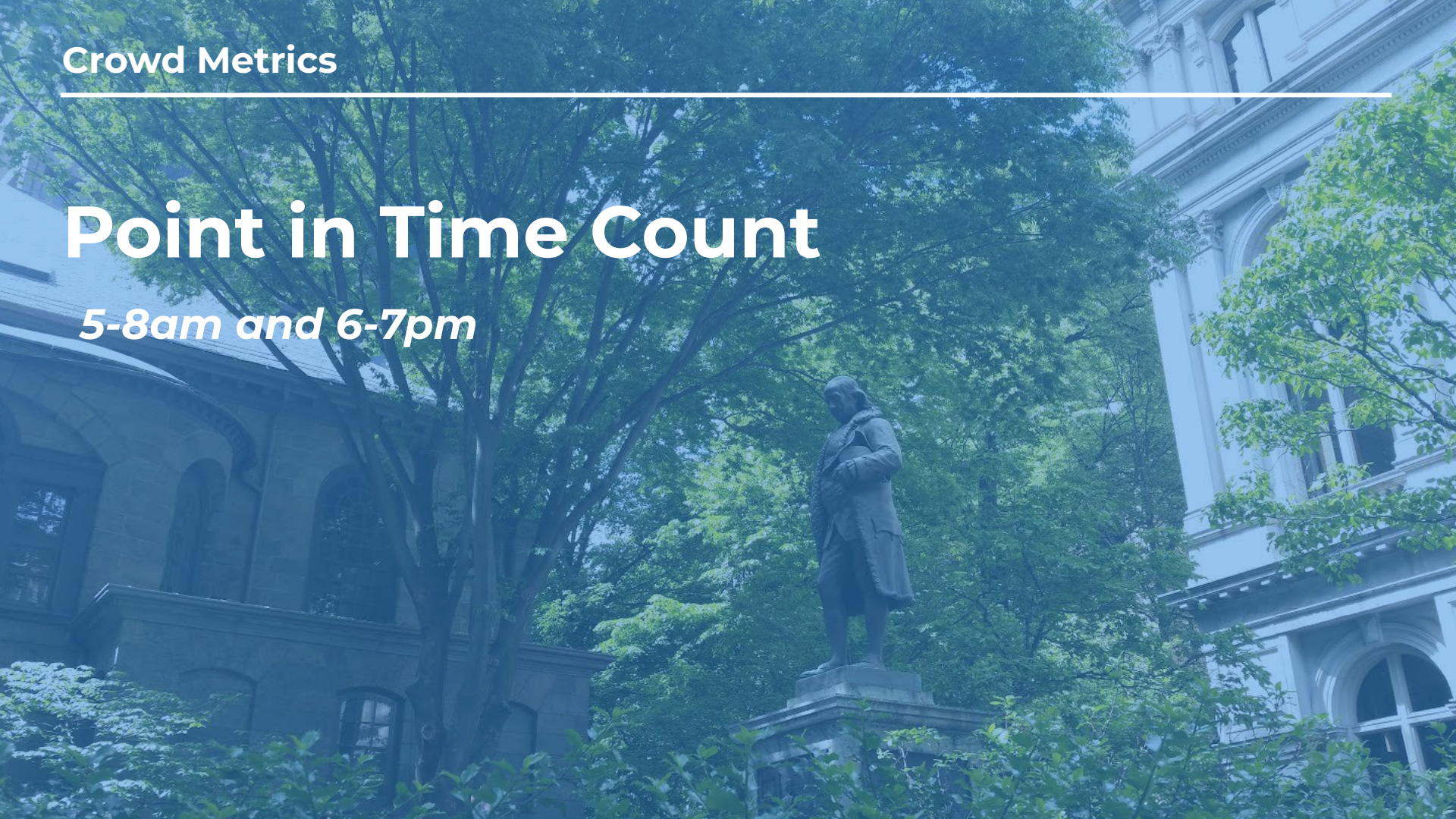
Status	Percentage
Connected	34%
Not Located	37%
Not Interested	6%
In Progress	23%



Crowd Metrics

Point in Time Count

5-8am and 6-7pm



AVERAGE DAILY COUNT OF PEOPLE PRESENT



We monitor the number of people present on Southampton Street at different times of day as part of our efforts to maintain public safety in the area.

AVERAGE DAILY VAN TRANSPORTS



We provide daily transportation from the Mass/Cass area to several day spaces throughout Boston for people to access services such as showers, hot meals, housing navigation, and information about treatment, among others. By engaging in these activities, people can find pathways to more stable living situations.

Public Safety

Mass Ave. / Melnea Cass Area - Part 1 Crime				
January 1st - December 31st, 2022 v. 2021				
Crime Category	2021	2022	# Chg.	% Chg.
Homicide	6	1	-5	-83%
Rape & Attempted	13	16	3	23%
Robbery	56	71	15	27%
Aggravated Assault	149	168	19	13%
Residential Burglary	10	15	5	50%
Commercial Burglary	19	15	-4	-21%
Burglary Total	29	30	1	3%
Larceny Other	311	252	-59	-19%
Larceny from MV	146	143	-3	-2%
Larceny Total	457	395	-62	-14%
Vehicle Theft	65	74	9	14%
Total Violent Crime	224	256	32	14%
Total Property Crime	551	499	-52	-9%
TOTAL	775	755	-20	-3%



Housing: Innovative Models

TRANSITIONAL HOUSING AND LOW THRESHOLD SHELTER STAYS

Data is updated every two weeks.



People Permanently Housed from the Six Low-Threshold Sites
Since January 12, 2022*

136



People Currently Staying at the Six Low-Threshold Sites

184



Total People Housed at the Six Low-Threshold Sites
Since January 12, 2022

674

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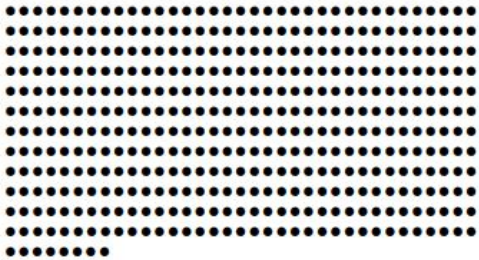


Transitional Housing: Innovative Models

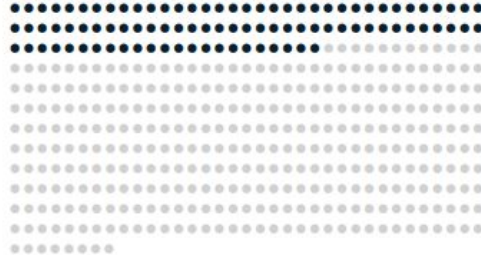
REACH & OUTCOMES

JANUARY 12, 2022 – JANUARY 11, 2023

418 INDIVIDUALS
SERVED



93 MOVED INTO
PERMANENT
HOUSING



AVERAGE
LENGTH OF
STAY AT SITES

140
DAYS

“ Having a step-by-step plan, and stability. It is a blessing to be here. Having a place to sleep and have your belongings, knowing they will still be there when you return.”

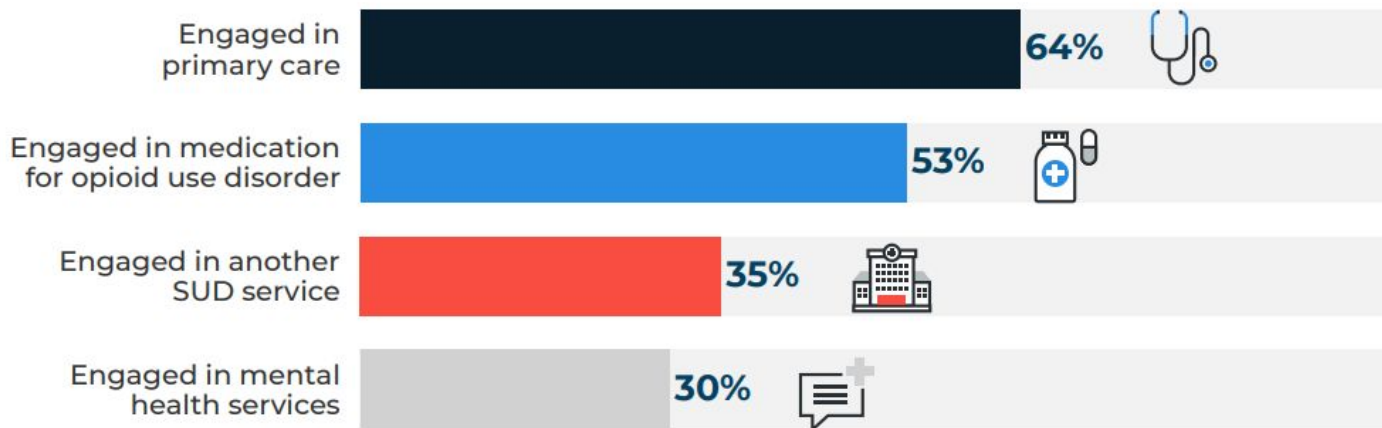
- LTS GUEST

“ Now, the foundation is laid. The staff have an idea of what to do and how to act. The guests are more comfortable too. People feel welcome here, they feel like it's home.”

- LTS PROVIDER

ACCESS TO SERVICES¹

(N=172)



3-6 MONTH FOLLOW-UP²

Since moving into LTS or permanent housing, guests surveyed reported maintaining or gaining access to the following services.

79% reported access to a medical provider (N=58)



64% reported access to a mental health provider (N=58)



93% reported access to housing counseling (N=56)



Since moving into LTS or permanent housing, guests surveyed

reported improvements:



access to regular meals (n=57)

82%



sleep quality (n=58)

71%



connection to other people (n=57)

60%

86% reported access to case management services (N=58)



ability to think about the future (n=58)

79%

“ A place to stay is the best first step to change...getting back to a normal routine, doing chores, cleanliness, free gym...work on my mind and body.”

- LTS GUEST

“ We did a lot of trainings that got [staff] to shift their mindsets over time. It's not a one-time thing, it's gradual.”

- LTS PROVIDER

Low-Threshold Transitional Housing Lessons Learned

- Encouraging signs:
 - Model is expanding and decentralizing: State funded six LTS across the Commonwealth in Worcester, Leominster, Quincy, Holyoke, and Boston.
- Lessons learned and ongoing challenges:
 - Financial sustainability
 - Space/locations
 - Mental health wrap-around services
 - Housing resources remain scarce
 - Workforce issues: Shortage, recruiting/retention, pay disparities for care occupations

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Transformative Change

- Long-Term Strategic Outlook
 - Outreach
 - Service Navigation
 - Low-threshold shelter and Permanent Supportive Housing
 - Harm reduction, treatment, and recovery supports
 - Behavioral health workforce
- Long Island: A regional recovery campus
 - Permit status
 - Building repairs
 - Bridge
 - Timeline
- State Advocacy
 - Shelter/housing
 - Personal Identification
 - OPCs



Takeaways

- Progress:
 - Encampment size and area has shrunk significantly since 2021
 - More than a hundred long-time stayers permanently housed
 - Overdose deaths in the area down by 40% in 2022 vs. 2021
- Ongoing challenges:
 - Financial sustainability of low threshold housing sites, permanent housing remains scarce
 - Mental health wrap-around services needed
 - Workforce: Shortage, pay disparities for care occupations
 - Quality of life: Harms associated with open air drug use and criminality persist
 - Communities beyond Boston must pitch in

THANK YOU!

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