



# Homeless Services Masterplan Subcommittee Meeting Agenda

Siskiyou Room, Community Development and Engineering Building, 51 Winburn Way  
Tuesday April 9, 2024 \* 5:30 – 7:30 p.m.

## AGENDA

**CALL TO ORDER:** 5:30 p.m., Meeting held in person or join virtually via Zoom at

- 1. Welcome & Agenda Review (5:30–5:35 p.m.)**
- 2. Announcements and Public Forum (5:35–5:40 p.m.)**  
Up to 5 minutes allotted for public comment.
- 3. Comments from Council Liaisons (5:40–5:45 p.m.)**  
Communications with or from Council about the work of the Subcommittee
- 4. Approval of Minutes (5:45–5:50 pm.)**
- 5. Presentation on SWOT Analysis and the CoC (5:50–6:20 p.m.)**
- 6. Updates on Services Inventory and data collection progress (6:30–6:50 p.m.)**
- 7. Finalizing Community Outreach Plans and communications (6:50–7:10 p.m.)**
- 8. City Council Study Session Debrief (7:10–7:20)**
- 9. Debrief (7:20–7:30 p.m.)**
  - a. Takeaways
  - b. Pluses and Minuses (What went well tonight? What do you wish were different?)
- 10. ADJOURNMENT: 7:30 PM**

**Next Meeting Dates:** Wednesday, April 24 and Tuesday May 14

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# Homeless Services Masterplan Subcommittee Meeting Agenda

## Timeline

<b>Date</b>	<b>Meeting</b>	<b>Topics</b>	<b>Follow-up Tasks</b>
2/28	Subcommittee	Understanding the players addressing homelessness	
		Subcommittee Approach, Tasks, and Timeline	Share with HHSAC and City Council
		Assignments to complete Service Inventory	Gather information
		Communications with HHSAC and City Council	Provide written materials
	HHSAC	Subcommittee Approach, Tasks, and Timeline	
	City Council	Subcommittee Approach, Tasks, and Timeline	
3/12	Subcommittee	The Responsibilities of a Continuum of Care (CoC)	Gather additional information
		Final preparations for Program/Service Inventory work	Gather information
3/27	Subcommittee	Updates on Program/Services Inventory and data gathering	Continue to gather information
		Determine which subpopulations to engage in providing community perspectives and who will engage each population	
		Develop engagement plans for each subpopulation	Set up mechanisms, promote opportunities
		Decide on questions for each subpopulation	Prepare input/survey tools
		Communications with HHSAC and City Council	Provide written materials
3/28	HHSAC	Community Engagement plans	
4/1	City Council	Community Engagement plans	
4/9	Subcommittee	Updates on Community Engagement	Continue with process
		Review Services Inventory	Any additions
		Identify barriers to accessing services	
		Data presentation	Any clarifications



## Homeless Services Masterplan Subcommittee Meeting Agenda

<b>Date</b>	<b>Meeting</b>	<b>Topics</b>	<b>Follow-up Tasks</b>
4/24	Subcommittee	Review public input highlights, and decide who will prepare the findings	Prepare findings
		Review information on local CoC; discuss strengths, weaknesses, and potential opportunities	
5/7	Subcommittee	Presentation and discussion of community perspectives, themes, and priorities	
5/22	Subcommittee	Review data and Services Inventory; assess strengths, weaknesses, and potential opportunities	
6/11	Subcommittee	Review draft report, including framework for money map. Suggest revisions.	Finalize report
		Discuss format for reporting to HHSAC and City Council	Prepare for reporting on HHSAC and Council
6/26	Subcommittee	Review final report	Final adjustments
		Confirm plans for reporting to HHSAC and City Council	Final preparations
tba	HHSAC	Subcommittee Report	
tba	City Council	Subcommittee Report	



# Homeless Services Masterplan Subcommittee

Community Development Building

51 Winburn Way

March 27, 2024

## MINUTES

**CALL TO ORDER:** 5:37 p.m.

**I. WELCOME & AGENDA REVIEW:** 5:37–5:38 p.m.

- Attendance: All members were in attendance with the following exceptions: **Henigson-Kann** present via Zoom, **Leonard, Bloom, Bachman, and VanEgdom** absent
- **Fields** starts the Agenda overview

**II. PUBLIC FORUM:** 5:38–5:39 p.m.

*Note: Anyone wishing to speak at any Housing and Human Services Advisory Committee meeting is encouraged to do so. If you wish to speak, please rise and, after you have been recognized by the Chair, give your name and complete address for the record. You will then be allowed to speak. Please note the public testimony may be limited by the Chair.*

- No speakers for public forum present; a public memorandum from Dennis Kendig was circulated to Subcommittee members prior to the meeting

**III. COMMENTS FROM COUNCIL LIAISONS:** 5:39–5:40 p.m.

- No updates other than upcoming council meeting on April 1<sup>st</sup> which HSMS is invited to attend if they wish; **Calvin** encourages those interested to read Councilor **Bloom's** Council Corner article online

**IV. ANNOUNCEMENTS:** 5:40–5:41 p.m.

- "Announcements" section needs to be added to agendas going forward & kept on meeting minutes

**V. APPROVAL OF MINUTES:** 5:41–5:42 p.m.

- Approval of previous meeting minutes

**VI. UPDATES ON SERVICES INVENTORY AND DATA GATHERING:** 5:42–5:53 p.m.

- **Neisewander** to pick up **Price's** two inventory organizations
- **Reid** shares that in her experience the organizations were happy to be heard, found that numbers and volunteers were less than they used to be and wanted to improve, found that a volunteer coordinator would be most beneficial to them and that they have lost a significant number of volunteers since the pandemic started; **Dennis Kendig** asked why there are less, to which **Reid** shared that COVID and liability issues contributed to the issue, and it has been hard to get volunteer to come back
- **Sacks** suggests that HSMS members could send their questions from the questionnaire ahead of time to the organizations; also mentioned that contacting ACCESS was difficult and asked if any HSMS members had a connection that could possibly help
- **Neisewander** has started reaching out to broader service providers that just those that



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specifically provide services to homeless population

- **Calvin** suggests that **Neisewander** is a resource herself and should be added to the inventory; **Neisewander** expresses her concerns with being the one to advocate for the night lawn and feeling unheard, wants others to see and advocate for those people that are there and the issues that they face
- **Rohde** would like the online service inventory sign-up to be updated and/or an updated version of the paper copy to be circulated again to clarify who has what
- **Kaplan** expresses concerns about not getting calls back from service providers, **Fields**, **Neisewander**, and **Turner** all chime in with the same concern

### VII. **GATHERING COMMUNITY PERSPECTIVES:** 5:54–7:00 p.m.

- **Calvin** describes the “who” demographics and what they could possibly entail and asks the question: if specifying a population, how do we ensure inclusivity without redundancy?; **Slattery** states that there are multiples within each category and that they would need further dissecting; **Fields** states that the service and population questions could be the same people but different questions; **Sacks** wants to know the questions that will be asked before deciding the groups
- **Kaplan** reminds everyone that the original charge from Council is that it is to be inclusive of those with lived experience specifically, not the general public, but that inclusivity is good; what can they add?
- **Rohde**: completing the list shows accountability
- **Calvin**: quotes direction and explains view; **Kaplan** clarifies the public’s involvement and the “required” broadness
- **Reid**: it is hard for an organization to have just 1 opinion; discussion about having opinions from multiple people within an organization
- **Sacks**: should focus on homeless people and resources needed before opinions, focusing on immediate needs first, face-to-face interaction with service providers; **Rohde**: we will need something (a product, etc.) to bring to the public for outreach; **Slattery** agrees but is concerned about paralysis by analysis, we need to cast a smaller net (harder to target population without knowing what net we are throwing)
- **Sacks**: needs clarification on the end date and its flexibility for the HSMS to be able to do all that it aims to do
- **Neisewander**: how do those that work with homeless population get feedback, what freedom do they have to speak out and share these issues, need to include both sheltered and unsheltered population
- **Fields**: a significant population felt left out during 2200 Ashland purchase so it will be important to engage the community; states that personally she would want to focus on lived experience, but include a broader “stakeholder” population – balancing act; lots of nodding in agreement from the group
- Brief disagreement on Phase 1 vs Phase 2 end goals: **Sacks** questions what is in our mandate and wants recommendations, **Calvin** states that Phase 1: identify the needs; Phase 2: if time allows, make recommendations; Staff Member **Reid** states that the council will need to be the one to address the needs (using what information the HSMS brings



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them); **Slattery** and **Sacks** think that the HSMS should be telling council the recommendations but not the *how*, **Neisewander** expresses concerns on this as well, **Sacks** wants the group to identify possible areas or things to solve but allow the council to decide how; **Kaplan** agrees to some degree, says that the SWOT analysis will highlight what the HSMS recommends (which things have gaps) and needs to be ready by end of June; **Calvin** says that the “recommendations” are the summary/synthesized issues/needs of the homeless population but phase 2 is where to invest; **Slattery** concerned that there will not be enough time to complete Phase 1 and 2 by June, but that we are trying to make the process be “shovel ready”; staff member **Reid** clarifies that everyone seems to be mostly on the same page and that the recommendations made by the HSMS will be through the SWOT analysis but will not be “packages” such as in the Housing Production Strategy (HPS) which was hired out to be completed and took over 1 year, expresses the view that the allowed timeline is way too short to get through all of the work required to meet the Council’s desired results; **Reid** and **Slattery** agree that in the allowed timeline we can get “to the doorstep”; **Henigson-Kann** echoes the sentiment that the recommendations will come from the SWOT analysis and the larger part of the process is finding where to collect data from and what will it look like; **Rohde** expresses the view that the recommendations should be the central point and that the recommendations are backed by the data/process that the HSMS completes

- Small group work (6:35-7:30p.m.)
  - Businesses: **Slattery and Price**
  - People Experiencing Homelessness: **Turner, Sacks, Reid**
  - Providers: **Neisewander & Staff Member Reid**
  - General Public: **Rohde, Fields, Kendig, and Allen**
- **Calvin** goes over instructions for completing the form; each group needs to identify their population, demographics, methods, survey questions, etc.
- **Neisewander** expresses concerns about asking questions of the populations that she normally works with and does not want to make them uncomfortable
- **Price** shares that businesses are wanting to help the homeless population with jobs, etc. but that they (the homeless population) need stability & help getting out of homelessness
- **Turner** shared that those with the new Rapid Rehousing assistance have not been receiving all of the supportive assistance that they were supposed to be
- Group share out showed that each group came up with very similar questions; group information compiled and submitted to staff member **Reid** and then sent out to the group

### VIII. **DEBRIEF:**

- No debrief

### IX. **ADJOURNMENT: 7:45 p.m.**

#### **Next Meeting Dates: Tuesday, April 9<sup>th</sup> 5:30–7:30 PM**

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## PUBLIC SURVEY RE HOMELESSNESS IN ASHLAND

1. Does Ashland have a homeless problem?

Yes       No

2. Which of the following aspects of homelessness should Ashland be addressing? Rank in order of importance (1 being the most important):

- Public drug use
- Public safety and law enforcement
- Effect on quality of life for residents
- Cost to taxpayers
- Health and well-being of persons who are homeless
- Impact on tourism
- Impact on local business

3. Which of the following should Ashland provide? Rank in order of importance (1 being the most important), given that Ashland has limited resources to spend:

- Showers and laundry facilities
- Cold weather shelter
- Outpatient mental health/addictions treatment facilities and programs
- Permanent location for tent camping
- Access to computers, wi-fi
- More public restrooms
- Subsidized rental housing, "Section 8" and other forms of rent assistance
- Vouchers for motel rooms
- Permanent supportive housing

4. Would you favor providing housing for persons suffering from drug addiction or mental illness **without** a commitment on their part to enter a rehab/therapy program?

Yes       No

5. Would you favor raising taxes to provide **additional social services** to address homelessness?

Yes       No

6. Would you favor raising taxes to provide **additional law enforcement services** to address homelessness?

Yes       No

7. Which of the following statements do you agree/disagree with:

“Ashland should provide the best support for the homeless that it can afford.”

Agree  Disagree

“The more support Ashland provides for the homeless, the more homeless it will attract.”

Agree  Disagree

“Ashland should coordinate its homeless plans with Medford and other Jackson County municipalities.”

Agree  Disagree

8. How do your friends, neighbors, or colleagues feel about the homeless issues in Ashland?

They generally agree with me.

They are generally more sympathetic toward the homeless.

They are generally less sympathetic toward the homeless.

9. Demographics:

Do you live in Ashland?  Yes  No

Have you ever been homeless?  Yes  No

What's your age?  Under 40  41-50  51-65  65+

Are you a homeowner?  Yes  No

What's your education level?  H.S. grad  Some college  College grad

THANK YOU!

Ashland Homeless Services Masterplan Subcommittee



# Memo

## GATHERING COMMUNITY INPUT WORKSHEET

POPULATION: Business Community Throughout Ashland	
METHODS FOR COLLECTING INPUT	DETAILS – Timing / Dates / Events / Partners
Online Survey	
Written Survey	X
Focus Group(s)	
1:1 Interviews	X
Other Method	X- business owners, employees, casual encounters
Demographics to Collect	Ways to Promote / Engage / Incentivize
<ul style="list-style-type: none"> <li>▪ <b>Age Range- Adults</b></li> <li>▪ Gender / Gender Identity</li> <li>▪ Community Sector / Identity</li> <li>▪ Race / Ethnicity</li> <li>▪ Length of Time in Ashland</li> <li>▪ Lived Experience of homelessness</li> <li>▪ Education Level</li> <li>▪ Household Income Range</li> <li>▪ Household Size or Composition</li> <li>▪ Other?</li> </ul>	Questions to Ask
	<i>How do you see the issues of homelessness impacting your business?</i>
Subcommittee Member(s): Dennis, Deb. Price	

### Planning Department

20 East Main Street  
Ashland, Oregon 97520  
[ashland.or.us](http://ashland.or.us)

Tel: 541.488.5300  
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TTY: 800.735.2900



# Memo

## GATHERING COMMUNITY INPUT WORKSHEET

POPULATION: Unhoused/Unsheltered	
METHODS FOR COLLECTING INPUT	DETAILS – Timing / Dates / Events / Partners
Online Survey	
Written Survey	
Focus Group(s)	
1:1 Interviews	
Other Method	
Demographics to Collect	Ways to Promote / Engage / Incentivize
<ul style="list-style-type: none"> <li>▪ Age Range</li> <li>▪ Gender / Gender Identity</li> <li>▪ Community Sector / Identity</li> <li>▪ Race / Ethnicity</li> <li>▪ Length of Time in Ashland</li> <li>▪ Lived Experience of Homelessness</li> <li>▪ Education Level</li> <li>▪ Household Income Range</li> <li>▪ Household Size or Composition</li> <li>▪ Other?</li> </ul>	
	Questions to Ask
Subcommittee Member(s):	

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## GATHERING COMMUNITY INPUT WORKSHEET

POPULATION: Unhoused/Unsheltered	
METHODS FOR COLLECTING INPUT	DETAILS – Timing / Dates / Events / Partners
Online Survey	
Written Survey	X
Focus Group(s)	X
1:1 Interviews	X
Other Method	
Demographics to Collect	Ways to Promote / Engage / Incentivize
<ul style="list-style-type: none"> <li>▪ <b>Age Range</b></li> <li>▪ <b>Gender / Gender Identity</b></li> <li>▪ Community Sector / Identity</li> <li>▪ Race / Ethnicity</li> <li>▪ <b>Length of Time in Ashland- In Area</b></li> <li>▪ <b>Lived Experience of Homelessness</b></li> <li>▪ Education Level</li> <li>▪ Household Income Range</li> <li>▪ Household Size or Composition</li> <li>▪ Other?</li> </ul>	<p>Flyer- Invite to a gathering, like a community meal.</p>
	Questions to Ask
	<p>What has the City done for you that has been helpful?</p> <p>What has the City done that has made your life harder?</p> <p>List of Options that could be more helpful- Storage, more showers?</p>
Subcommittee Member(s): Helena, Avram, Alex	

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# Memo

## GATHERING COMMUNITY INPUT WORKSHEET

POPULATION: Providers who work with People experiencing homelessness	
METHODS FOR COLLECTING INPUT	DETAILS – Timing / Dates / Events / Partners
Online Survey	X (CoC and MAC, churches, volunteers, healthcare, volunteers, shelter providers (PHS/ES/TH/RRH) Resource Center, Library
Written Survey	
Focus Group(s)	
1:1 Interviews	
Other Method	
Demographics to Collect	Ways to Promote / Engage / Incentivize
<ul style="list-style-type: none"> <li>▪ Age Range- Adults</li> <li>▪ Gender / Gender Identity</li> <li>▪ Community Sector / Identity</li> <li>▪ Race / Ethnicity</li> <li>▪ Length of Time in Ashland</li> <li>▪ Lived Experience of homelessness</li> <li>▪ Education Level</li> <li>▪ Household Income Range</li> <li>▪ Household Size or Composition</li> <li>▪ Other?</li> </ul>	<p>Email directly to front line staff- provide option for in person follow-up interviews.</p>
	Questions to Ask
	<p><i>What would make your work more successful? Know/Do/Have?</i></p> <p><i>What would the tangible outcomes be? What gets in the way?</i></p> <p><i>Has the City of Ashland been Helpful? How?</i></p> <p><i>Has the City presented barriers? How?</i></p> <p><i>Who/what else had been most helpful/posed barriers? How?</i></p>
Subcommittee Member(s): Deb. N., Linda, Jan, Bob	

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# Memo

## GATHERING COMMUNITY INPUT WORKSHEET

POPULATION:	
METHODS FOR COLLECTING INPUT	DETAILS – Timing / Dates / Events / Partners
Online Survey	online survey starting as soon as it can get formatted for web use
Written Survey	written/paper for persons w/o computers in third week of April, weekend or evening
Focus Group(s)	
1:1 Interviews	
Other Method	hold an in-person survey fill-out event at the library where people can come to do the survey on paper; accessible to persons w/o computers, or disability
Demographics to Collect	Ways to Promote / Engage / Incentivize
<ul style="list-style-type: none"> <li>▪ Age Range</li> <li>▪ Gender / Gender Identity</li> <li>▪ Community Sector / Identity</li> <li>▪ Race / Ethnicity</li> <li>▪ Length of Time in Ashland</li> <li>▪ Lived Experience of Homelessness</li> <li>▪ Education Level</li> <li>▪ Household Income Range</li> <li>▪ Household Size or Composition</li> <li>▪ Other? Voter registration status</li> </ul>	<p>Online survey, similar to what we did for the Housing Production Strategy</p> <p>Reach out to other civic organizations/groups: Rotaries Chamber events Elks Soroptomists</p> <p>SOU/Student government/SOU student housing</p>
	Questions to Ask
	see attached
Subcommittee Member(s):	

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**DRAFT - Survey for public at large...**online, with an option for an event where people could come to complete it in person

1. Do you know persons who are not presently homeless but are at risk for becoming homeless in the near future, due to losing their current housing?

Yes     no

2. Do you personally know any persons currently experiencing homelessness?

Yes     no

- 2a. If yes, are those persons living (select as many as apply"

temporarily with friends/family, "couchsurfing"

in vehicles

in tents

in a shelter

3. From your personal point of view, which of the following aspects of homelessness is most important to address?

costs to taxpayers

effect on quality of life for residents

health and well-being of persons experiencing homelessness

impact on local business

impact on tourism

public drug use

public safety and law enforcement

4. Do you think your personal point of view is typical of most people you know in Ashland?

5. In Ashland, do you (select all that apply)?

Only rarely encounter persons who are homeless.

Often see homeless persons during your daily activities

Acknowledge the presence of unhoused persons, make eye contact, nod, say hello, etc.

Talk to persons experiencing homelessness, have longer conversations

Sometimes give or buy a homeless person food, give them spare change

Donate items to groups that support homeless persons (for example, the donation box at Pony Espresso)

Volunteer your time to organizations that provide services to homeless persons (shelters, free meals, etc)

6. In which of the following locations do you encounter persons experiencing homelessness in Ashland (select all that apply)?

Near my home

In my neighborhood, on my street

Parks

Sidewalks

Public library  
Churches  
Downtown plaza  
Parking lots  
Businesses  
Schools

7. Do you think that services to homeless persons in Ashland are  
are on the wrong track and should be reduced  
adequate and appropriate for the current level of need  
inadequate for the level and type of need and should be expanded

8. Where do you think funding for services should come from?  
Charitable foundation grants  
Donations from individuals/philanthropists  
Federal government programs/grants  
City and County taxes and fees (county or city general funds)  
More use of unpaid volunteers  
Non-profit organizations  
State government programs/grants

9. Which of the programs serving unhoused persons below have you heard of or are familiar with?  
OHRA (Opportunities for Housing, Resources, and Assistance, former name Options for  
Helping Residents of Ashland and the Community Resource Center)  
Urban campground at the Ashland Police Department  
Maslow Project  
Peace House, Uncle Foods Diner  
Southern Oregon Jobs with Justice  
Faith groups' services (eg. Presbyterian Church, Havurah, Methodist Church, etc.)

10. an open-ended question: what do you think the City of Ashland responsibilities are for  
addressing the problem of homelessness?

=====

*Below is a list of just some of the currently provided as well as some ideas for future services for  
persons experiencing homelessness. It is not a comprehensive list, but which do you believe  
should be available to persons experiencing homelessness in Ashland? (select as many as apply.)*

*“Tiny home” shelters, “Pallet” shelters, etc. offering access to resources and information  
A drop-in, day shelter offering access to resources and information  
A parking site with access to water and sanitation for persons living in vehicles  
A permanent location for tent camping offering access to resources and information  
Access to computers, wi-fi  
Case managers and resource navigators working one-on-one with homeless clients*

*Community mental health facilities, access to counseling, monitoring medications*  
*Inclement weather shelter during extreme cold/heat or smoke events*  
*More public restrooms*  
*Outpatient mental health/addictions treatment facilities and programs*  
*Permanent supportive housing for persons with chronic conditions, unable to live independently*  
*Residential substance abuse treatment and recovery programs*  
*Shelter services and transitional housing for families with children*  
*Shower and laundry facilities available for unhoused person*  
*Subsidized rental housing, "Section 8" and other forms of rent assistance*  
*Time limited rooms/apartments for persons entering treatment, with support services*  
*Vouchers for motel rooms*  
*Year-round 24 hour shelter, available regardless of sobriety, offering access to resources and information*  
*Services specializing in supporting, special segments of persons experiencing homelessness such as:*  
     *Elderly/seniors, persons in later life*  
     *LGBTQ persons*  
     *military veterans*  
     *minors, K-12 and university students*  
     *unhoused women*

**Face sheet/demographics**

Age Range  
 Length of Residence in Ashland                      do not live in Ashland  
 Lived Experience of Homelessness?  
 Education Level  
 Household Size or Composition  
 Registered to vote              in Ashland?              Elsewhere in Jackson County  
 Own or rent home