

PROPOSED

# HOMELESS RESOURCE CENTER



**PALM BEACH COUNTY COMMUNITY SERVICES DEPARTMENT**

and

**PALM BEACH COUNTY FACILITIES DEVELOPMENT & OPERATIONS DEPARTMENT  
(FD&O)**

in partnership with

**THE CITY OF WEST PALM BEACH**

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# HOMELESS RESOURCE CENTER

## PRESENTATION OUTLINE

1. Facts and Fallacies
2. Facility Description and Philosophies
3. Facility Programming
4. Client Services
5. Typical Client Progression
6. Site Identification and Introduction
7. Site Suitability
8. Site Security Measures
9. Site Plan
10. Tentative Schedule

*Questions and Answers*



# FACTS about Homelessness in Palm Beach County

- Counts continue a steady rise
  - ❖ Current homeless population > 2,100
  
- Most often results from a complex set of circumstances
  - ❖ Lack of affordable housing
  - ❖ Increase in poverty
  
- Homeless Advisory Board
  
- *Ten-Year Plan to End Homelessness*
  - ❖ Approach: Prevention and Termination vs. Management
  - ❖ Continuum of Care model to self-sufficiency
  - ❖ Centralize response system

✓ **HOMELESS RESOURCE CENTERS!**



# **FALSE PERCEPTIONS**

**about**

## **Homeless Resource Centers**

- **NOT merely a shelter**
- **NOT a permanent housing solution**
- **NOT a “soup kitchen”**
- **NOT a new practice to address homelessness**
- **NOT a convalescent / psychiatric / detoxification facility**
- **NOT an emergency medical care facility**
- **NOT tolerable to illegal activity and inappropriate behavior**
- **NOT proven to increase crime or decrease property values**
- **DO NOT OPERATE IN ISOLATION**
  - ◆ **Extensive network of support and services**



**Palm Beach County Continuum of Care  
Services to the Homeless Community**

<b>Provider Organizations</b>	<b>Mortgage /Rental Assistance</b>	<b>Utilities Assistance</b>	<b>Counseling/Advocacy</b>	<b>Legal Assistance</b>	<b>Street Outreach</b>	<b>Law Enforcement</b>	<b>Case Management</b>	<b>Life Skills</b>	<b>Alcohol/Drug Abuse</b>	<b>Mental Health Counseling</b>	<b>Healthcare</b>	<b>HIV/AIDS</b>	<b>Education</b>	<b>Employment</b>	<b>Child Care</b>	<b>Transportation</b>
Adopt A Family of the Palm Beaches	√	√	√	√			√	√	√		√	√	√		√	√
Adult Day Habilitation														√		
Aid to Victims of Domestic Abuse (AVDA)							√	√								√
American Red Cross	√	√														
Boca Helping Hands																√
Boynton Beach Head Start															√	
Care Ministry	√															
Catholic Charities	√	√					√									√
Center for Family Services	√	√											√			
Children's Home Society			√		√		√	√					√		√	√
Children's Place at Home Safe												√				
Coalition for Independent Living Options (CILO)	√	√	√	√				√								√
Columbia Hospital										√	√					
Community Action Program														√		





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## Description:

A facility providing homeless clients with 24-hour daily access to supportive services including, but not limited to, a universal intake and assessment process; beds for use as an interim housing option when permanent housing is not immediately available; engagement centers; prepared meals; as well as medical, psychiatric and educational services.

## Philosophies:

- A homeless individual will spend less time roaming the streets when provided with easy access and delivery of the services provided by a Homeless Resource Center and the extensive support network.
- When homeless individuals are surrounded by clean, safe and supportive environments, increases in self-esteem and feelings of self-worth lead to more rapid progress on their path to self-sufficiency.
- A Homeless Resource Center is both an alternative AND a solution to homeless loitering.



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## PROGRAMMING

### ADULT Engagement

#### Intake

- Screening
  - ❖ Medical
  - ❖ Background
  - ❖ Possessions
- Counseling
- Housing assessment
  - ❖ Intake beds (3M, 3F)
- 24 hour daily operation
  - Walk-in services provided from dawn to dusk
  - Limited acceptance from dusk to dawn

#### Assessment

- Social Service Providers
- Economic Service Providers
- Mental Health and Substance Abuse Service Providers
- Medical Service Providers

Restrooms, Lounge, Laundry, Storage



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## PROGRAMMING

### FAMILY Engagement

#### *Intake and Assessment*

- Physically separated from Adult Engagement
- Same services as Adult Engagement

24 hour daily operation

- ❖ Typical stay of less than 24 hours
- ❖ Transportation by contracted service provider to an off-site family housing facility



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## PROGRAMMING

### Health Clinic

Public and private service providers

Limited Services

- First Aid
- Physical / Mental Screening

Potential Advanced Services

- Dental
- Vision
- Nutrition

24-hour daily operation

- Limited services from dusk to dawn

Private Assessment Rooms

Potential Semi-Private Overnight Rooms

Separate and secure entrances



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## PROGRAMMING

### Adult Interim Housing

Separate M/F sleeping areas

- ~3 occupants / room

Maximum of 60 occupants at any given time

- ~30 M
- ~30 F

Typical stay of <30 days

Common Lounge

Outdoor Recreation Area



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## PROGRAMMING

### Food Service

Client service only (no take-out meal services)

No full-service kitchen on site

- Kitchen for final food preparation
- Food delivery:
  - ❖ Local vendor, or
  - ❖ Existing PBC kitchen facility

➤ 3 daily deliveries

Appliances for heating/cooling meals

Limited dishwashing capabilities



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# **HOMELESS RESOURCE CENTER**

## **PROGRAMMING**

### **Laundry Room**

Limited on-site service

Linen storage

Private vendor or existing PBC service facility

### **Donation Storage**

Clothing, Household Goods, Furniture, Etc.

Client use only (“Client Closet”)

### **Food Pantry**

Storage of donated food goods

Client use only (“Client Closet”)

### **Client Mail Facilities**

- ✓ Employment
- ✓ Housing
- ✓ Identification



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## CLIENT SERVICES

### Community Voice Mail System

- Personal telephone number
  - ✓ Employment
  - ✓ Housing

### Case Management

- Causes
- Barriers
- Individualized Plan

### Life Skills Classes

- Daily offerings
- Educational model
  - Communication
  - Finance / Budgeting
  - Employment
  - Health / Wellness
  - Anger / Stress Management



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## TYPICAL ADULT PROGRESSION

DAY 1

### Intake

- Medical Screening
- Background Screening
- Universal Intake
- Housing Assignment
- Orientation
- Case Manager and Job Coach Assigned

DAYS 2-3

### Engagement

- Initial Meetings w/ Staff
- Initiation of ID and Public Assistance Services
- Transportation Arrangements
- Technology Support
- Assessment Scheduling
- Class Assignments
- Daily Schedule Created

DAYS 4-5

### Engagement / Assessment

- Implement Individualized Plan
- Employment Services
- Class Assignments
- Reevaluate Schedule

DAYS 31- 60  
*(if applicable)*

### Ongoing Engagement / Assessment

- Follow Individualized Plan and Daily Schedule
- Weekly Extension of Stay (pending permanent housing placement)

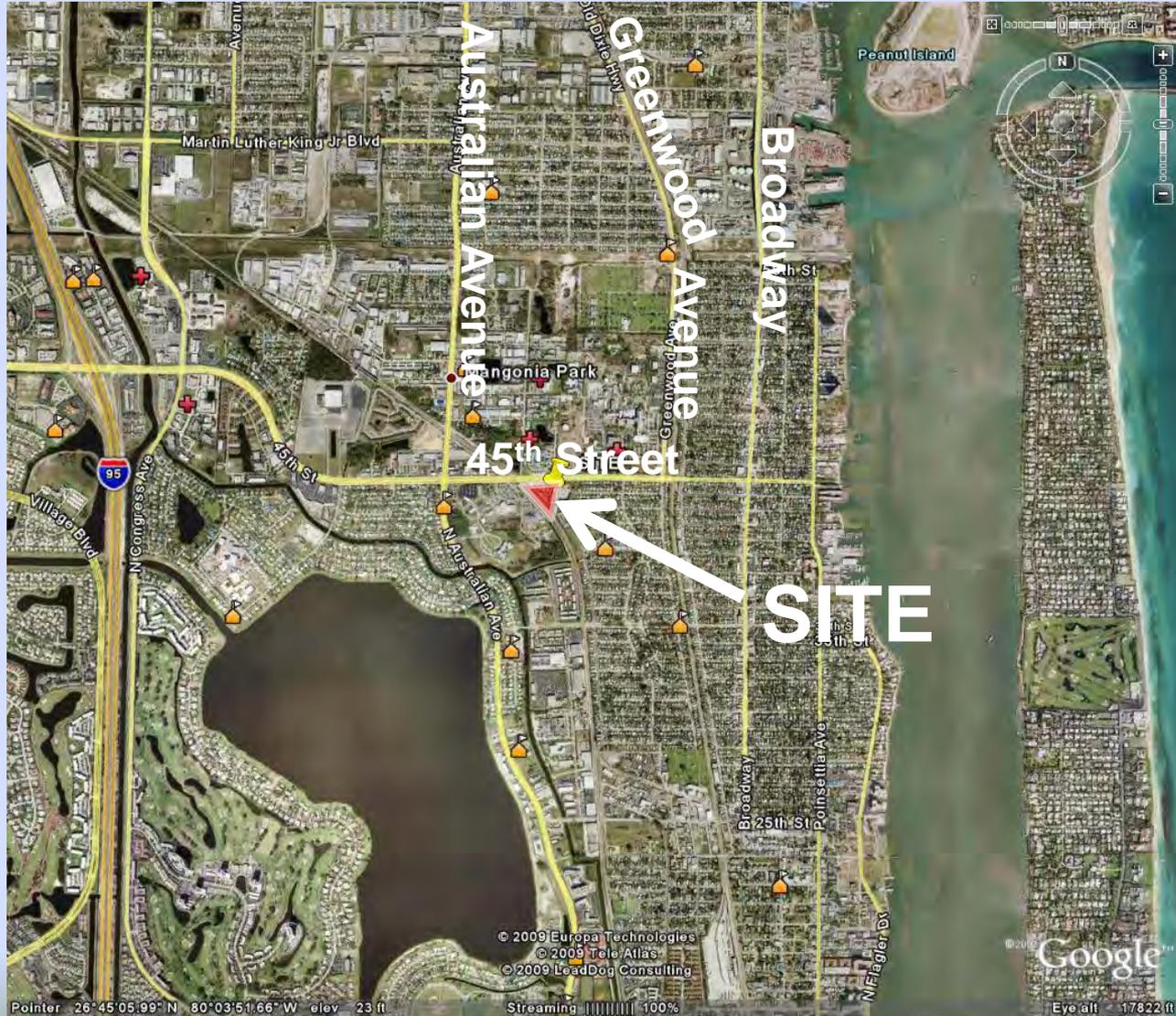
DAYS 6-30

### Ongoing Engagement / Assessment

- Follow Individualized Plan and Daily Schedule
- Regular Progress Meetings
- Routine Reviews of Personal Plan
- Pursue Employment
- Housing Placement

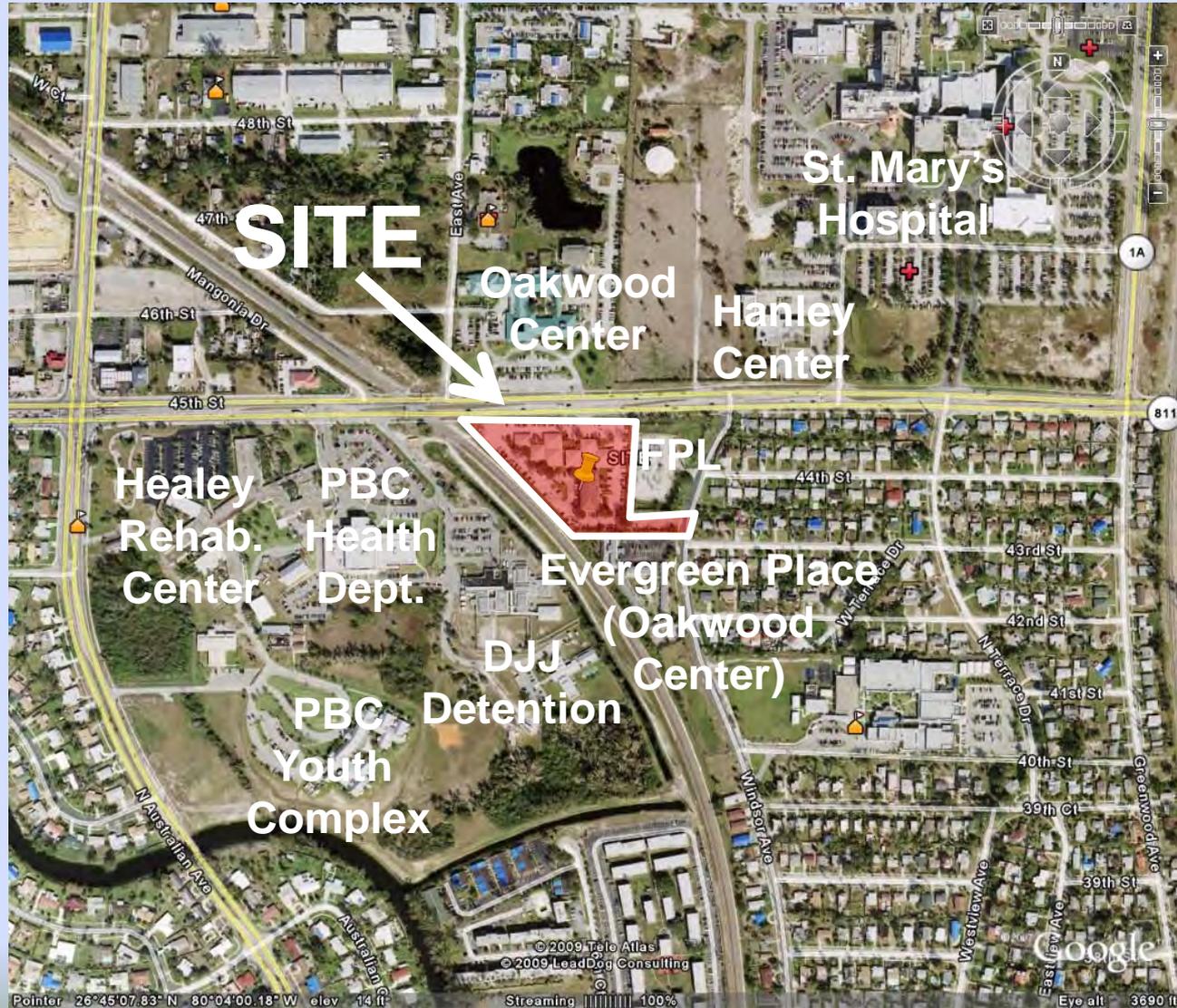
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## SITE DETAILS

- ~3.8 Acres
- Commercial Zoning and Future Land Use
- Constructed in 1983-84 for Professional and Medical Office
- ~36,000 Building Square Feet
  - ❖ Building 1 (single story): ~9,000 Square Feet
    - Former WPB Engineering Services Dept.
    - Proposed Engagement Center (Intake), etc.
  - ❖ Building 2 (single story): ~13,000 Square Feet
    - Existing Medical and Dental Offices
    - Proposed Health Clinic, Engagement Center (Assessment), etc.
  - ❖ Building 3 (2 story): ~14,000 Square Feet
    - Former WPB Human Resources and Public Utilities Depts.
    - Proposed Interim Housing, Food Service, etc.
- ~250 Parking Spaces
- Vehicular Access to 45<sup>th</sup> Street and Windsor Avenue



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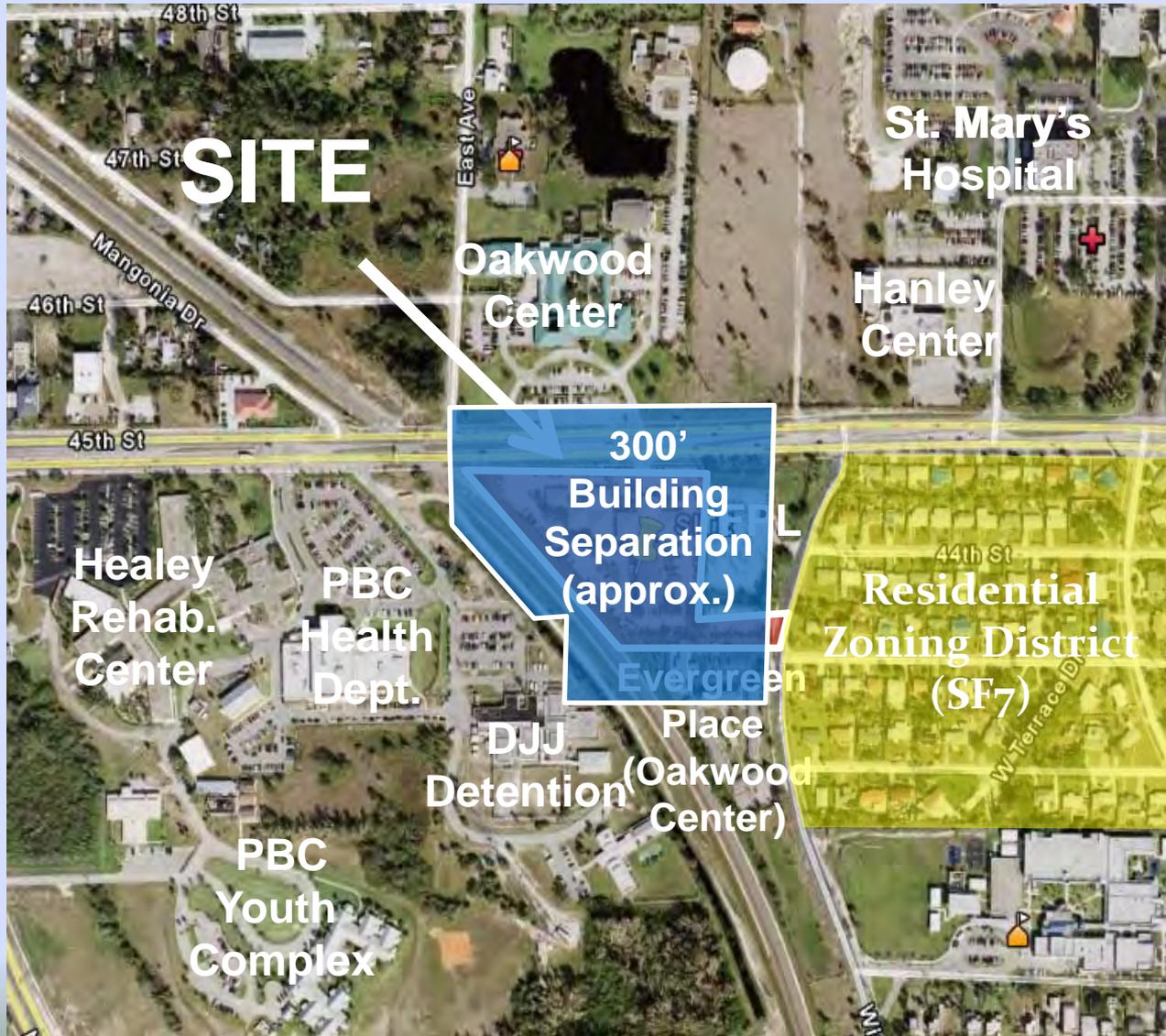
## *SITE SELECTION / SUITABILITY*

- Sufficient Land Area / Building Square Footage
  - Conducive Site Design / Building Layout
    - Renovation Capability
      - Accessibility
        - Visibility
          - Availability
            - Financial Feasibility
              - Centrality
                - Proximity
                  - Compatibility



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## Security Measures

### **Programmatic Controls**

- Client Screening (background, possessions, etc.)
- Client Curfew
- Designated Client Areas (parking, smoking, etc.)

### **Private Security Contractor**

- 24 hour presence on a daily basis
  - Site Patrol
  - Access Control
  - Program Support

### **Perimeter Fencing (existing to remain)**

- Control / Limit Access
- Psychological Boundary

### **Gate at Windsor Avenue (existing to remain)**

- Closed and locked when not in use

### **Intrusion Alarm and Door Monitoring Devices**

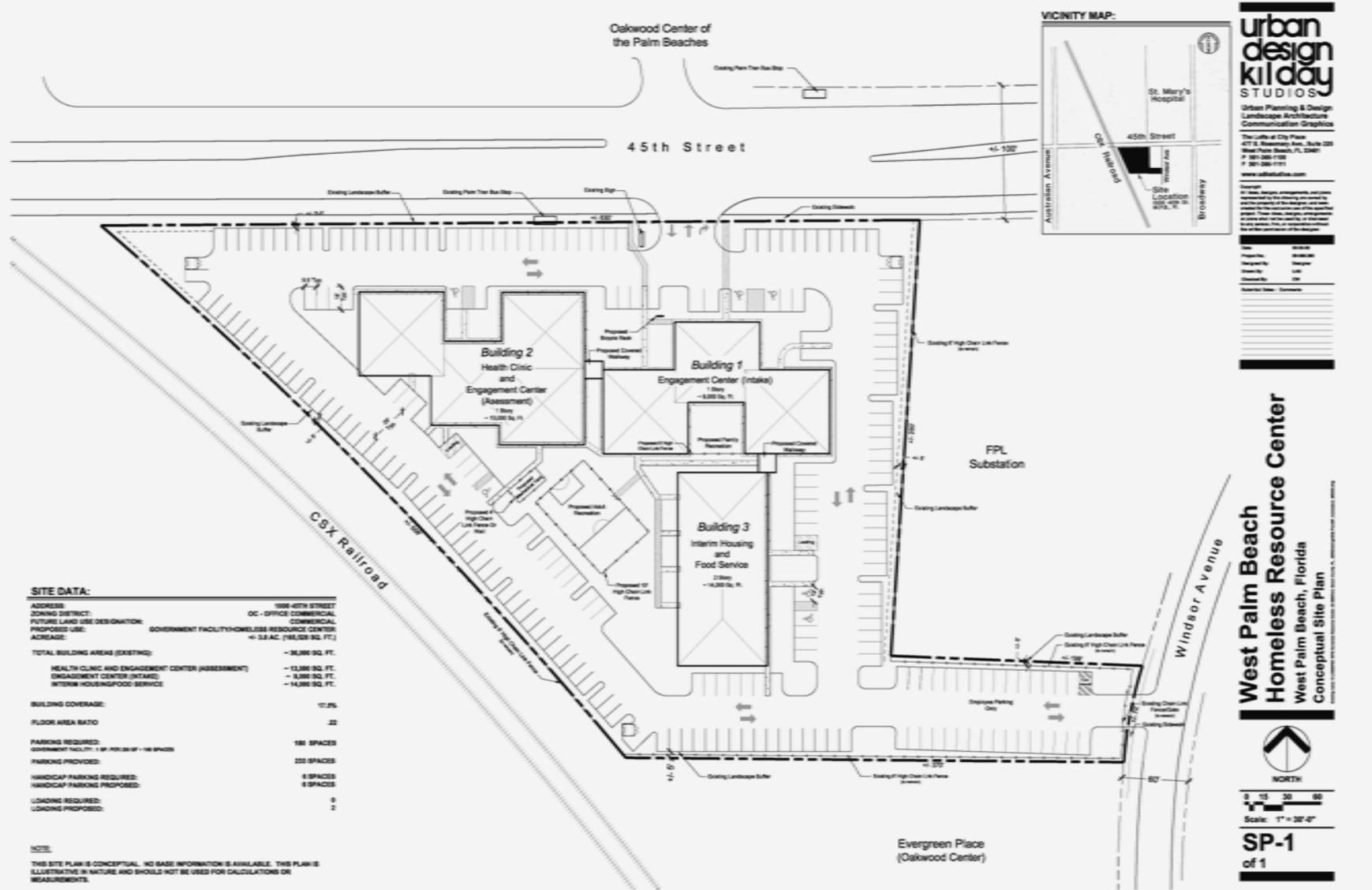
- Entry / Departure Management

### **Exterior Lighting**



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**urban design kilday STUDIOS**  
 Urban Planning & Design  
 Landscape Architecture  
 Communication Graphics

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Project:  
 Location:  
 Date:  
 Scale:  
 Drawing No.:  
 Drawing Title:

**SITE DATA:**

|   |  |
|---|--|
| ADDRESS:  | 1000-45TH STREET                             |
| ZONING DISTRICT:  | DC - OFFICE COMMERCIAL                       |
| FUTURE LAND USE DESIGNATION:                            | COMMERCIAL                                   |
| PROPOSED USE:   | GOVERNMENT FACILITY/HOMELESS RESOURCE CENTER |
| ACREAGE:  | ~ 2.8 AC. (194,528 SQ. FT.)                  |
| <b>TOTAL BUILDING AREA (EXISTING):</b> ~ 36,000 SQ. FT. |  |
| HEALTH CLINIC AND ENGAGEMENT CENTER (ASSESSMENT)        | ~ 12,000 SQ. FT.                             |
| ENGAGEMENT CENTER (INTAKE)                              | ~ 3,200 SQ. FT.                              |
| INTERIM HOUSING/FOOD SERVICE                            | ~ 14,300 SQ. FT.                             |
| <b>BUILDING COVERAGE:</b> 11.2%                         |  |
| <b>FLOOR AREA RATIO:</b> 22                             |  |
| <b>PARKING REQUIRED:</b> 186 SPACES                     |  |
| GOVERNMENT FACILITY: 1 SP PER 200 SF - 186 SPACES       |  |
| <b>PARKING PROVIDED:</b> 222 SPACES                     |  |
| <b>HANDICAP PARKING REQUIRED:</b> 6 SPACES              |  |
| <b>HANDICAP PARKING PROVIDED:</b> 6 SPACES              |  |
| <b>LOADING REQUIRED:</b> 0                              |  |
| <b>LOADING PROVIDED:</b> 2                              |  |

**NOTE:**  
 THIS SITE PLAN IS CONCEPTUAL. NO BASE INFORMATION IS AVAILABLE. THIS PLAN IS ILLUSTRATIVE IN NATURE AND SHOULD NOT BE USED FOR CALCULATIONS OR MEASUREMENTS.

**West Palm Beach Homeless Resource Center**  
 West Palm Beach, Florida  
 Conceptual Site Plan

**SP-1**  
 of 1

Scale: 1" = 32'-0"

NORTH

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# HOMELESS RESOURCE CENTER



**Urban design  
kilday  
STUDIOS**

Urban Planning & Design  
Landscape Architecture  
Communication Graphics

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Project No. 2012-001  
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Scale: 1/8" = 1'-0"  
Date: 01/2012  
Author: [Redacted]  
Checker: [Redacted]  
Title: [Redacted]

**SITE DATA:**

|  |  |
|--|--|
| ADDRESS:   | 1000 45TH STREET                             |
| ZONING DISTRICT:                                 | OC - OFFICE COMMERCIAL                       |
| FUTURE LAND USE DESIGNATION:                     | COMMERCIAL                                   |
| PROPOSED USE:                                    | GOVERNMENT FACILITY/HOMELESS RESOURCE CENTER |
| ACREAGE:   | 44.38 AC. (194,528 SQ. FT.)                  |
| <b>TOTAL BUILDING AREAS (EXISTING):</b>          | ~ 36,000 SQ. FT.                             |
| HEALTH CLINIC AND ENGAGEMENT CENTER (ASSESSMENT) | ~ 13,000 SQ. FT.                             |
| ENGAGEMENT CENTER (INTAKE)                       | ~ 9,000 SQ. FT.                              |
| INTERIM HOUSING/FOOD SERVICE                     | ~ 14,000 SQ. FT.                             |
| <b>BUILDING COVERAGE:</b>                        | 17.3%  |
| <b>FLOOR AREA RATIO:</b>                         | 23   |
| <b>PARKING REQUIRED:</b>                         | 180 SPACES                                   |
| (COMMERCIAL 1.5 SQ. FT. = 1.00 PARKING SPACE)    |  |
| <b>PARKING PROVIDED:</b>                         | 233 SPACES                                   |
| <b>HANDICAP PARKING REQUIRED:</b>                | 8 SPACES                                     |
| <b>HANDICAP PARKING PROVIDED:</b>                | 8 SPACES                                     |
| <b>LOADING REQUIRED:</b>                         | 0  |
| <b>LOADING PROVIDED:</b>                         | 1  |

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**West Palm Beach  
Homeless Resource Center**  
West Palm Beach, Florida  
Conceptual Site Plan

NORTH

0 15 30 60  
Scale: 1" = 30'-0"

**SP-1**  
of 1

Evergreen Place  
(Oakwood Center)

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## TENTATIVE TIMELINE

*July – November 2009: Acquisition*

*November 2009 – June 2010: Design Development*

*June – ~July 2010: Permitting*

*~July – ~August 2010: Contracting*

*~August 2010 – ~May 2011: Renovations*

*~June 2011: Move in*

*~July 2011: GRAND OPENING!*



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For more information or to access this presentation, visit

<http://www.pbcgov.com/communityservices/programs/humanservices/>

Questions or comments can be submitted via e-mail to

[homeless@pbcgov.org](mailto:homeless@pbcgov.org)