

# City of South Bend

## Department of Community Investment



# Plan for tonight's meeting

1. Housing First Model
2. Site Selection
3. Frequently Asked Questions
4. New Day Intake Center presentation
5. Public comments – each speaker will receive 3 minutes



# Helpful Definitions

- **Housing first:** An evidence-based model that provides housing first to people experiencing homelessness before addressing issues like substance abuse or employment.
- **Permanent supportive housing:** A cost-effective measure for addressing homelessness that provides affordable housing and supportive services without requiring preconditions.
- **Low barrier intake center:** Point of entry for chronically homeless individuals that provides shelter prior to their transition to permanent housing following the “housing first” model. The goal is to move clients into appropriate permanent housing as quickly as possible.



# Housing First Efforts in South Bend

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**2016:** City of South Bend first provides funding to remodel a site for use as Weather Amnesty to provide low-barrier shelter during the winter, operated primarily by Hope Ministries.

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**2017:** South Bend Working Group on Chronic Homelessness issues recommendations, including adopting a Housing First approach and opening a low-barrier intake center. South Bend Heritage opens Oliver Apartments with 32 permanent supportive housing units in Rum Village neighborhood.

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**2018:** City proposes Low-Barrier Intake Center on S. Michigan near Central Fire Station. After resident feedback, City focuses on decentralizing the geographic locations of homeless services.

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**2019:** South Bend Common Council rejects rezoning for a permanent supportive housing development on the 1500 block of W. Washington Blvd.

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**2020:** Motels 4 Now provides shelter in response to 100+ person homeless tent encampment in South Bend.

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**2022:** South Bend Heritage opens Hope Avenue Homes with 22 permanent supportive housing units in Edison Park neighborhood.

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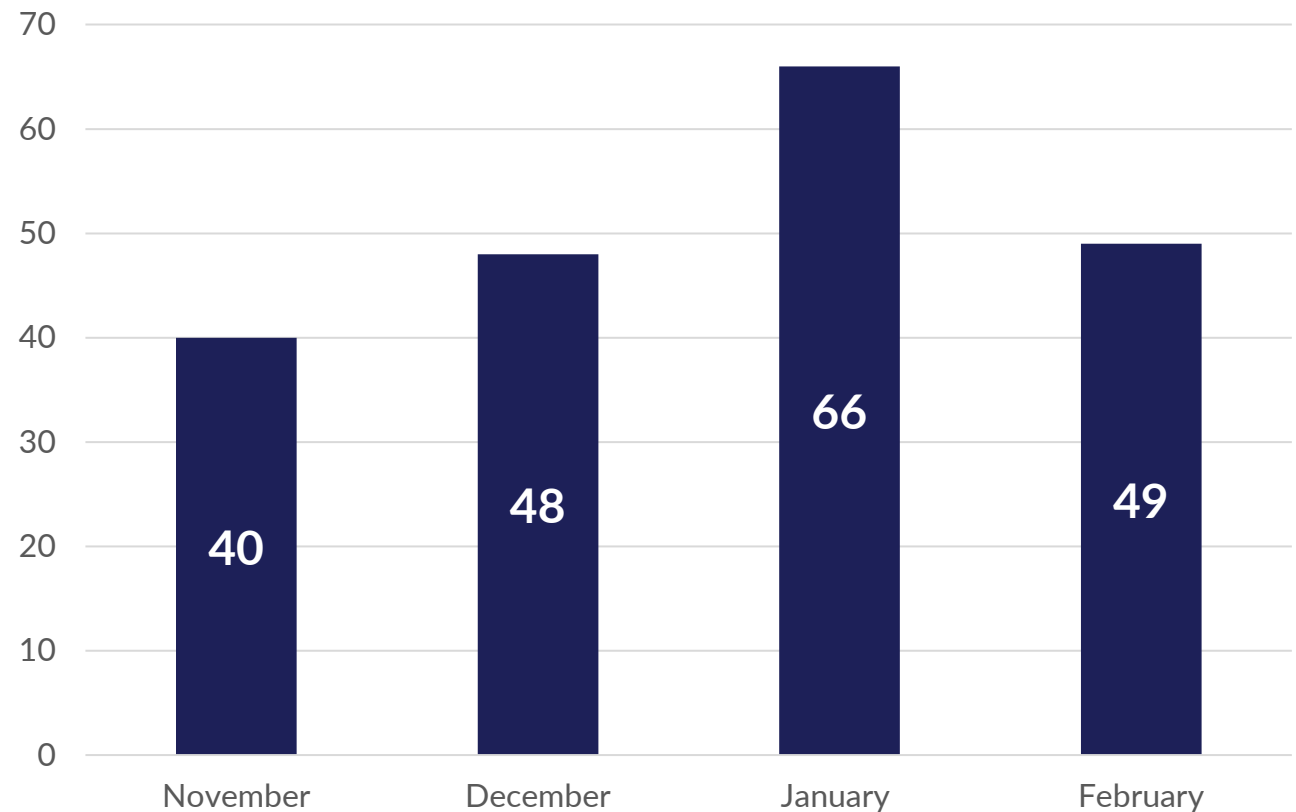
**2023:** Center for the Homeless takes operational lead of Weather Amnesty program, with financial support from City of South Bend



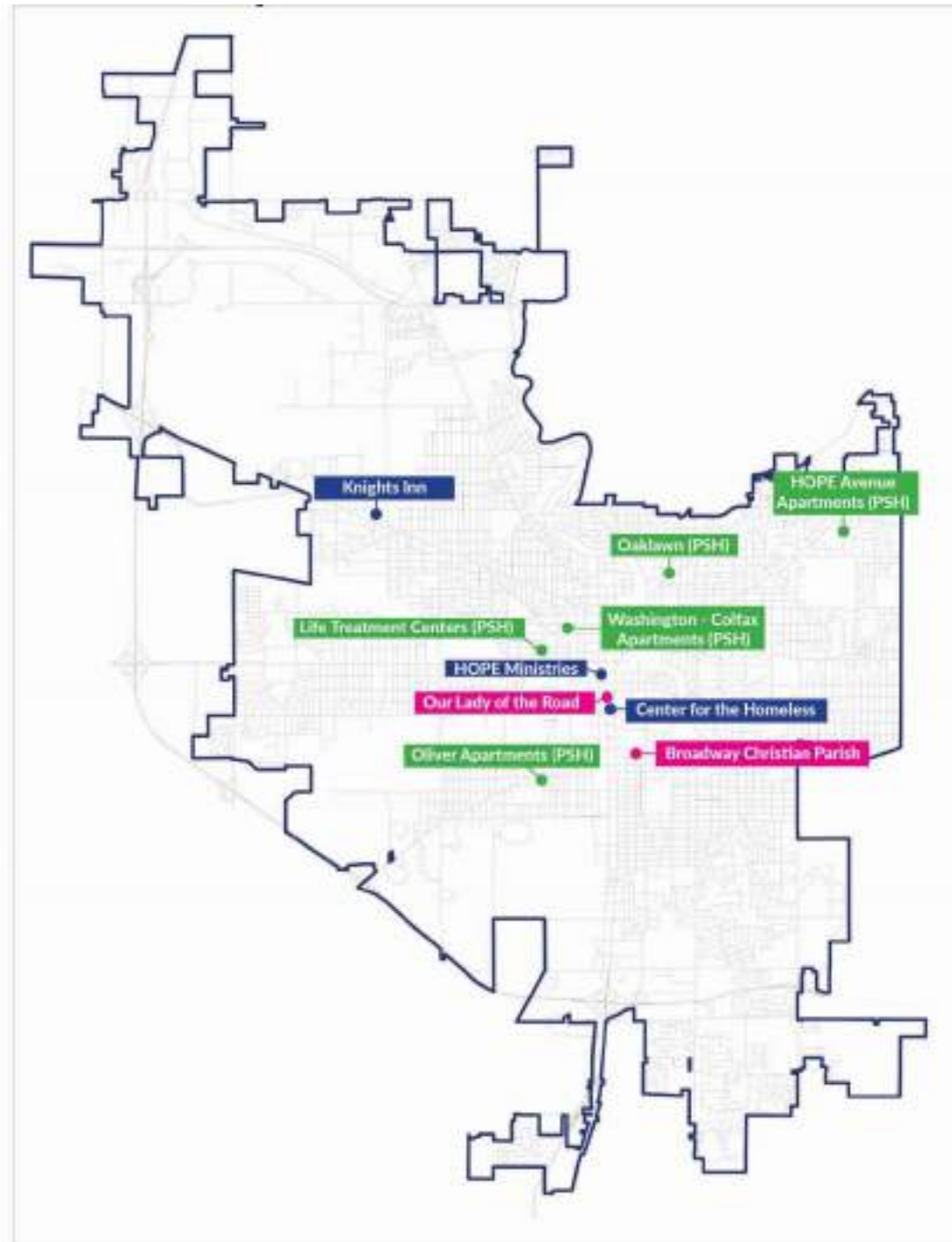
# Housing First Efforts – Weather Amnesty

- Low barrier – sobriety not required
- Center for the Homeless
- November - April, 8 p.m. to 8 a.m.
- Men, women, children
- Peak of 80 people on Jan. 21<sup>st</sup> (low of -2)
- Led to new shelter admittance (positive outcome)

Nightly Average Intake at Weather Amnesty  
2023-24



# Homeless service providers in South Bend



# Housing First: A proven model

- Research demonstrates that individuals served in a Housing First model are more likely to remain stably housed than those served through alternative models.
- Once stably housed, individuals are better able to take advantage of wrap-around-services to help support housing stability, employment, and recovery.
- A systematic review of 26 studies found that Housing First programs decreased homelessness by 88% and improved housing stability by 41%, compared to Treatment First programs,
- In 2013, the State of Indiana conducted a study and found that the state would save \$1,149 per person by using a housing first and permanent supportive housing model.



# Housing First: A proven model

## Charlotte-Mecklenburg, NC

- Housing first model reduced Emergency Department visits, arrests, and incarceration events, while increasing use of less costly supportive services.
- After receiving housing, participants experienced a 59% decrease in arrests, a 58% decrease in incarcerations and the average number of Emergency Department visits fell 59%.<sup>2</sup>

## Denver, CO

- Housing first model reduced public costs for shelter, criminal justice, health care, emergency room, and behavioral health by \$15,000 per year, per person.
- These savings completely offset the cost of supportive housing and saved taxpayers more than \$2,000 per person.





# Housing First: A proven model

## Houston, TX

- Number of homeless individuals in the Houston region cut by 63 percent since 2011.
- Reduced the wait for permanent housing for homeless vets from 720 days to 32 days.

## Canada

- Participants spent 73% of their time in stable housing under the housing first model, compared to 32% for those in a traditional approach.

## Veterans Affairs Supportive Housing

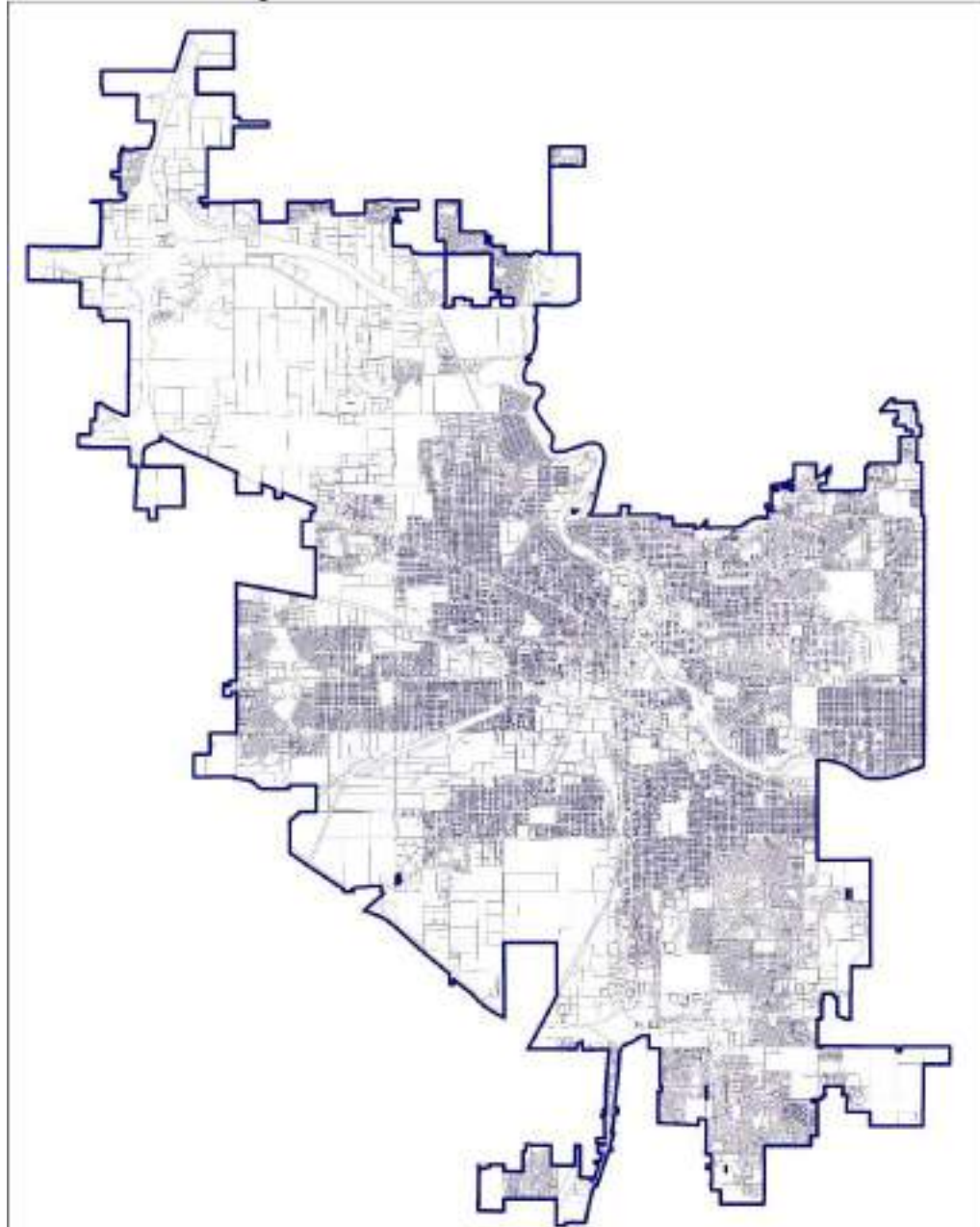
- A University of Notre Dame study found that a housing first approach used by the VA was effective in reducing the number of homeless veterans.



# Site Selection

- Located within the City limits of South Bend

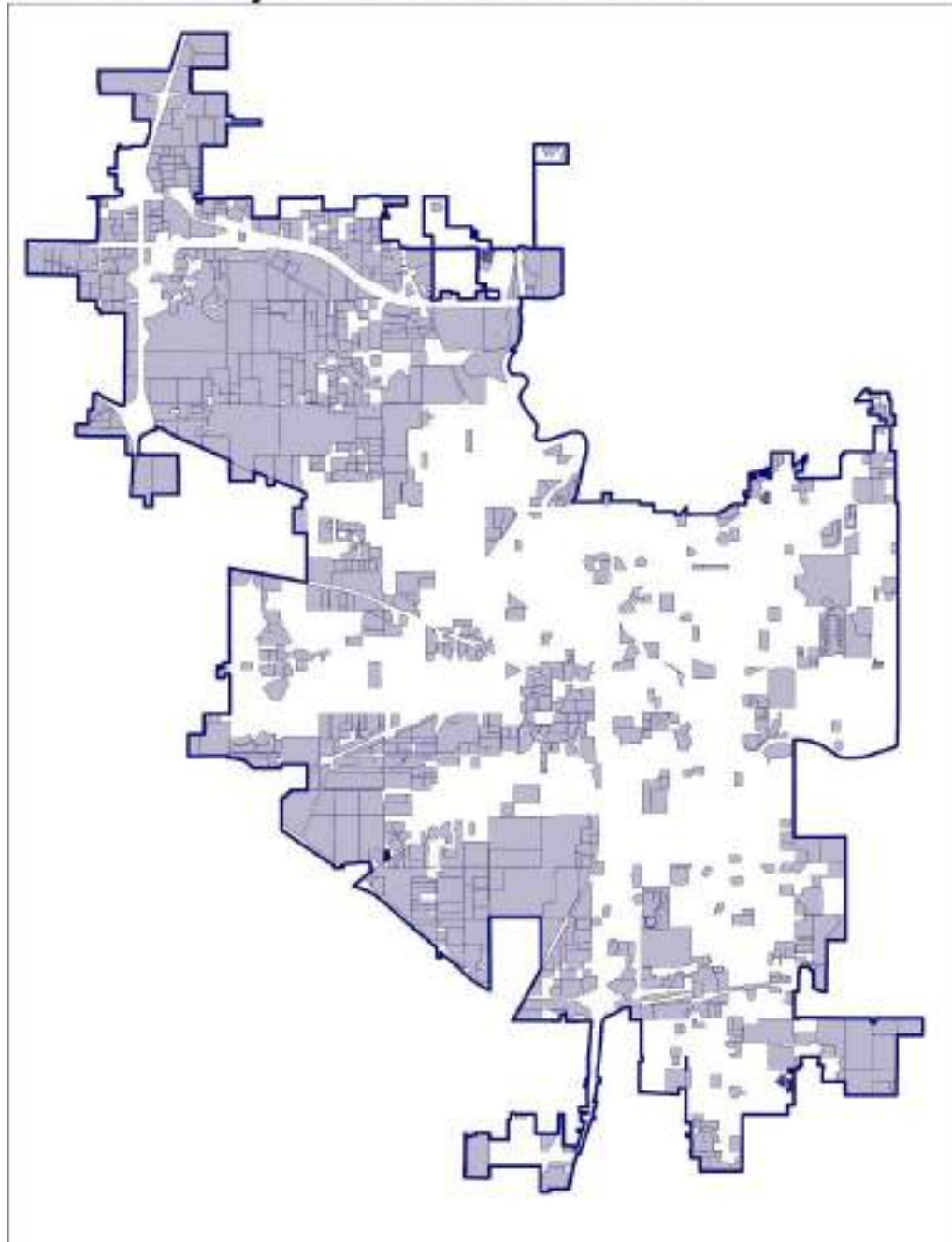
## New Day Site Selection



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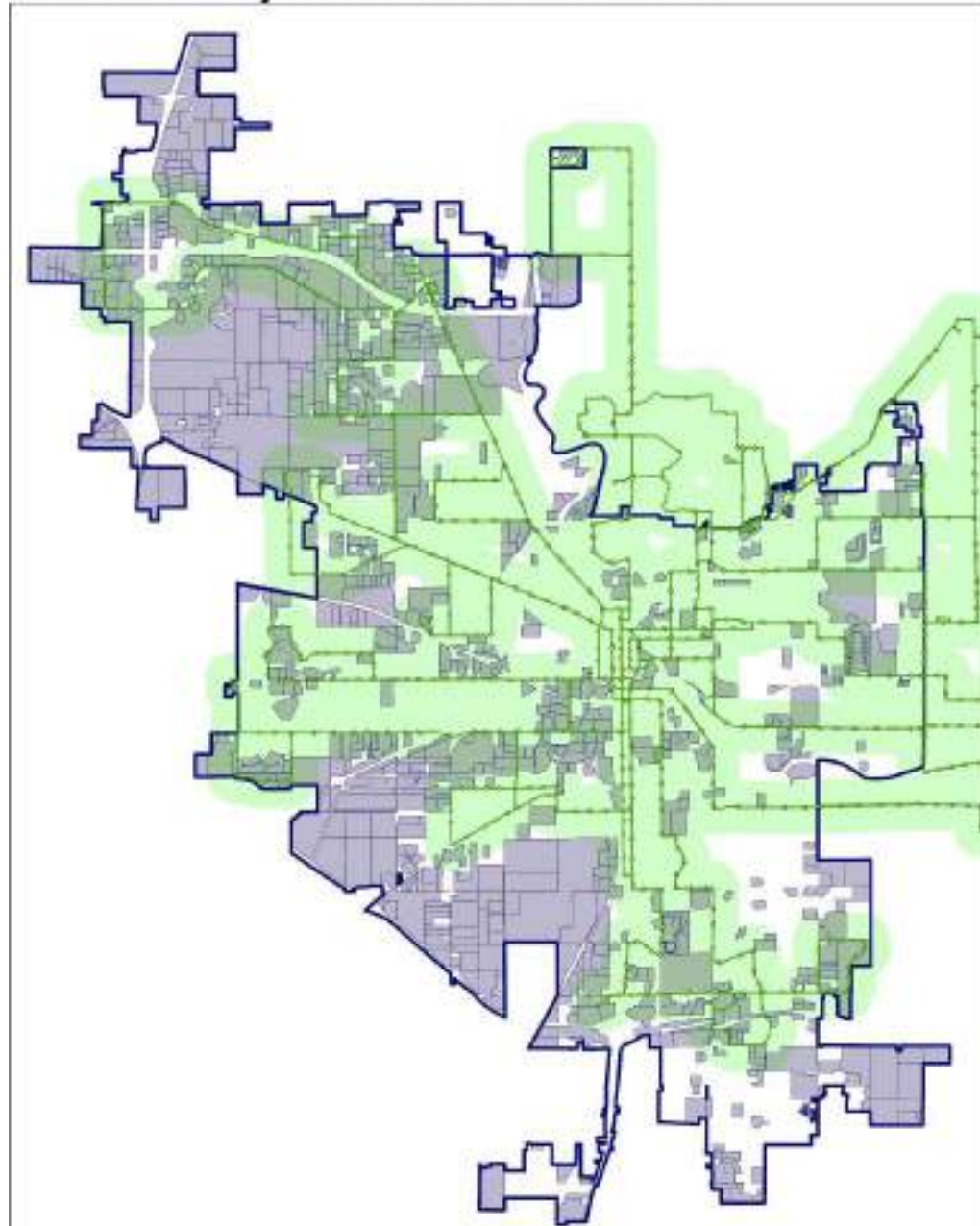
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- Located on a parcel >3 acres



## New Day Site Selection

# Site Selection

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- Located on a parcel >3 acres
- Located within ¼ mile of a bus stop

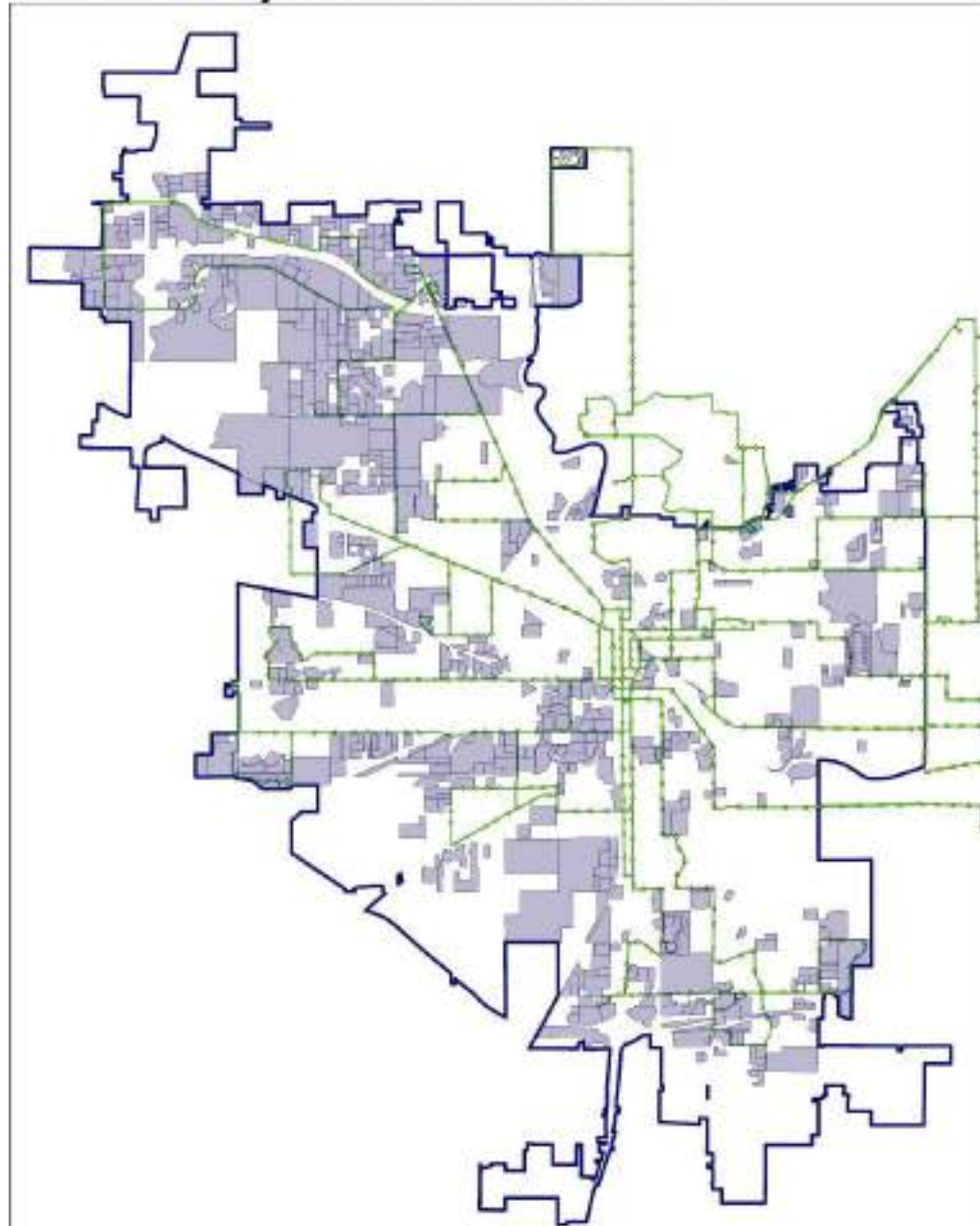




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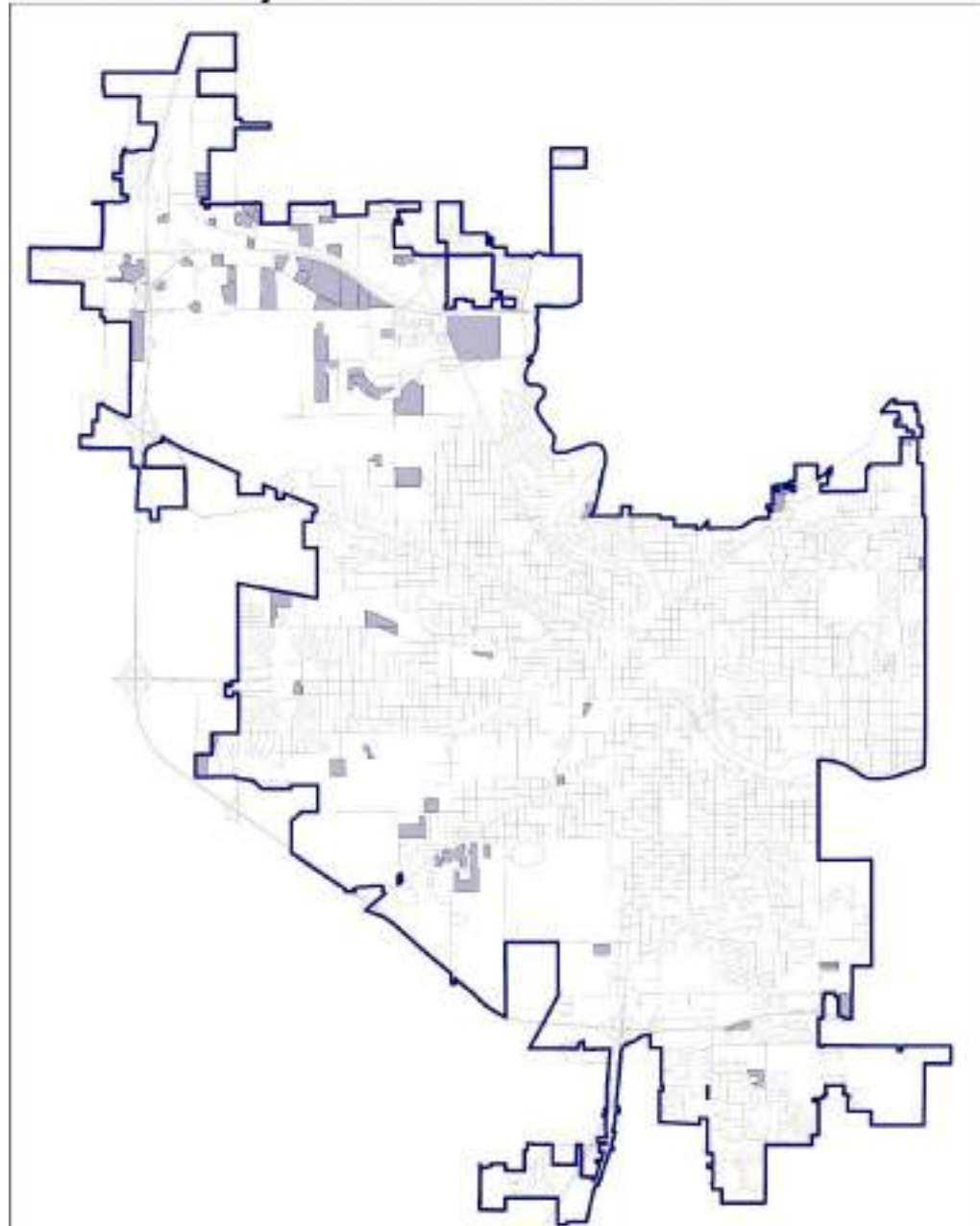
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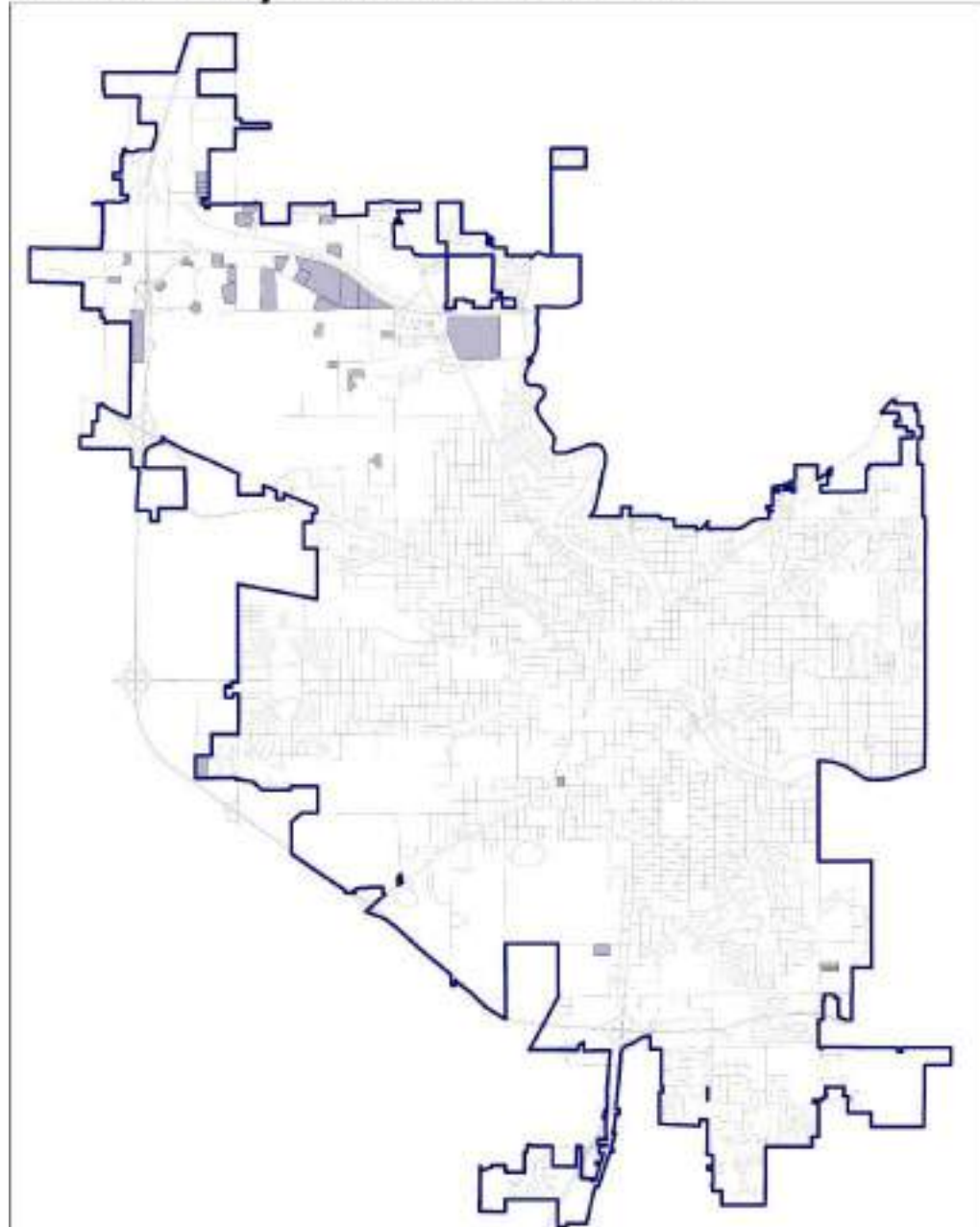
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- Vacant or undeveloped (no existing structures)



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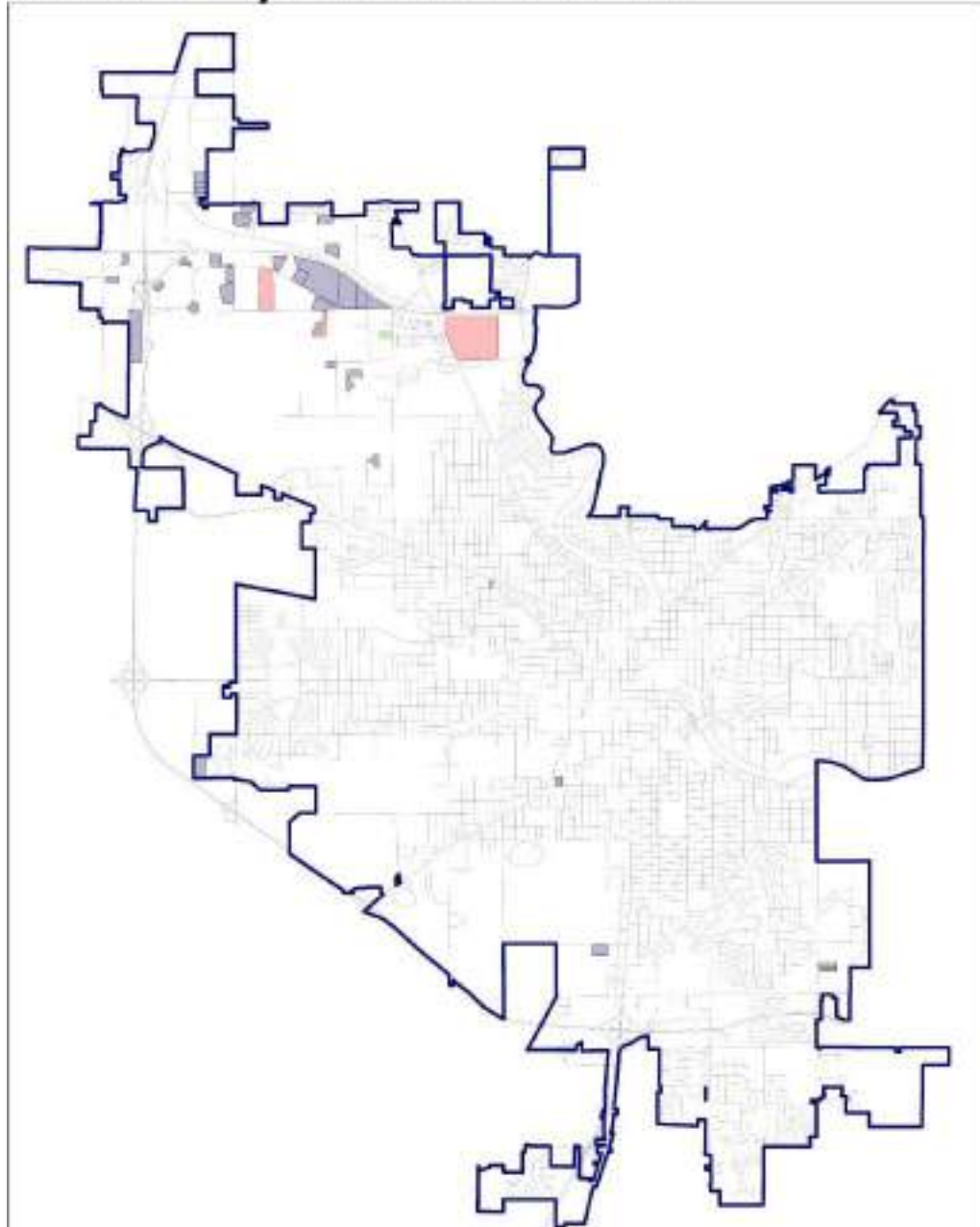
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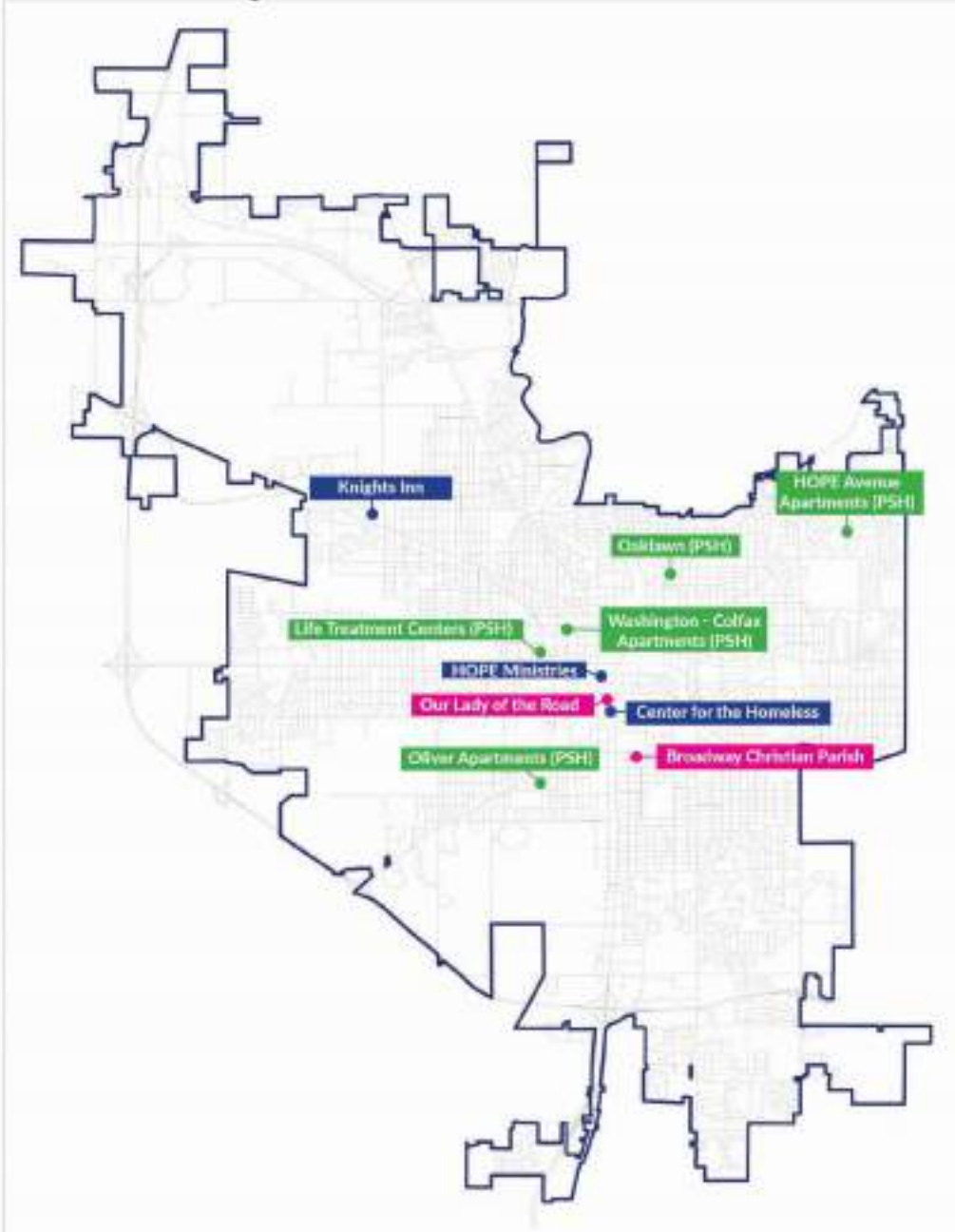
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- Can be purchased (parcels rejected by potential partners like St. Joseph County in red)





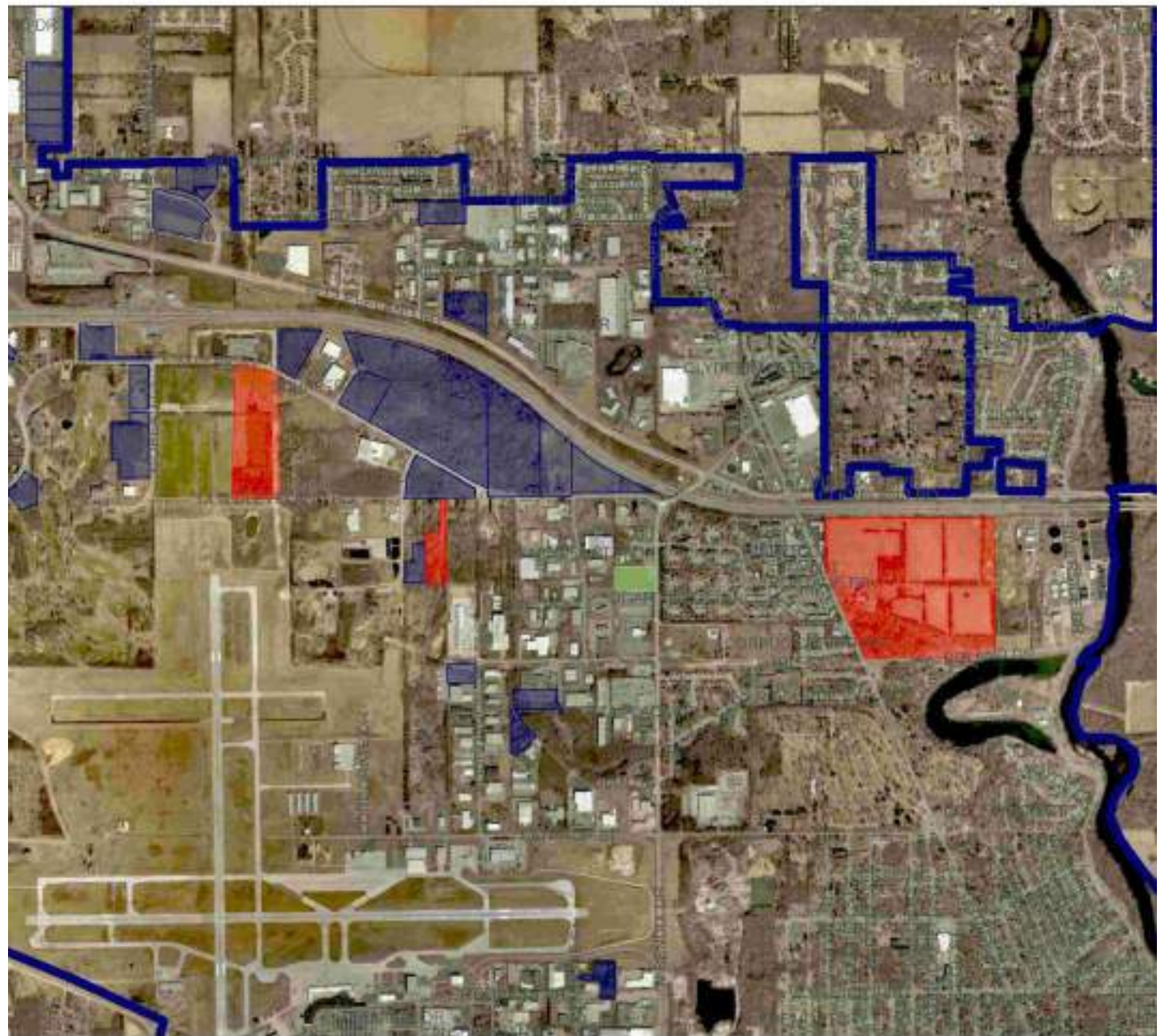
# Homeless service providers in South Bend

## New Day Site Selection

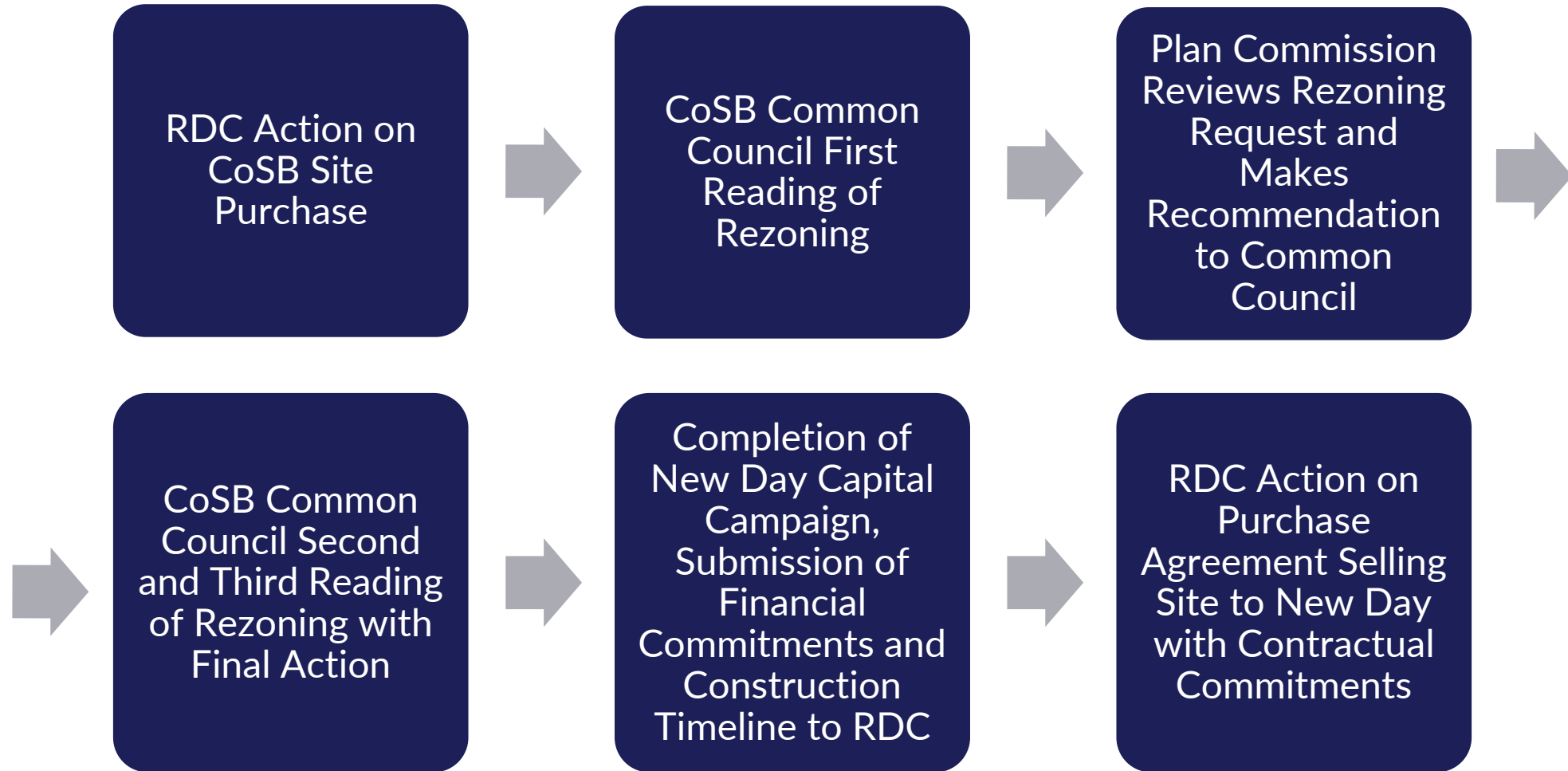


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- Can be purchased (parcels explored for purchase but declined in red)



# Approvals Required for Project Development





# Frequently Asked Questions: Site Selection

- Why not Ignition Park?
  - Ignition Park is under a Voluntary Remediation Program through the Indiana Department of Environmental Management that prevents residential development on the site.
  - Ignition Park is in close proximity to other service providers. Previous public engagement encourages the de-centralization of the geographic location of homeless services.
- Did you look at other sites?
  - The City and New Day engaged with St. Joseph County elected officials to discuss possible sites for the intake center, including a site on Old Cleveland Road and the Portage Manor site. County officials declined to assist with placement of the facility.



# Frequently Asked Questions: Low-Barrier Shelters

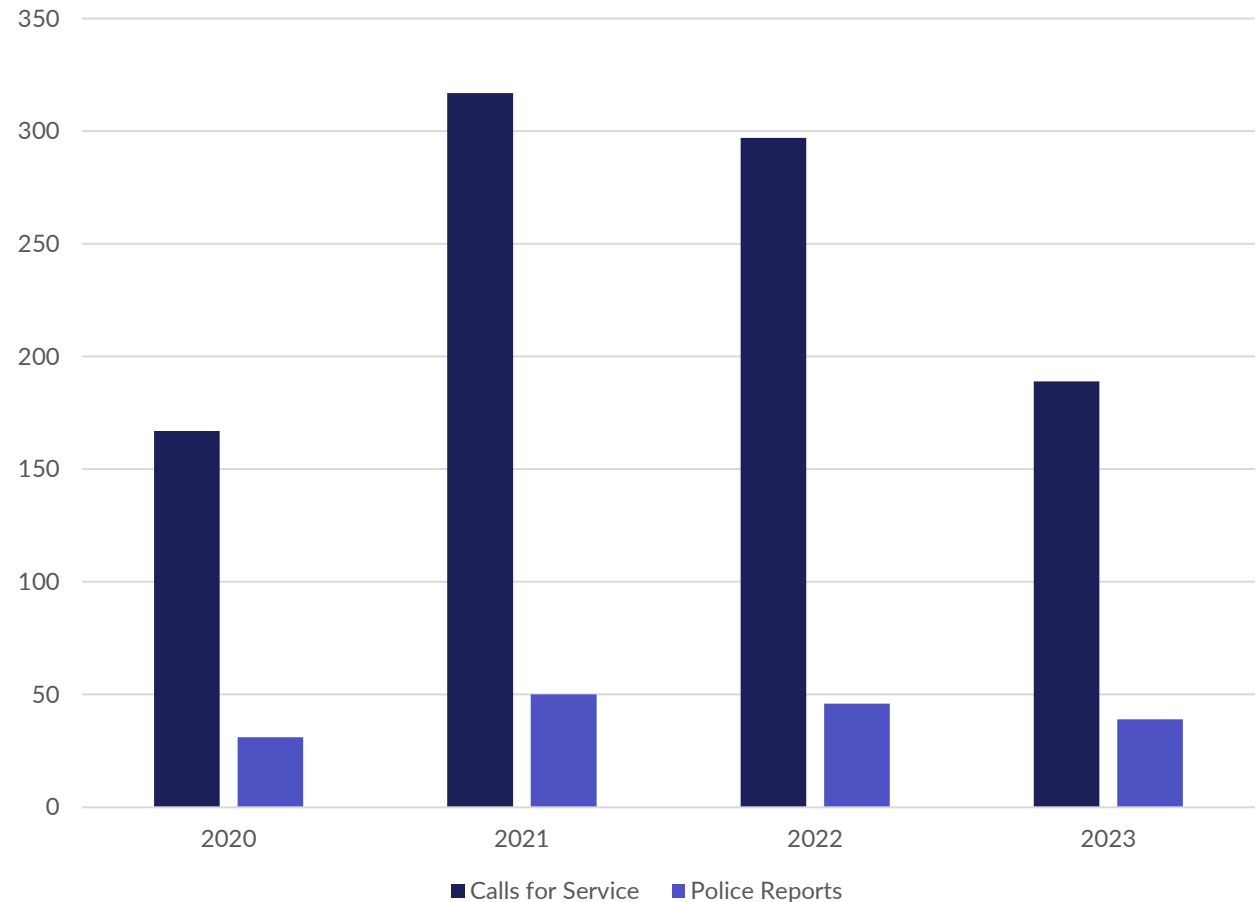
- Does low-barrier mean that drug dealers are free to roam the site and it is a free-for-all?
  - No, a low-barrier shelter still has rules and expectations. Sobriety is not a pre-condition to be provided housing, but drug distribution is prohibited and use is strongly discouraged.
- Will sex offenders be allowed to stay at the site?
  - No, this site is located within 1,000 feet of a public park, meaning a sex offender may not reside there.



# Frequently Asked Questions: Public Safety

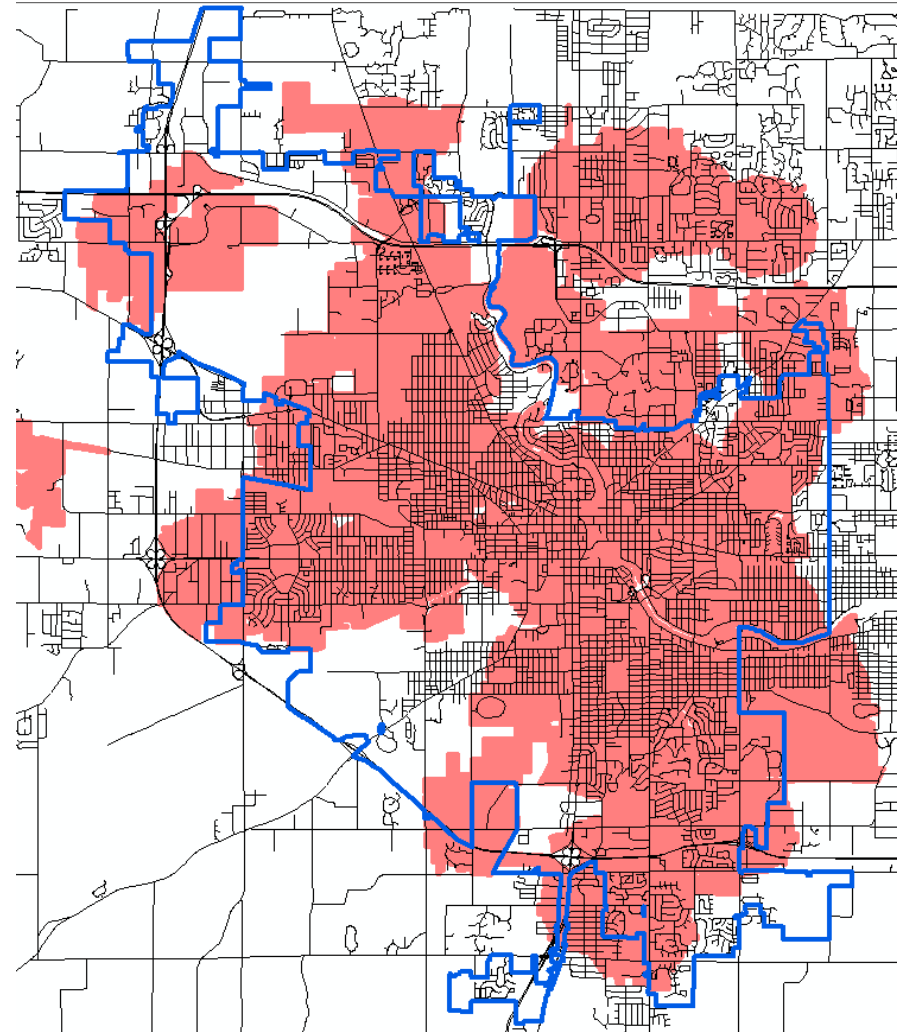
- Will the site be fenced and have 24/7 security onsite?
  - The site will be fenced in its entirety and the City is willing to support a variance to allow for a 10-foot-high fence. The site will have 24/7 security. These will be contractually-required as part of any sale of the site from the Redevelopment Commission to the New Day nonprofit.

Service Calls & Police reports to Motels4Now



# Frequently Asked Questions: Distance from Daycare and School

- Why select a site that is 2,200 feet (.41 miles) from a daycare?
  - There are few parcels in South Bend that are not within 2,200' of a licensed daycare or public or private school (unlicensed, registered daycares not shown)



# Sources

1. Tim Aubry, Geoffrey Nelson, and Sam Tsemberis. 2015. "[Housing First for people with severe mental illness who are homeless: a review of the research and findings from the At Home—Chez Soi demonstration project,](#)" *Canadian Journal of Psychiatry* 60:11.
2. M. Lori Thomas et al. 2020. "[Housing First Charlotte-Mecklenburg Research & Evaluation Project Final Report](#)"
3. National Low Income Housing Coalition. 2023. "[The Case For Housing First](#)"
4. South Bend Working Group on Chronic Homelessness. Final Report and Policy Recommendations, August 2017, <https://sbheritage.org/wp-content/uploads/2020/07/WorkingGroupReportonChronicHomelessness.pdf>
5. Urban Institute, Breaking the Homelessness-Jail Cycle with Housing First: Results from the Denver Supportive Housing Social Impact Bond Initiative, 2021. <https://www.urban.org/research/publication/breaking-homelessness-jail-cycle-housing-first-results-denver-supportive-housing-social-impact-bond-initiative>
6. Kimmelman, Michael. How Houston Moved 25,000 People From the Streets Into Homes of Their Own, <https://www.nytimes.com/2022/06/14/headway/houston-homeless-people.html> (2022, updated 2023)
7. University of Notre Dame Lab for Economic Opportunities. (2019) [Lessons Learned: HUD-VASH | News | Impact | Wilson Sheehan Lab for Economic Opportunities | University of Notre Dame \(nd.edu\)](#)





# New Day Intake Center

Community Forum – 6 February 2024



From Our Guests

# The Impact.



# Before Motels4Now

## **OPTION #1**

HIGH-BARRIER  
SHELTER  
(CFH, Hope, etc.)



## **OPTION #2**

HOSPITAL  
Cost: \$1,618/trip <sup>1</sup>  
(avg. IN ER cost)



## **OPTION #3**

INCARCERATION  
Cost: \$52.61/day <sup>2</sup>



## **OPTION #4**

TENT CITY



1. <https://www.cbsnews.com/pictures/emergency-room-visit-cost-most-expensive-states/>

2. <https://faqs.in.gov/hc/en-us/articles/115005238288-How-much-does-it-cost-to-keep-an-offender-in-prison->



# Meeting the Need

## Current Motels4Now Model



### **PERSON EXPERIENCING HOMELESSNESS**

With active addiction and/or severe mental illness

### **MOTELS4NOW**

Average 4 month stay

Cost: **\$38.10/person/day**

**78% Move on to better options or are currently guests at M4N**

### **LONGER-TERM, MORE SUSTAINABLE OPTIONS**

- Current Guest
- Permanent Housing
- In-Patient Treatment
- Family Reunification

# How It Works

## How Guests Join Motels4Now

Join the Waitlist

People join the Motels4Now waitlist on Friday mornings at Our Lady of the Road and answer some basic questions.

**88% of our guests report last holding stable housing in South Bend or immediately adjacent areas (Mishawaka, Niles, Granger, St. Joseph County, Elkhart/Elkhart County)**

Regularly Check In on Waitlist Position

Our waiting time ranges between **4-12 months.**

Waitlisted persons check in on Friday morning at Our Lady of the Road, and can also receive a hot meal, do laundry, and shower.

Join Motels4Now

**When we have a spot for a waitlisted person who has checked in:**

- 1) Staff meets with them to explain the basic policies
- 2) They sign to agree to follow these.
- 3) We assist them in moving to the motel.

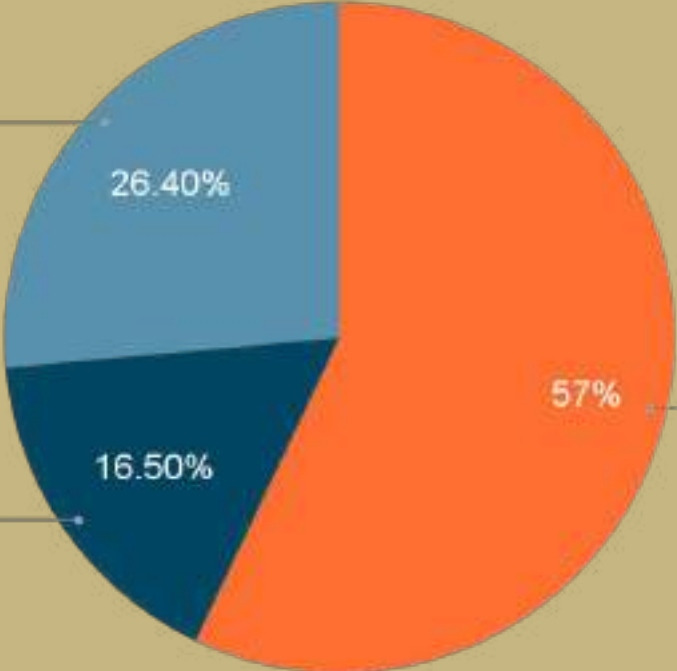
# Who Are Our Guests

## Current Guests' High Schools

Current Guests' High Schools

**Other**  
26.4%

**Neighboring**  
16.5%



**St. Joseph County**  
57.1%

# Our Policies

## The Basic Rules

*ALL GUESTS AGREE TO FOLLOW BASIC GROUND RULES FOR THE PROGRAM*

*ALIGNED WITH CORE VALUES OF NON-VIOLENCE, CONSTRUCTIVENESS, AND ACCOMPANIMENT*

### **NON-VIOLENCE**

No violence, weapons, or threats are allowed

### **NO UNANNOUNCED GUESTS**

Visitors are not permitted except with 24 hours advance notice and staff approval

### **QUIET HOURS**

The motel observes quiet hours between the hours of 10pm and 10am

### **NO DEALING**

No dealing of illegal or controlled substances is tolerated

# Our Services

## What We Provide

### ***STABILITY, SECURITY, AND DIGNITY***

- A locking door, climate control, hygiene facilities, and a fixed address help people regain stability.
- Guests can receive two meals per day, access an on-site pantry, and receive assistance applying for food stamps
- Daily check-ins with our staff
- The motel is staffed 24/7, 365 days a year

### ***SUPPORT SERVICES AND ACCESS TO MEDICAL PROVIDERS***

- Entry into Homeless Management Information System/Continuum of Care
- Support obtaining ID documents
- Robust support navigating housing bureaucracy
- Connections to jobs, job training, and/or social security benefits
- Medical clinic on site with physicians from the Beacon Family Medicine Residency Program (December 2023) psychiatrist every two weeks
- Recovery coaching on site
- Rides to medical & housing appointments
- Bus passes



# Positive Outcomes

78%

*SUCCESS RATE*

## *EXPERIENCES CONSIDERED A SUCCESS:*

### *A GUEST AT THE MOTEL*

Any guest onsite is a guest not living on the street and is moving towards stability.

### *ENTERING TREATMENT*

Any guest who enters treatment or recovery.

### *FAMILY REUNIFICATION*

Any guest who reunites with family and finds stable housing this way.

### *HOUSED*

Any guest who on their own, or with the our housing team's help, moves into permanent independent housing.

# Motels4Now

## Impact By the Numbers

712

Guests Served  
All-Time

~120

Guests On Any Given  
Night

4  
months

Average Stay

78%

Success Rate

200+

Housing Placements by  
Our Staff

73%

Of Guests We House  
Remain Housed

# Outcome Breakdown

712

GUESTS ALL TIME

CURRENT  
GUESTS

122

POSITIVE  
OUTCOMES

423

NEGATIVE  
OUTCOMES

167

# How We Partner To Help Guests Move On

## **PERMANENT SUPPORTIVE HOUSING (PSH)**

We work with Oaklawn, Center for the Homeless, YSB, AIDS Ministry, among others, to place guests into PSH

## **VETERANS ADMINISTRATION (VA)**

Partner with VA to support our veteran guests with access to vouchers and other veteran-specific housing programs

## **HOUSING AUTHORITY**

Partner with South Bend Housing Authority to support guests with vouchers for private housing, including handicapped-accessible options

## **FAMILY RECONNECTION**

We work to help guests reunify with families, who sometimes can provide housing.

## **TREATMENT**

Support and accompany guests into residential treatment programs across Indiana.

## **FOLLOW-UP SERVICES**

Housing team continues to support guests we've placed over the long term. Support includes check-ins, counseling, landlord liaison, utilities and rental assistance, paperwork, transfers, etc.

# Where we are now

## Robust Community Support

- ⚙️ Mayor James Mueller
- ⚙️ South Bend Police Chief Ruszkowski
- ⚙️ St. Joseph County Sheriff Redman
- ⚙️ Oaklawn
- ⚙️ St. Joseph County Homeless Planning Council members
- ⚙️ Downtown South Bend
- ⚙️ Memorial Hospital Family Medicine Residency Program



OAKLAWN





# Site Plan



New Day Intake Center (replacing Motels4Now)

## The campus will feature

- **Administrative office and meeting spaces to house the NDIC team under one roof**
- **A full-service kitchen, community spaces, laundry facilities, and safe/attractive outdoor space**
- **Medical office and space for therapists and other support services**
- **Less time on repairs and walking off unauthorized visitors=more time to help our guests move forward**



# Connect With Us

*SIGN UP FOR OUR COMMUNICATIONS*



*ADMIN@NEWDAYSOUTHBEND.ORG*



*WWW.NEWDAYSOUTHBEND.ORG*



City of South Bend  
*Community Investment*

# Public Comment

- Speakers will receive 3 minutes of time for comment.
  - Please give your name and address.
  - If you are willing, please share if you live or work in the area near the site.
  - Those who do not wish to speak are encouraged to fill out a written feedback form provided at the back of the room.

